

# A3 Crisis Response

A3 is Contra Costa County's innovative approach to provide timely and appropriate mental and behavioral health crisis services to *anyone, anywhere at anytime* in the county.

When someone is in a crisis — a fire, crime or medical emergency — they call 911, expecting immediate emergency services. However, when that emergency is a mental or behavioral health crisis, the lack of a timely and clinically appropriate response too often results in unnecessary suffering, loss of life, criminalization or incarceration. A3 addresses this critical need by making mental and behavioral health a pivotal part of the emergency response system.

## Why A3?

A3 integrates behavioral health services into Contra Costa County's emergency response system.

- » One in five people experience mental health issues
- » Over 40% of calls are from family members or law enforcement
- » Over half of calls are about psychosis, aggression or suicide
- » Most callers get care over the phone, with mobile teams responding to 1 in 4 calls

## How Does A3 Work?

A3 currently operates Monday – Friday, 8 a.m. – 6:30 p.m. As services expand, A3 will provide free 24/7 emergency behavioral health support countywide with:

- » **Someone to Talk to:** The A3 Miles Hall Crisis Call Center is triaged by mental health clinicians and provides care over the phone or sends a care team
- » **Someone to Respond:** Specially trained response teams are dispatched to the person in need to address the crisis and provide the appropriate care
- » **A Place to Go:** The new A3 campus will offer people in a mental or behavioral crisis a place to get treatment and an alternative to the hospital or jail



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## What is the A3 Campus?

Work is underway to build the A3 campus at 1034 Oak Grove Road in Concord. Expected to open at the end of 2023, the A3 campus will house the A3 Miles Hall Crisis Call Center, an urgent care, a peer respite and a recharge center.

## How is A3 Funded?

Construction of the A3 campus is funded by federal dollars and the county's half-cent Measure X sales tax. Annual Measure X tax revenue will support the A3 Miles Hall Crisis Call Center, mobile response teams and follow-up care for those in crisis.

If you or someone you know needs emergency behavioral health help, call the

**A3 MILES HALL  
CRISIS CALL CENTER**

 **833-443-2672**

Learn more about A3 at  
[cchealth.org/a3](https://cchealth.org/a3)