

Status Update

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

WHERE WE STAND TODAY

- **Operating:** Daily, 8 a.m. – 12:30 a.m.
- **People Served:** Contra Costa Health initiated a new data tracking system starting July 1, 2023. Information provided here is based on calls received between that date and Sept. 5, 2023. As with any new process, we continue to address accuracy and consistency in the data. Please note that this information may change as the process is refined.
 - Ninety-seven percent of calls were answered in less than one minute.
 - 48.8% of calls were from family or law enforcement.
 - 998 calls were assessed for services.
 - Of the 998 total calls, 262 or 26% were determined to be a mental health crisis.
 - Of the 262 mental health crisis calls, 181 or 69.1% resulted in field visits; 81 or 30.9% were addressed over the phone.
 - The average call lasted just over 11 minutes, with individual calls lasting anywhere between 15 seconds and an hour and 13 minutes.
- **Mobile Response:**
 - There are currently 15 teams serving the county.
 - The average response time from the time a team is dispatch until they arrive on scene was 20 minutes.
 - On average, a team spends an hour and 33 minutes from dispatch to return to office.
- **Staffing:**
 - Expanding to 26 teams by October assuming present recruitment forecasting
 - Recruitment flyers are available at cchealth.org/a3/apply.php

WHAT'S COMING NEXT

- **Summer 2023:**
 - Multi-agency collaboration to finalize countywide dispatch process
 - Youth Crisis Stabilization Unit (CSU)
- **Fall 2023:**
 - Services offered 24/7
 - Expansion of mobile teams
 - Law enforcement training
- **2024**
 - 34 mobile teams
 - Expansion of treatment destinations & services
 - Formal evaluation