



Anyone, Anywhere, Anytime

# 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

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- **Operating:** Weekdays, 8 a.m. – 7:30 p.m. and Saturday, 8 a.m. – 5 p.m.
- **People Served:**
  - Helped 2,986 callers in 2022
  - Over 40% of calls are from family or law enforcement
  - 75% of callers' needs are resolved over the phone
  - 1 in 4 callers need an in-person response
- **Mobile Response:**
  - 3.5 teams with an average talk and in-person response time of 1 – 2 hours
  - 534 teams were dispatched in 2022
- **Staffing:**
  - 1,120 staff hours per month
  - Challenged by behavioral health worker shortage
  - Hiring strategies: flexible schedules, differential pay and overtime/on-call opportunities for existing staff
  - Recruitment flyers are available at [cchealth.org/a3/apply.php](https://cchealth.org/a3/apply.php)

## WHAT'S COMING NEXT

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- **This April**
  - **Hours of Operation:** expanding operations to 8 a.m. – 12:30 a.m. daily
  - **Mobile Response:** expanding to 13 mobile response teams
- **Future Goals:**
  - **Law Enforcement Training:** launching POST certified training in May 2023
  - **Decrease Response Time:** anyone in need of immediate behavioral health support can call the A3 Miles Hall Call Center at anytime and have a mobile response team come to them anywhere in the county in 10 minutes
  - **A Place to Go:** broaden behavioral health care options so people in need have a place to go 24/7

2/22/2023