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 adults experience mental health issues
- » Most calls are from family members or law enforcement
- » The vast majority of people in crisis are stably housed
- » Most callers' needs are resolved over the phone, with mobile teams dispatched to 1 in 4 calls for in-person support

How Does A3 Work?

A3 provides free 24/7 behavioral health support 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 team may determine the person in crisis needs a place to go to get more support and can connect them to appropriate services countywide

Where Does A3 Stand Now and What Comes Next?

View call volumes, demographics and city volume on the A3 Public Dashboard at <u>www.cchealth.org/a3</u>.

A3 services continue to expand as we refine processes, expand partnerships and hire staff. A goal for the future is to develop a Wellness Campus, with a care-on-demand facility, a peer respite center and the A3 Miles Hall Crisis Call Center.

How is A3 Funded?

Annual Measure X tax revenue supports the A3 Miles Hall Crisis Call Center, mobile response teams and follow-up care for those in crisis.

