



Non-Law Enforcement Crisis Intervention in the Community

The San Mateo County Mobile Crisis Response Team offers rapid crisis intervention to people who are experiencing a mental health or substance use crisis. This team exists to help people get immediate support and connect to longer-term care.

Services are delivered by behavioral health clinicians and peer specialists. Services are compassionate and recovery-centered, designed to help people feel comfortable and safe during a crisis.

Law enforcement is only involved in situations where they are needed to ensure safety or address an escalating need.

The San Mateo County Mobile Crisis Response Team operates out of mobile offices, providing rapid crisis support to people when and where they need it in the community.

Essentials

Referral Line & Crisis Support:

650-579-0350

Contact County Crisis Hotline in case of behavioral health crisis. Call 911 if you are in danger of hurting yourself or others.

988

Call National Suicide & Crisis Hotline (24/7) for immediate phone support. This line can be used in addition to the County Crisis Hotline.

For Information and Questions:

www.telecarecorp.com/san-mateo-county-mcrt

Who We Serve

Anyone experiencing a behavioral health crisis in San Mateo County.

Hours of Operation

Starting May 20, 2024, our hours of operation will be 7 days a week, 3:00 pm to 11:30 pm. Services are anticipated to expand August 2024.

Program Funding

Funded by the County of San Mateo.

About Telecare

Telecare is a family- and employee-owned company that specializes in serving individuals with serious mental illness. Scan the QR code to learn more or visit:

www.telecarecorp.com



San Mateo County Mobile Crisis Response Team

Rapid, Compassionate,
Non-Law Enforcement Behavioral
Health Crisis Care, Serving
San Mateo County



**Telecare
Corporation**

RESPECT. RECOVERY. RESULTS.



SCAN ME



SAN MATEO COUNTY HEALTH
**BEHAVIORAL HEALTH
& RECOVERY SERVICES**



Do You or Someone You Know Need Help?

Call the County Crisis Hotline at **650-579-0350**.

A trained professional will be available to help and connect you to appropriate resources, including the San Mateo County Mobile Crisis Response Team if we are the best team to assist.

Mobile Crisis Matters

A crisis can happen to anyone — and there is no single definition of a crisis. The San Mateo County Mobile Crisis Response Team helps people get the support they need when they are not feeling at their best. [Here are just a few situations or feelings that people may experience as a crisis.](#)

- Bullying
- Grief
- Loss of a job
- Financial stressors
- Housing instability
- Chronic pain
- Health issues
- Experiencing abuse
- Substance use or abuse
- Divorce or breakups
- Struggles with identity, gender, or sexual orientation
- Feeling hopeless or helpless
- Feeling like life isn't worth living; thoughts of self-harm or suicide
- Feeling depression and/or anxiety
- Extreme withdrawal; isolation
- Sudden changes to hygiene, self-care
- Not sleeping or eating for many days
- Unusual thoughts, sounds, or visions
- Agitation, pacing; posturing
- Extreme energy or no energy

San Mateo County Mobile Crisis Response Team Can Help

The San Mateo County Mobile Crisis Response Team provides a range of crisis intervention services in the community, including:

- Crisis triage, screening, assessment
- Crisis intervention and stabilization
- Safety planning
- Transportation (if needed) to other services for further treatment
- Care coordination for up to 60 days to connect to ongoing services

Each mobile office is staffed with a team of behavioral health professionals and is equipped with a host of resources and safety features for 5150s if necessary.

Trauma is common among people experiencing crises. San Mateo County Mobile Crisis services are designed to support healing and recovery. Services are trauma-informed and inclusive.

What to Expect From the San Mateo County Mobile Crisis Response Team

When the San Mateo County Mobile Crisis Response Team goes into the field to help someone in crisis, here's what to expect.

- The team will typically arrive on site within 60 minutes of being dispatched.
- The team will arrive in a San Mateo County Mobile Crisis Response Team vehicle, wearing our purple uniforms.
- The team will stay on site however long is needed and will work in partnership with the person served on intervention and stabilization.
- If an individual is a grave risk to self or others, the team may initiate an involuntary hold (72-hour max).
- The team will create care coordination plan, including linkage to other providers, services, and resources.
- The team will make sure that there is a warm handoff to the next setting or provider.
- The team will conduct care coordination follow-up with the individual, within 24 hours.