

Mobile Crisis Response Teams (MCRT)

Get Help for Alcohol, Drug, or Mental Health Crises

The **Mobile Crisis Response Team Program** is a countywide service that offers an alternative response option for those experiencing a mental health or substance use-related crisis. Launched by the County of San Diego in January 2021, non-law enforcement Mobile Crisis Response Teams (MCRTs) trained to respond, assess, and de-escalate behavioral health crises may be dispatched in response to calls to the Access & Crisis Line (ACL) (888-724-7240) or calls to emergency services.

How can MCRT help me?

The team can respond to behavioral health crisis calls that do not involve known threats of violence or medical emergencies. If needed and/or appropriate, MCRT can:

- Provide assessments
- Utilize crisis intervention and de-escalation techniques
- Connect individuals to appropriate behavioral health services and resources (e.g., counseling, case management, substance use treatment services)

MCRT Case Managers and Peer Support Specialists can also assess other needs an individual may have and help with initial coordination for treatment services as needed for up to 30 days from initial service.



**Scan for More
Information on MCRT**

How can I access MCRT?

Deployment of any crisis response service starts with calling the ACL or emergency services. Trained dispatchers determine the most appropriate response based on the information you share. Depending on the situation, additional crisis response services may be sent out. Upon acceptance of the referral from the dispatcher, a MCRT will come to your location in a clearly marked "MCRT" van, with a small team that includes a licensed mental health clinician, case manager, and peer support specialist. This team will talk to the individual in crisis and determine how to best assist and problem solve with them as the client.



If you are not sure what to do or what you need, call the ACL to consult a trained expert. For more information on MCRT, including [Frequently Asked Questions](#) and outreach materials, visit www.sandiegocounty.gov/mcrt.

**San Diego County
Access & Crisis Line
(888) 724-7240**

Free, confidential support and resources for anyone dealing with alcohol, drug, or mental health challenges, available 24/7 in over 200 languages. Individuals with San Diego County area codes (619, 858, 760, or 442) may also reach the ACL using quick-dial code **9-8-8**.
Not in San Diego County? Call **9-8-8** to connect to the national network of suicide and crisis call centers.

211

Call **2-1-1** for health and social service assistance, information, and referrals.