



**TRUSTED
RESPONSE
URGENT
SUPPORT
TEAM**

How was TRUST developed?



SCC Behavioral Health Mobile Programs

Psychiatric Emergency Response Team (PERT)

Activated through 911 calls

- Consists of licensed BH Clinicians paired with Law Enforcement Officers
- Most Intense Level of Service (High Severity)
- Plain clothes and unmarked vehicle
- Serves Santa Clara, Cupertino, Saratoga, Los Altos Hills, Palo Alto, South County, and unincorporated County

Mobile Crisis Response Team (MCRT)

Activated through 988/Call Center and Behavioral Health Services Department (1-800-704-0900)

- Team consists of BH Licensed and Licensed Waivered Clinicians
- Safety concerns, possibility for a "5150"
- County contracted Law Enforcement Liaisons act as consultants to both BH and Law Enforcement personnel (law enforcement only as needed)

Mobile Response Stabilization Services (MRSS) – ages 4-20

Activated through 988/Call Center and Pacific Clinics Crisis Direct Line (408-379-9085)

- Team provides mobile response and/or crisis intervention for support with de-escalation of behaviors and/or crisis
- Also provides phone-based de-escalation

Trusted Response Urgent Support Team (TRUST)

Activated through 988/Call Center and TRUST Direct Line (408-596-7290)

- Community-based support – non-law enforcement
- Prevention focused on MH and substance use crisis
- Mobile response vehicle in North County, San Jose, West Valley, and South County
- *Lowest level of intervention – no active safety risks*

Activation Examples

Risk Level	Definition	General Criteria	Examples
Emergency 911 (PERT dispatched by 911)	Imminent Risk of Harm Support: <ul style="list-style-type: none"> Definite danger to self/others An illness, injury, symptom, or condition so serious that a reasonable person would seek care right away to avoid severe harm or require an emergency medical <u>response</u> Active threat to harm others with clear intent, plan and means 	<ul style="list-style-type: none"> Active use of a weapon Active and/or major property destruction Suicide attempt/serious self-harm in progress Violence/Aggressive towards others in progress An acute injury or illness that poses an immediate risk to a person's <u>life</u> Substance induced emergency (psychosis, medical reactions) Intent to cause bodily <u>harm</u> Verbal/behavioral threat 	<ul style="list-style-type: none"> Lethal medications/pills in their immediate possession In the act of suicide Suspected or reported <u>overdose</u> Actively throwing items that could be used as a weapon to cause harm to <u>someone</u> Needs immediate medical attention (Withdrawal symptoms, Adverse side effects from meds, Uncontrolled <u>bleeding</u> or open wounds) Running into traffic
High Risk MCRT (18+) MRSS (20 & under) ↓	Urgent Support: <ul style="list-style-type: none"> Symptoms affects daily functioning and there is an immediate concern that the individual may meet 5150 <u>criteria</u> Exhibits behaviors associated to suicidal ideation, homicidal ideation, or grave disability. Danger to self/others 	<ul style="list-style-type: none"> Homicidal ideation/Suicidal ideation with clear intent, plan and means – No immediate <u>risk</u> Physically aggressive behavior (possible danger to self or others) Property destruction/Fire setting behaviors, possible danger to self or others (Within the last 24 hours) High risk/dangerous behaviors associated with perceptual/thought disturbance or impaired impulse control 	<ul style="list-style-type: none"> Destroying, breaking items Throwing items intermittently or without intent to harm History of fire setting
Medium Risk ↓	Semi-Urgent Support: <ul style="list-style-type: none"> Possible danger to self/others Moderate behavioral disturbance Significant distress, especially in absence of capable supports 	<ul style="list-style-type: none"> Verbal aggressive behavior (threat/hostility) Increasing symptoms of psychosis such as hallucinations and delusions On-going symptoms are escalating and individual not willing to seek mental health <u>treatment</u> Unable to safety plan 	<ul style="list-style-type: none"> Making statements of wanting to hurt themselves/others, no plans or means. Increasing conflict in living environment Not engaging treatment team
Low Risk TRUST (18+) ↓	Non-Urgent Support: <ul style="list-style-type: none"> Minor distress No danger to self or others No major behavioral disturbances Referrals from LE which are identified as non-Urgent 	<ul style="list-style-type: none"> Client needs de-escalation intervention due to observed <u>behaviors</u> Exhibits behaviors associated with suicidal ideation/homicidal ideation without a specific plan or <u>means</u> Property destruction, no danger to self or others and not resulting in <u>LE</u> Mild symptoms of psychosis Clinically unstable due to not taking <u>medication</u> Emotional Distress 	<ul style="list-style-type: none"> Yelling into the air Waving their hands around as if they're talking to <u>someone</u> ADL coaching Mood instability Mediation between caregiver and client Angry/frustrated Client would benefit from connection with outpatient services or resources
Phone Support	Remote Support: <ul style="list-style-type: none"> No distress No danger to self or others No behavioral disturbances FYI from LE/988 	<ul style="list-style-type: none"> De-escalation/stabilization Requesting resources Requesting consultation Requesting phone support/crisis line counseling 	<ul style="list-style-type: none"> Relationship problems Loneliness or isolation

TRUST Program Purpose



- TRUST staff are specifically trained to help people who need urgent help for mental health and substance use conditions
- Guidance to community resources and additional support
- Over-the-phone symptom management and de-escalation support
- Call-out response services that send a mental health professional to your location
- Transport to alternative locations that supports your client's mental health crisis
- TRUST operates 24/7, 365 days a year (including holidays)

TRUST Team Composition

Operated by: Pacific Clinics and Momentum for Health

Call Center Team: Assess and de-escalate call or dispatch Onsite Field Team

San Jose, West Valley, South County, and North County each have a separate **Onsite Field Team.**

Call Center Team (CCT)

- **Program Manager**
- **Peer Specialist/Peer family, Paraprofessionals**
- *(Ex. Rehabilitation counselor, mental health community workers, and community workers)*

Onsite Field Teams (OFT)

- **First Aide Professional**
(Operating within the scope of Red Cross First Aide)
- **Crisis Intervention Specialist** *(similar to a Rehabilitation Counselor)*
- **Peer Outreach Specialist**

ON CALL LEADERSHIP

The TRUST team has access to on call leadership able to write 5150 holds.



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TRUST ACTIVATION FLOW CHART

01

- Triage
- Assess which program is best for situation
- Low Risk = TRUST

988

02

- Call Center will confirm information from 988
- Assess situation and offer support

Call Center

03

- If requested, the field team will be dispatched
- Assess, de-escalate, and refer

Field Team

04

- We offer an optional follow up if requested
- Can be in-person or over the phone

Follow Up

Additions:

We offer a trauma informed, client focused approach. Our program is about meeting the client where they are.

We are an alternative to law enforcement (when the client is not a danger to themselves or others).

Our services are voluntary, and we will do our best to accommodate. We offer transportations and 5150 holds if needed.

TRUST Overview

- **Operated by:** Pacific Clinics and Momentum for Health
- Accessed by calling **988** or **800-704-0900 *1** or **TRUST Direct Line (408-596-7290)**
Call Center Team: Assess and de-escalate call or dispatch Onsite Field Team. Serving all of Santa Clara County.
- **TRUST Onsite Field Teams** are stationed in San Jose, West Valley, South County, and North County.
- **Transportation Locations**
 - Mental Health Urgent Care- 871 Enborg Ct, San Jose, CA
 - Crisis Stabilization Unit- 101 Jose Figueres Ave, San Jose
 - Mission Street Recovery Center- 151 W Mission St, San Jose, CA 95110
- **Available 24/7, 365 days a year**
- **Little to no cost**

Community Collaboration

- The community advocated for the Community Collaborator position
- Community Advisory Board (CAB)
- CCs do outreach across the Santa Clara County community



Community Collaborator

Contact Information

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