



Telecare MCRT FAQs

What is the Mobile Crisis Response Team (MCRT)?

Mobile Crisis Response Team (MCRT) is a crisis response provided by clinicians in the community. These behavioral health services are provided without law enforcement. Mobile teams are made up of a licensed clinician, a case manager, and a peer specialist. A call comes into our call center from the San Diego County Access and Crisis Line or law enforcement. Our triage clinician screens the call and dispatches a vehicle with the team to the client's location to address a behavioral health emergency.

How do I call MCRT if I need services?

If you are a community member, call the Access and Crisis Line (ACL) at: (888) 724-7240. Law enforcement has non-public numbers they use to reach MCRT.

Who is a part of MCRT?

All MCRT teams are comprised of a licensed clinician, master's level case manager, and a peer specialist. Staff are trained in trauma-informed care, substance disorders, and cultural sensitivity. MCRT emphasizes having teams from diverse and bilingual backgrounds. Teams are knowledgeable of working with individuals of all ages.

Is MCRT open 24-hours/7-days a week?

MCRT will eventually operate 24/7. The MCRT call center is available 24/7. Currently, MCRT mobile teams are active from 7:00 a.m. – 9:00 p.m.

How long will it be from the time I call to when the person arrives on the scene?

MCRT will evaluate calls based on need and urgency. It is the intention to respond promptly to calls requiring a swift response. Response times may vary depending on the volume of calls at the time.

Does MCRT serve children and minors?

Yes, MCRT serves all ages. However, MCRT does not currently respond to schools.

When will MCRT be operational in all regions?

As of December 8, 2021, MCRT can be accessed in all regions through the Access and Crisis Line (ACL).

How much does it cost?

Nothing! This service is free to anyone experiencing a mental health, substance use, and/or co-occurring disorder. In the future Insurance may be billed if applicable. At this time, the MCRT services are free of charge and funded by the County of San Diego Health and Human Services Agency.

What will MCRT not respond to?

MCRT will not respond to calls if:

- The individual served is immediately violent to their self or another
- A medical response is needed
- There are weapons involved
- The person is involved in serious criminal activity related to the call that warrants law enforcement
- The person is known to be wanted in connection with an ongoing law enforcement investigation
- Law enforcement was specifically requested
- The call is for a “Wellness Check” only
- The person does not have a behavioral health emergency

What can MCRT do about homelessness?

MCRT is designed to provide services to all individuals experiencing a behavioral health crisis that may or may not be homeless. MCRT is not designed to specifically address homelessness. We suggest reaching out to C-HRT or the HOT team for San Diego homeless services.

What’s the difference between MCRT, PERT, Exodus, Access & Crisis Line?

- MCRT services are provided by two providers, Telecare & Exodus. Both provide the same MCRT services. Telecare serves five regions of San Diego County: North Inland, North Central, Central, East, and South. Exodus provides MCRT services to the North Coastal Region. MCRT responds to behavioral health emergencies that are not immediately violent. MCRT is staffed with clinical staff only, no law enforcement.
- The Access and Crisis Line, operated by Optum, provides phone services only. They screen and transfer calls to MCRT or law enforcement. Additionally, they provide resources to the caller as needed.
- PERT includes both a law enforcement officer and a clinician. They respond to calls that have an immediate threat of violence.

What does the 30-day follow-up consist of?

A case manager or peer specialist will follow up with and provide care coordination if needed. Care Coordination includes linking the individual to ongoing behavioral health services. The goal is to help the person not repeat their crisis and to help connect them to as many services and resources that will help them.

Can MCRT transport people to an ER or Crisis Stabilization Unit (CSU)?

Yes, if the person agrees to be transported and is safe to transport.

What can I expect when MCRT arrives?

MCRT will talk with the person in crisis and conduct a clinical assessment to determine how to best assist and problem solve with the client. Services are designed to meet people “where they’re at” in a respectful and responsive way.

Will law enforcement respond if I call MCRT?

It depends. While the purpose of MCRT is to offer a non-law enforcement option, but law enforcement presence is determined by the Access and Crisis Line (888-724-7240) or by the MCRT team based on a set criterion for safety.

Additionally, there may be times when law enforcement is needed if the situation escalates and becomes a safety issue.

Is MCRT the same as Telecare?

Telecare is a corporation with a variety of behavioral health programs throughout California and other states. MCRT is one of the services Telecare Corporation provides. North Coastal MCRT is provided by Exodus.

More Information:

- Telecare MCRT Website: www.telecarecorp.com/telecare-mcrt
- San Diego County MCRT Information: www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/BHS_MCRT.html
- San Diego MCRT (North County): www.exodusrecovery.com/san-diego-mcrt/

If your organization or community would like Telecare MCRT to give a presentation, please email MCRTpresentations@telecarecorp.com



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