

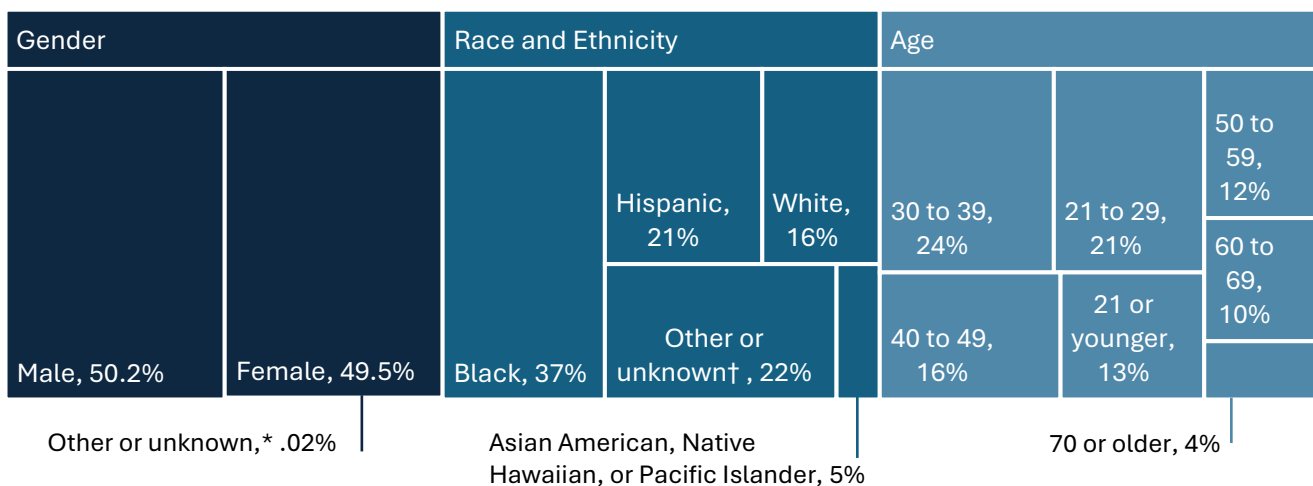
Program Profile: Adult Mobile Crisis Teams (MCTs) in Fiscal Year 2025

Program Summary

Adult Mobile Crisis Teams (MCTs) include professional and paraprofessional staff (for example, a master’s level clinician and a peer specialist, respectively) who use face-to-face interventions with the identified individual in crisis as well as their family or other support systems. MCTs provide in-person crisis de-escalation, engagement, assessment, and referrals to the most appropriate services, as needed. If the MCT is not able to make in-person contact with the individual, they will try to make contact over the phone or through an online video call. MCTs respond citywide within two to three hours, seven days a week, between 8 a.m. and 8 p.m. The teams provide services to people in crisis primarily in the home, a shelter, or a school.

Participant Characteristics in Fiscal Year 2025

In fiscal year 2025 (FY25), 18,432 referrals were made to MCTs. Individuals served were primarily non-Hispanic Black and between ages 21 and 39. While there are children’s MCTs geared to serve people under 21, occasionally adult MCTs may respond to individuals under 21 when necessary.

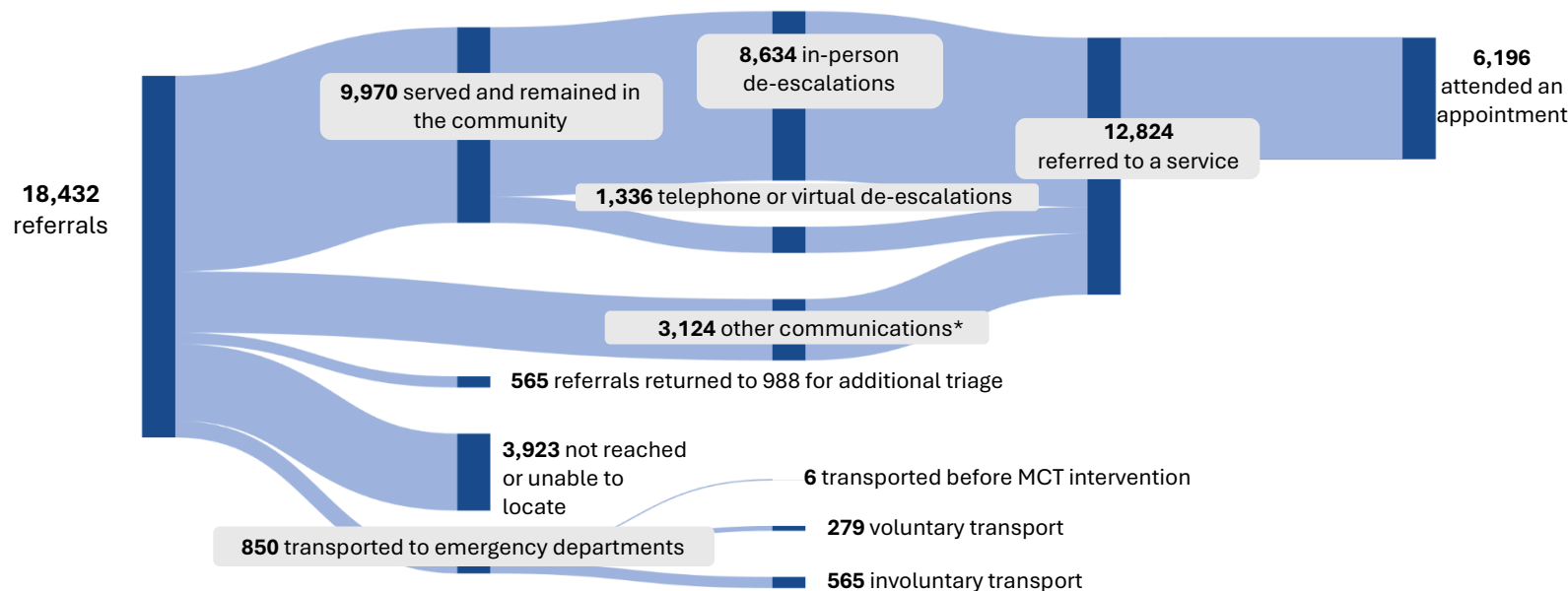


*Other or unknown gender includes transgender, nonbinary/gender nonconforming, other, unknown, and missing.

†Other or unknown race and ethnicity includes American Indian or Alaska Native, other, and people with more than one race.

Referrals and Interventions in FY25

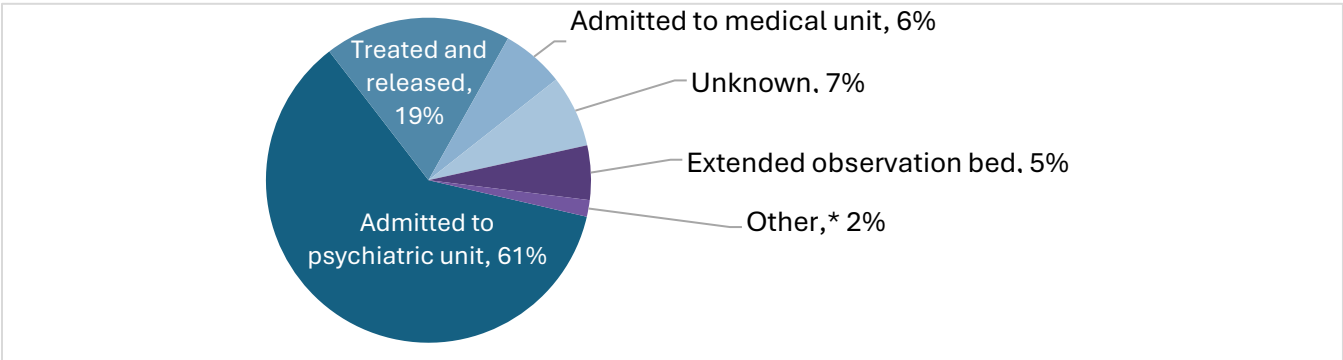
MCTs attempt to contact every referral they receive. Depending on the individual situation, including the extent and accuracy of incoming information, referrals may have the outcomes shown in the chart below.



*Other communication includes providing a 988 brochure or other referral material.

Post-Emergency Department (ED) Transport in FY25

The chart below shows the percentage of use of different transport options after ED visits in FY25. Other outcomes may include transfer to crisis beds, admission to inpatient or substance use disorder detox, or leaving against medical advice.



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