

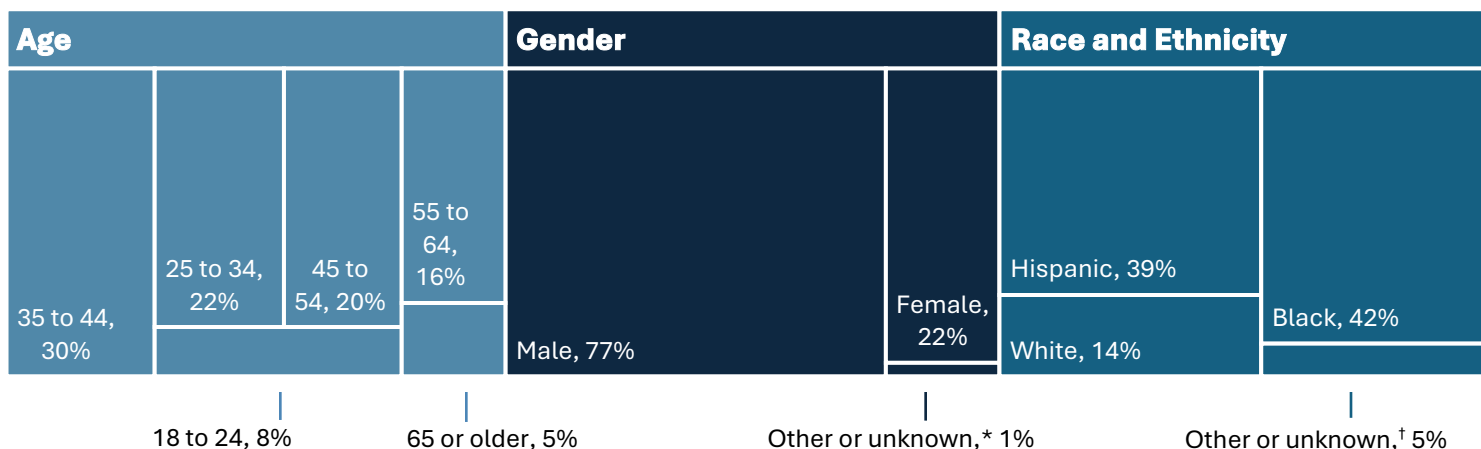
Program Profile: Support and Connection Center (SCC) in Fiscal Year 2025

Program Summary

The Support and Connection Center (SCC) provides short-term, community-based crisis stabilization services for people experiencing an acute mental health crisis and serves as an alternative to arrest, summons, or hospital admission. The SCC operates 24/7 and can accommodate 18 guests at a time, allowing for individualized service to meet each person's needs. Guests can stay up to five days. When a guest is discharged, the SCC provides community linkages to health care, mental health and substance use treatment, entitlements, and other support. Guests can also return to the SCC for aftercare services including mental health services, showers and meals, and medical services.

Participant Characteristics in Fiscal Year 2025

During the fiscal year 2025 (FY25), a total of 700 unique individuals received services through the SCC. This includes 598 guests with 741 stays. Additionally, 367 guests received 2,412 units of aftercare services during FY25. In FY25, guests were primarily non-Hispanic Black, male, and between ages 35 and 44.

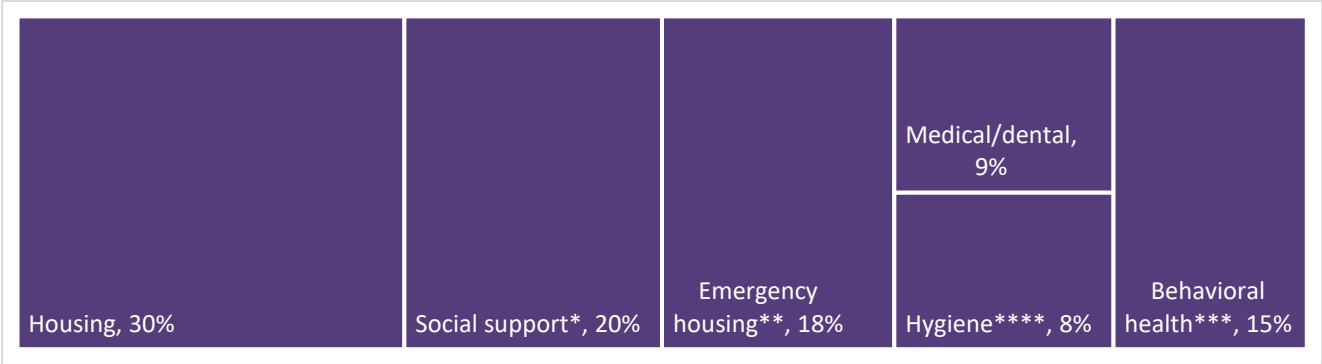


*Other or unknown gender includes transgender, nonbinary/gender nonconforming, other, unknown, and missing.

†Other or unknown race and ethnicity includes Asian, Native Hawaiian or Pacific Islander, American Indian or Alaska Native, Middle Eastern or North African, unknown, missing, other, and not reported race and ethnicity.

Connection to Care in FY25

In addition to overnight stays and aftercare, guests can receive one or more referrals to external services. In FY25, 372 guests received 665 referrals. Forty-eight percent of external referrals were for housing and emergency housing** services, and 56% of all referrals resulted in guests attending their linkage appointment.



*Social support includes legal services, food pantries, benefits, and entitlements, among others.
**Emergency housing refers to intake shelters and homeless shelters.
***Behavioral health includes mental health services and substance use services.
****Hygiene refers to hygiene maintenance, such as going to a barbershop.