



**TRUSTED  
RESPONSE  
URGENT  
SUPPORT  
TEAM**

# The County's Behavioral Health (BH) Mobile Programs

## Psychiatric Emergency Response Team (PERT)

### Activated through 911 calls

- Consists of BH Clinicians (social workers) Paired with Law Enforcement Officers
- Most Intense Level of Service
- Serve Clinician paired with Sheriff's Office, other sites: Palo Alto & South County

## Mobile Crisis Response Team (MCRT)

### Activated through the County Behavioral Health Services Department Call Center (1-800-704-0900 or 988)

- Team consists of BH Licensed and Licensed Waivered Clinicians. County contracted Law Enforcement Liaisons act as consultants to both BH and Law Enforcement personnel

## Mobile Response Stabilization Services (MRSS) – Youth Services

### Activated through Pacific Clinics Crisis Crisis Phone Line (408-379-9085 or 988)

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

## Trusted Response Urgent Support Team (TRUST)

### Activated through County Behavioral Health Services Department Call Center (1-800-704-0900 or 988)

- *Community-based approach*
- Mobile response vehicle in North County, San Jose, and Gilroy
- *Lowest level of intervention*

# How was TRUST developed?



# TRUST Program Purpose

Proactive response to behavioral health crises

- Assessment, on-site stabilization, and transport as needed
- De-escalation and support during high-stress times
- Non-law enforcement alternative



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# TRUST is for those seeking...

Resources and Referrals

Over the Phone and In-Person  
Support

Transport to:  
Mental Health Urgent Care,  
Crisis Stabilization Unit,  
Mission Street Recovery Center

De-escalation of tense situations  
without police involvement



# TRUST Overview

- **Operated by:** Momentum for Health, Pacific Clinics, and Homefirst
- Accessed by calling **988** or **800-704-0900 \*1**  
**Call Center Team:** Assess and de-escalate call or dispatch Onsite Field Team. Serving all of Santa Clara County.
- **TRUST Onsite Field Teams** available for dispatch to San Jose, Gilroy, and North County.
- Available 24/7, 365 days a year