



Status Update

A3 is Contra Costa County's innovative approach to providing timely and appropriate behavioral health crisis services to *anyone, anywhere at anytime* in the county.

WHERE WE STAND TODAY

- **Operating:** Weekdays, 8 a.m. – 7:30 p.m. and Saturday, 8 a.m. – 5 p.m.
- **People Served:**
 - Miles Hall Call Center received 2,986 calls in 2022
 - Over 40% of calls are from family or law enforcement
 - 75% of calls were resolved via phone/virtual care
 - 1 in 4 callers need an in-person response
- **Mobile Response:**
 - Four teams with an average talk and in-person response time of 1 – 2 hours
 - 534 teams were dispatched in 2022
- **Staffing:**
 - 1,120 staff hours per month
 - Challenged by behavioral health worker shortage
 - Hiring strategies: flexible schedules, hazard pay and overtime/on-call opportunities for existing staff
 - Recruitment flyers are available at cchealth.org/a3/apply.php

WHAT'S COMING NEXT

- **This April**
 - **Hours of Operation:** expanding operations to 8 a.m. – 12:30 a.m. daily
 - **Mobile Response:** expanding to 13 mobile response teams
- **Future Goals:**
 - **Law Enforcement Training:** launching POST certified training in May 2023
 - **Decrease Response Time:** anyone in need of immediate behavioral health support can call the A3 Miles Hall Call Center at anytime and have a mobile response team come to them anywhere in the county in 10 minutes
 - **A Place to Go:** broaden behavioral health care options so people in need have a place to go 24/7

2/9/2023