

# A3 Crisis Response

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

When someone is in a crisis — a fire, crime or medical emergency — they call 911, expecting immediate emergency services. However, when that emergency is a mental or behavioral health crisis, the lack of a timely and clinically appropriate response too often results in unnecessary suffering, loss of life, criminalization or incarceration. A3 addresses this critical need by making mental and behavioral health a pivotal part of the emergency response system.



## Why A3?

A3 integrates behavioral health services into Contra Costa County's emergency response system.

- » One in five adults experience mental health issues
- » Over 40% of calls are from family members or law enforcement
- » Over half of calls are about psychosis, aggression or suicide
- » Most callers' needs resolved over the phone, with mobile teams responding to 1 in 4 calls

## How Does A3 Work?

A3 currently operates weekdays, 8 a.m. - 7:30 p.m. and Saturdays, 8 a.m. - 5 p.m. As services expand, A3 will provide free 24/7 behavioral health support with:

- » **Someone to Talk to:** The A3 Miles Hall Crisis Call Center is triaged by mental health clinicians and provides care over the phone or sends a care team
- » **Someone to Respond:** Specially trained response teams are dispatched to the person in need to address the crisis and provide the appropriate care
- » **A Place to Go:** The team may determine the person in crisis needs a place to go to get more support and can connect them to appropriate services countywide

## Where Does A3 Stand Now and What Comes Next?

A3 services continue to expand as we refine processes, grow partnerships and hire staff. We expect to increase hours of operation to 8 a.m. - 12:30 a.m. daily by April 2023. Our goal by early 2024: 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. Another priority is to broaden behavioral health care options so people in need have a place to go 24/7.

## How is A3 Funded?

Annual Measure X tax revenue will support the A3 Miles Hall Crisis Call Center, mobile response teams and follow-up care for those in crisis.

If you or someone you know needs emergency behavioral health help, call the

**A3 MILES HALL  
CRISIS CALL CENTER**



**833-443-2672**

Learn more at [cchealth.org/a3](https://cchealth.org/a3)