



Anyone, Anywhere, Anytime

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:** Daily, 8 a.m. – 12:30 a.m.
- **People Served:**
 - Helped 2,986 callers in 2022
 - Over 40% of calls are from family or law enforcement
 - 75% of callers' needs are resolved over the phone
 - 1 in 4 callers need an in-person response
- **Mobile Response:**
 - 15 teams with an average talk and in-person response time of 1 – 2 hours
 - 534 teams were dispatched in 2022
- **Staffing:**
 - Challenged by behavioral health worker shortage
 - Hiring strategies: flexible schedules, differential pay and overtime/on-call opportunities for existing staff
 - Recruitment flyers are available at cchealth.org/a3/apply.php

WHAT'S COMING NEXT

- **Future Goals:**
 - **Law Enforcement Training:** preparing training with law enforcement & dispatchers
 - **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 under one hour
 - **A Place to Go:** broaden behavioral health care options so people in need have a place to go 24/7

4/10/2023