

# Crisis Services Programs

409 Jackson Street  
Ste. 100  
Hayward, CA 94544  
510-891-5600

## MOBILE CRISIS TEAMS

**Mobile Crisis Team (MCT):** This team operates with two Licensed Clinicians who respond to mental health crisis calls from the general community and providers as well as 911 mental health crisis call outs.

**Mobile Evaluation Team (MET):** This team pairs an Oakland Police Officer and a Licensed Clinician in an unmarked police vehicle. They focus on 911 generated mental health crisis calls within Oakland.

**Community Assessment and Transport Team (CATT):** This team pairs an Emergency Medical Technician (EMT) with a Licensed Clinician. They focus on community based crisis intervention and medical clearance. This pilot program is a partnership between Bonita House, Alameda County Behavioral Health Care Services, Alameda County Emergency Medical Services, Falck Northern California Emergency Medical Service, and Alameda County Whole Person Care.

*All mobile crisis clinicians are certified to write applications for involuntary holds in Alameda County. However, clinicians will offer voluntary treatment via various diversion programs when clinically appropriate. All mobile crisis teams work in partnership with local law enforcement and due to safety concerns, requests to respond without law enforcement cannot be guaranteed. If callers are advised to call 911, callers can request a CIT (Crisis Intervention Trained) officer, who has completed training specific to crisis intervention and de-escalation.*

## OUTREACH & ENGAGEMENT TEAMS

*\*These programs are 80% staffed by individuals with lived experience.*

**Post Crisis Follow Up / Crisis Connect:** This team is comprised of a Licensed Clinician and Mental Health Specialists who conduct follow up services to clients who were recently in a crisis via telephone. This program is for clients who infrequently utilize psychiatric emergency rooms. Staff may connect clients to any services such as mental health, housing, community resources, or recovery programs for substance abuse.

**Community Connections:** This team is comprised of a Crisis Intervention Specialist and Mental Health Specialist who focus on clients with persistent mental illness and provide outreach in the community. Staff partner with Healthcare for the Homeless and other providers to link clients to on-going mental health services.

**Familiar Faces:** This team is comprised of a Licensed Clinician and Mental Health Specialists who provide services to clients who frequently utilize psychiatric emergency rooms. Services include follow up visits, care coordination, and linkage to on-going care and resources.

*Outreach staff may request a meet and greet with community providers to connect and increase their knowledge of community resources.*

Crisis Division Director:  
Stephanie Lewis, MFT  
[Stephanie.Lewis@acgov.org](mailto:Stephanie.Lewis@acgov.org)

Clinical Supervisor:  
Yesenia Lott, LCSW  
[Yesenia.Lott@acgov.org](mailto:Yesenia.Lott@acgov.org)

If you have any questions, please call  
Crisis Services Headquarters 510-891-5600  
and ask to speak with the officer of the day.