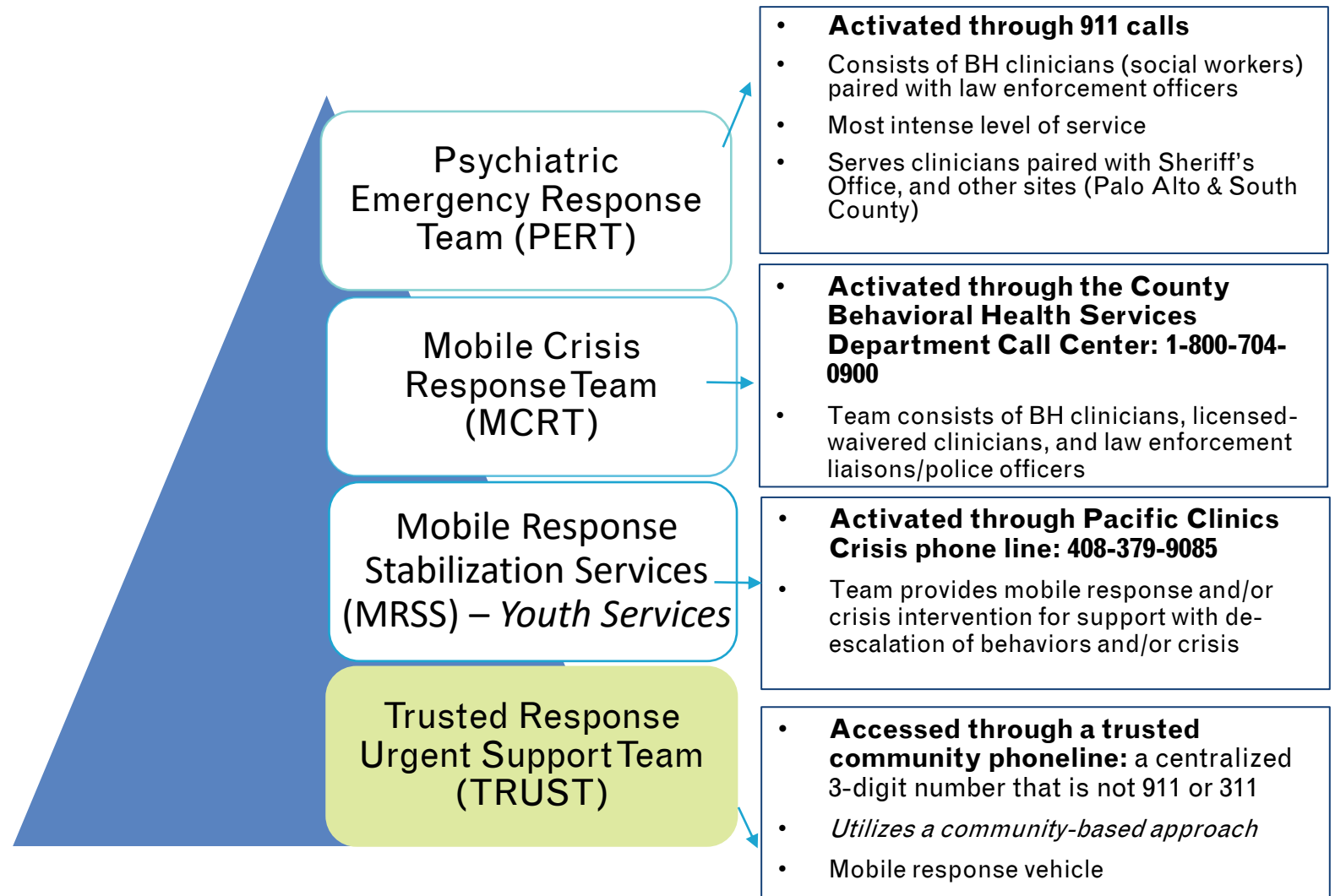




# TRUSTED RESPONSE URGENT SUPPORT TEAM

# THE COUNTY'S BEHAVIORAL HEALTH (BH) MOBILE PROGRAMS



# Trusted Response Urgent Support Team (TRUST) Program Purpose

**Mobile Crisis Response** to proactively help individuals in crisis: any behavioral-health related situation where an individual needs assistance in resolving conflicts or stressful situations.

Help individuals experiencing an increased level of stress and anxiety by conducting assessments for **medical and/or behavioral health needs**, stabilizing the person on site, or transporting for stabilization.

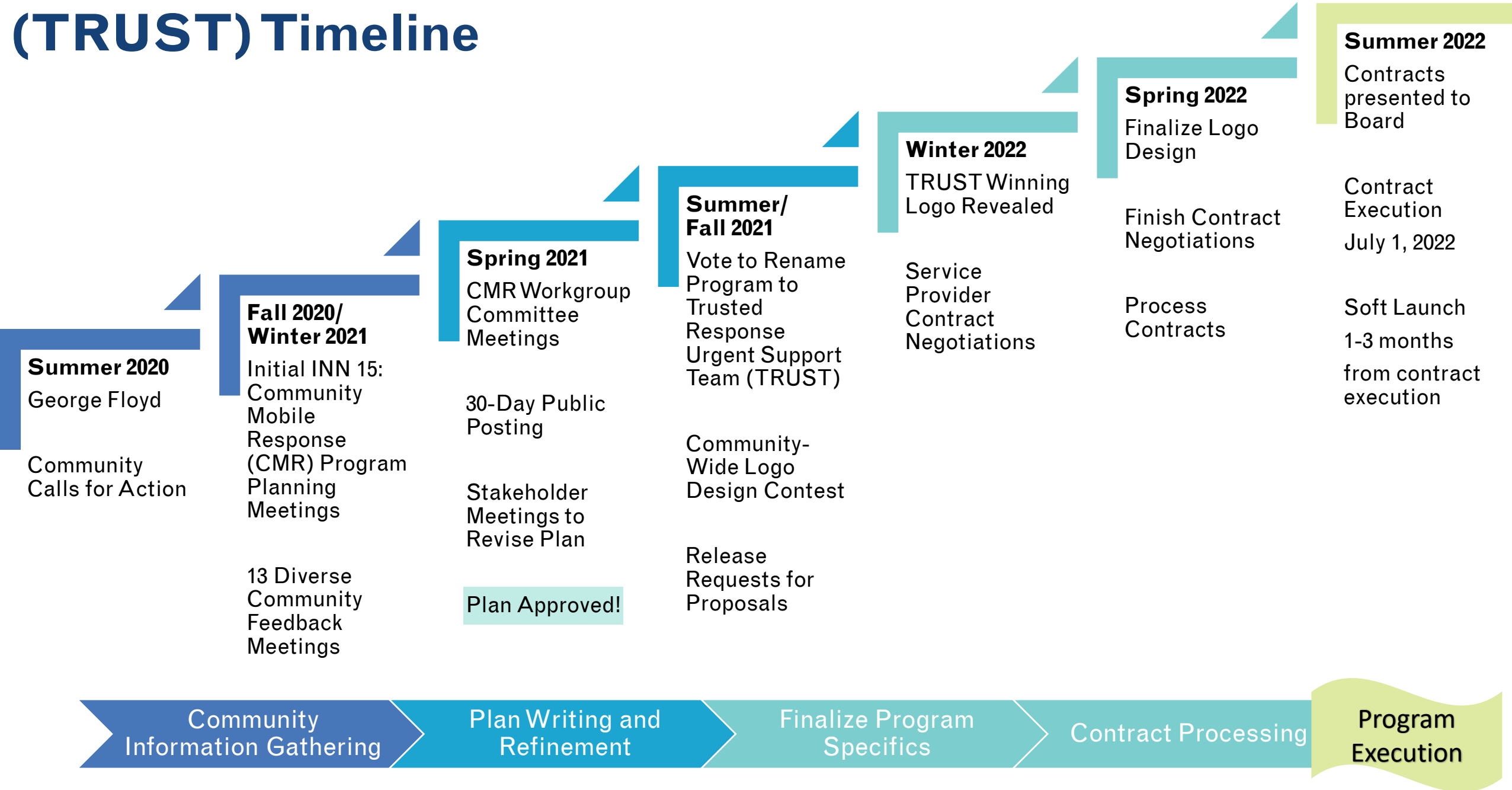
De-escalate the crisis and provide the individual the support they need during their time of need.

Alternative to a law enforcement response.



# TRUST

# Trusted Response Urgent Support Team (TRUST) Timeline



# TRUST Overview



Accessed by calling 9-8-8



Available 24/7, 365 days a year



TRUST Call Center Team (CCT) serves all of Santa Clara County



TRUST Onsite Field Teams (OFT) available for dispatch to San Jose, Gilroy, and North County

# TRUST TEAM COMPOSITION

**Operated by:** Momentum for Health, Pacific Clinics and HomeFirst

**Call Center Team,** Assess and de-escalate call or dispatch Onsite Field Team.

San Jose, Gilroy, & North County each have a separate **Onsite Field Team.**

## Call Center Team (CCT)

- **Program Manager**  
(Behavioral Health Clinician: Licensed or Licensed Waivered)
- **Peer specialists/peer family, paraprofessionals**  
(e.g., Rehabilitation Counselor, Mental Health Community Workers, and Community Workers) and volunteers.

## Onsite Field Teams (OFT)

- **First Aide Professional**
- **Crisis Intervention Specialist** (similar to a Rehabilitation Counselor)
- **Peer Outreach Specialist**

### On Call: Program Manager

*Program Manager is a licensed clinician able to write 5150 holds. Only goes onsite when needed.*

# TRUST Implementation Timeline

Finalize Service Provider Contracts

Vehicle development

Full-Service Delivery



**Service provider Contract  
Effective July 1, 2022**

*Modified Service Delivery*

- Service providers have 3 months from contract execution date to ramp up to full-service delivery (24 hrs/7 days a week)
- May provide services at modified hours in the first 1-3 months

# Questions



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