

# 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
- » Most calls are from family members or law enforcement
- » The vast majority of people in crisis are stably housed
- » Most callers' needs are resolved over the phone, with mobile teams dispatched to 1 in 4 calls for in-person support

## How Does A3 Work?

A3 provides 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?

View call volumes, demographics and city volume on the A3 Public Dashboard at [www.cchealth.org/a3](http://www.cchealth.org/a3).

A3 services continue to expand as we refine processes, expand partnerships and hire staff. A goal for the future is to develop a Wellness Campus, with a care-on-demand facility, a peer respite center and the A3 Miles Hall Crisis Call Center.

## How is A3 Funded?

Annual Measure X tax revenue supports 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**

 **844-844-5544**

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