

A3 Crisis Response

A3 is Contra Costa County's innovative approach to provide timely and appropriate 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 it's a behavioral health emergency, 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 behavioral health a pivotal part of the emergency response system.



CONTRA COSTA



Why A3?

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

- » One in five people 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 get care over the phone, with mobile teams responding to 1 in 4 calls

How Does A3 Work?

People in need of immediate behavioral health help can call the A3 Miles Hall Crisis Call Center at (833) 443-2672 to access free care:

- » **Someone to Talk to:** calls are triaged by mental health clinicians who provide care over the phone or send a care team
- » **Someone to Respond:** specially trained response teams are dispatched to the person in need to provide timely and appropriate care
- » **A Place to Go:** once a team is on the scene, they may determine the person they are helping needs a place to go to get more support and help them get there

What is the A3 Wellness Campus?

Work is underway to renovate the county buildings at 1034 Oak Grove Road in Concord to become the A3 Wellness Campus. Expected to open in late 2023 or early 2024, the A3 Wellness Campus will house the A3 Miles Hall Crisis Call Center and serve as a hub to connect people to appropriate behavioral health services countywide.

How is A3 Funded?

Construction of the A3 Wellness Campus is funded by federal dollars and the county's half-cent Measure X sales tax. 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 immediate behavioral health help, call the

**A3 MILES HALL
CRISIS CALL CENTER**

 **833-443-2672**

Learn more about A3 at
cchealth.org/a3