



# City of San Antonio

## Agenda Memorandum

**File Number:**  
**{{item.tracking\_number}}**

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**Agenda Item Number:** 2

**Agenda Date:** April 18, 2023

**In Control:** Public Safety Committee

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**DEPARTMENT:** Health Department

**DEPARTMENT HEAD:** Claude Jacob

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Presentation on the implementation of 988 Suicide and Crisis Lifeline by The Center for Health Care Services (CHCS) and a briefing on the completion of the San Antonio Community Outreach and Resiliency Effort (SA-CORE) Team one-year pilot by the San Antonio Metropolitan Health District (Metro Health).

**SUMMARY:**

The 988 Suicide and Crisis Lifeline rolled out in the San Antonio area on July 16, 2022. CHCS will provide a briefing and update on the initiative and its state in the San Antonio area now. Metro Health will present on the pilot project of SA-CORE, a collaborative effort to respond to mental health 911 calls with a multidisciplinary team comprised of SAPD Mental Health Unit Officer, SA-FD-EMS Mobile Integrated Health Paramedics, and mental health clinicians.

**BACKGROUND INFORMATION:**

On July 16, 2022, the federally mandated crisis number, 988, became available to all landline and cell phone users, providing a single three-digit number to access a network of over 200 local and state funded crisis centers. 988 users who are suicidal or experiencing a behavioral health emergency are routed to the 988 Suicide & Crisis Lifeline (formerly the National Suicide Prevention Lifeline) and connected to a crisis counselor where they may receive crisis counseling, resources, and referrals.

The SA-CORE Team follows a multidisciplinary response team model. The team is comprised of a mental health Crisis Response Clinician, a SAFD-EMS Mobile Integrated Healthcare paramedic, and a SAPD Mental Health Unit officer. This team is deployed in the Central Substation, an area of the city with a high equity score and high volume of mental health 911 calls. This area is served by SA-CORE teams seven days per week, 7am-11pm. SA-CORE is a coordinated effort with between the City of San Antonio Police, Fire and Metro Health Departments, the Center for Health Care Services (CHCS), and the Southwest Texas Regional Advisory Council (STRAC), and Metro Health. The mission is to provide immediate alternative response and assessment of patients experiencing mental health crises. The aim is to provide the best appropriate level of care and intervention based on the individuals need while utilizing the least restrictive approach.

Metro Health will provide a comprehensive update on the completion of the SA-CORE one-year pilot project as well as provide recommendations for next steps, including an expansion of the SA-CORE.

#### **ISSUE:**

Presentation on the implementation of 988 Suicide and Crisis Lifeline by The Center for Health Care Services (CHCS).

Additionally, the Metro Health Department will provide the results of the San Antonio Community Outreach and Resiliency Effort (SA-CORE) Team one-year pilot by the San Antonio Metropolitan Health District and recommendations for expansion.

#### **FISCAL IMPACT:**

This item is for briefing purposes only.

#### **ALTERNATIVES:**

This item is for briefing purposes only.

#### **RECOMMENDATION:**

This item is for briefing purposes only.