



CONTRA COSTA HEALTH

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*Anyone, Anywhere, Anytime*

# A3 Crisis Response-

**Public Protection Committee  
November 17, 2025**



## The Need

Out of Contra Costa County's 1.2 million residents, nearly 200,000 will need mental health services.



**1 in 5 people**  
experience  
mental health  
challenges



**Third most**  
common ambulance  
call



**6,500**  
visits to Psychiatric  
Emergency  
Services

# The A3 Miles Hall Crisis Call Center

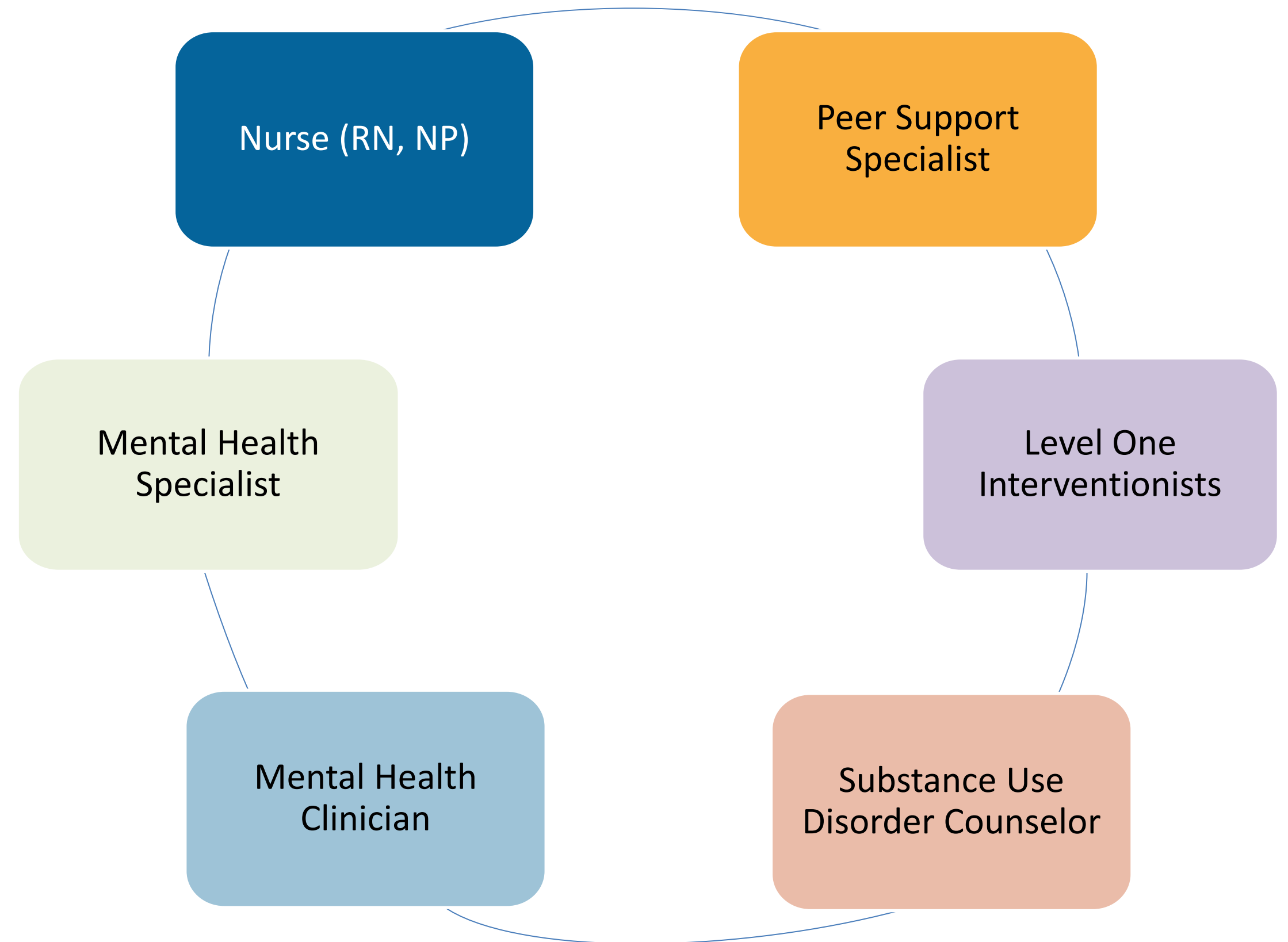
- Named for Miles Hall and others in Contra Costa who face mental health crises without the right support.
- Miles, a 23-year-old Black man, was killed by law enforcement during a mental health incident.
- After his death, Miles' mother, Taun, advocated for a system to prevent such tragedies.

**A3 Miles Hall  
Crisis Call Center**  
844-844-5544



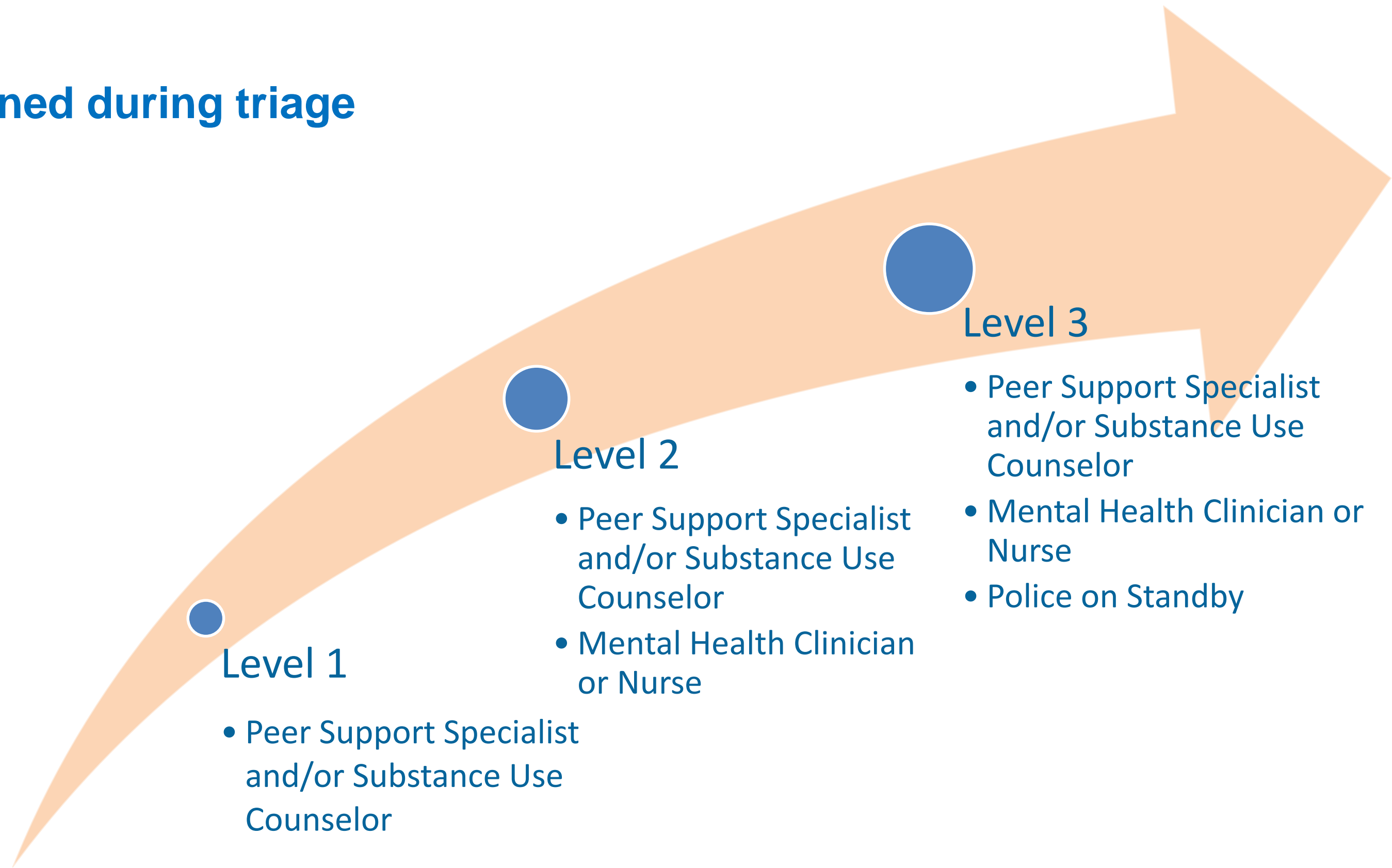
**Who Are We?**

**Multidisciplinary Team**



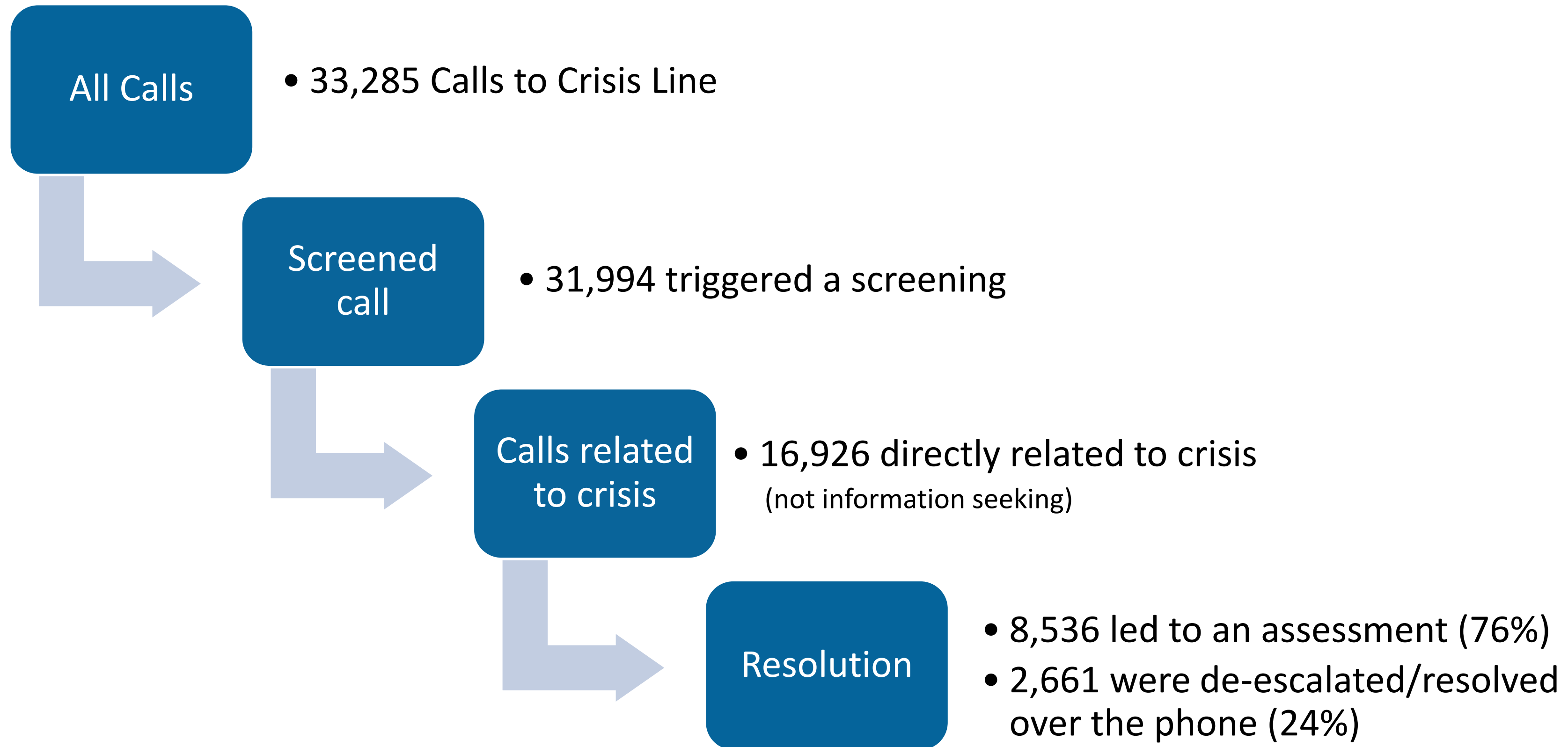
# In-Person Response

Determined during triage



# Call Volume and Type of Call

Data shared throughout this presentation is for January 2024 through September 2025

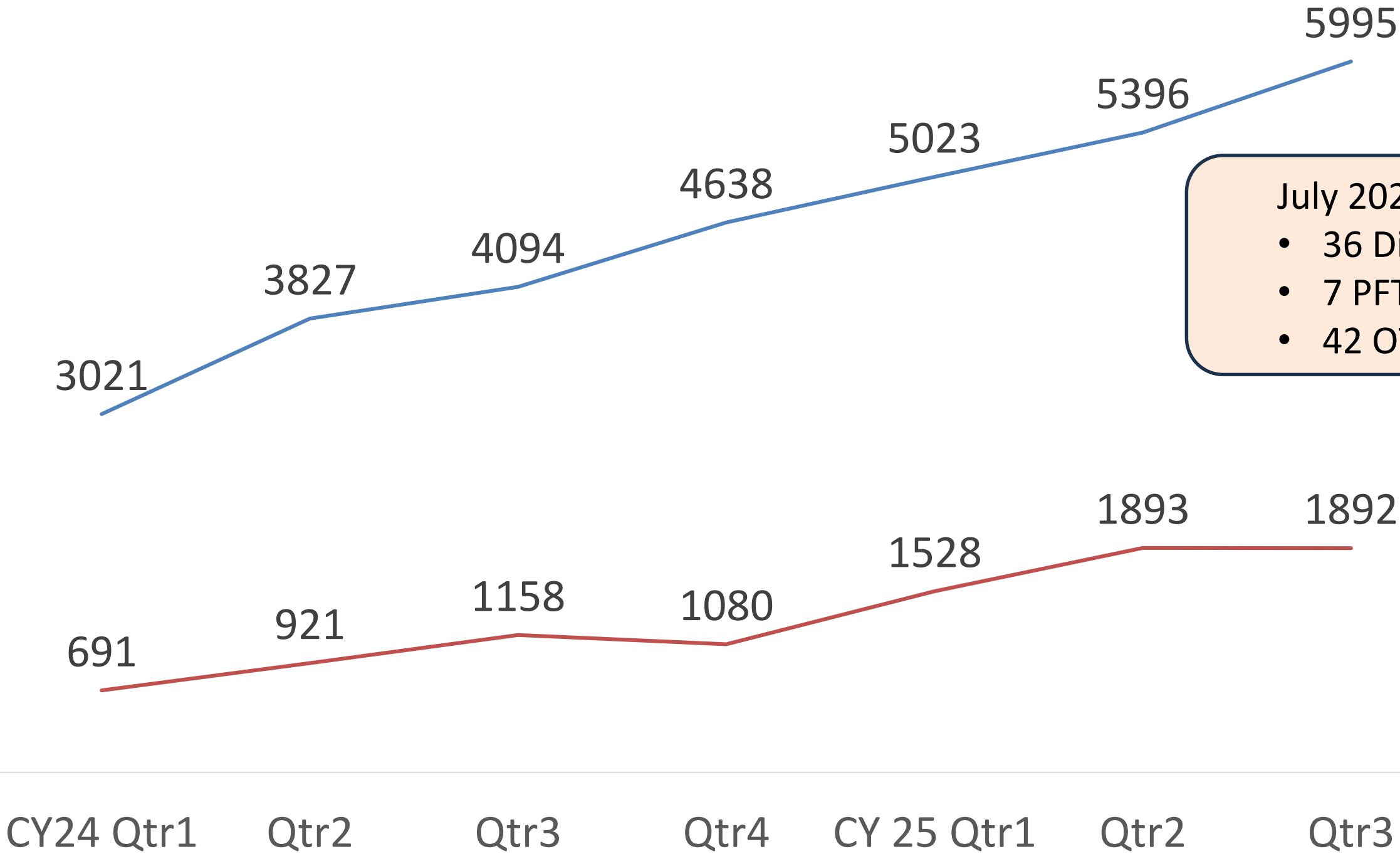


# Call Volume Trends

Number of Calls and Dispatches by Quarter

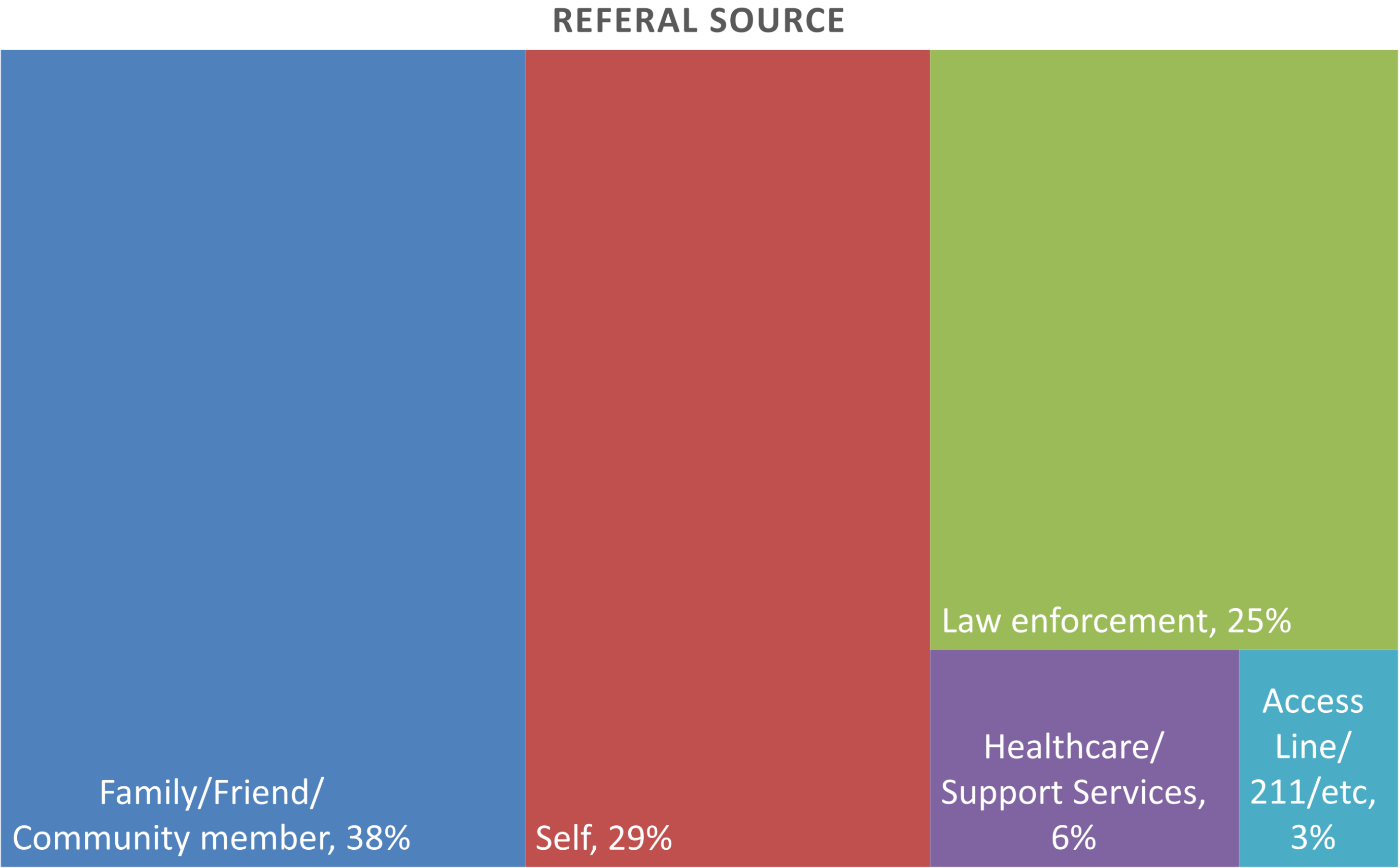
98% increase in screened calls

173% increase in dispatches



July 2025  
• 36 Direct staff  
• 7 PFT Admin  
• 42 OT staff

# Referral Source for Crisis Calls



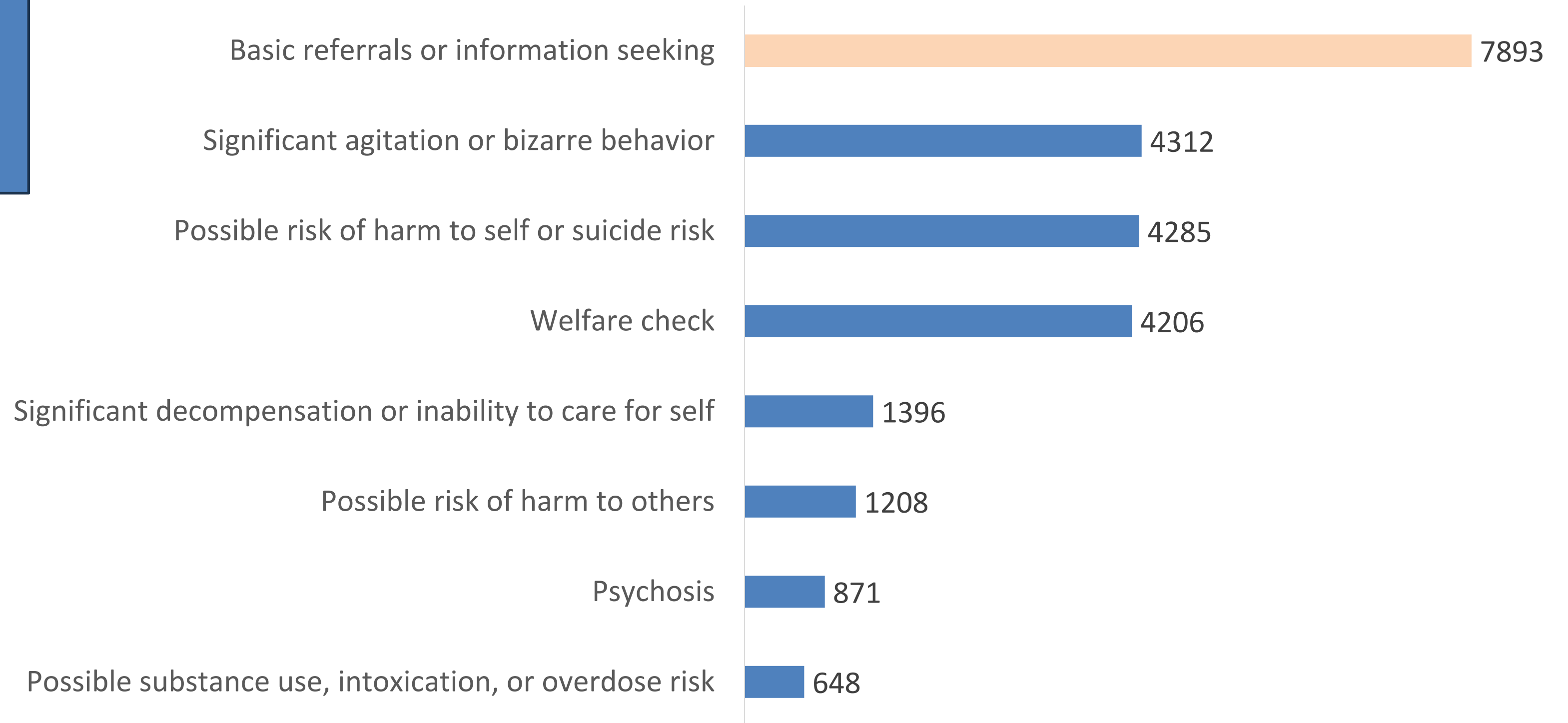
**2 out of 3** calls were from the person in crisis or concerned loved one/community member (and not from a service provider)



# Primary Reason for Call

Primary Reason for Call  
Jan 2025 through September 2025

2/3 of calls were related to real-time crisis

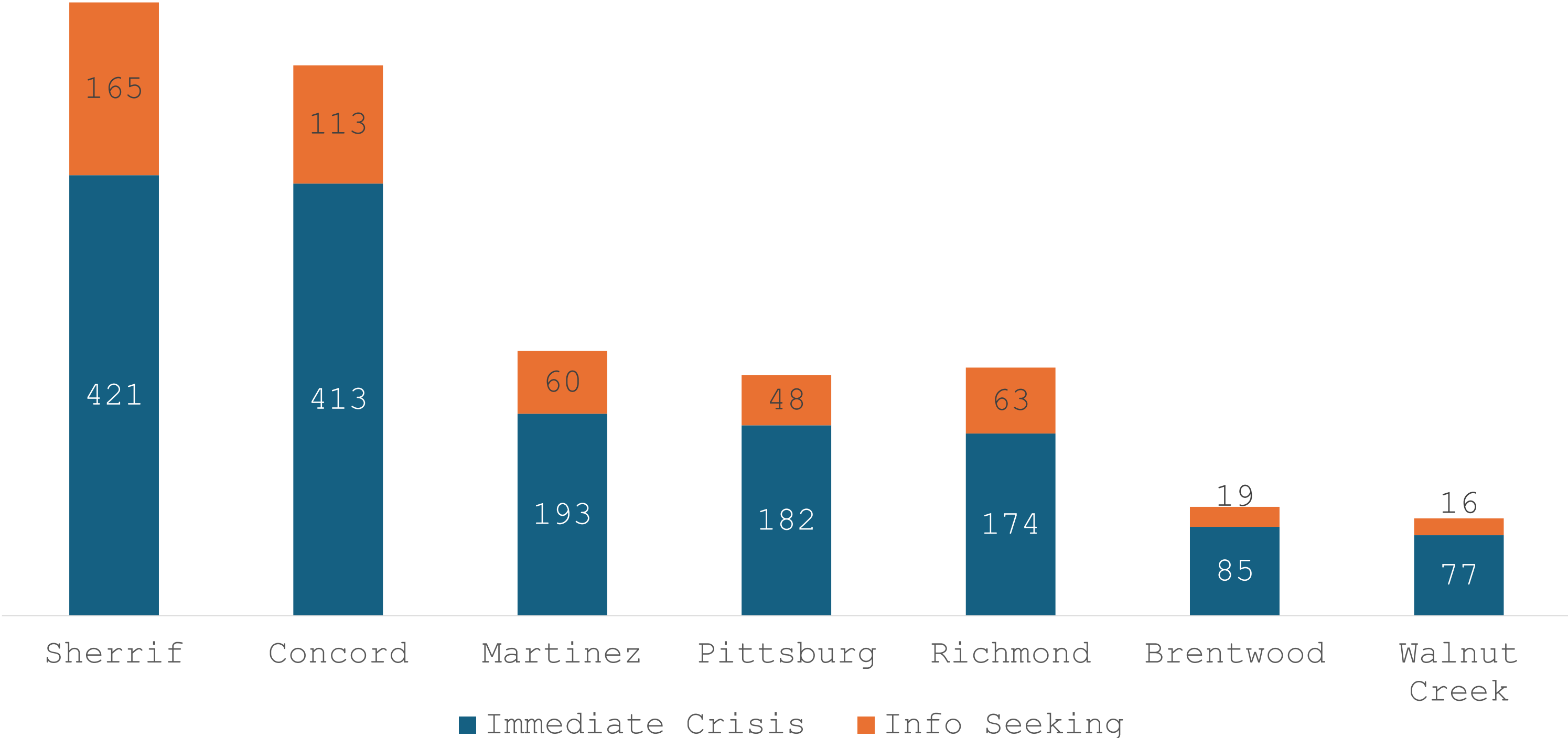


# Law Enforcement Partnership

Number of Calls from Law Enforcement Agency and by Call Type

2,320 calls from law enforcement.

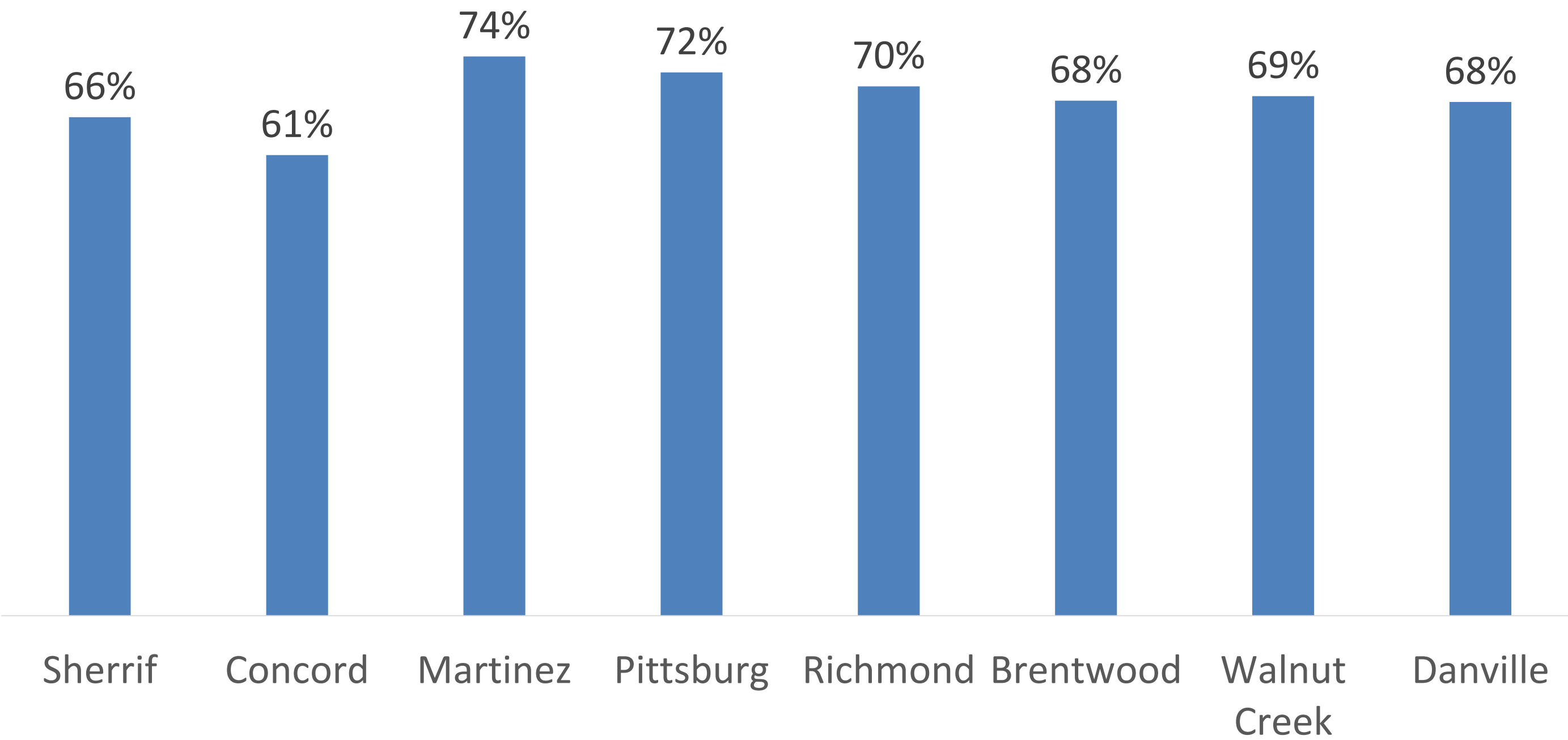
3 out of 4 were related to a crisis (not information seeking).



# Law Enforcement Partnership

2/3 of all Crisis Related calls by law enforcement resulted in dispatch

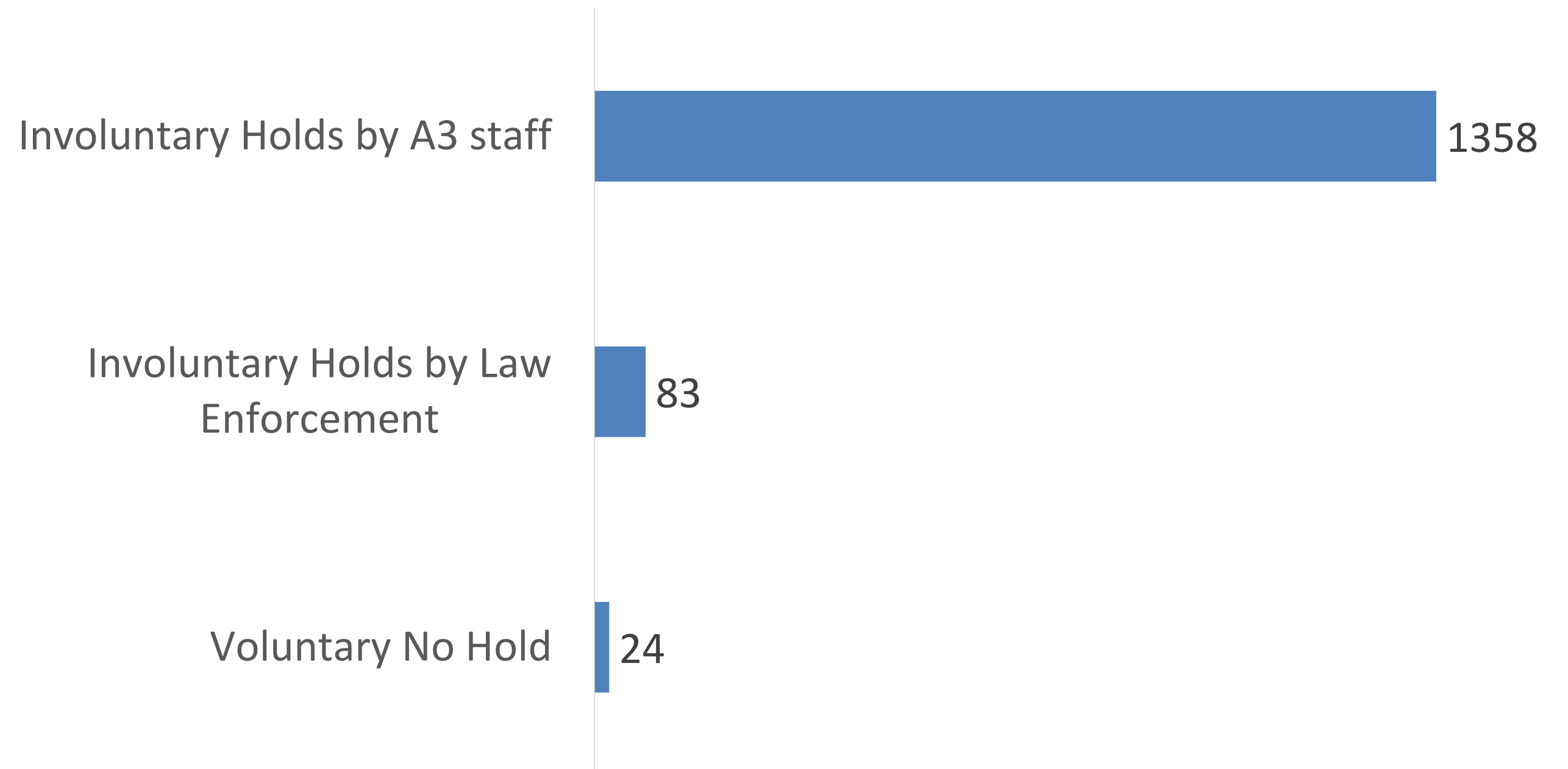
Percent of Crisis Related Calls that were Dispatched



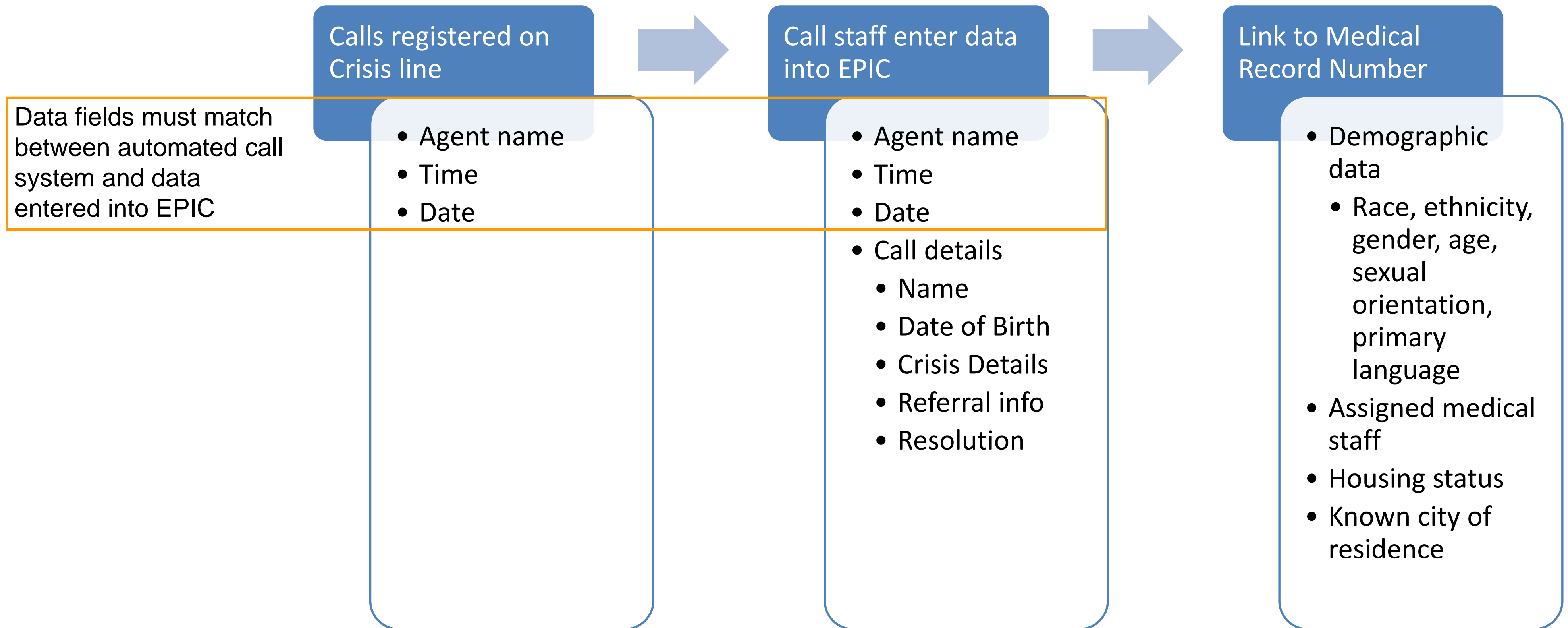
## Results of In-Person Assessments

A3 processed  
93% of all holds

Holds Jan 2024 through September 2025



# A3 Data Dashboard



# A3 Data Dashboard

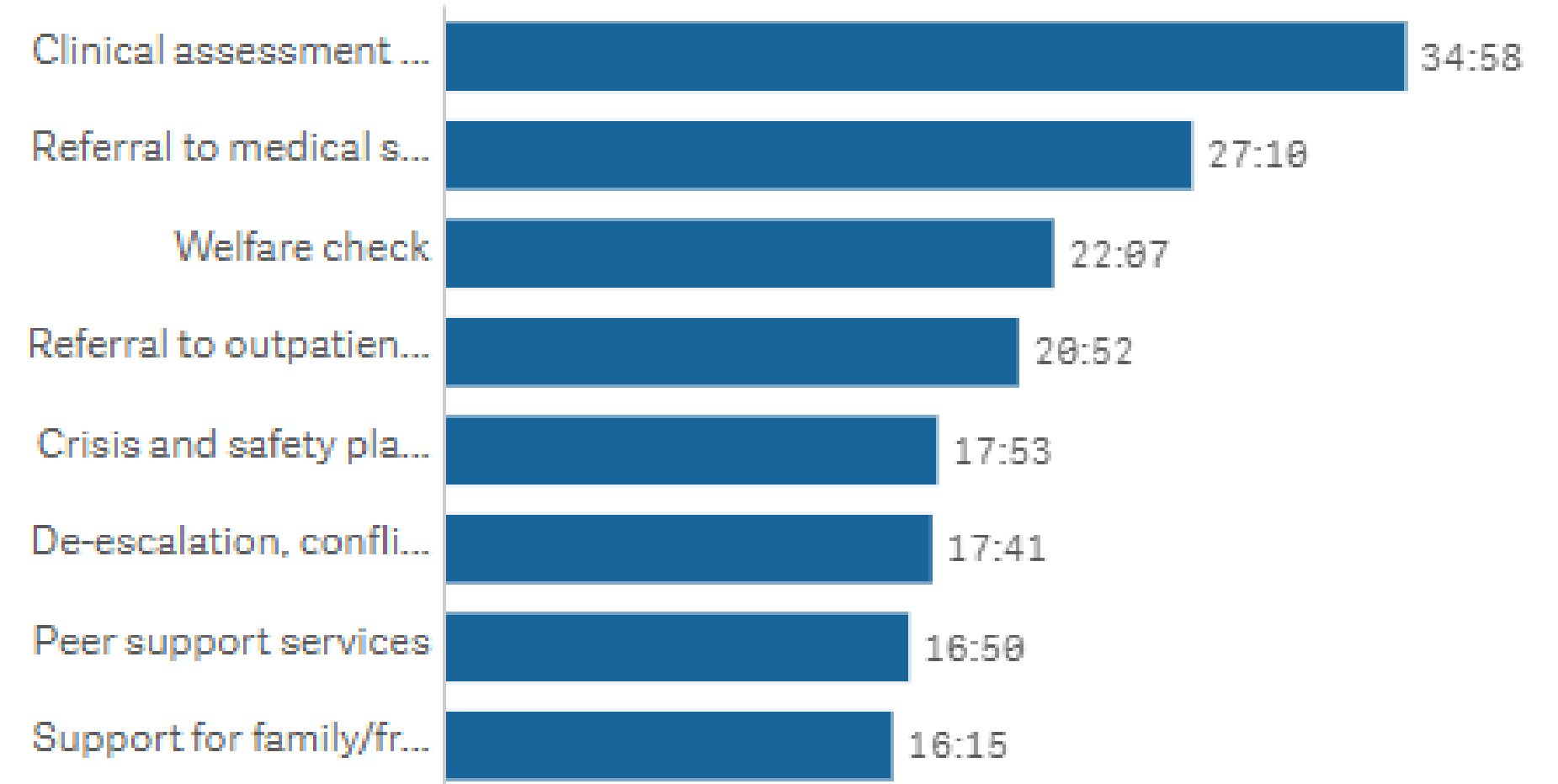
The dashboard allows for a variety of analyses to understand quality:

- Call quality and wait time
- Staffing needs based on call volume across dates and times
- Equity across demographics and county region
- City heat map

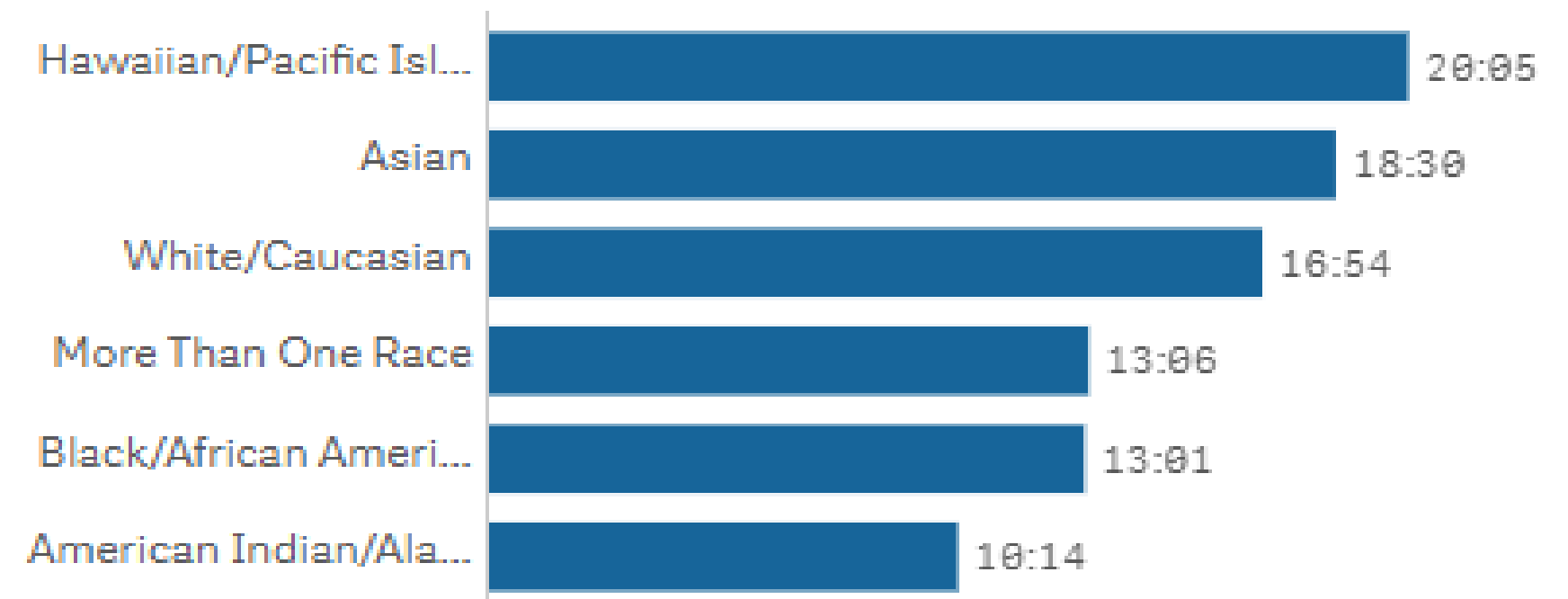
## Telephone Intervention Exploration: Crisis\_Services\_Provided

Use the Dimension Selector on the right to view the crisis services volume by the selected dimension. Null values have been removed from bar chart.

Call time by Primary Reason for Call



Call time by Race



# A3 Data Dashboard

The dashboard allows for a variety of analyses to understand outcomes:

- Law enforcement involvement
- Who processed involuntary holds (A3 or law enforcement)
- Number of calls that resulted in involuntary holds, ER visits, or other destinations

Law  
Enforcement  
Involvement

## In-Person Crisis Assessments

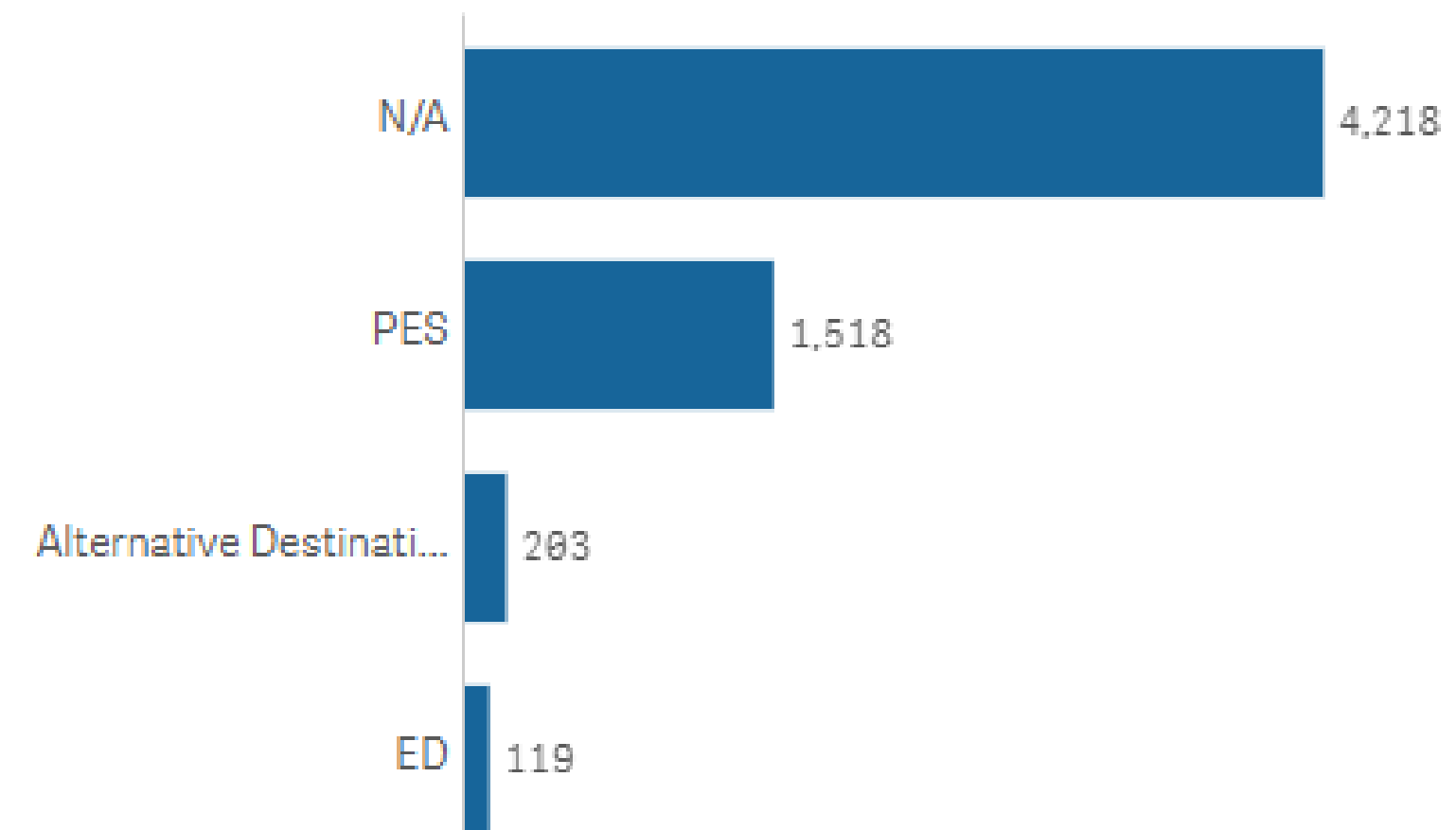
Total volume of in-person crisis assessments from 1/1/2024 to 9/30/2025.

8,743<sup>2,459</sup>  
Law Enforcement Involved

Involuntary Holds and ED Visits

## Crisis Assessment Exploration: Result

Use the Dimension Selector on the right to view the crisis services volume by the selected dimension. Null values have been removed from bar chart.



# A3 Public Dashboard

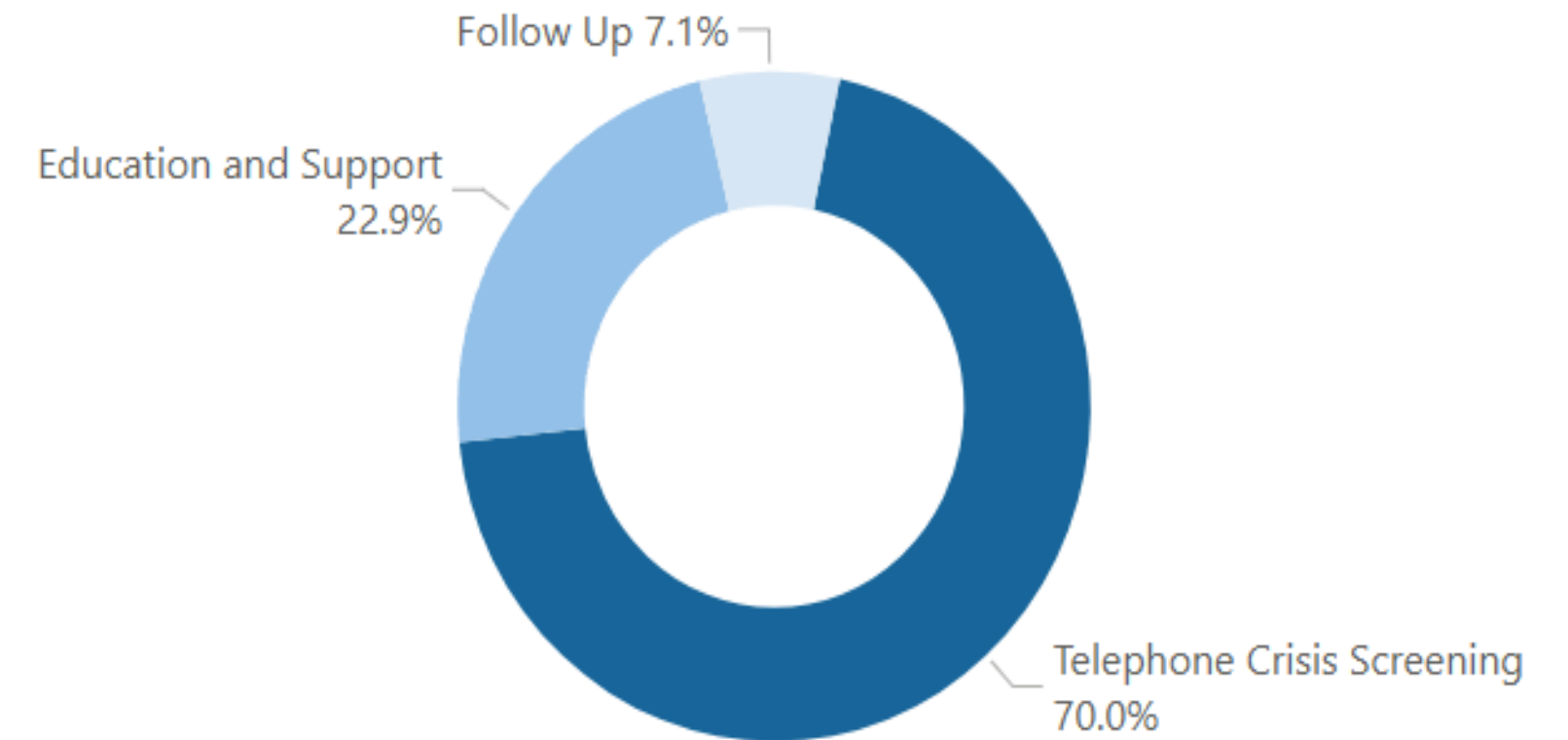
Public dashboard with customizable data pulls for:

- Call volume and type of call
- Referral source
- Law enforcement involvement
- Demographics
- Number of in-person assessments
- Crisis city

Call Types on Public Dashboard

## Call Service Types

Types of call services provided by A3 staff



Link to Public Dashboard



SCAN HERE



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[cchealth.org](http://cchealth.org)

**844-844-5544**