



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

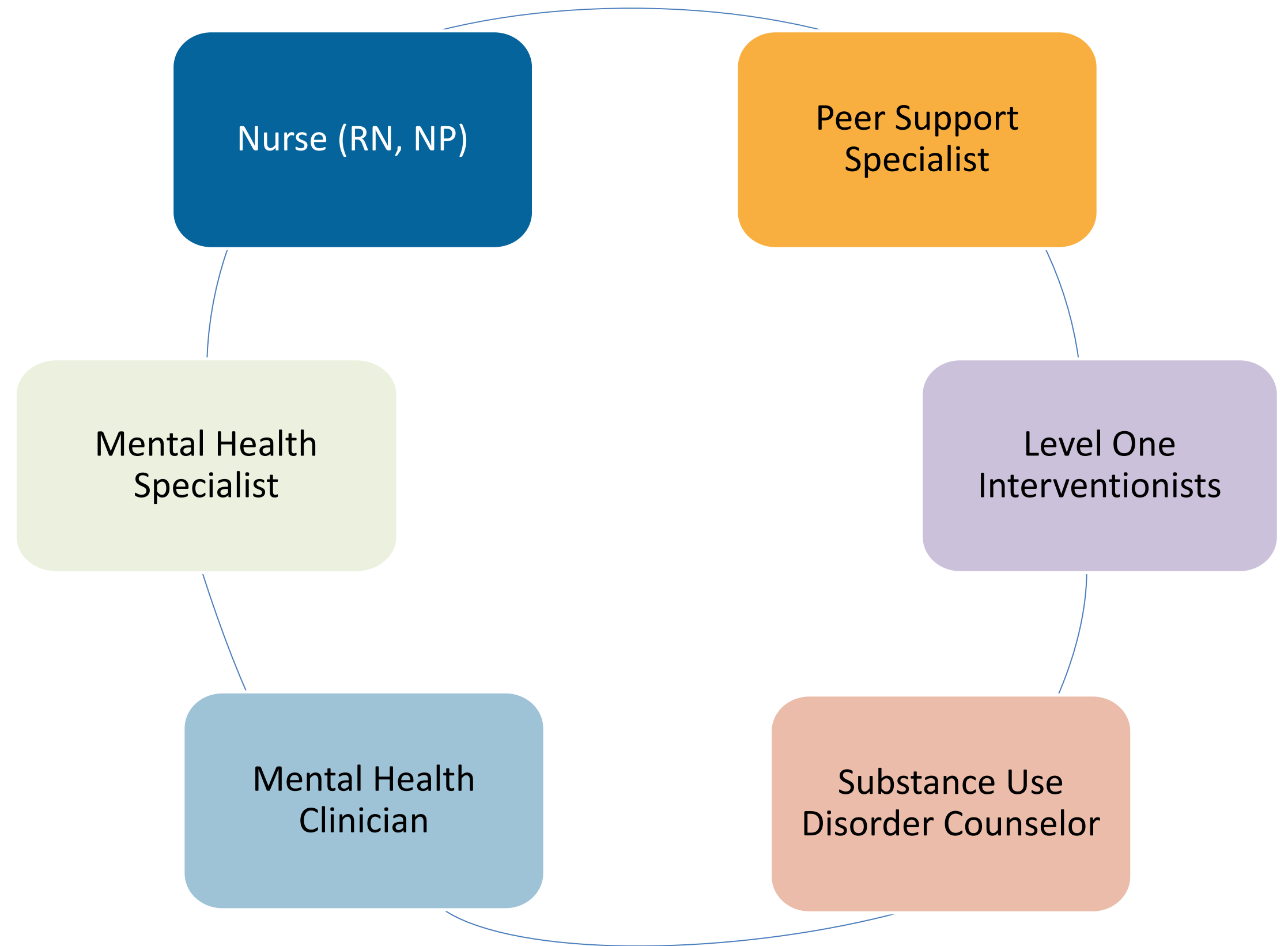
- Named for Miles Hall and others in Contra Costa who face mental health crises without the right support.
- Miles, a 23-year-old Black man, was killed by law enforcement during a mental health incident.
- After his death, Miles' mother, Taun, advocated for a system to prevent such tragedies.

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



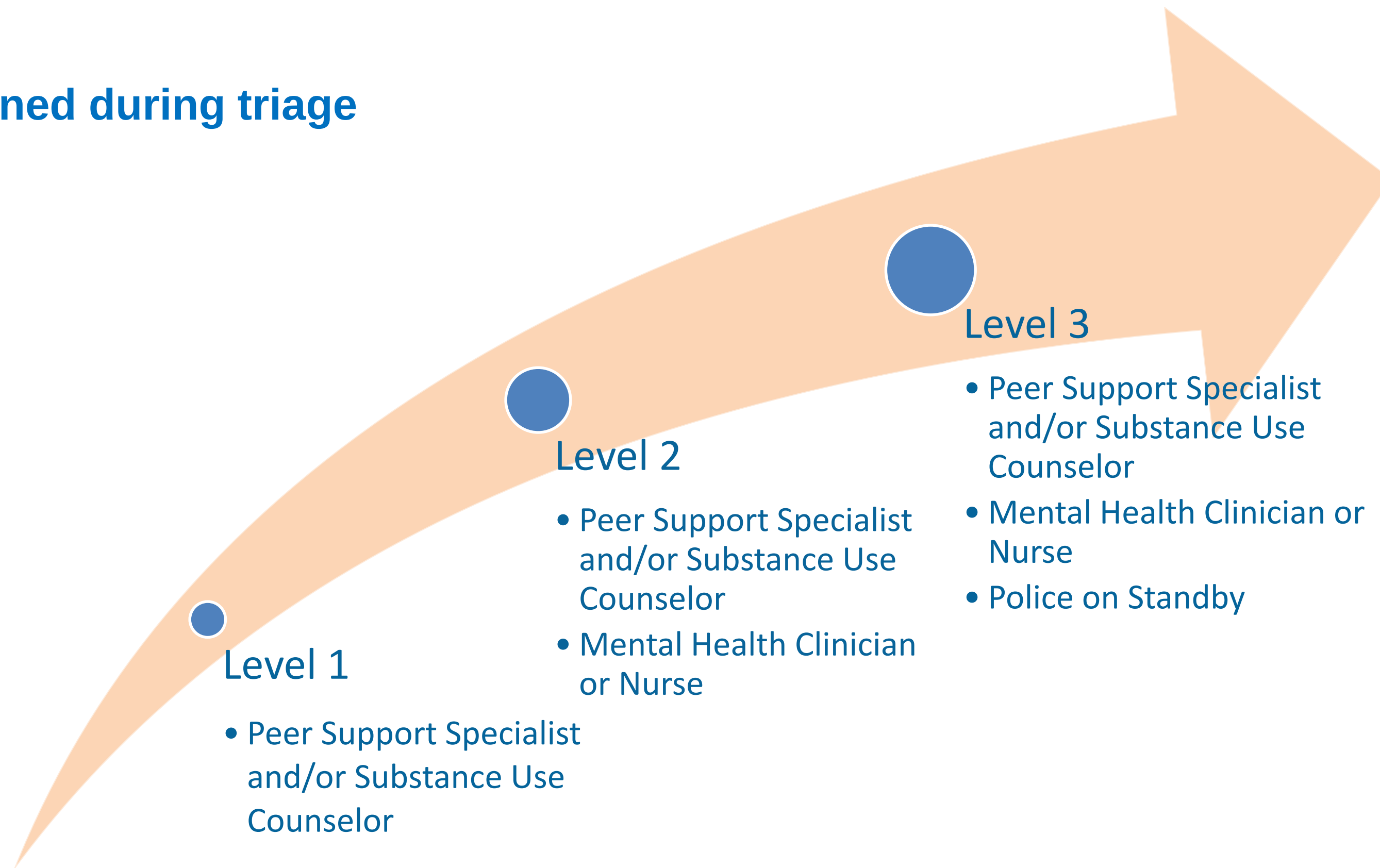
Who Are We?

Multidisciplinary Team



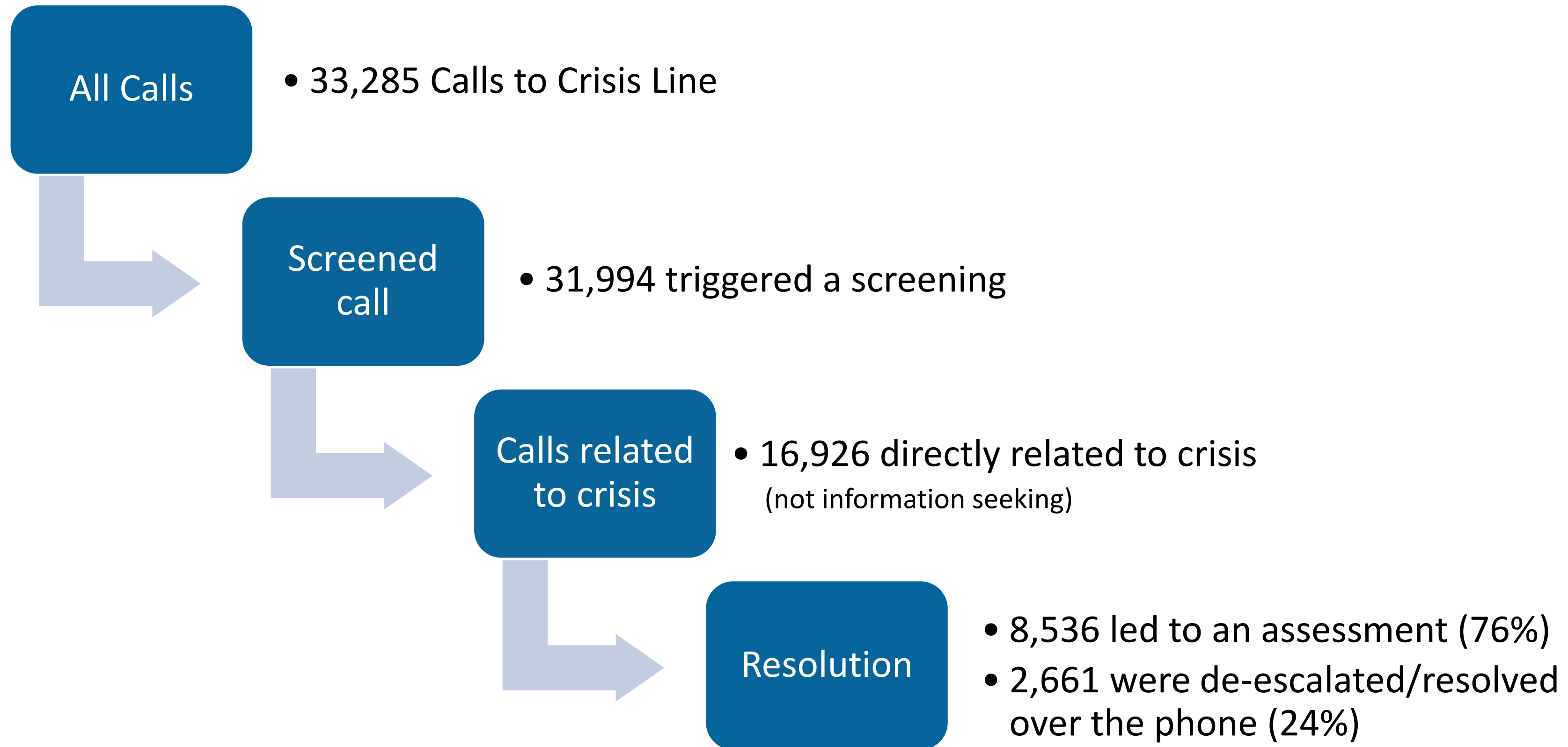
In-Person Response

Determined during triage



Call Volume and Type of Call

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

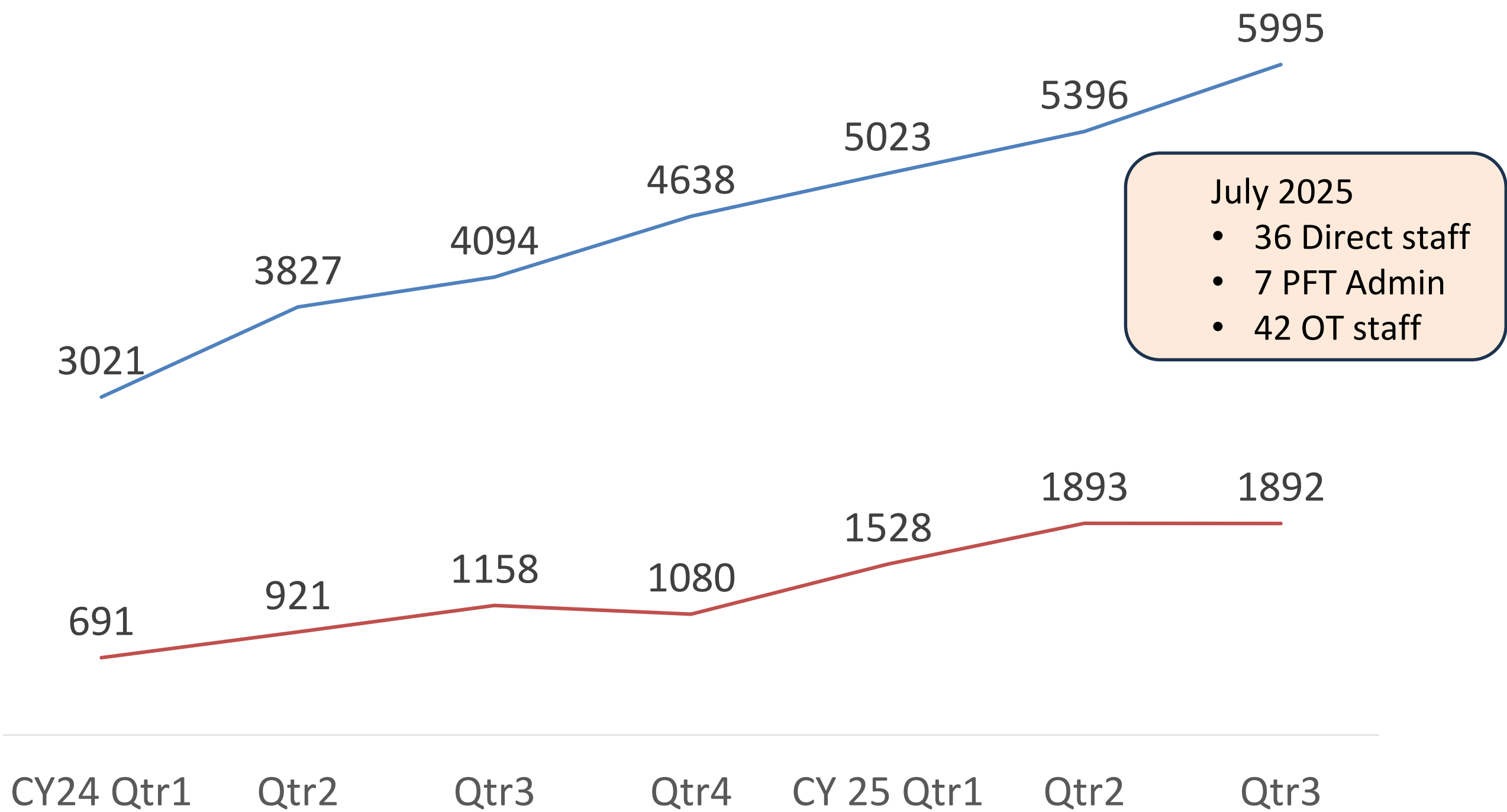


Call Volume Trends

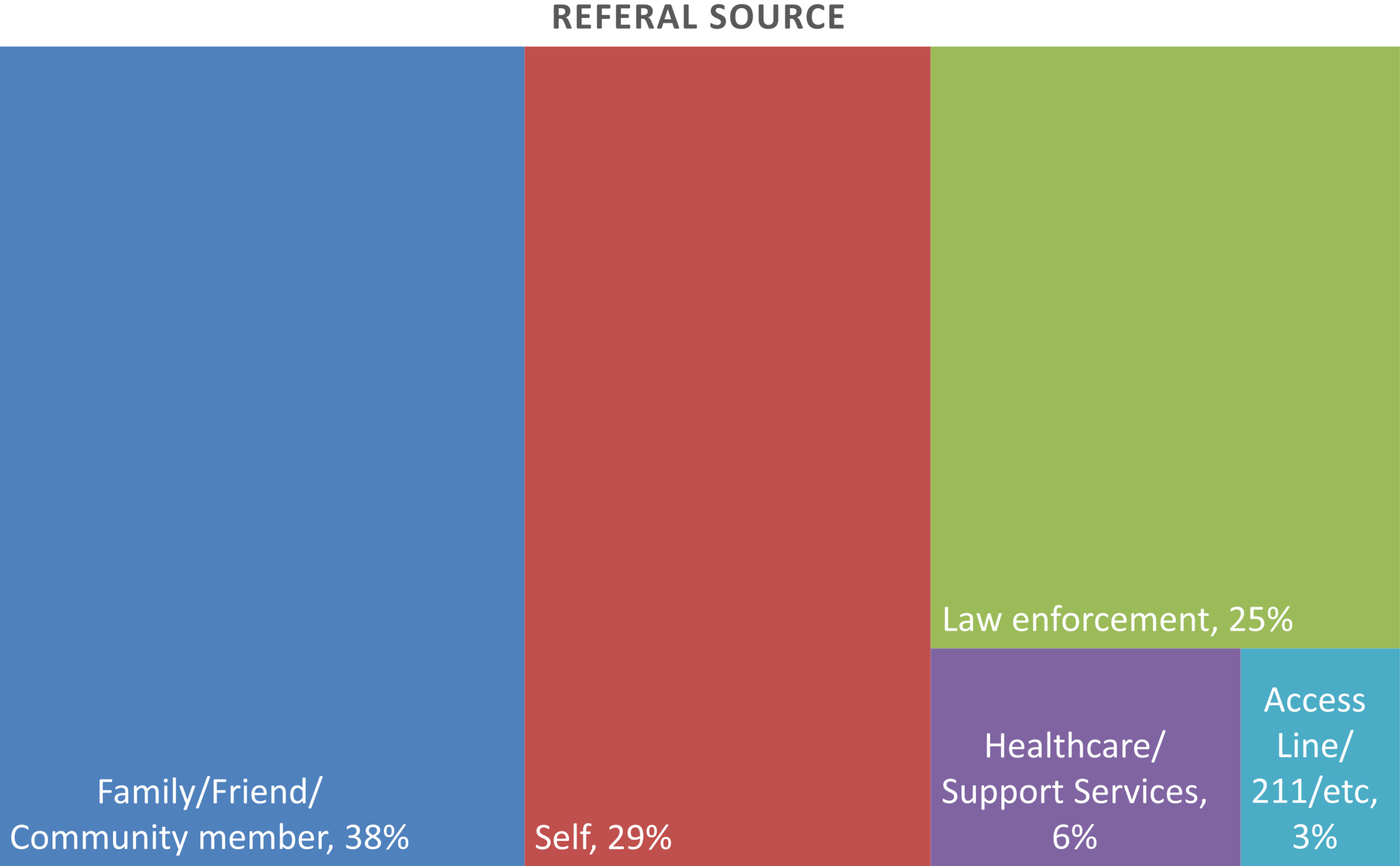
Number of Calls and Dispatches by Quarter

98% increase in
screened calls

173% increase
in dispatches



Referral Source for Crisis Calls

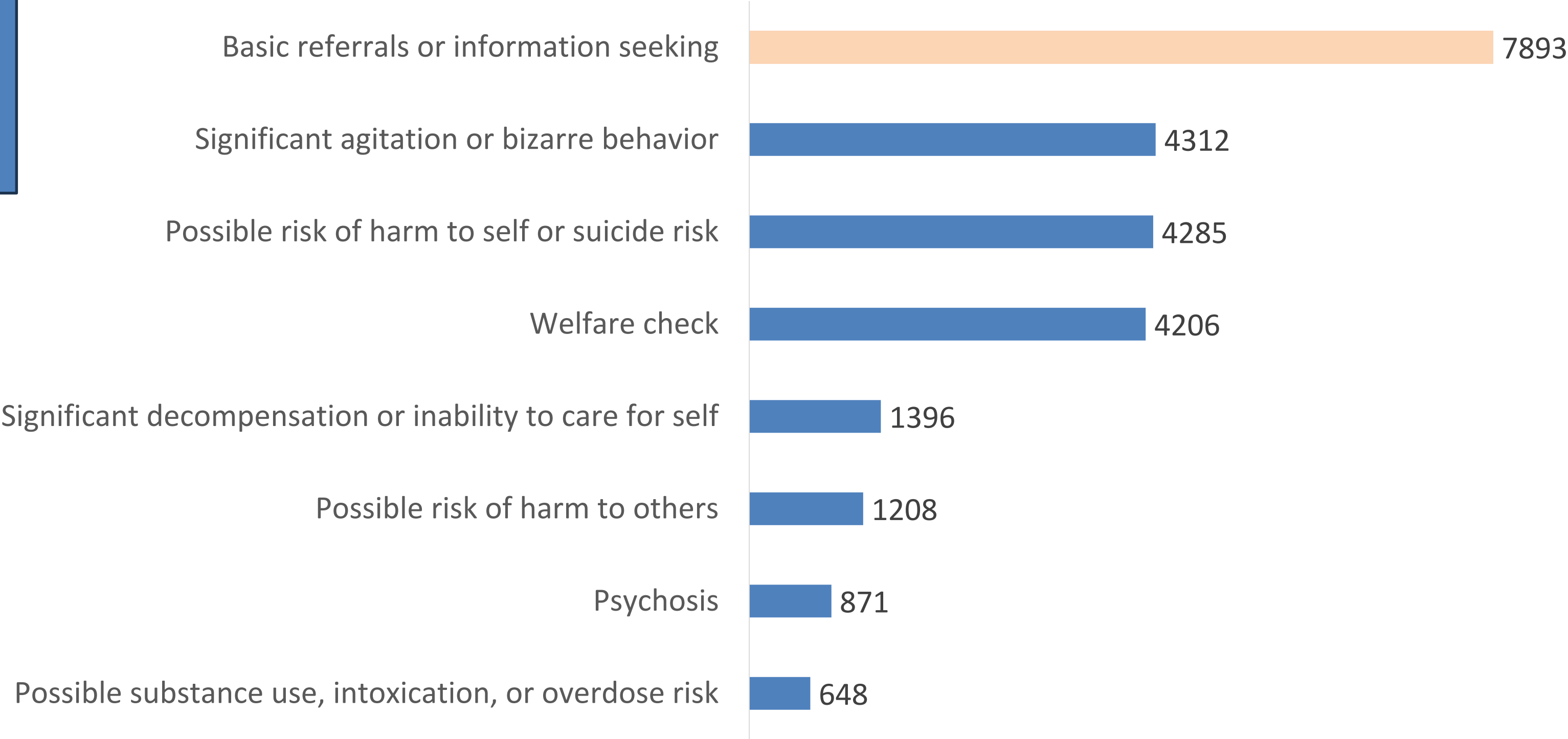


2 out of 3 calls were from the person in crisis or concerned loved one/community member (and not from a service provider)

Primary Reason for Call

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

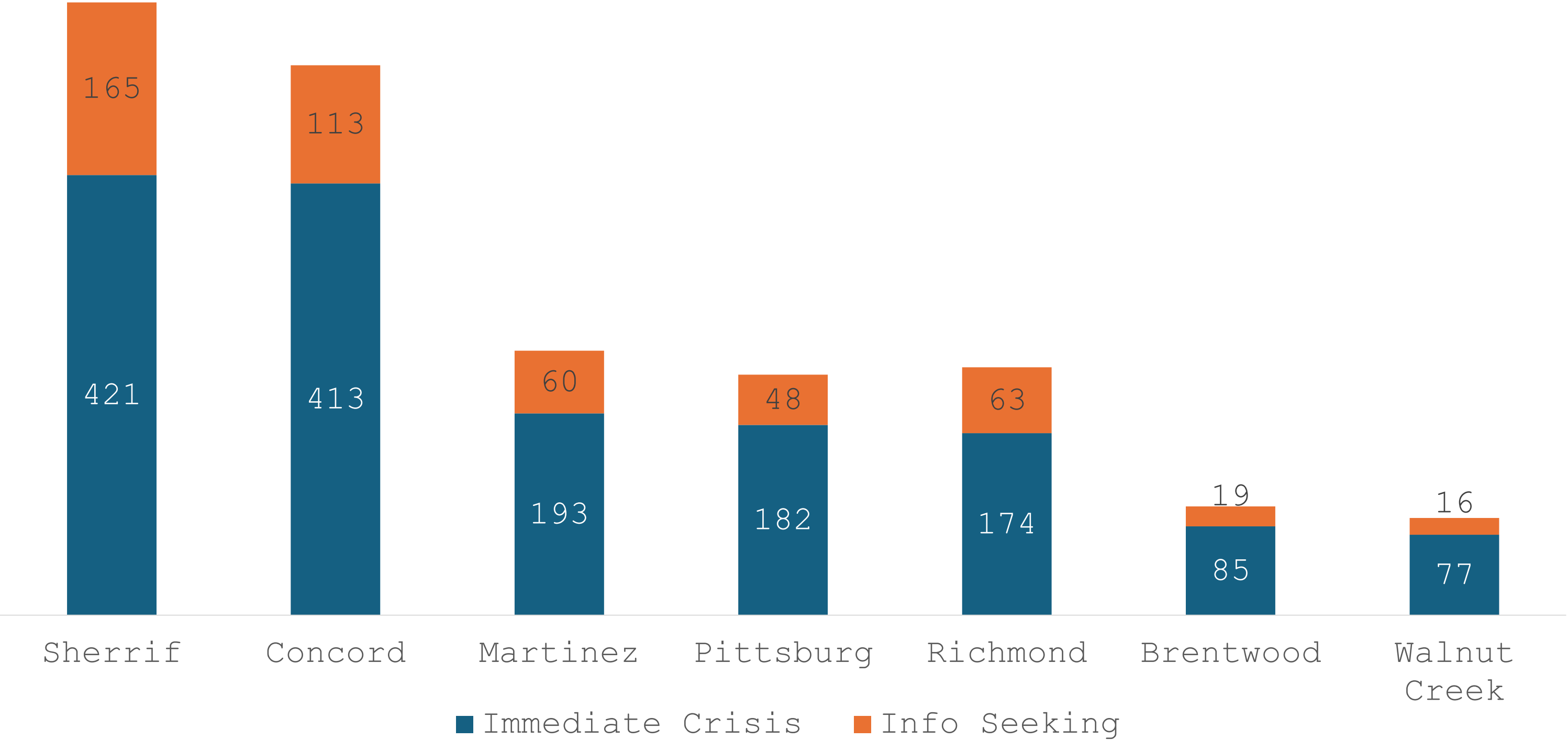
Primary Reason for Call
Jan 2025 through September 2025



Law Enforcement Partnership

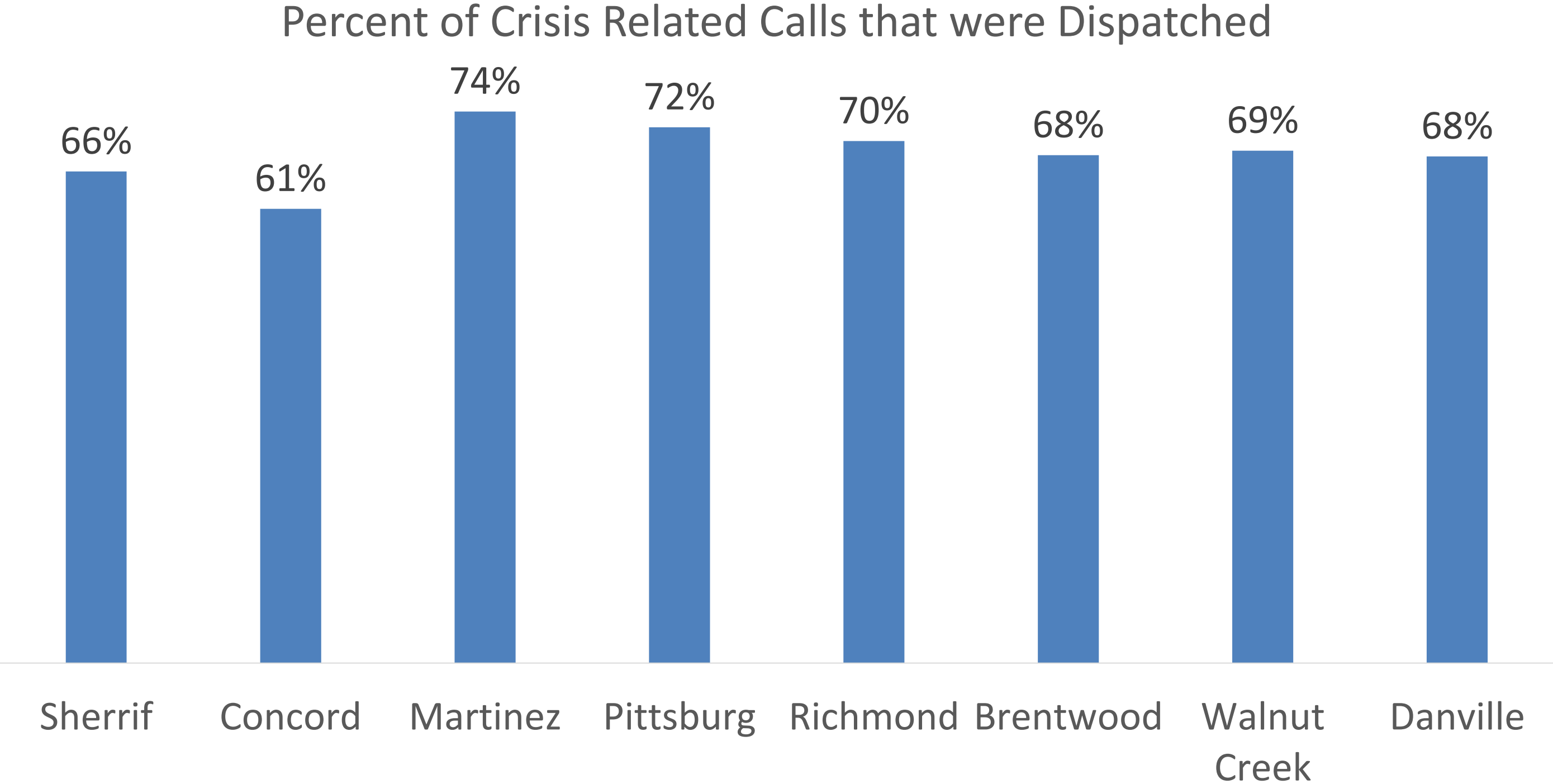
Number of Calls from Law Enforcement Agency and by Call Type

2,320 calls from law enforcement.
3 out of 4 were related to a crisis (not information seeking).



Law Enforcement Partnership

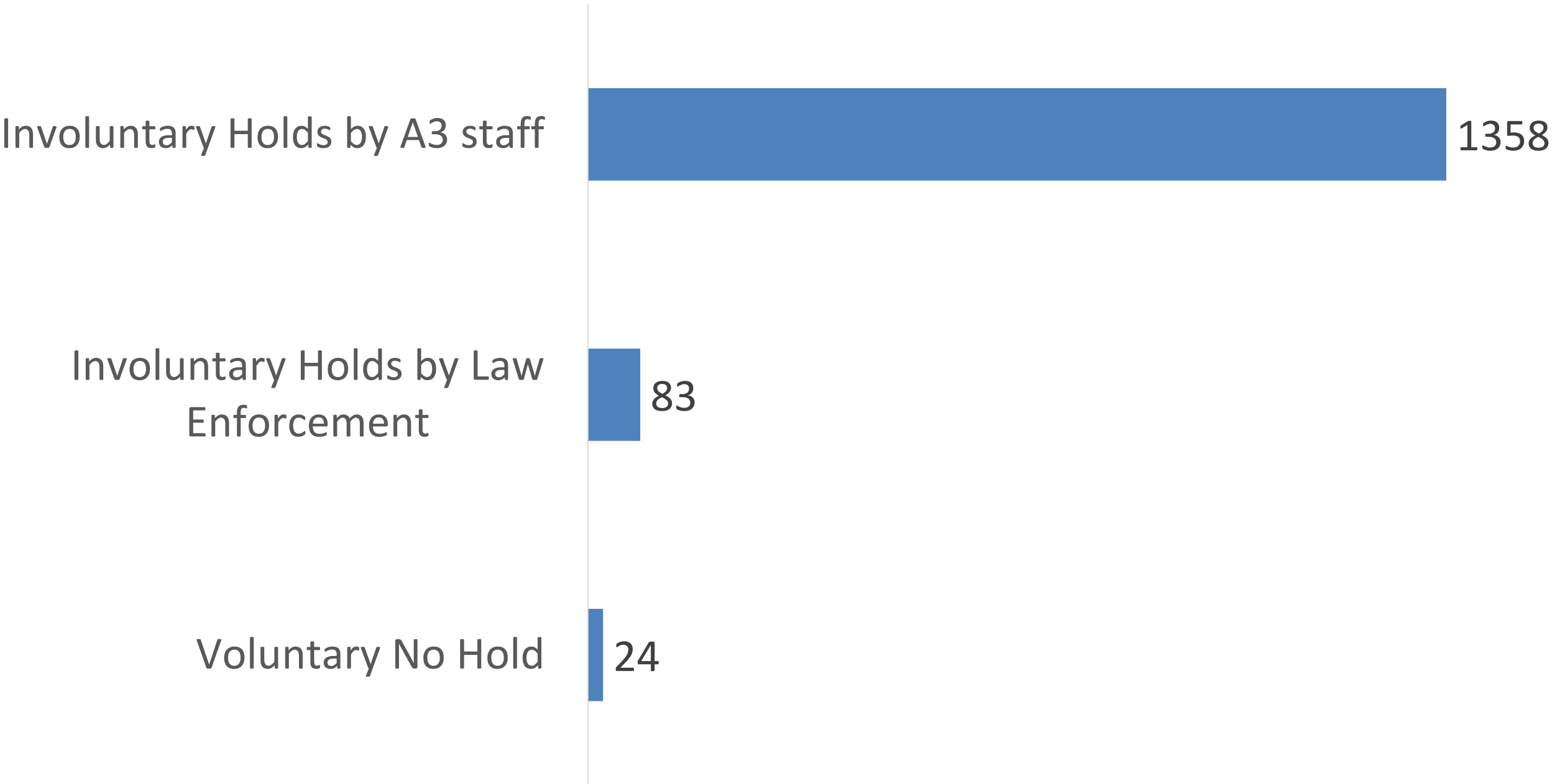
2/3 of all Crisis
Related calls by
law enforcement
resulted in
dispatch



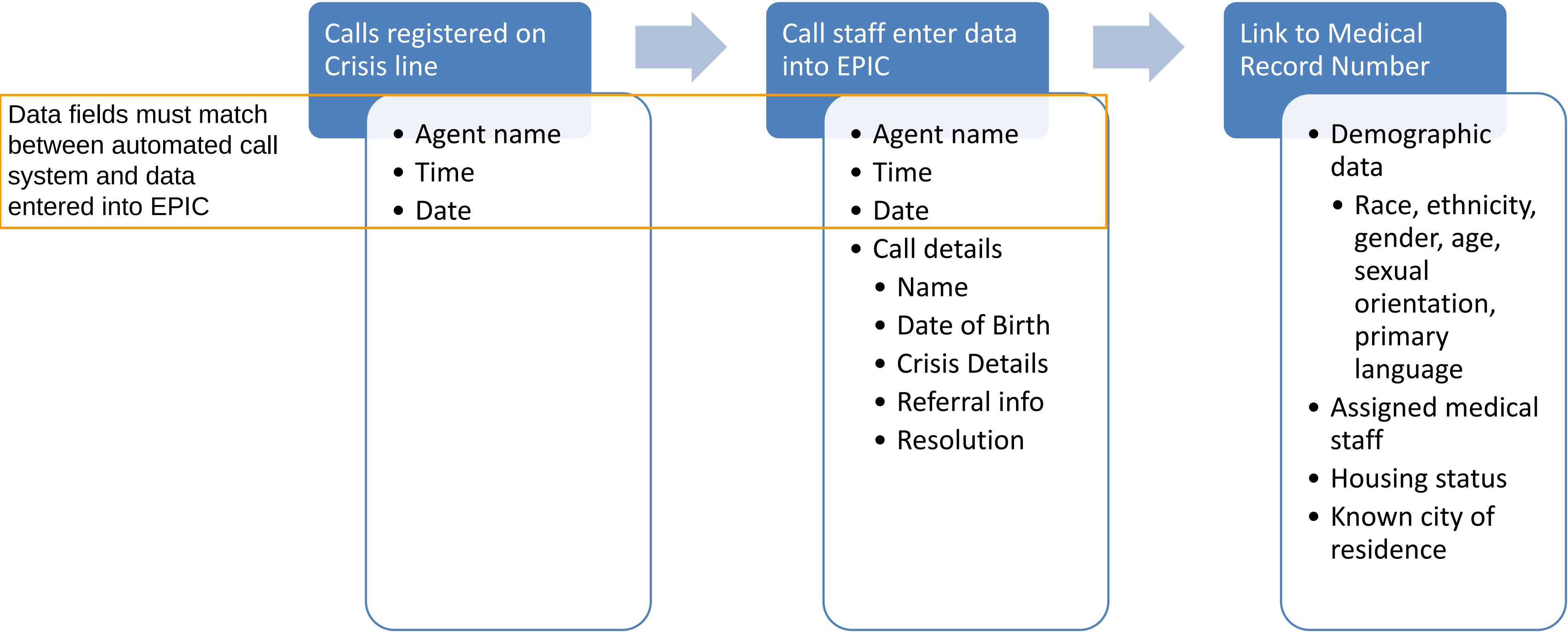
Results of In-Person Assessments

Holds Jan 2024 through September 2025

A3 processed
93% of all holds



A3 Data Dashboard



A3 Data Dashboard

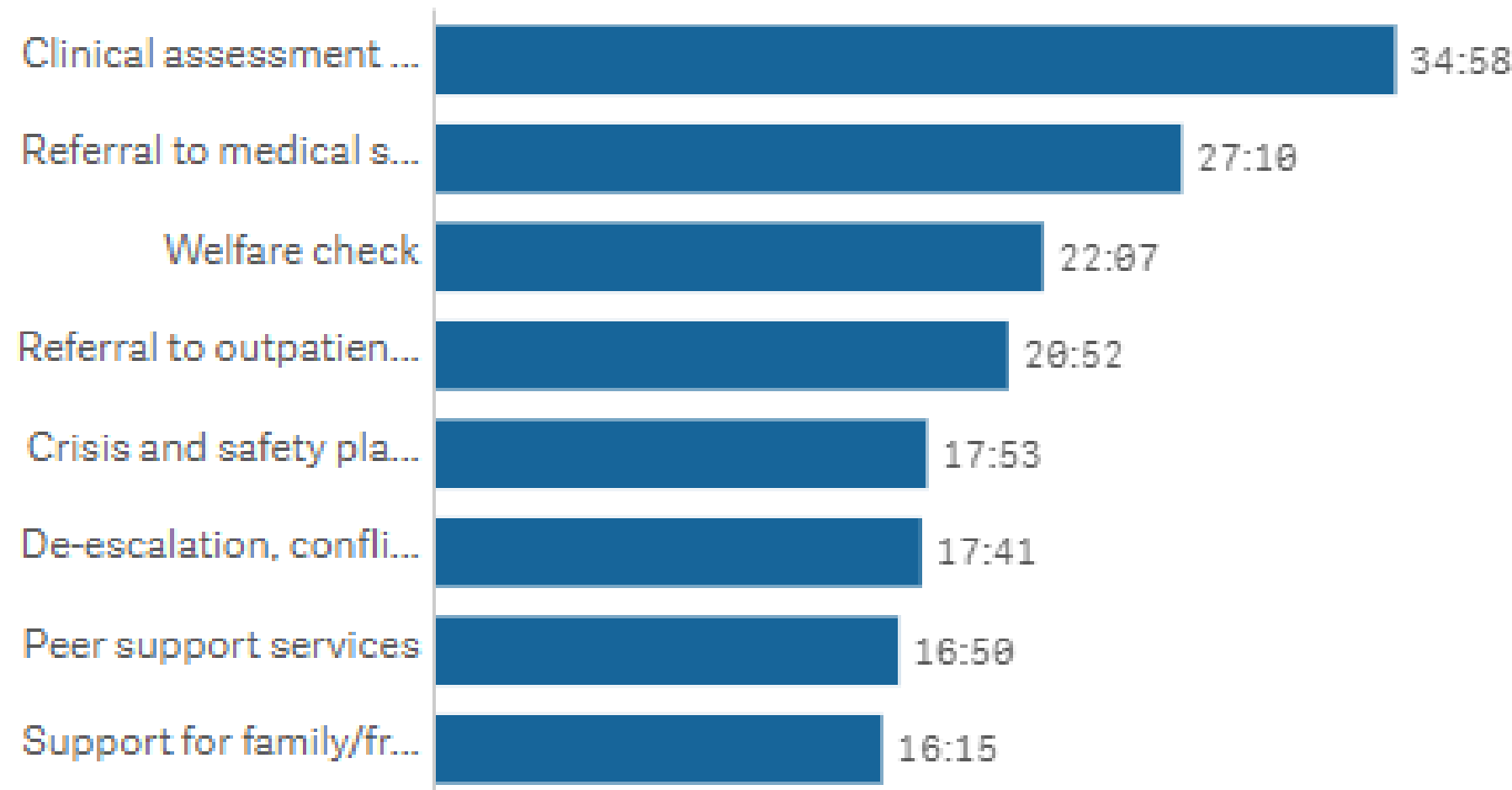
The dashboard allows for a variety of analyses to understand quality:

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

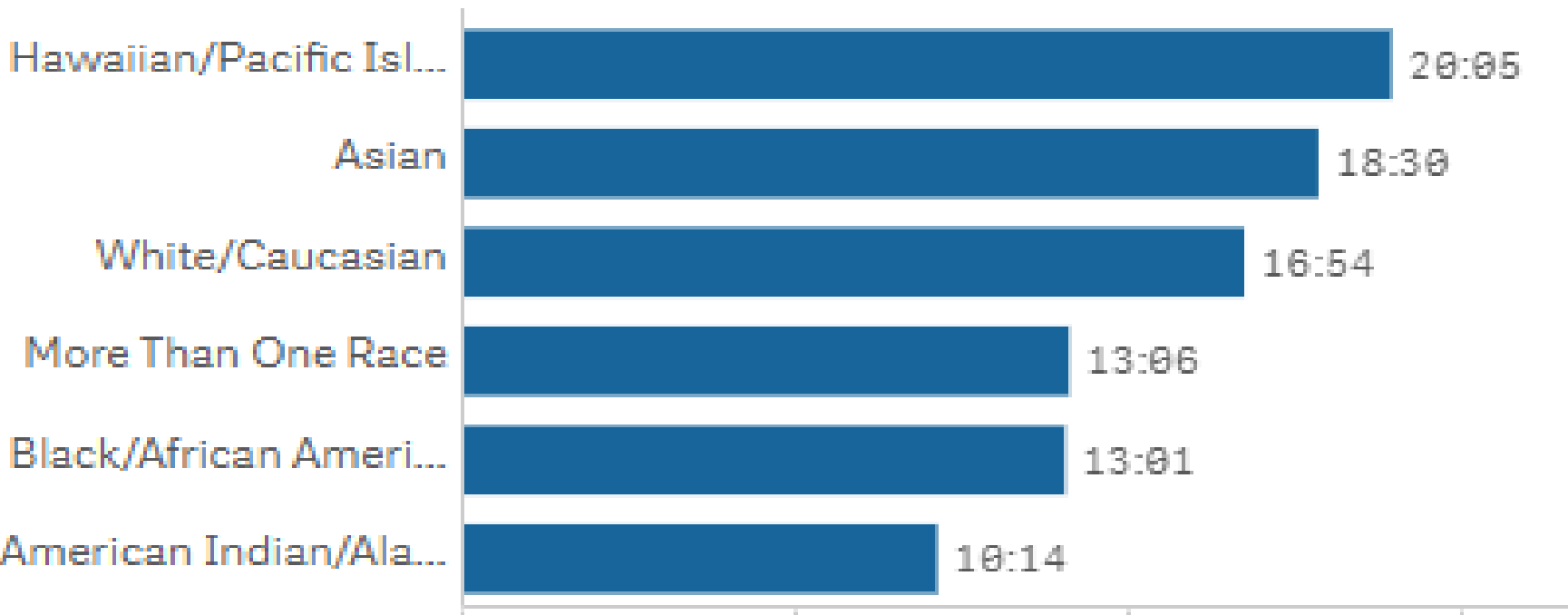
Telephone Intervention Exploration: Crisis_Services_Provided

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

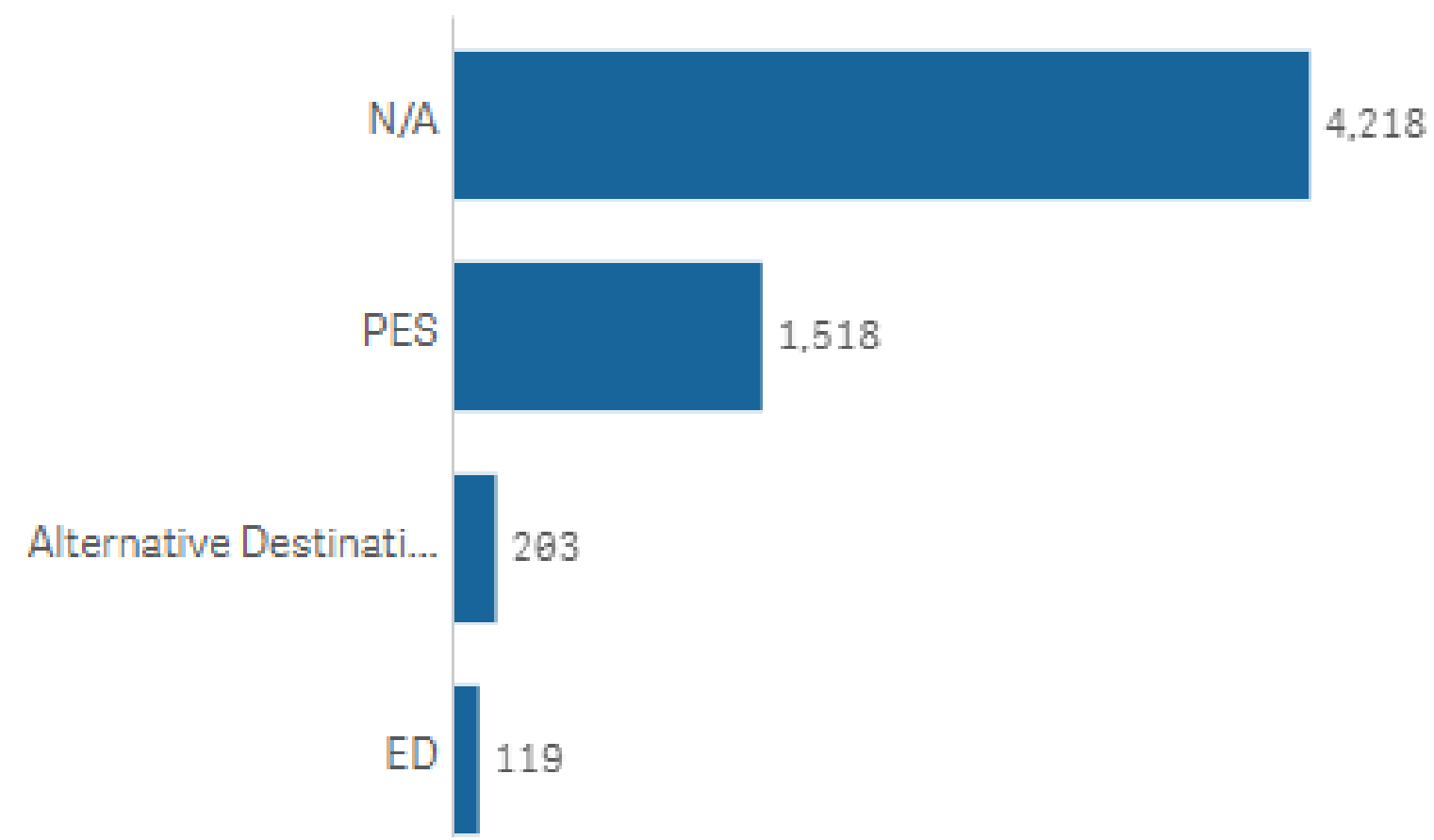
Total volume of in-person crisis assessments from 1/1/2024 to 9/30/2025.

8,743^{2,459}
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

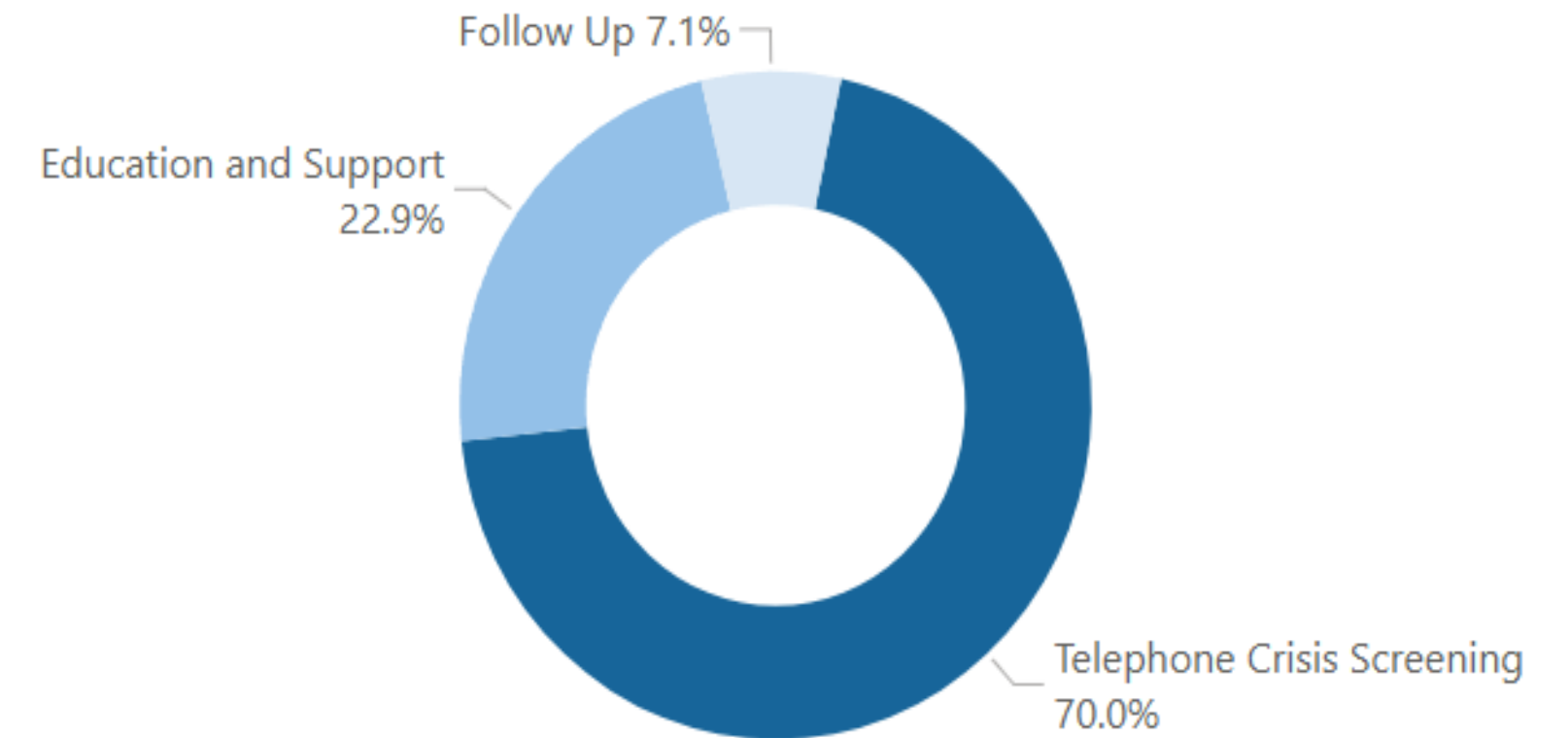
Public dashboard with customizable data pulls for:

- 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



cchealth.org

844-844-5544