



County of Santa Cruz



HEALTH SERVICES AGENCY

Behavioral Health Division

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Salud Mental y
Tratamiento del Uso
de Sustancias

Press Release

For Immediate Release

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SANTA CRUZ COUNTY MOBILE CRISIS RESPONSE TEAM SERVICES ARE AVAILABLE 24/7

Santa Cruz County Behavioral Health is pleased to announce that Mobile Crisis Response Teams (MCRT) are now available 24/7/365 to respond to behavioral health crises for youth and adults across Santa Cruz County, including the cities of Santa Cruz, Watsonville, Scotts Valley, Capitola, and all unincorporated areas. The MCRT helps remove barriers to crisis support access by meeting individuals where they are—whether that’s a park, school, or other safe location, including faith-based sites.

When a community member calls for a MCRT response to the 24-hour Access Line, trained crisis call takers will assess the situation to determine if an individual is undergoing a behavioral health crisis. If appropriate, a team is dispatched to provide on-site evaluation and intervention. Once the immediate crisis is stabilized, the MCRT will assist with a transition to follow-up care by connecting individuals with services and community-based resources.

“Our Mobile Crisis Response Team is staffed with compassionate mental health professionals who understand the diverse needs of our Santa Cruz County community,” said Karen Kern, Deputy Director of Santa Cruz County Behavioral Health. “With culturally responsive, bilingual services, our goal is to provide timely and empathetic support during crises, helping individuals feel safe and empowered to continue their care journey. This approach also helps reduce the number of emergency room visits and law enforcement interventions.”

“Our Mobile Crisis Response Team stands ready to serve all in Santa Cruz County,” said James Russell, Director of Access and Crisis Services of Santa Cruz County Behavioral Health. “Our partnership with Family Service Agency of the Central Coast has been instrumental in allowing us to swiftly respond and de-escalate mental health crises on a 24/7 basis.”

For more information about the Santa Cruz County Mobile Crisis Response Team, please visit santacruzhealth.org/CrisisResponse or call 1-800-952-2335.

If you or someone you love is struggling with thoughts of suicide, please reach out for help. You are not alone. Call or text 988 to connect with the Suicide & Crisis Lifeline. Trained counselors are available 24/7 to provide free and confidential support.

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