



Field-Based Services

Telecare San Diego's Mobile Crisis Response Team (MCRT) is a 24/7 program serving individuals of all ages experiencing behavioral health crisis utilizing recovery principles. This program collaborates and accepts referrals from San Diego Access and Crisis Line (ACL). Telecare will integrate with 911.

The Telecare MCRT offers crisis triage, screening, assessment, crisis intervention and stabilization, and care coordination. Each team responds to calls from the mobile office van to provide services directly in the field in the following San Diego Regions: Central, East, South, North Central, and North Inland.

About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs. Our programs are recovery-focused and clinically effective and are designed in partnership with local, County, State and other behavioral health organizations.

Telecare's Mission

Telecare's mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

Contact Information

409 Camino Del Rio South, Suite 201
San Diego, CA 92108
619-866-4186 Fax
619-346-4020 Main Office

(Please note: This is an administrative line and not a crisis line. To refer someone to the MCRT you must call San Diego's Access and Crisis Line (ACL: 888-724-7240)

Hours of Operation

Services are available 24/7.



This program is funded by the County of San Diego

San Diego MCRT

Mobile Crisis Response Teams





What We Do

Telecare's Mobile Crisis Response Team (MCRT) in San Diego County provides clinician and peer-led mobile crisis intervention services in the community to address behavioral health needs, facilitate transportation to immediate care, and link the individual to appropriate services.

We have a multidisciplinary team that includes licensed and licensed-eligible clinicians, case managers, and peer support specialists. Our team members have experience working with individuals with both mental health and co-occurring substance use challenges and are here to support individuals and help them navigate their next steps.

Our services are designed using a recovery model to enhance the lives of individuals living with behavioral health challenges. Our staff offers advocacy for individuals through a variety of services, including crisis triage, screening, assessment, crisis intervention and stabilization, and care coordination.

What to Expect

Our team of behavioral health professionals will meet individuals wherever they are in the community to deliver crisis response services. We use recovery-centered practices to help individuals work through behavioral health emergencies and effectively link them to ongoing supports. If necessary, we also provide transportation to County-designated behavioral health sites for further assessment, evaluation, and treatment. Care coordination can be provided for up to 30 days to make sure individuals are connected to appropriate supports and services.

Our culture is based on recovery. We believe in respect and non-judgment, and we celebrate individual uniqueness.

Our staff are passionate, resourceful, and motivated. They are partners in recovery.

Our goal is to be a place that helps individuals thrive, despite any challenges they might face along the way. We want individuals to be the leaders of their recovery journey, and to create the life they want for themselves.

Services at San Diego MCRT

- Crisis triage
- Risk assessment
- In-person intervention
- Care Coordination
- Linkage to appropriate behavioral health services
- If clinically indicated, transportation to the appropriate facility

Accessing Services

This program collaborates and accepts referrals through San Diego County's Access and Crisis Line (ACL), 1-888-724-7240 and will be accepting referrals from law enforcement via 911. The implementation for law enforcement referrals is in development with San Diego County and law enforcement.

Admission Criteria

Individuals experiencing a behavioral health crisis in San Diego, including adults, older adults, children, youth, and families.