

TRUST FIELD RESPONSE PROGRAM

TRUST IS A COMMUNITY SERVICE THAT HELPS SANTA CLARA COUNTY RESIDENTS DURING AN URGENT MENTAL HEALTH OR SUBSTANCE USE SITUATION. OUR CALL CENTER AND FIELD RESPONSE TEAMS ARE AVAILABLE 24/7 TO ANSWER CALLS FOR HELP.

TRUST stands for “Trusted Response Urgent Support Team.” TRUST is a partnership between three social service agencies in Santa Clara County: Momentum for Health, Pacific Clinics, and HomeFirst Services.

Our team is specially trained to help people who need urgent help for mental health and substance use conditions.

TRUST’s team of responders includes behavioral health staff from community organizations. These staff have knowledge and experience assisting people struggling with behavioral health challenges.

Our field response team works together to meet the unique needs of each person and those around them. We treat every situation on a case-by-case basis, providing responsive care without involving law enforcement and triaging other teams when



HOW THE FIELD RESPONSE PROGRAM WORKS:

- Call 800-704-0900, press 1 (call 988 for local 408, 650 and 669 area codes) to reach TRUST if you, or someone around you, is experiencing concerning mental health or substance use symptoms.
- The TRUST call center can send a field response team to your location (such as your home, workplace, or a public space).
- This team works to de-escalate the situation, so you can get the help you need.
- We connect you with appropriate mental health care, including emergency medical services and psychiatric care, if needed.

A PARTNERSHIP BETWEEN:



TRUST PROGRAM

HOW DOES TRUST MAKE A DIFFERENCE?

The TRUST program allows people to get the help they need as safely and smoothly as possible, starting with meeting them where they are.

Having greater access to trained mental health professionals gives our community more peaceful and productive ways to handle mental health and substance use challenges when they arise.

Key components of TRUST include:

- Trauma-informed field response teams
- A focus on prevention
- Involvement of families and loved ones, based on a client's wishes
- Community Collaborators to gather and act on feedback from the community
- Staff from our community who are linguistically and culturally informed

TRUST also builds partnerships with family members, caregivers, and friends who have firsthand experience with mental health and substance use concerns.

These partners, with life experience, can join the community response team, join the TRUST Community Advisory Board, participate in training sessions, and act as a community resource.

24/7 MENTAL HEALTH SUPPORT

Call 800-704-0900, press 1 (call 988 for local 408, 650 and 669 area codes) to access the field response team as well as on-demand mental health resources, including:

- Immediate, over-the-phone symptom management and de-escalation support
- Guidance to referrals and additional services
- Call-out response services that send a mental health professional to your location

This lifeline operates 24 hours a day, 7 days a week, 365 days a year (including holidays). Translation into multiple languages is available.

MENTAL HEALTH RESPONSE TRAINING FOR THE COMMUNITY

TRUST unites the broader community by:

- Conducting mental health education and training for participating Santa Clara County first responders, including law enforcement, emergency medical services, and others