

**Contact Us:**

**Emergency Outreach & Triage Division (EOTD)**

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**Serving Los Angeles County**

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**County of Los Angeles  
Board of Supervisors**

**Hilda L. Solis, First District  
Holly J. Mitchell, Second District  
Sheila Kuehl, Third District  
Janice Hahn, Fourth District  
Kathryn Barger, Fifth District**

**WE'RE HERE TO HELP**

**For Life Threatening  
Emergencies:  
DIAL 911**

**Psychiatric Mobile Response Teams  
(PMRT)**

**Family Assistance Program  
(FAP)**

**Law Enforcement Teams  
(LET)**

**School Threat Assessment Response  
Teams (START)**

**Outreach and Triage Teams  
(OTT)**

**Children Outreach and Triage Teams  
(COTT)**

**Therapeutic Transportation Project  
(TTP)**

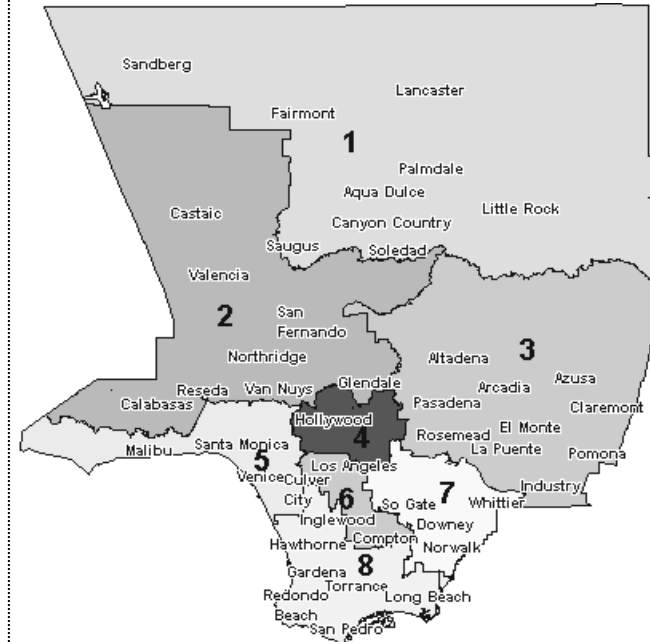
**Emergency Response Teams  
(ERT)**



**LOS ANGELES COUNTY  
DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.

**EMERGENCY OUTREACH  
&  
TRIAGE DIVISION**

**Field Response Operations**



**ACCESS  
24/7 Hotline  
(800) 854-7771**

## Emergency Outreach & Triage Division (EOTD) Field Response Operations

EOTD is responsible for the administration and coordination of all mobile response services. These include: Psychiatric Mobile Response Teams, Family Assistance Program, DMH-Law Enforcement Teams, School Threat Assessment Response Team, Outreach & Triage Teams, Children Outreach & Triage Teams, Therapeutic Transportation Project, and Emergency Response Teams.

## Requesting EOTD Services (PMRT)

In Los Angeles County, anyone can request EOTD services. Individuals, family members, healthcare providers and law enforcement can reach PMRT through our 24-hour hotline **(800) 854-7771**.

## Psychiatric Mobile Response Teams (PMRT)

PMRT provides non-law enforcement-based mobile crisis response for clients experiencing a psychiatric emergency in the community. A service offered through LACDMH's ACCESS Center, PMRT consists of LACDMH clinicians designated to perform evaluations for involuntary detention of individuals determined to be at risk of harming themselves or others, or who are unable to provide food, clothing or shelter for themselves. PMRT enables successful triage of each situation involving mentally ill, violent or high-risk individuals. PMRT also receive community calls that do not rise to the level of crisis response; in these situations staff provide information, referrals and other kinds of alternative support/resources.

## Family Assistance Program (FAP)

The Family Assistance Program (FAP) consists of trained Family Assistance Advocates (FAA) who receive and respond to incidents concerning Los Angeles Sheriff Department (LASD) Officer involved shootings, in custody death (community/hospital/jail settings). FAAs support families, friends and provide mental health services, social services and burial expenses.

## Law Enforcement Teams (LET)

Law Enforcement Teams (LET) are co-response teams consisting of an officer and a LACDMH mental health clinician who respond to 911 calls involving mental health crises. These teams ensure that the individuals in crisis receive appropriate, specialized care, and safe transportation to the treatment facilities.

## School Threat Assessment Response Team (START)

School Threat Assessment Response Team (START) provides training and consultation, assessment, intervention, case management and monitoring to students at risk for targeted school violence. START collaborates with educational institutions, law enforcement agencies, mental health providers, and parents to mitigate or eliminate threats.

## Outreach and Triage Team (OTT)

OTT teams will respond to clients and families with the position of attempting to keep the client out of the hospital and providing ongoing support and linkage to services. Peer support staff as members of each team creates an additional level of trust from the clients and allows for strong relationships to develop between the crisis triage staff and clients. OTT teams are able to address an urgent crisis and begin to provide services, supports and linkage, emergent crises and involuntary psychiatric hospitalization can be averted, thus achieving decreased trauma on the clients and families.

## Children Outreach and Triage Team (COTT)

The COTT goal is to provide immediate intervention to assist children, youth ages 0-21, and caregivers in de-escalating behaviors that impact life functioning. Interventions are designed to minimize risk, maintain the child or youth in his or her current living arrangement, prevent repeated hospitalizations, and stabilize behavioral health needs.

## Therapeutic Transportation Project (TTP)

Therapeutic Transportation Project is a countywide initiative to transform the County's approach to responding to individuals who may or may not be experiencing a mental health crisis through engagement, support and recovery-focused interventions delivered using specially outfitted vans.

Each van is staffed with a mental health clinician and peer support specialist offering supportive and expedited response to transportation as well as initiating supportive case management. The goal is to begin the healing and recovery of mental health symptoms from the first point of contact.

## Emergency Response Teams (ERT)

Emergency Response Teams (ERT) provide on-scene consultation and crisis intervention following:

- Natural Disasters
- Critical Incidents
- Terrorist Acts

In a major event, EOTD collaborates with Disaster Services Unit and the Los Angeles County Office of Emergency Management. to provide services to the cities and communities in Los Angeles County.



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