

FAQ



What is the pilot West Hollywood Care Team?

The pilot Care Team initiative provides behavioral health services to West Hollywood community members, including immediate crisis stabilization and connections to ongoing behavioral health and social services resources. The Care Team is not a 911 emergency services responder.

When is the pilot Care Team available?

The Care Team operates 24/7/365, providing around-the-clock service, including holidays.

What types of behavioral health needs does the pilot Care Team respond to?

The Care Team responds to a wide range of behavioral health needs, including mental health needs related to stress, grief, health, or other areas, substance use disorder needs, situations where individuals may be experiencing hallucinations, and wellness checks. The team provides services such as immediate crisis stabilization, safety planning, and connections to ongoing care. It also uses a harm-reduction, trauma-informed approach so people can get help without fear of judgment or stigma.

Why is the pilot Care Team needed?

When people experience a behavioral health crisis, limited options are available to meet their needs quickly. First responders are best equipped to address law enforcement and life-safety emergencies. By creating the Care Team and partnering with the LA County Department of Mental Health, the City expands access to regional crisis resources and increases support services directly available to the community.

Who operates the pilot Care Team?

The City has partnered with the nonprofit Sycamores to operate the Care Team, a long-term behavioral health services provider in Los Angeles County. The Care Team includes Peer Support Specialists and other behavioral health professionals who engage with community members in crisis. Peer Support Specialists bring first-hand insight into the experiences of people in crisis, which helps to build connections with people in their time of need and support positive health outcomes.

What is the pilot Care Team budget?

The Care Team's three-year budget is allocated from the City's General Fund and planned as follows: Year 1 - \$2,213,314; Year 2 - \$2,767,011; Year 3 - \$2,850,021. Services are provided at no cost and are available to people of all ages and incomes, both with and without housing.

How can community members connect with the pilot Care Team?

To access crisis support, community members should first call the 988 Suicide & Crisis Lifeline, which operates 24/7 and connects callers to trained crisis counselors for assistance with mental health needs. While most 988 calls are resolved over the phone, the Care Team can be dispatched for in-person support through referrals from 988, law enforcement, fire services, or Block by Block. A dedicated Care Team phone number will launch soon, allowing community members to request services directly.

Can the pilot Care Team assist people experiencing homelessness?

Yes, the Care Team can assist individuals experiencing homelessness by providing behavioral health services and connecting them to ongoing social services, including housing and mental health resources. Currently, the Care Team also responds to requests made through the City's Homeless Concern Line (323-848-6590) on evenings and weekends.