

## How does it work?

Calls for service involving mental health, addiction, and homelessness account for a significant number of calls to police and fire department respond to annually. Through the SAFE Team program calls are to by a Crisis Worker and EMT who have the tool, resources, and knowledge to address the unique needs of community members more effectively. This partnership leverages PPSC existing evidence informed programing.

- Emergency response for issues relating to mental, addiction, and homelessness
- Non-emergency response for people in need
- Proactive community outreach

THE SAFE TEAM IS AVAILABLE  
24 HOURS A DAY, 7 DAYS A  
WEEK

## SAFE Team Services

- Mental health assessments and referrals
- Counseling request
- Medical assessments and first aid care
- Dispute mediation
- Transport to staffed services

## What is the SAFE Team?

The Specialized Assistance for Everyone (SAFE) Team is a mobile mental health and behavioral health response team operated by Petaluma People Services Center (PPSC). The SAFE Team is contracted by the City of Petaluma, City of Rohnert Park, City of Cotati, Sonoma State University and City of San Rafael.

## The SAFE Team Model

The SAFE Team staffs a Trained Crisis Intervention Specialist and an Emergency Medical Technician (EMT) to respond to calls alongside, or in lieu of, law enforcement for crisis involving mental illness, substance abuse, and/or behavioral barriers to accessing social or medical services. The SAFE Team does not have arrest, detention, or hold authority, instead relying on de-escalation and client-driven planning to resolve >80% of all calls for service in the field, facilitating transport and voluntary engagement with services as necessary.

## Why call the SAFE Team?

By validating the experiences of people in crisis and normalizing their experiences during a de-escalation intervention, the SAFE Team is able to help the majority of our clients reengage with their normal coping skills and rational thought processes. Often, with empathetic communication and compassionate support, people experiencing even severe or acute exacerbations of their baseline mental illness or behavioral issues can be directed into ongoing services without squandering emergency room beds for psychiatric holds.



PPSC is dedicated to improving the social and economic health of our community by providing programs that strengthen the dignity and self-sufficiency of the individual.

PPSC Core Services:

- Counseling
- Nutrition
- Economic Security
- Youth Services
- Aging Well Together Services
- Housing

For more info, email  
[cares@petalumapeople.org](mailto:cares@petalumapeople.org)  
Or Call (707) 765-8488

# PPSC S.A.F.E

Specialized Assistance For Everyone



Emergency Number: 911  
Emergency Suicide and Crisis Lifeline: 988  
Non-Emergency Petaluma: 707-781-1234  
Non-Emergency Rohnert Park: 707-584-2612  
Non-Emergency Cotati/SSU: 707-792-4611  
Non-Emergency San Rafael: 415-458-7233

For more information email: [SAFE@petalumapeople.org](mailto:SAFE@petalumapeople.org)