



Mobile Evaluation Team (MET)



November 2025

City of Tracy: Mental Health Response

Our model pairs a Neighborhood Resource Officer with an outreach coordinator who specializes in mental health, responding together as a unified team. We collaborate to ensure scene safety, engage the individual in crisis, and complete a joint assessment to understand their needs. From there, we determine whether a mental health hold is appropriate and identify the most supportive next steps. This may include transporting the individual to a hospital, connecting them with community services, or creating a safety plan that allows them to remain at home.

This collaborative approach ensures that every decision is thoughtful, balanced, and made in the best interest of both the individual and the community.



MET: Command Structure



BUREAU OF SPECIAL OPERATIONS STAFF

- Captain
- Lieutenant
- Community Services Sergeant
- Neighborhood Resource Officer
- Outreach Coordinator

MISSION

The mission of the MET is to create a compassionate, effective, and coordinated response to behavioral health crises. The program is dedicated to bridging the gap between public safety and mental health services by providing immediate on-scene support, reducing unnecessary incarceration and hospitalization, and ensuring that individuals are treated with dignity during moments of vulnerability. MET aims not only to stabilize individuals in the short term, but also to promote long-term recovery and stability by linking them with ongoing treatment and social supports.

Strategies and Approach

General Outreach: Engaging with individuals in areas known for frequent behavioral health-related calls to offer informal support, conduct safety checks, and provide information about available services.

Targeted Outreach: Following up with specific individuals after a recent crisis or service call to offer resources, de-escalation support, and connections to care.

One-on-One Engagement: Conducting pre-scheduled or on-scene conversations focused on assessment, crisis stabilization, safety planning, and connecting individuals to appropriate mental health or substance use services.

Transport and Warm Handoffs: Coordinating and providing voluntary transport to crisis centers, medical care, or other service providers when safe and appropriate.

Appointment Support: Facilitating connections to San Joaquin County Behavioral Health for mental health-related appointments.

Situational Response: Addressing behavioral health concerns, conducting welfare checks, responding to community calls for service, and handling other situations that require mental health expertise in collaboration with law enforcement.



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Program Reports

Capture MET contacts, interventions, and outcomes to evaluate program impact.

Documentation & Data Collection

- All encounters entered in Mark43
- Includes key info: demographics, issues, risk factors, interventions, outcomes

Data review

- Ensures accuracy, consistency, and complete records
- Identifies trends and repeat utilizers

Data Analysis & Reporting

- Summarize MET activity and outcomes
- Informs leadership, improves coordination, and guides program development

What We Measure

Police Responses

	Officer Initiated
	Calls from Public
	Emergency Requests
	Total Responses

Dispositions

	Citations Issued
	Arrests with Bookings
	5150 Holds / Transports
	Medical Response

Why MET Matters

Traditional police responses often lead to involvement in the justice system or emergency room visits, without addressing the underlying issues.

MET shifts the focus to connecting individuals with ongoing services and support.

This approach reduces repeated crises and lowers the number of future service calls.

MET helps alleviate the burden on patrol officers, who are typically the default responders to mental health emergencies.

A collaborative and compassionate approach builds community trust and demonstrates a commitment to long-term solutions.

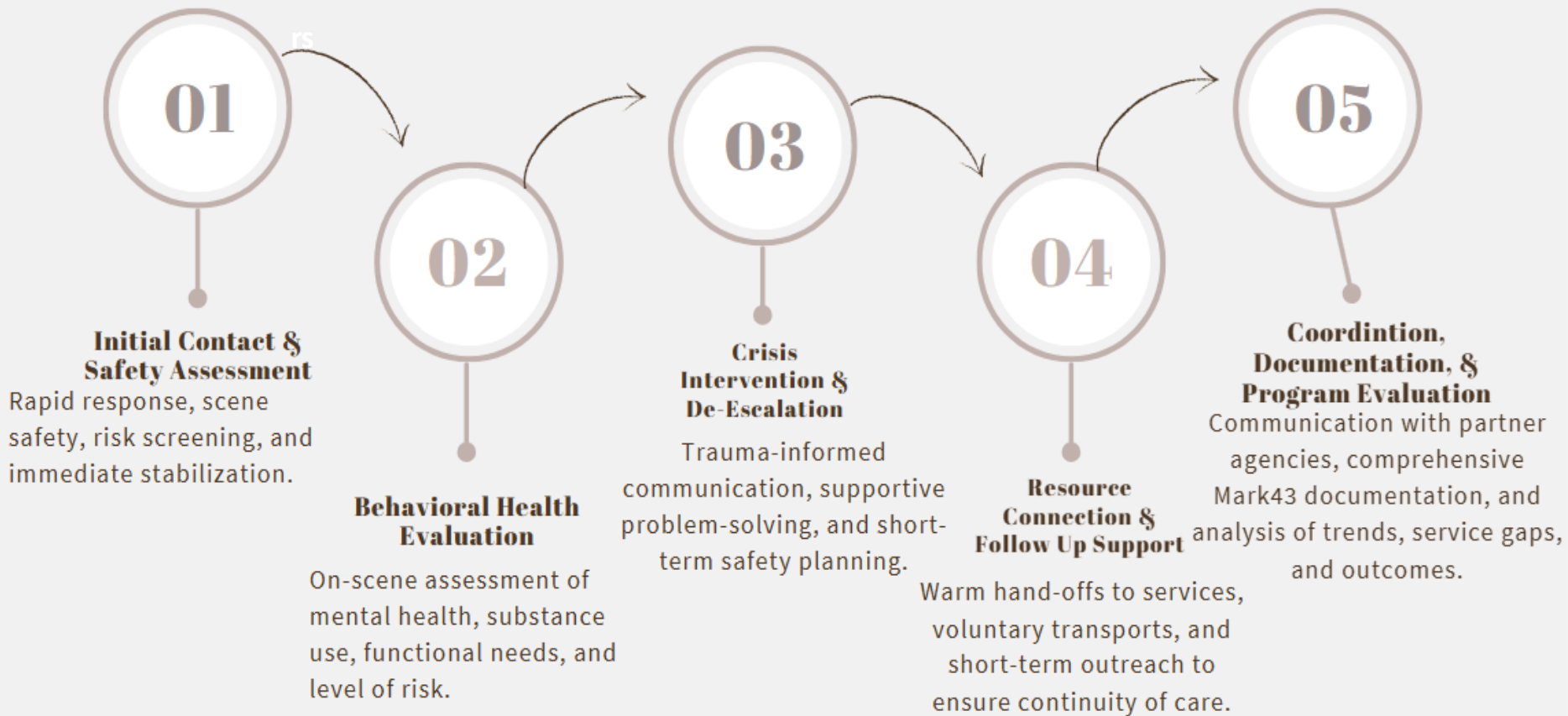


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Our Commitment

At the core of MET is a commitment to treating every individual with dignity. Our goal is to protect life, connect people with essential resources, and foster a community where mental health is prioritized with the same urgency and compassion as physical health.

MET Service Continuum

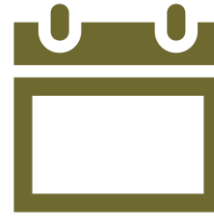


Our Community Partners



MET collaborates with San Joaquin County Behavioral Health, hospitals, housing agencies, shelters, and recovery programs.

This partnership ensures that individuals are connected to real, long-term help and support.



Once a week, a dedicated team from County Behavioral Health comes to Tracy to work alongside MET.

This joint effort allows for follow-up after crises and facilitates warm hand-offs to services.

The collaboration helps ensure that individuals are successfully linked to ongoing mental health care.

These partnerships promote long-term stability and reduce the likelihood of repeat crises.

Welfare and Institution Code 5150 (a)

When a person, as a result of a mental health disorder, is a danger to others, or to themselves, or gravely disabled, a peace officer, professional person in charge of a facility designated by the county for evaluation and treatment, member of the attending staff, as defined by regulation, of a facility designated by the county for evaluation and treatment, designated members of a mobile crisis team, or professional person designated by the county may, upon probable cause, take, or cause to be taken, the person into custody for a period of up to 72 hours for assessment, evaluation, and crisis intervention, or placement for evaluation and treatment in a facility designated by the county for evaluation and treatment and approved by the State Department of Health Care Services. The 72-hour period begins at the time when the person is first detained..



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