



In Garden Grove, there are an estimated 14,500 calls a year that would benefit from this supportive service.



## Be Well OC in Garden Grove Mobile Response Program

### Overview

Be Well OC in Garden Grove is a mobile response team, composed of two crisis counselors who provide in-community assessment and stabilization of individuals experiencing mental health or substance use challenges. The team also provides information and referrals, transportation to services, and additional follow-up support and case management.

### Who We Serve

The model is designed to get all Garden Grove residents - regardless of income or insurance status - the right help at the right time.

### Our Services

The team will be prepared to help with a variety of non-emergency and non-medical situations, which may include:

- Mental Health / Behavioral Crisis
- Suicidal Ideation
- Public Assistance Including Lack of Basic Needs (Food, Shelter, Water, Clothing)
- Failure to Conduct Basic Self-Hygiene, Failure to Thrive
- Non-Domestic Violence Family Issues / Disputes
- Drug & Alcohol Abuse / Addiction
- Welfare Checks
- Death Notifications
- Homelessness (in Conjunction / Collaboration with the Garden Grove SRT)



# Access to Be Well OC in Garden Grove

Request Non-Emergency Services

**(714) 741-5704**

Garden Grove Police Department's Non-Emergency Line

If experiencing a life-threatening emergency, **call 911.**

## The Process

As calls are received through the non-emergency and 911 call lines, Garden Grove Police Department (GGPD) dispatchers will triage the situation and when appropriate deploy the mobile response team to assist. In the event an individual requires medical services, dispatchers will continue requesting Fire / Emergency Medical Services (EMS).

By using a team of two crisis counselors skilled in de-escalation, they can effectively address both the emotional and social well-being of the client. As needed, the team can transport clients to facilities such as a crisis center, detox center, outpatient medical clinic or shelter.

## Learn More

[bewelloc.org/mobile](http://bewelloc.org/mobile)

[ggcity.org/be-well](http://ggcity.org/be-well)

**(949) 749-2501**

Monday-Friday, 9am - 5pm PT

Calls received after hours will be returned the next day.

