Stabilization and Field Engagement Response (S.A.F.E.R.) Procedure

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Signed by: Joshua Dugas 5A02D5B2822A4C7... Joshua Dugas, MBA, REHS, Director

Purpose

To provide guidance to Department of Behavioral Health (DBH) workforce members on how to request and process a Stabilization and Field Engagement Response (S.A.F.E.R.) request following a completed suicide event within the community.

The S.A.F.E.R. Team consists of specially trained clinical personnel within Community Crisis Services (CCS) who visit locations where a group of community members may benefit from immediate behavioral health support following a completed suicide event.

Submitting a Request

A request for a response from the S.A.F.E.R. Team can be made through any of the following methods:

- Accessing the DBH Website and clicking the button labeled "*Stabilization and Field Engagement Response (S.A.F.E.R.)*."
  - This will lead to the Department of Behavioral Health – Stabilization and Field Engagement Response (S.A.F.E.R.) Request (CLP073) form where the requesting party can complete and submit.
  - The form will be automatically routed to the DBH-SAFER@dbh.sbcounty.gov inbox.
- Calling the Crisis Contact Center at (800) 398-0018.
  - DBH workforce member assigned to respond may assist the caller by addressing questions related to completing the online form or, when appropriate, by submitting the online request on behalf of the caller.
- Communicating the request to any DBH CCS leadership team member.
  - DBH workforce members may use the options above to submit a written request, or they may contact the current CCS Program Manager I, Program Manager II, or Senior Program Manager.
  - DBH workforce members may also contact the Deputy Director of 24-Hour & Specialty Services, if necessary.

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Review Request

Once a request for the S.A.F.E.R. Team is received, the following procedure shall apply:

Step	Action
1	CCS Program Manager (I or II) will: • Review the request; • Identify any missing information, if applicable, and • Contact requestor for further details, if necessary.
2	Once all information is received and the need for a response is confirmed, the CCS Program Manager will contact CCS Executive Leadership for approval. ***Note:*** All pertinent information and any completed forms shall be included with the approval request.

Note: If a request is received and determined not to meet the criteria for deployment of the S.A.F.E.R. Team, CCS Program Management will contact the requestor to provide other options and resources.

Mobilization

After approval is received, the CCS Program Manager will contact the appropriate regional supervisor to mobilize a team.

A team of specially trained DBH workforce members, with an assigned Team Lead, will be briefed on the scenario and appropriate response actions prior to being deployed.

At the site:
The team will provide support to the individual(s) in need of services. The assigned Team Lead will provide regular updates to the regional supervisor and the Program Manager II or designee throughout the visit.

Data collection:
The team will be required to collect the following data points while providing services:

- Type of services provided (supportive engagement, individual or group critical incident debriefing, linkage to Crisis Stabilization Unit (CSU), Crisis Walk-In Center (CWIC), or Crisis Residential Treatment (CRT), provision of resources, etc.).
- Approximate number of people served for each service.
- Type of resources provided.
- Time spent at the site responding.
- Number of staff and their classifications in the response team.
- Any commentary or requests made by community members to the team. For example: “One person said that this was helpful,” or “Mother requested training for parents,” etc., with the goal of gauging the community’s response to the services provided.

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Mobilization, continued

Concluding the visit:

- The Team Lead will communicate with the point of contact at the site and provide appropriate resources for additional support.
  - If follow-up information is requested, the Team Lead will obtain the contact information (email, phone, etc.) where the information can be sent.
- The Team Lead will report the conclusion of the response to the CCS Program Manager II or designee and the Community Crisis Response Team (CCRT) Regional Clinic Supervisor.

Debrief

Upon return to the office, the Team Lead will complete the Department of Behavioral Health – Stabilization and Field Engagement Response (S.A.F.E.R.) Disposition Report (CLP074) and email the completed form to the CCS Program Manager II, and cc the Program Manager I.

The CCS Program Manager II or designee will review the form, clarify any information, if applicable, and route the completed form up the chain of command. The Program Manager II or designee will address any follow-up questions regarding the visit.

Once all questions are addressed, the Program Manager II or designee will route the completed *S.A.F.E.R. Disposition Report (CLP074)* to the Senior Program Manager who will review the completed report and forward it to the 24-Hour & Specialty Services Deputy Director.

Referenced Forms, Policies, and Procedures

DBH Standard Practice Manual and Departmental Forms:

- Department of Behavioral Health – Stabilization and Field Engagement Response (S.A.F.E.R.) Disposition Report (CLP074)
- Department of Behavioral Health – Stabilization and Field Engagement Response (S.A.F.E.R.) Request (CLP073)
- Stabilization and Field Engagement Response (S.A.F.E.R.) Policy (CLP0848)