

Sacramento County Mental Health Board

Community Wellness Response Team (CWRT) Advisory Committee

**MINUTES – TELECONFERENCE MEETING
Tuesday, March 14, 2023
6:00PM – 8:00PM**

Members in Attendance: Corrine McIntosh Sako, Severine Hollingsworth, Kaino Hopper, Elijah Orr, Alexandria Paige

Members Absent: Adam Wills, Laviola Ward,

BHS Staff Present: Glenda Basina, Kelli Weaver, Christina Irizarry, Alondra Thompson, Alexandria Lose, Karen Sprague,

Guests: Christie Gonzales, Liseanne Wick, Harjit Singh Gill, Natanya Kharat (BYAB). Jonathan Russel, Qimmah Hameed, David Garcia, Jordan Kaitapu, Melinda Avey,

Agenda Item	
I. Welcome and Introductions	Co-Chair Hollingsworth commenced the meeting at 6:03pm and introductions were made.
II. Acknowledgement of Conduct Agreement	Co-Chair Hollingsworth acknowledged and briefly shared the Conduct Agreement on screen for those in attendance.
III. Presentation from Wellspace Health on 988 Regional Behavioral Health Crisis Line & its role in CWRT Dispatch – Liseanne Wick, Christie Gonzales, David Garcia	<p>Christie shared her screen providing information about Wellspace Health; their suicide prevention work in the community, holding several accreditations following best practices, SAMSA Crisis Response as 988. Wellspace has been the suicide prevention & crisis line since 1988 and is a 24/7 talk/text/chat serving several counties.</p> <p>Co-Chair Hollingsworth asked if 988 correlates with current crisis response. Per Christie, Kelli to provide background in her presentation with flexibility for Q&A from the committee.</p>
IV. Presentation from Bay Area Community Services (BACS) on its role in providing 24/7 Mobile Crisis Response Teams for CRWT – Harjit Singh Gill, Qimmah Hameed, Jonathan Russell	<p>Harjit shared a slide providing background on BACS; founded 1953 by 12 Oakland churches providing supportive services to more than 100k people. Spoke about housing for the homeless; prevention/stabilization, coordinated entry, interim housing/respice, rapid re-housing and affordable housing. On spectrum of behavioral health; prevention & wellness, crisis navigation (employs peers for linkage), crisis residential & stabilization, community based service team, intensive case management. Lays the housing and behavioral health together for better communication and work.</p>

V. Presentation from Sacramento Children's Home (SCH) – The Source on its role in providing 24/7 Mobile Crisis Response Teams for CWRT

Kelli presented on Sacramento Children's Home, currently the Source. Will continue to be a resource for children youth (0-26 age). Their model is best for their expertise as a resource.

Background: BOS approved a 24/7 response team in 2021, which is now CWRT. Over the last year BH promoted this program to hire Full Time Equivalents (FTEs) for a 24/7 center and response team. Various promotions/advertising on hiring as well as payment/compensation not successful and came to importance of getting the program live. A need for 11 teams. Currently have 5 teams and BACS is a good fit. Harjit added with CWRT, whether staff employed by County or BACS, community will receive and be provided the same response. Christie on collaborative partnership for the seamless approach; WellSpace receives the call and BACS on dispatch/response side. One component of SAMSA is using the same software specifically for this type of model to assist/manage complex crisis, linking people to appropriate call. CWRT process: 988/WellSpace answers call and determines risk/safety factors. Submits a mobile response referral using BHL software and conducts warm hand off via a 3-way call to CWRT dispatcher (County BHS/BACS). Dispatch Specialist receives referral, attends to warm hand off call and further assess risks and safety factors. Identifies and initiates deployment of Response Team using BHL software. Response Team meets the caller to further support.

- Questions from Committee Members & Members of the Public

- Member Hopper asked at what point the caller is alerted that there are other people joining the call. Christie responded that on current operations with 988, anytime calling in to crisis line it's all about rapport building and through that conversation when crisis response is appropriate, it will be well introduced and not come as a surprised. Liseanne added that 99% of the time, the crisis is deescalated during call with 988 and only a small group needs in person response, with law enforcement response as a last resort. Often times people are helped with just the conversation, supporting where they're at, talking about resource and community based response. Caller always has option/consent to continue.
- Member Paige inquired about the screening process and determining when a team will be sent out? Co-Chair Hollingsworth agreed and asked what are the criteria. Will the call fall off the cracks if it doesn't meet the criteria? Kelli responded that anyone calling will be assisted. It's there 24/7 and there is no barrier. No diagnosis needed regardless of what crisis means to anyone. Another layer of response is someone being able to come to you. Christie added there's the 1, 2, 3, 4 spectrum. Member Paige also asked what if someone else calls for a person. Will crisis be assessed thru the person that called? Per Liseanne, ultimately that 3rd party is also in crisis so it's helping both individuals as both would benefit from a response. Member Paige commented that law enforcement will always be responding. Kelli answered if the safety of public/staff is at risk, partnering with law enforcement is needed since the response team aren't equipped nor trained on weapons.
- Chair Sako asked if the BH Link has been tested. Per Kelly, yes. Chair Sako also asked about training and standardize response of BHS and BACS on de-escalation; what types of trainings has staff had. Alondra responded that staff has been in training since hired (naming various trainings) and will continue to train and that BACS will have the same training once BOS approves BACS.
- Co-Chair Hollingsworth shared her experience of dialing, pressing 1, 2 and the lady hung up. This was back in November. Kelli responded that caller would call 988, and on gathered information, response team would go out. Co-Chair Hollingsworth

inquired on ability to locate individual using geo location. Christie responded that 988 does not have geo location right now but may some point in the future. Currently dependent on caller identifying their location. Kelli inserted with warm hand off from 988, BH link would be able to ping the caller. Christina shared CWRT vs. Caller Experience onscreen; all utilizing BHL in different ways so client doesn't have to retell story. As 988 receives the call, they're entering info/story on BHL that dispatch sees.

- Member Paige asked if there'll be a priority spectrum for the call. Christie stated that all calls are answered once received. No one is put down the priority list.
- Member Orr commented that he's confused about passing the caller to dispatch and asked more clarifying questions; caller will be answering again. Kelli responded that the questions to be asked relate to being able to find/connect with the correct person (address, type of clothing) and any safety factors (dogs, weapons, etc.)
- Co-chair Hollingsworth asked to confirm that cops will not be sent. Liseanne responded that people's privacy will be respected and will only call law enforcement if safety is a concern. Co-Chair Hollingsworth asked if the Sheriff agreed to cooperate/collaborate with the response team. Kelli responded that there's been conversations with law enforcement and hoping to partner on MOU, to not leverage law enforcement but only for public safety concerns. Chair Sako commented that this committee is on not having law enforcement. Cahoots had 24k calls and asked for police involvement 1% of the time. Chair Sako added that she's protective of this program to do this right and set precedence.
- Member Orr asked if the caller can ask for a response team or a caller can refuse but really need it. Per Christie, yes caller can initiate and ask for a response team and can also offer a resource. On the second, based on protocol written, based on experience and finding the balance. Alondra added that the response team is able to still come out and support you and provide resources. Liseanne added again about respect of privacy and safety; will hear out the caller, moving forward with the caller's consent.
- Jonathan Russell on BACS and Macro. Macro is an equivalent program rooted to Cahoots in the city of Oakland. Well over a year in procurement process for the same program and BACS was elected to do the program then City Counsel elected for city staff/fire department operated. BACS did initial training and handoff.
- Co-Chair Hollingsworth commented about creating an image/branding of the program. It can't be Wellspace, BACS nor BHS. Kelli responded that Co-Chair Hollingsworth hit the nail in the head and that in Sacramento, we have the CWRT when calling 988, serving the community. Per Chair Sako, for the next meeting on 4/11 can look at marketing the program name and Kelli added that we're describing the function not the name.
- Kelli reminded that BACS will be on the 3/28 BOS consent agenda. Chair Sako added that if anyone feels moved in either direction, each can act on their own by contacting the board.
- Melinda - Very impressed of what came about. Community is lucky. Kudos to everybody.
- David Garcia – Never before seen this support. Breathtaking for what the future has in store for folks suffering mental health under this team. Thanks all for the dedication. Absolute game changer.

VI. Public Comment (3 minutes per person)

No public comment received.

Chair Sako on reassessing timing on update, currently on the 3rd Friday. Asked if it can come out 1st Friday instead to allow feedback at meeting. Kelli - happy to make the adjustment.

VII. Adjournment

Chair Sako adjourned the meeting at 8:03pm

Meetings held 2nd Tuesday of each month from 6pm – 8pm

Next meeting scheduled for Tuesday April 11, 2023