

**Sacramento County Mental Health Board**  
**Community Wellness Response Team (CWRT) Advisory Committee**  
**ANNOUNCEMENT – IN PERSON MEETING**  
**HYBRID PARTICIPATION OPTION**  
**Tuesday, February 13, 2024**  
**6:00 PM – 8:00 PM**

Members Present: Corrine Sako, Kaino Hopper, Mykel Gayent, Elijah Orr, Katie Houston, Evan Minton (staff: Michael Ameneyro for Korlany Roche)

Absent: Severine Hollingsworth (LOA), Sarina Rodriguez, Adam Wills

**Agenda Item**

**I. Welcome and Introductions**

- Introductions:
  - Committee Members
  - CWRT Partners
- Review [MHB Conduct Agreement](#)
- Announcements by CWRT Advisory Committee Members

Chair Sako commenced the meeting at 6:12 pm. Introductions were made and Member Hopper read the Conduct Agreement.

Chair announced Katie Houston nomination was approved. Hollingsworth will be on a Leave of Absence. Kaino announced the Alcohol and Drug Board is meeting 2/14/2024 at the Sacramento Area Sewer District building, 10060 Goethe Rd, Sacramento, CA 95827, from 11 am – 3 pm, and open to the public.

**II. Public Comments related to the Community Wellness Response Team (CWRT)**

- None

**III. Discussion: CWRT Program Implementation, Including Data & Response Outcomes**

**a. Sacramento County Behavioral Health Services CWRT**

**b. 988/WellSpace Health**

**c. Bay Area Community Services (BACS)**

**d. 12/28/23 CWRT Program Update here:**

[https://dhs.saccounty.gov/BHS/SiteAssets/Pages/Community-Wellness-Response-Team/CWRT%20Timeline%20January%202024\\_Final%20Draft\\_GM%201.31.24.pdf](https://dhs.saccounty.gov/BHS/SiteAssets/Pages/Community-Wellness-Response-Team/CWRT%20Timeline%20January%202024_Final%20Draft_GM%201.31.24.pdf)

Alondra/CWRT shared:

- January CWRT data: 19 positions filled out of 33. There are 14 vacancies (42% vacancy rate).
- Two success stories:
- a 60-year old unhoused person that contacted 988 due to depression, Post Traumatic Stress Disorder, intrusive memories of pas and recent violent traumatic experiences and feelings of wanting to kill himself. This client is a survivor of sexual abuse and other violent traumas. This person reported what had helped in the past was getting back on psychotropic medications, seeing a psychiatrist regularly, and actively working with a case manager. After speaking with the 988 Call Agent and working with the CWRT Response Team the client was able to identify what would be helpful to maintain safety and avoid a suicide attempt would be to go to a hospital for further evaluation. The client was encouraged to contact the case manager and continue working towards mental health, physical health, and housing stability. The client signed a Release of Information for the CWRT Response Team to contact his provider on his behalf and update them on the current situation. The client was also given emergency shelters, warming centers, and other community resources. The CWRT Response Team provided direct linkage to a local hospital for further physical and mental health evaluation.

- 19-year-old student was calling from a school campus due to struggling with suicidal ideation and intrusive thoughts. This young person is in regular therapy but couldn't reach the regular therapist after-hours and during this time of emotional crisis. This young person felt it would be best for him to explain the situation to someone in person rather than over the phone. The 18-year-old is on the Autism Spectrum and struggles with feeling confused about career paths, the future, social situations, fitting in, making friends, and communicating with the opposite gender, and figuring out how to date. After meeting with the CWRT Team this 18-year-old felt better and identified coping strategies and options to that can be used going forward.

Teri/WellSpace Health shared 988 data:

- 1,370 phone calls, dispatched mobile team 27 times.
- This was the first month with more than one call coming in at the same.
- Vast majority of callers call about themselves. There are some third part calls, but 988 trends self-referral calls. This is call data only. Text data is captures separately and will bring text data to next meeting.
- For youth/minors, chat option is significantly higher.
- Chair requested data for text and Spanish text users.

Emily/Harjit/BACS Update:

- Staffing expansion effective March 1, at 12 am: 24/7 staffing, including holidays.
- Able to expand staffing due to multiple hiring events and working with a recruitment firm.
- Still not fully staffed, have 12 or 13 vacancies.

Public Comment:

- Comment 1: How many of the CWRT responses resolved on the scene vs need to be hospitalized, jailed, etc? No one has been taken to jail or 911 used for any calls to date. BACS has used 911 for someone that was a threat to themselves and refused to agree to a safety plan.
- Comment 2: Exciting to see cross collaboration between the 3 organizations originally proposed in the soft opening concept.
- Comment 3: Any situations where Law Enforcement dispatched/referred 988? We are meeting on a monthly basis to discuss bi-lateral referral opportunities. We are in the process of drafting an MOU with the different Law Enforcement agencies.
- Comment 4: Appreciate being a part of the conversation. Some challenges Law Enforcement has is legal mandates and restrictions. We get a call, we can't transfer and give out all the call information to another party, that is illegal. We can offer a better resource to the caller, offer a transfer or leave it up to the person to make the call. A high volume of calls don't meet the CWRT model. So many calls come in with weapons or violent encounters. Hopefully for more collaboration in the future. Dispatchers referral to all kinds of resources, and 988/CWRT will be another resource that is offered. Shortage in staffing for the CIT/MCST program.
- Comment 5: Since CWRT, is there a vast improvement in getting folks to the correct response? Absolutely, but there are still some challenges.

#### **IV. Presentation by Edelman on CWRT Marketing Plan**

Lily Eng and Elizabeth Chichi from Edelman presented:

- Considerations: The help is here, help is available if you feel you are in crisis.
- Marketing features Sac County CWRT, WellSpace, and BACS logos.
- Ensured targeting audiences at the right places.
- Social media – will be shared via Stop Stigma campaign.
- Media vendor will also distribute at first touch points for folks to get familiar with CWRT/988.
- Copy is simple, straightforward, and pleasing to the eyes.
- Radio adds will be in English, Russian, and Spanish. I Heart Radio (English), La Suavecita (Spanish), 97.5 KDEE (Black/African American), Sacramento Region Community Foundation Radio (Russian)
- Will include in-language transit shelter/stops and convenience store posters, window clings
- Funded by Crisis Care Mobile Unit (CCMU) Program Grant
- Comment 1: What are the next steps and when would we start seeing those window clings?  
Edelman: Social media will be immediate. By the end of the week/following week media vendor will begin distribution.
- Comment 2: Are all genders included? Want to make sure folks see themselves in these adds.  
Edelman: Gender diversity is currently missing and will be confirming a man version of the English add soon. Future buys will have freedom to add different faces and looks. First initial run will have man and woman for English. In-language will be woman.

- Comment 3: Important to not only show able bodied individuals. Edelman: Able to switch images and faces, able to change out people through the years.
- Comment 4: Consider American Sign Language (ASL) video with this information. ASL video would go along way and is much needed. Suggest working with NorCal Services for Deaf and Hard of Hearing.

**V. Discussion/Action Item: Consider Approval of Draft Letter of Recommendations Regarding CWRT**

- Chair Sako withdrew draft letter considering feedback and updates received today. No motion or vote will be called.

**VI. Action Item: Nomination & Election of CWRT Advisory Committee Co-Chairs for CY 2024**

- Chair Sako shared CWRT Advisory Committee has been operating with 3 co-chairs that share responsibilities, such as scheduling, announcing meetings, presiding meetings. Co-chair will do that in collaboration with existing co-chair. Existing co-chair will provide be a supportive role for training as needed for new co-chair.
- Katie Houston shared interest and nomination motion was made by Kaino, with a second by Mykel. A unanimous vote to approve Katie Houston was called.

**VII. Adjournment**

- Next CWRT Advisory Committee Meeting Scheduled for Tuesday March 12, 2024, 6pm-8pm
- Chair Sako adjourned the meeting at 7:33 pm.