

Wellness Crisis Call Center and Response Team Description:

Sacramento's Behavioral Health Services (BHS) includes the promotion of health and wellness; resilience, wellbeing, and healing from traumatic experiences; prevention, support, and treatment for mental health and/or substance use challenges; and support of those who experience and/or are in recovery from these conditions, along with their families and communities.

The Wellness Crisis Call Center and Response Team (WCCCRT) receives calls from community members experiencing a mental health crisis. Mental Health Counselors (MHC) and Senior Mental Health Counselors (SMHC) would dispatch Mental Health Response Teams which include Mental Health Counselors/Senior Mental Health Counselors and Peers assigned to locations throughout the County. These Call Center and Response Teams staff would provide immediate, 24/7 crisis intervention and de-escalation services, assess needs and risks, and create safety plans. This includes identifying and leveraging individual strengths and natural supports; coordinating with existing Mental Health Plan (MHP) and Substance Use Prevention and Treatment (SUPT) providers as appropriate; linking to ongoing services; voluntary transport to urgent/emergency resources and accessing Mobile Crisis Support Teams or other emergency responders when necessary.

WCCCRT goals are:

- Safely de-escalate crises
- Provide linkages to accessible and affordable mental health resources to decrease repeat crises and emergency department visits
- Offer a response team that does not include law enforcement staffing
- Ensure the model is community-based
- Decrease criminalization of mental health and homelessness

Timeline (all dates are tentative*):

Phase 1

- **1/22:** Evaluating Emergency Response call data to identify peak call times to inform the program staffing model, and identify key geographic placement of the response teams within Sacramento County. Data has been reviewed by Research Evaluation Performance Outcomes (REPO) and reports provided to Project Development Team. Project Development Team is reviewing data relative to staffing. Additional data is needed for further consideration.
- **1/22:** Creating Job Descriptions and recruitment material for upcoming employment opportunities with the Wellness Crisis Call Center and Response Team. Recruitment flyer for all positions has been created and distributed widely. Recruitment flyer for each position (five) have been created and posted to the job opportunities website. 2 Administrative Services Officers II, 1 Administrative Services Officer I, 2 of 6 Mental Health Program Coordinators have been hired. <https://www.governmentjobs.com/careers/sacramento>
- **1/22:** Researching technological solutions for a 24/7 call center and response model. Project Development Team and Technical Support Team are researching software used in similar programs. Operation equipment is in the process of being ordered.
- **1/22:** Researching and identifying a new facility for the Wellness Crisis Call Center and Response Team. Project Development Team and Facilities Team have been working on identifying the facility, including touring potential sites.
- **2/22:** Hiring Recruitment and Community Stakeholder Presentations.
- **2/22:** Recruitment Marketing Strategies continued
- **3/22:** Mental Health Program Coordinators will develop a training plan based on recommendations from the community input.

Phase 2

- **4/22:** Begin staff training
- **5/22:** Developing response type protocols and workflows influenced from the community input sessions.
- **6/22:** Developing a marketing strategy influenced by community input to ensure program outreach and communication
- **6/22:** Expanding the Mental Health Urgent Care Clinic to a 24/7 operation
- **6/22:** Developing a strategy for coordinating services with Community Based Organizations as recommended in the community input sessions

Go live

- **7/22:** Tentative Program Go-live
- **7/22:** The Mental Health Board created an Ad Hoc community who will be responsible for integrating previous and on-going community input in the composition and charge of the new community advisory board that will provide on-going advisement after implementation to ensure the program meets the specific needs of the Sacramento County community

*Factors to consider: timeliness for other county departments and labor organizations; delays in equipment procurement, staff recruitment and hiring, and facility acquisition and implementation.