

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) 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 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:

- 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 in the following timeline are subject to change):



Wellness Crisis Call Center & Response Team Project Plan – Monthly Updates

July – September 2021:

- Sacramento County Behavioral Health Service planned and held 4 virtual community stakeholder workgroup meetings in the month of August about the Wellness Crisis Call Center and Response to collect input from community members.
- Wellness Crisis Call Center & Response Team (WCCCRT) model and protocols were developed
- Initial recruitment planning began: Job descriptions & recruitment materials were developed and posted to begin hiring for positions.

October – December 2021:

- Hiring and recruitment continues: 2 of 2 Health Program Managers hired. 1 of 1 Administrative Services Officer 2 hired. 10 candidates for Mental Health Program Coordinator contacted for interview opportunity, 5 responses, 1 declined, 4 interviews, 1 offered and accepted position. Additional recruitment materials developed (i.e. Position specific flyers and full announcements for each position).
- Equipment: equipment/technology needed for the WCCCRT researched and identified.
- Call Center Software/Hardware: research of call center software options.
- Sacramento County Behavioral Health Services hosted a virtual report back from the Community Stakeholder Workgroup Meeting on Monday, December 13, 2021, from 3:00 – 5:00 PM. The purpose of this meeting was to report and share the community input gathered to inform the design of the Wellness Crisis Call Center and Response Team (formerly Alternatives to 911 for Mental Health).
- Sacramento County Mental Health Board (SCMHB) reviewed and approved proposed amended bylaws that included the need of a Behavioral Health Services Wellness Crisis Call Center and Response Team Advisory Committee on December 15, 2021

January 2022

- Hiring and recruitment continues: position recruitment flyers for each position (five) were posted to the job opportunities website. <https://www.governmentjobs.com/careers/sacramento>. 1 of 1 Administrative Services Officer 1 hired, 7 candidates for Mental Health Program Coordinator contacted for interview opportunity, 3 responses, 2 declined, 1 interview, 1 accepted position.
- Evaluated 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 was 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.

*Timeline is subject to change due to: timelines for other county departments and labor organizations; delays in equipment procurement, staff recruitment and hiring, and facility acquisition and implementation.

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January 2022 (cont.)

- Software for call center identified. In process of purchasing.
- Community Stakeholder Presentations:
 - 1) Cultural Competence Committee
 - 2) Mental Health Board Adult System of Care Subcommittee
 - 3) Expert Pool

February 2022

- Recruitment Marketing Strategies: [Sac County Application Workshop](#) (monthly) 02/24/2022
- Program Description: revision in process
- SCMHB's amended bylaws were approved by the Board of Supervisors on 02/15/2022 which includes the WCCCRT Advisory Committee as a subcommittee of the Mental Health Board.

March 2022

- Mental Health Program Coordinators will develop a training plan based on recommendations from the community input.
- Recruitment Marketing: LGBT Center "You Betta Work" Job Fair 03/10/2022

April 2022

- Begin staff training

May 2022

- Developing response type protocols and workflows influenced from the community input sessions.
- Recruitment Marketing: NAMI Walks 05/07/2022

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June 2022

- Developing a marketing strategy influenced by community input to ensure program outreach and communication
- Expanding the Mental Health Urgent Care Clinic to a 24/7 operation
- Developing a strategy for coordinating services with Community Based Organizations as recommended in the community input sessions

July 2022

- Tentative Program Go-live
- Until the WCCCRT Advisory Committee is seated through recommendation by the Mental Health Board's WCCCRT ad hoc workgroup and appointment by the Board of Supervisors, the Mental Health Board's WCCCRT ad hoc workgroup shall serve in an interim advisory capacity to Behavioral Health Services staff as a process to increase transparency and accountability to the broader community through the sharing of information about the WCCCRT design and planning process at regular intervals and consideration of advisement received by this interim advisory committee.