

Community Wellness Response Team

[FORMERLY KNOWN AS WELLNESS CRISIS CALL CENTER & RESPONSE TEAM]

Summary Description:

Sacramento's Behavioral Health Services (BHS) includes services that meet the cultural, ethnic and language needs of the community and promotes 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 Community Wellness Response Teams, mental health counselor and a peer with lived experience, receives Mobile Response Requests from that may benefit from in-person 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.

CWRT Goals:

- Safely de-escalate crises.
- Provide linkages to accessible culturally responsive behavioral health resources to decrease repeat crises and emergency department visits.
- Offer a response team that meets the cultural, ethnic and language needs of the community and does not include law enforcement staffing.
- Ensure the model is community-based.
- Decrease criminalization of mental health and homelessness

The CWRT Advisory Committee shall serve in an 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 CWRT design and planning process at regular intervals and consideration of advisement received by this advisory committee.



Community Wellness Response Team

Project Plan – Monthly Updates

TAKING A NEW APPROACH

September 2023

- Response Team Status Update:
 - CWRT Community Outreach event attended August 1, 2023:
 - 6th Annual National Night Out & Community Celebration at Jack Davis Park
 - Right to Heal: Centering Mental Health Multi-Racial Equity in California Conference attended, September 19, 2023.
 - Attended County Department Presentations for Back 2 Work, September 27, 2023:
 - The program offers transitional employment opportunities and support services to those facing a variety of barriers to employment.
 - Shared information about the department and the work that is done along with entry-level positions in the program participants may qualify for and be interested in.
- Response Team Program Updates:
 - As of September 26, 2023, CWRT has received 96 referrals for support.
 - 77 referrals were resolved through mobile crisis response teams.
 - 19 referrals were resolved through dispatch.
 - One Behavioral Health Peer Specialist starts on October 2, 2023.
 - Two additional Behavioral Health Peer Specialists are in progress to onboard.
- Marketing:
 - Edelman has submitted a draft of CWRT's paid media, creative and next steps. The draft is being reviewed.



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August 2023

- Response Team Quarterly update:
 - CWRT responded to 31 calls during the fourth quarter.
 - Four of those crisis responses happened after hours (between 3:36pm-4:08pm).
 - 100% of calls were resolved within the community without emergency medical, emergency psychiatric, or law enforcement response.
 - The most frequent known demographic of clients served is White, housed, adult male.
- Response Team Program updates:
 - CWRT Community Outreach event attended in August: National Night Out.
 - As of 8/29/2023, CWRT has received 74 referrals for support.
 - 62 were resolved through mobile crisis response teams.
 - 12 resolved through dispatch.
 - One new Behavioral health Peer Specialist (BHPS) began employment on 8/28/2023.
 - Two additional offers for full-time employment were made to two BHPS positions.



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July 2023

- Response Team status update:
 - CWRT onboarded one new Mental Health Counselor and two new Behavioral Health Peer Specialists have recently accepted job offers. Team expansion and interviews continue for multiple positions.
 - BACS has hired one team and a supervisor. Recruitment continues with promising candidates.
 - 988 Suicide and Crisis Hotline added Spanish speaking text and chat services
 - CWRT staff delivered services County staff that are bi-lingual speaking in order to de-escalate, stabilize, and connect with monolingual Spanish-speaking families to local community supports.
- Response Team staff continue conduct outreach, attend training and community events such as:
 - Sacramento City Unified School District (SCUSD) Community event
 - Minority Health Foundation event.
 - National Alliance on Mental Illness (NAMI) The Impact of 988 Reimagining Mental Health
 - Weekly 988 Crisis Jam Learning Community meeting
- Data Collection
 - 988 Calls April 27th-July 26th
 - Total number of calls to de-escalate and critical crisis are 53, 46 of those calls required CWRT to respond to in the field and 7 of those calls were de-escalated and stabilized via telephone by the CWRT dispatchers.
- Marketing
 - Contractor scheduled to make presentation at next CWRT Advisory Committee meeting



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June 2023

- Response Team status update:
 - County & BACS are actively recruiting counselors and peers:
 - Response Team continues to recruit, onboarding one Mental Health Counselor, interviews continue
- Response Team staff attend Hiring Outreach Events June 9th at Peer Conference, June 9th Councilmember Katie Valenzuela Union Job Fair, June 11th at Pride Event, June 13th, CWRT Advisory Subcommittee meeting, June 14th Sacramento County Alcohol and Drug Advisory Board Meeting presentation given by Response Team, June 15th African American Council Juneteenth event, June 17th Manned a booth at Sacramento's Juneteenth event, June 21st and June 23rd Afgan Support Center outreach event at Convention Center
- Data Collection
 - 988 Calls April 27th -June 28th
 - Total number of requests for Response Team – 34 calls, 27 RT mobile responses
 - Marketing Health Foundation event.
 - Draft marketing plan continues

May 2023

- Response Team status update:
 - County & BACS are actively recruiting counselors and peers:
 - Response Team is onboarding 2 Mental Health Counselors and 1 Sr Office Assistant and continue interviewing for vacancies.
 - Response Team staff attended Hiring Outreach events May 19 at Sac Valley Psych Convention and on May 21 at Midtown Church
 - Current available Teams: 2 teams operating Monday – Friday 9:00 am to 3:30 pm
- Data Collection
 - 988 Calls April 27th – May 24th
 - Total number of requests for Response Team – 7 calls
- Response Team staff attended:
 - Turning Point Grand Opening of the Community Outreach Recovery Empowerment (CORE) program in Elk Grove on May 17, 2023 and the NAMIWalks Event "Mental Health for All" May 6,2023.
- Marketing
 - Complete a draft marketing plan tentatively by July 2023



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April 2023

- 24/7 988 Behavioral Health Crisis & Life line is in full operation.
- Response Team status up:
 - County & BACS are actively recruiting counselors and peers:
 - Current available Teams: 2 teams operating Monday – Friday 9:00 am to 3:30 pm
- Marketing
 - Finalizing contract with Edelman [Marketing firm]
 - Deliverables will be in alignment with the recommendations from the community input sessions.
 - Tentative timeline for marketing will begin once CWRT is operating 24/7
- Data Collection
 - 988 calls March 13th – April 26th
 - Total number of requests for Response Team – 10 calls
 - Sacramento County Research Evaluation Performance Outcome unit is working with Behavioral Health Link and WellSpace on developing future reports.

March 2023

- Recruitment continues for counselors for the mobile response teams, currently there are 2 teams available to deploy Monday – Friday 8:00 am – 5:00 pm.
- Soft launch went live on 3/13/2023.
 - Definition of soft launch: Daily check ins between 988 and Mobile Dispatch to review capacity for each day
 - As of 3/29/23 CWRT received 2 calls for service, teams were dispatched each call resulted in a successful outcome.
- 3/28/2023 Sacramento County Board of Supervisors approved the expansion of the Crisis Navigator Program, operated by BACS. BACS, Crisis Navigator Program (CNP) program will join CWRT in partnership with Sacramento County and WellSpace 988 Crisis Life Line. This expansion will include 6 mobile response teams and 6 dispatchers operating 24/7 365 days a year.



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TAKING A NEW APPROACH

March 2023 (continued)

- The Source will not be a component of CWRT team at this time. The Source will be a resource for the CWRT, as they have been for 988, for individuals in crisis between the ages of 0 up to age 26 and/or their caregivers. The Source may also adjust how services are provided to align with the MediCal Mobile Crisis benefit.

February 2023

The Board of Supervisors approved funding to develop and implement a 24/7 Behavioral Health Call Center and Response Team in June of 2021. Since that time the Behavioral Health team deployed tremendous efforts to actively recruit for well over a year to staff this program, which included the following strategies;

- Developed flyers and job announcements for all available positions that were posted on the BHS webpage and widely distributed at various community events and email distributions including the MHSA and Mental Health Board (MHB) email lists.
- Job descriptions were written to attract mission driven individuals invested in community mental health.
- Created and posted a webinar on how to apply for a county job.
- Marketed at dozens of community outreach events.
- BHS hosted a 2-day job fair, creating an opportunity for interested candidates to apply and be interviewed on the same or next day. The job fair was supported by staff across county departments for a true collaborative effort.
 - Published Press Releases announcing the job fair.
 - KCRA ran the job fair announcement through multiple news cycles.



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February 2023 (continued)

- Advertised the job fair on multiple media outlets.

Despite these efforts there was not enough candidate interest to staff a 24/7 call center and response team. As a result, BHS is proposing a new approach, which forms a multi-partnership collaboration with 3 of our existing community partners who are currently providing similar services. This partnership joins Wellspace, BACS, Sacramento Children's Home, and BHS County mobile crisis response teams to operate Sacramento County Community Wellness Response Team, CWRT.

- The Mental Health Board approved the program name change from Wellness Crisis Call Center and Response Team to Community Wellness Response Team on 2/1/2023.
- Hiring and recruitment continues: Efforts to recruit are ongoing.
- Dispatch software: Draft workflows have been developed and are now being tested to ensure all technical processes flow correctly.
- Facilities:
 - Cubicle panel replacement is pending for completion.
 - All network jacks have been activated.
- Workflows: The proposed roles and workflows for 988 section and Dispatcher section have been updated and are pending for review and approval.
- Tentative soft launch is planned for early March.

*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 2023

- The Mental Health Board subcommittee voted on the new program name. It will soon go before the Mental Health Board for final voting. The subcommittee is recommending the name that received the highest community votes: Community Wellness Response Team.
- Hiring and recruitment continues:
 - Continued efforts being explored to address workforce shortage, including exploring other avenues.
 - Program Hiring Status Updates:
 - Response Team: 35% of positions filled plus 13% in hiring process.
- Dispatch software:
 - Mobile dispatch line has been successfully created, which will help support dispatching activities when a dispatch request is received from our 988 line. The county team is working with BHL/Dialpad team on testing.

*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.