

**Sacramento County Mental Health Board**  
**Community Wellness Response Team (CWRT) Advisory Committee**  
**ANNOUNCEMENT – IN PERSON MEETING**  
**HYBRID PARTICIPATION OPTION**  
**Tuesday, January 9, 2024**  
**6:00 PM – 8:00 PM**

Members Present: Corrine Sako, Kaino Hopper, Mykel Gayent (staff: Korlany Roche)  
Absent: Severine Hollingsworth, Sarina Rodriguez, Evan Minton, Elijah Orr, 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 6:07pm. Introductions were made and Member Hopper read the Conduct Agreement. Not enough members for quorum so no actions will be made tonight and the committee will be in information receiving mode only.

Announced Mental Health Board annual retreat in January.

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

Public Comment 1: CWRT operations appear less flexible to crisis response and fail to address crises in a holistic manner. The team is no longer responding to crisis and heard that the person has to agree to services. Team needs to build rapport and get consent in subtle ways. Provide basics on de-escalation and crisis management services when individuals are in distress. Need to broaden perspective on crisis response.

Public Comment 2: Echo previous comment. Son was in crisis and kicked out room and board. Were hopeful CWRT would reach out and assist him but they would not respond unless son gives permission. This is opposite of what the service could provide. This is a missed opportunity because he will never give consent.

Public Comment 3: Need to explain differences between civilian response and one that requires safety. Need to hand out brochures, explain the process, educate the public, educate the individual in crisis and explain the difference in the next kind of response.

**I. 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%20December%202023\\_Final\\_GM%201.3.24.pdf](https://dhs.saccounty.gov/BHS/SiteAssets/Pages/Community-Wellness-Response-Team/CWRT%20Timeline%20December%202023_Final_GM%201.3.24.pdf)

Alondra provided updates. They have added weekend hours and holiday hours. Read a success story. Team continues to work on enhancing staffing and hours. Need information on individual cases as much as possible in order to follow up. Chair Sako referenced the updates on the website, there were 22 calls for December and appreciated the vacancies and hiring on the summary. Chair asked to clarify the hours for BHS. Alondra noted the working hours at Monday through Friday 7:30am-6:30pm. Member Gayent asked if there are plans to do bigger outreach efforts to share the program. Alondra said team is working on creating a logo and getting the messaging right, they are working on flyers, newspaper, and will provide a

marking plan update for January. They can do presentations. Member Hopper shared that safety protocol is not appropriate. What information is given to the caller about the alternative team. There is HART and HEART. Monica (BHS) said that the HEART team responds to homelessness, not a crisis response. They take referrals for people in the community and do screenings. Stephanie (BHS) introduced herself as the Division Manager over Adult Outpatient and Crisis Continuum, which includes CWRT. Clarified that we do provide third party calls, and will work on internal messaging and training. We should be attempting to engage without consent and will train appropriately. Any specific follow up is helpful.

Terri/WellSpace – Shared that WellSpace is a standalone suicide crisis line and they answer calls for other counties, and that is their role in this partnership. They have a staff of 70 and have developed procedures to try to be consistent. In December there were 1302 calls, 22 dispatches, and 100 missed opportunities. Missed opportunities are the calls that come in and are potential referrals that are received outside of operating hours. There were 4 missed opportunities when BACS was available and continue to track missed opportunities. Also shared .05 calls get law enforcement involvement out of all the calls they receive. Added that callers get connected to warmlines and de-escalation.

Emily/BACS – Shared that they received their first weekend call. They are in regular communication with County team and WellSpace. They anticipate being 365. They will expand their hours again starting January 21<sup>st</sup> going from Sunday through Thursday, 8:00am – 10:00pm. They are doing lots of hiring and onboarding and work really hard on recruitment efforts. They hold about 6-10 interviews per week and hold job fairs. Chair Sako asked about the vacancies. Emily shared they are still hiring for one Program Manager, and 4 Dispatchers for the Noc shift. Chair Sako asked about the disposition of responses. Alondra shared that is provided in the quarterly report.

## **II. Discussion: Community Feedback regarding CWRT Program Implementation**

Advocates for Kaylin Footman provided presentation on Kaylin's story. The presentation file was shared in the Zoom chat. More information can be found at: [TinyUrl.com/FreeMsFootman](https://tinyurl.com/FreeMsFootman) or contact Meg at [SacramentoJuice@gmail.com](mailto:SacramentoJuice@gmail.com). Committee Members thanked presenters for sharing Ms. Footman's story and showed appreciation. There were no questions from CWRT partners.

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

Chair Sako shared the draft letter to the Sacramento Board of Supervisors on recommendations regarding CWRT and reviewed it with the Committee. Member Hopper asked why not have the same level of response as other mobile crisis teams. Emily/BACS shared that they don't respond with sirens and only provide voluntary transport. Member Hopper asked how are defining decriminalizing. Is it taking a person to jail or involuntary holds. Chair Sako reminded that no action would be taken due to lack of quorum; however, out of respect for members of the public in attendance physically as well on Zoom that wish to speak on this item, that public comment on this item would be heard.

Public Comment 1: Need to allocate sufficient funds. ACLU can offer resource in advocating for this. Utilize the published report "Reimagining Community Safety: Sacramento County."

Public Comment 2: What needs to happen for pay parity. What percentage will work, how much more do we need to get there. Regarding marketing, who do we call for what issue. Need simple marketing, focus on marketing 988 locally.

Public Comment 3: Staff need to be paid at Sheriff Deputy's minimum salary range and the 911 dispatch system.

Chair Sako closed public comment. Not taking action on this item and will be continued next month.

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

Due to lack of quorum, Chair Sako moved to table this item until next month's meeting. No objection by other Committee members.

## **V. Adjournment**

**Next CWRT Advisory Committee Meeting Scheduled for Tuesday February 13, 2024 6pm-8pm**

Chair Sako adjourned the meeting at 8:12pm.

