



**Division of Behavioral Health
Community Wellness Response Team (Formerly Known As Wellness
Crisis Call Center and Response Team)
PROGRAM 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.

Program Summary:

Community Wellness Response Team (CWRT) mental health counselor and a peer with lived experience, receives Mobile Response Requests from 988 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.