



Community Wellness Response Team Project Plan – Monthly Updates

March 2024

Staffing:

- **County Hiring Update:**
 - PM Shift – 1.0 Sr. Mental Health Counselor cleared back ground and will start in early April.
 - 2.0 vacant Sr. Mental Health Counselors allocated to CWRT for dispatchers. 1.0 for am shift and 1.0 for pm shift.
- **Bay Area Community Services (BACS) Hiring Update:**
 - 5.0 FTE in Pre-hire status. 1.0 Program Supervisor NOC, 1.0 Care Coordinator- Responder, 3.0 Care Coordinator- Dispatcher in background
 - Vacancies – 1.0 Program Manager, 1.0 Care Coordinator- Response Team

CWRT Staffing		
	County	BACS
Allocated Positions	36	22
Positions Filled	19	20
Vacancies	17	2
Vacancy Rate	42%	9.1%
Retention Rate for the Month	95%	100%
Retention Rate 7/1/2023-Current	100%	100%
Hours of Operation	Monday – Friday 7:30 am – 6:30 pm	24 hours 7 days a week

Call & Disposition Data:

988 Call Data		CWRT Dispositions and Data	
# Calls to 988:	1411	# Mobile Responses:	48
# Calls referred to CWRT:	81	# Stabilized in Community:	29
# Calls 988 resolved:	1324	# Transported to MHUCC	10
# Calls 988- welfare checks	6	# Transported to MHTC:	0
		# Hospitalizations:	0
		# Unable to Locate:	8
		# Refused Linkage to Service:	1

Success Stories:

Success Story: Grandparents called about their minor grandchild who is being bullied at school because he is perceived as being gay and he is also experiencing racism and being verbally taunted by peers. The grandchild stood up to a bully and got in trouble and was suspended. Feeling this is a never-ending pattern in life and happening again in a second school, this young person becomes suicidal. Knowing something unusual is happening with their grandchild the grandmother presses until the suicidal ideation is disclosed. The family calls 988 for an in-person response. The Team delivered mobile crisis response to the youth and the grandparents. The Counselor developed a safety plan and reviews coping skills with the youth and family. The Peer shares information about additional resources for youth including counseling and anti-bullying programs, explains more to the grandparents about bullying, cyberbullying, and how that can impact one’s mental health. The youth felt seen, heard, understood, and reported feeling better prior to the Team leaving. Upon follow-up, the Peer Specialist heard about the grandparents going to school and witnessing the bullying for themselves and having an even deeper understanding of what their grandchild is facing. They plan to pursue therapeutic services for the youth.

Success Story: Parents called about their adult child who had shown up after missing for several months. The parents encouraged adult child to get a psychiatric evaluation for mental health symptoms and current acting out behaviors. The parents reported their adult child is in denial of their mental health issues, however, their loved one eventually admitted there’s a problem, they just don’t know what it is. The parents phoned 988 and requested an in-person response from CWRT. The CWRT Team delivered mobile crisis response to the adult child and parents. The Mental Health Counselor evaluated adult child for a 5150 Hold, and they didn’t meet the criteria. The Behavioral Health Peer Specialists spoke of their experiences of having to deal with their own struggles and recovery and things to look for to tell if there’s issues that need more attention. The Counselor worked on a safety plan and prior to the Team leaving, the adult child had contacted an elder in the family and agreed to seek further evaluation. Upon the Peer follow-up call, it was confirmed the person was hospitalized briefly, they’d accepted medication and was doing better.