



Community Wellness Response Team Monthly Updates

April 2024

Staffing:

- **County Hiring Update:**
 - 1 Senior Mental Health Counselor in Pre-hire status for AM shift.
 - 1.0 vacant Sr. Mental Health Counselors allocated to CWRT for dispatchers. 1.0 for AM shift and 1.0 for PM shift.
 - 2.0 vacant Peer, 1 for AM shift and 1 for PM shift.
- **Bay Area Community Services (BACS) Hiring Update:**
 - 2.0 FTE in Pre-hire status. 1.0 Care Coordinator- Responder, 1.0 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	19
Vacancies	17	3
Vacancy Rate	47%	14%
Retention Rate for the Month	100%	96%
Retention Rate 7/1/2023-March 2024	100%	99%
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:	1450	# Mobile Responses:	40
# Calls referred to CWRT:	61	# Stabilized in Community:	19
# Calls 988 resolved:	1385	# Referral and warm handoff to behavioral health services	3
		# Transported to MHUCC	0
# Calls 988- welfare checks	4	# Transported to MHTC:	0
		# Referral/warm handoff to medical services	0
		# Unable to Locate:	7
		# Refused CWRT Services:	1
		# Caller cancelled	13

Success Story: CWRT received a call from a community member calling of concerns about her adult son living in the home. She called 988 due to her son’s escalated and aggressive behavior - reporting she wanted someone to come out and remove her son from the home to place him in a facility. When the team arrived, they found the son was not currently presenting as aggressive and the mother presenting as overwhelmed, frustrated, and exhausted. She shared of a recent family death and that her adult son is autistic - nonverbal with some periodic aggressive behaviors. She shared that his father died last year in a tragic accident, and she is just reaching a tipping point today. CWRT team spent time with this mom validating her feelings and recent challenges. After initial de-escalation of the mother, they engaged her in exploring self-care and affirmations of her own strengths. CWRT team was able to identify and confirm the adult son’s existing service providers and upcoming appointments in order to support the mother in identifying existing layers of support available to her. The mother was able to create a plan for herself, as well as strategies to utilize next time her son becomes aggressive. Mom thanked the team for the support and confirmed her upcoming appointments with existing services.