

**Sacramento County Mental Health Board
Community Wellness Response Team (CWRT)
Advisory Committee Meeting**

**ANNOUNCEMENT – TELECONFERENCE MEETING
Tuesday, April 11, 2023
6:00PM – 8:00PM**

Members Present: Severine Hollingsworth, Kaino Hopper, Elijah Orr
Members Absent: Corrine Sako, Alexxandria Paige, Laviola Ward, Adam Wills
County Staff Present: Alondra Thompson, Alexis Lose, Kelli Weaver, Karen Sprague

Agenda Item	
I.	Welcome and Introductions Co-Chair Hollingsworth commenced the meeting and introductions were made.
II.	Acknowledgement of Conduct Agreement The Conduct Agreement was briefly shared onscreen and acknowledged.
III.	Discussion/Action Item: Review and Approve CWRT Advisory Committee Bylaws Due to lack of quorum, tabled for next month's CWRT meeting.
IV.	Presentation on Turning Point Mental Health Urgent Care Clinic since operating 24/7, Iffat Rauffit, Mental Health Urgent Care Clinic Program Director Iffat provided background on the 24/7 Urgent Care Clinic. Opened 2017. Service to avert crisis and provide a safe space for unnecessary psychiatric hospitalization or emergency hospital visit. Walk-in for anyone in crisis. Planned to open in 2022 for 24/7 but had struggles in hiring staff. Went to colleges, universities and outside recruiters. Then opened to having contractors with doctors. Now have a doctor from 9pm-1am for emergency medication services that walk-in individuals would need. Invested in trainings for interns that applied and offered supervision for those registered for BBS. Attracted night-shift clinicians for students who preferred to work at night. Also offered clinical hours, providing for supervision and investing in their trainings. Schedules were staggered. Main clinic goal is to provide a safe environment, peer support and medication bridge to maintain recovery/wellness.
V.	Presentation - CRWT Program Implementation Update Alondra provided update on referrals from WellSpace/988 and recruitment. Kelli shared that updates are to be added to the website at the end of the month. BACS contract approved by the Board of Supervisors and processing amendment for their hiring. Sandra/WellSpace added that the 988 team is informed daily of the response teams' availabilities through Teams Chats. For outside hours, callers are informed that a dispatch team is available during the day and encourages callers to use community resources; MH Urgent Clinic as well as MH Respite Center. Transportation is tricky and happens often with callers to have a team dispatched outside the hours. If no team is available, they're referred to resource and no info is taken. This may change in the future. Counselors do everything to deescalate the call. Their names/numbers aren't taken and are just informed to call the

following day or get to the MH Urgent Care Clinic. The information taken and entered into BHL software are demographics, nature of crisis, safety issues approximate locations. A lot of calls have been third party calls. Also provides follow up calls to callers, with consent, to those that teams were dispatched to. Have begun keeping a spreadsheet on data to use with CWRT.

- **Questions from Committee Members & Members of the Public**

The committee's questions were answered as reflected above.

A couple of staff shared their experiences in resolving calls successfully.

Public Comment 1: Her social workers all have had good experiences especially with the call center and mobile crisis team when directing people to services. The families always expressed good experiences. Love having the mobile crisis team because oftentimes young people don't want to talk to social workers/law enforcement.

Public Comment 2: The Crisis Receiving Behavioral Health (CRBH) has case managers, nurses and transportation to/from CRBH. Clients are able to stay at the crib for respite, shower, bed to sleep in and something to eat.

I. Discussion Item – CRWT Marketing

Alondra plans to advertise partnership with BACS. Meeting to discuss how to market CWRT as a program. Recently received vehicles and looking at how these vehicles will show up in the community.

Kelli added that a draft logo is going to a professional logo company. Once finalized these will go on the vans. With the logo shared onscreen, Kelli asked for feedback on the word Lifeline or Hotline. Working with Edelman (the contracted marketing company) for a couple of months to develop messaging intended for outreach/in reach to underserved communities. Edelman invited to come to the committee meeting to talk about their plan and deliverables.

- **Questions from Committee Members & Members of the Public**

Member Hopper loves the hand, tree and calming color (no red). Also likes the word Lifeline.

Co-Chair Hollingsworth prefers Lifeline. Suggests not to use the draft on the vans, better to have the final so not to confuse people with changes.

Member Orr commented that logo looks cheap, hands look like emoji hands. Kelli responded that it's a draft/sketch which will be going to a professional company for cleanup and to follow through on requirements.

II. Public Comment (3 minutes per person)

Member Hopper appreciates hearing how the implementation is working. Thanked the public who chimed in and listened.

III. Adjournment

Co-Chair Hollingsworth adjourned the meeting at 7:30pm.

Meetings held 2nd Tuesday of each month from 6pm – 8pm

Next meeting scheduled for Tuesday May 9, 2023