

Community Wellness Response Team

Quarterly Report
First Quarter (July – September 2025)
FY 25/26



Division of Behavioral Health Services
Data Analytics

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Program Description

The Community Wellness Response Team (CWRT) is comprised of mental health counselors, and peers with lived experience. The team receives mobile response requests from the HOPE Line, as well as the 988 Suicide and Crisis Lifeline via WellSpace Health Sacramento. WellSpace and the HOPE Line triages each call, then transfers to CWRT those they believe may benefit from in-person de-escalation, crisis assessment, and safety planning services. CWRT's crisis response services include identifying and leveraging individual strengths and natural supports, transporting (if necessary) to emergency resources, and/or contacting Co-Response Crisis Intervention Teams, or other emergency responders (also if necessary).

Data for this report is gleaned from two systems – Behavioral Health Link (BHL) and SmartCare. BHL is CWRT's dispatch system. SmartCare is the County's electronic health record and billing system.

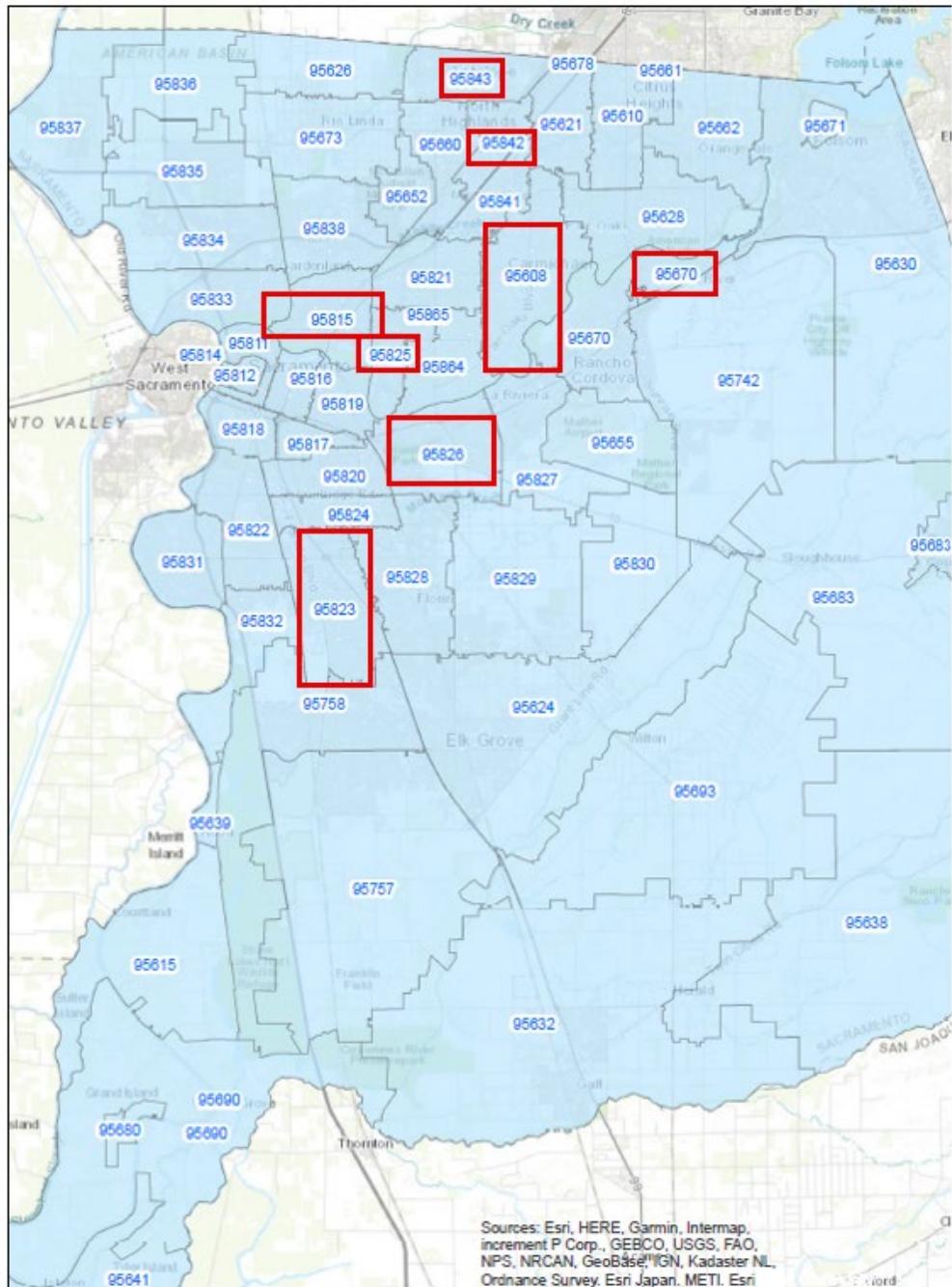
Summary

- CWRT received 880 calls during the quarter
- 48% of calls were received during the PM shift (3:01pm – 11pm)
- 164 calls were resolved telephonically, 448 calls were canceled or a warm hand-off, and 268 required a mobile response
- Response time for 63% of dispatches was under an hour
- CWRT provided transport for 28 help seekers
- The average time on site was 60 minutes (This is an average for only 179 of 268 mobile responses. See page 6 for further detail.)
- 50% of mobile responses were resolved within the community without emergency medical, emergency psychiatric, or law enforcement response
- Of the reported demographics, the most frequent is White/Caucasian, not Hispanic, housed, non-veteran, adult female

Zip Code Analysis

During the quarter, CWRT's 268 mobile responses covered 44 of Sacramento County's 63 zip codes - representing 70% of the county's areas. The figures below show a county map of zip code locations, a bar chart of mobile responses by zip codes, and a corresponding table of counts and percentages. Mobile responses were dispatched to the following eight zip codes (95608, 95670, 95815, 95823, 95825, 95826, 95842 and 95843) ten or more times. For visual reference, these zip codes are outlined with red rectangles on the map, chart, and table below.

Figure 16: County Map of Zip Codes



Conclusion

During the quarter, CWRT received 880 crisis calls – 842 from WellSpace 988, and 38 from the HOPE Line. Just under half of those calls (419 calls or 48%) were received during the PM shift. Seventy percent of calls (70% or 612 calls) were resolved over the phone, escalated to a higher level of care, or canceled. Response time, from the moment a call was answered until arrival on site, was under an hour for 63% of dispatches. Without need for additional emergency medical, psychiatric, or law enforcement response, half of mobile responses (50%) were stabilized within the community. The average time on site was 60 minutes, and CWRT transported 28 help seekers to the Mental Health Urgent Care Clinic and other facilities. Demographics are self-reported by the caller. Of the demographics we were able to gather, the most frequently reported was White/Caucasian, not Hispanic, housed, non -veteran, adult female. Sacramento County Public Health provided a report of zip codes where an influx of emergency department visits occurred, specifically for people experiencing suicidal ideations or suicide attempts. Among those zip codes, is one (95608) where CWRT's mobile response team also experienced a higher frequency of utilization, in comparison to other zip codes.

In comparison to the fourth quarter, the number of calls increased by 64%, and the need for mobile responses increased by 50%. Awareness and utilization of the Community Wellness Response Team continue to grow.