

Community Wellness Response Team

Quarterly Report
Third Quarter (January – March 2026)
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 triage each call, then transfer 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

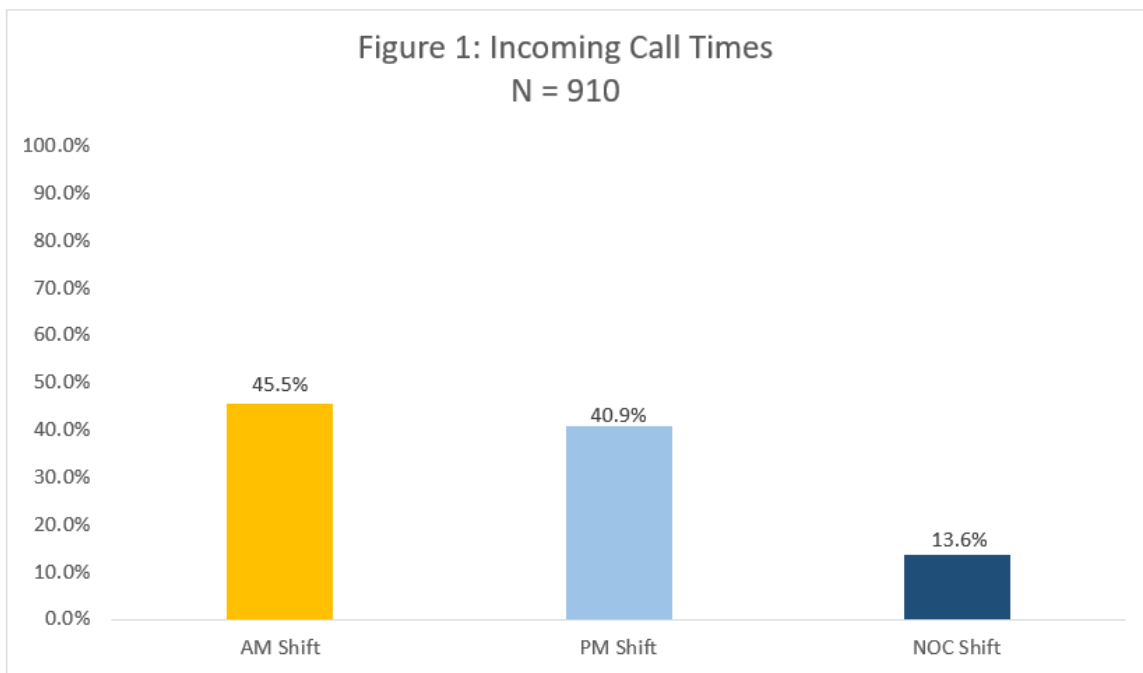
- CWRT received 910 calls during the quarter
- 46% of calls were received during the AM shift (7am – 3pm)
- 152 calls were resolved telephonically, 306 calls were canceled or a warm hand-off, and 452 required a mobile response
- Response time for 68% of dispatches was under an hour
- CWRT provided transport for 98 help seekers
- The average time on site was 71 minutes (This is an average for only 289 of 452 mobile responses. See page 6 for further detail.)
- 36% 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 male

Call Source

During the quarter, the Community Wellness Response Team received a total of 910 calls. The majority of calls (658 calls) came from the 988 Suicide & Crisis Lifeline, which is managed by WellSpace Health for Sacramento County. The additional 252 calls came from the HOPE Line.

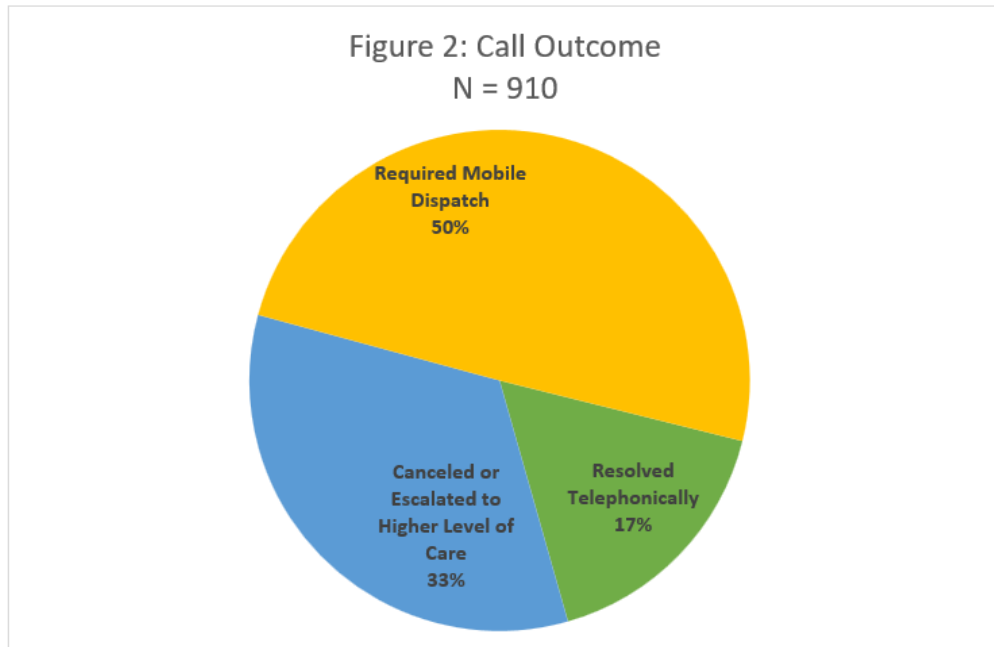
Call Times

CWRT operates in three shifts (AM, PM, and NOC) 24 hours a day, 7 days a week (including holidays). A slightly larger percentage of incoming calls were received during the AM shift than during the PM shift. The NOC shift received 14% of the quarter's calls. Incoming call times ranged from 12:00am to 11:59pm.

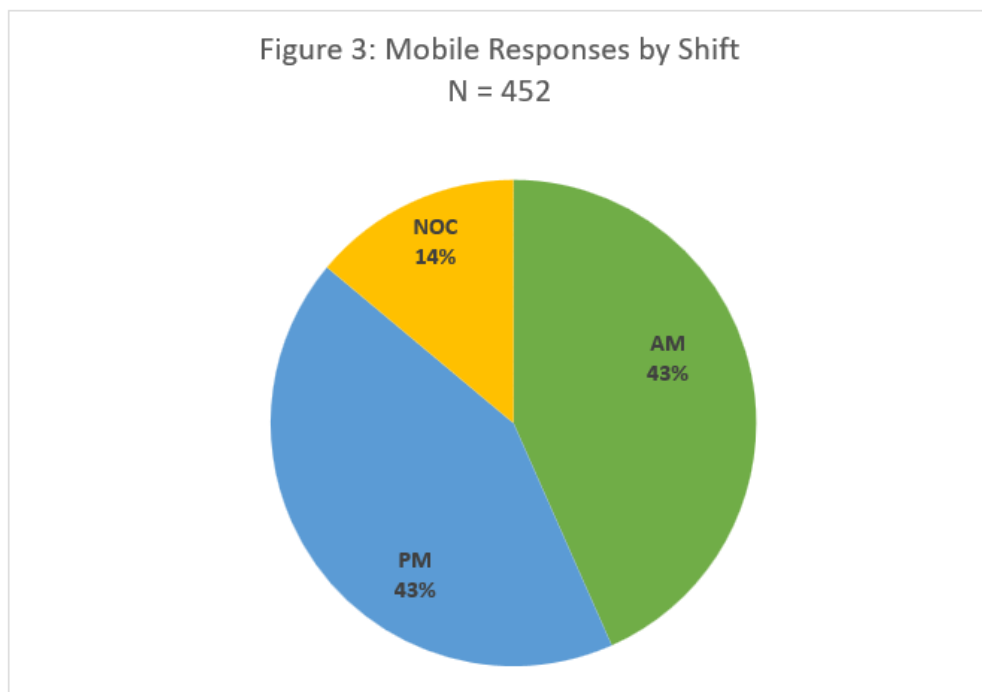


Call Response

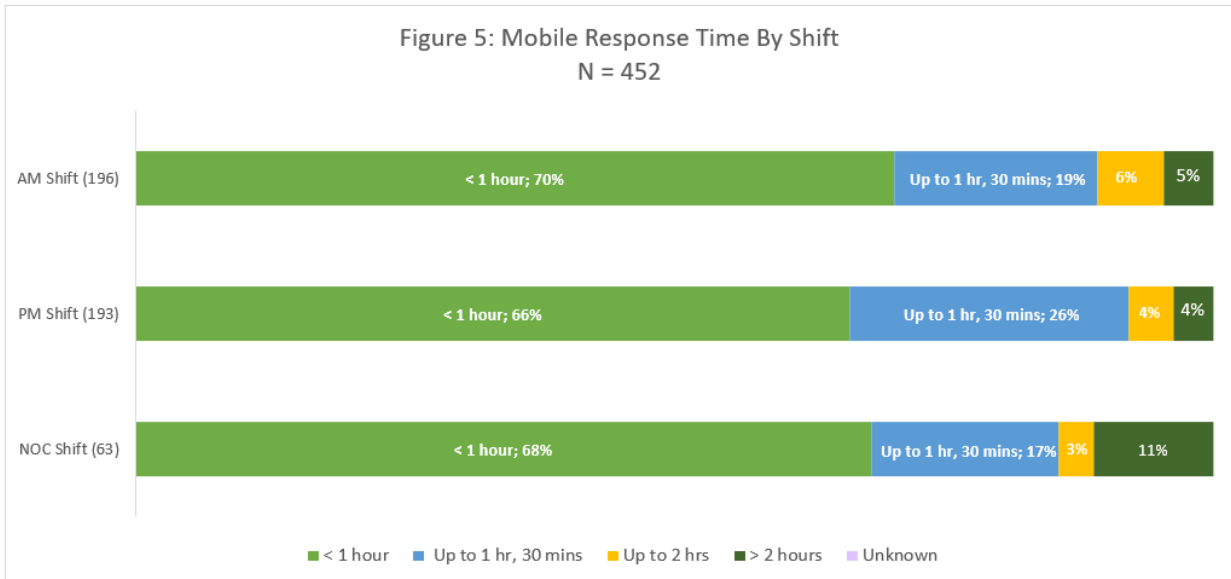
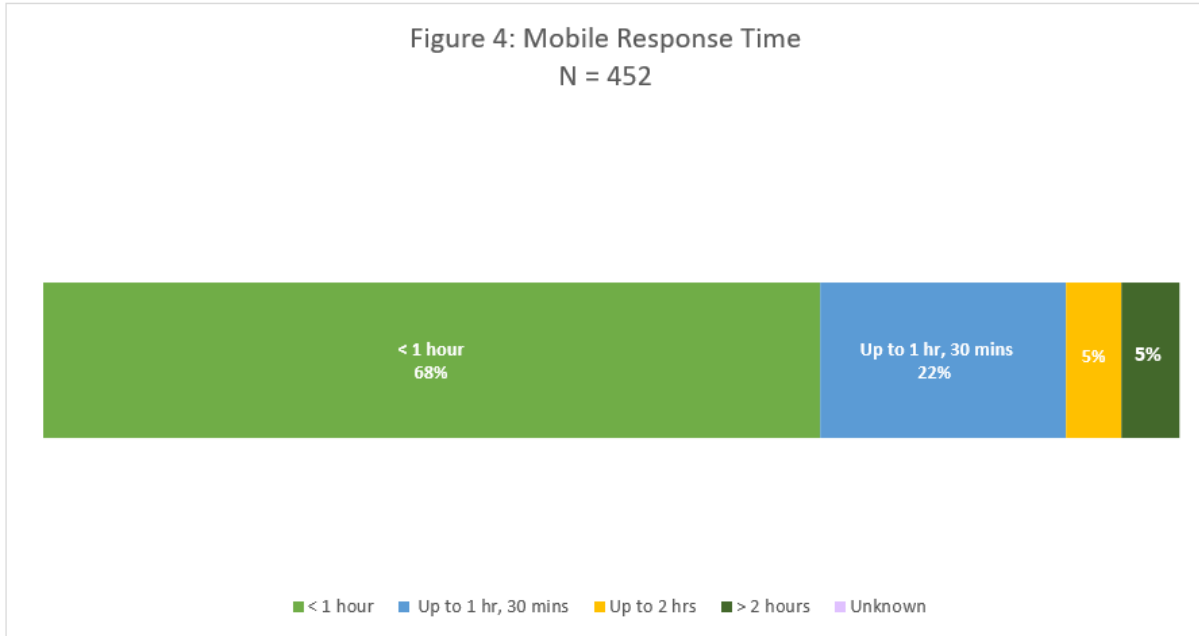
CWRT was able to resolve 152 calls (17%) over the phone. Another 306 calls (33%) were canceled or escalated to a higher level of care. The remaining 452 calls (50%) required mobile response.



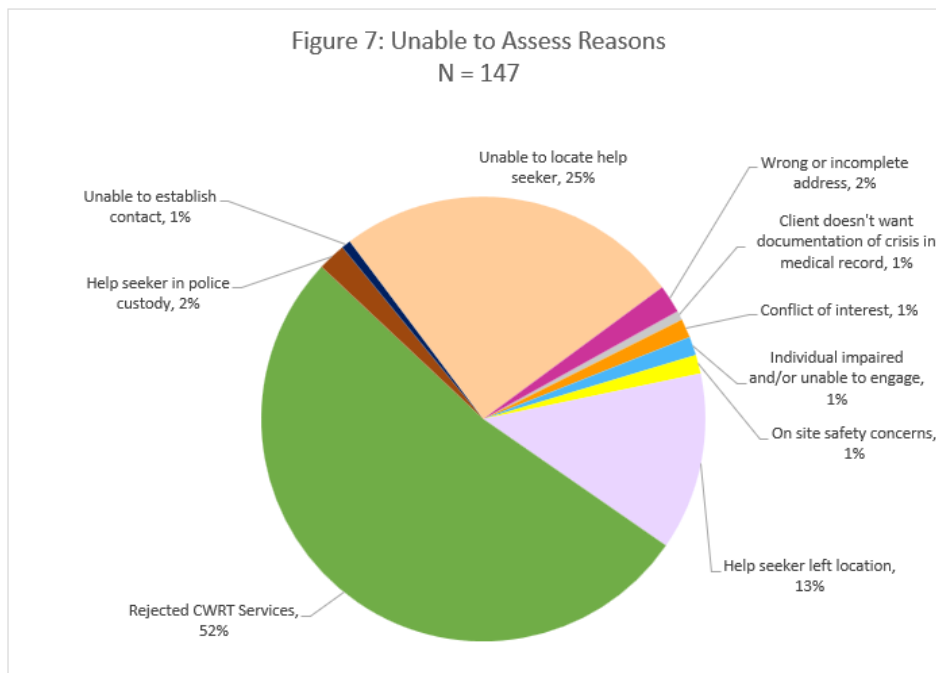
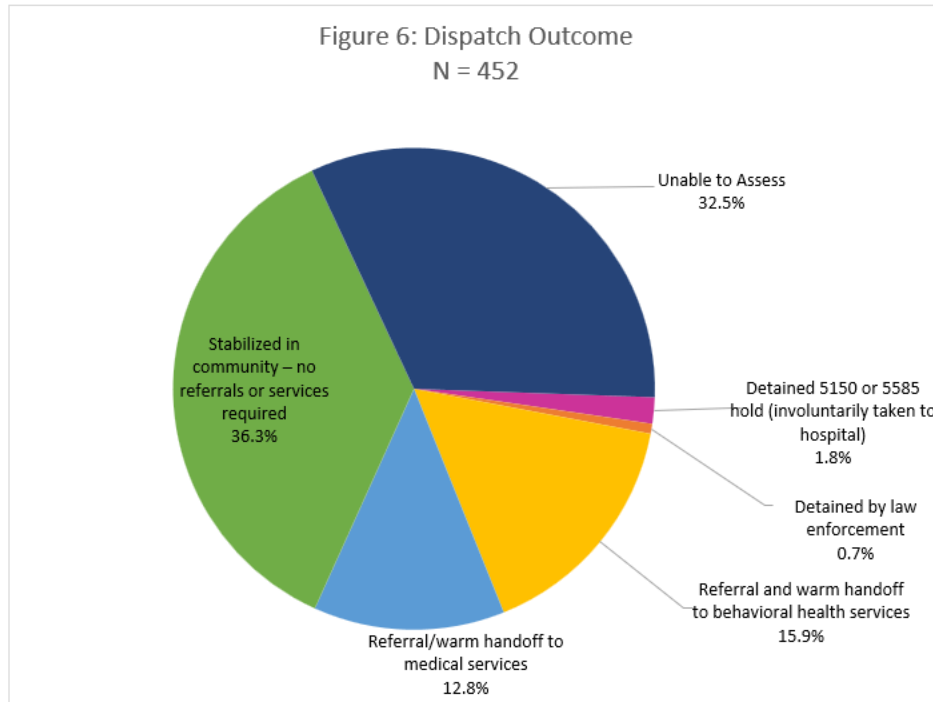
Of the 452 mobile responses, there was an even split of 43% across the AM and PM shifts (196 and 193 mobile responses respectively), and 63 (14%) during the NOC shift.



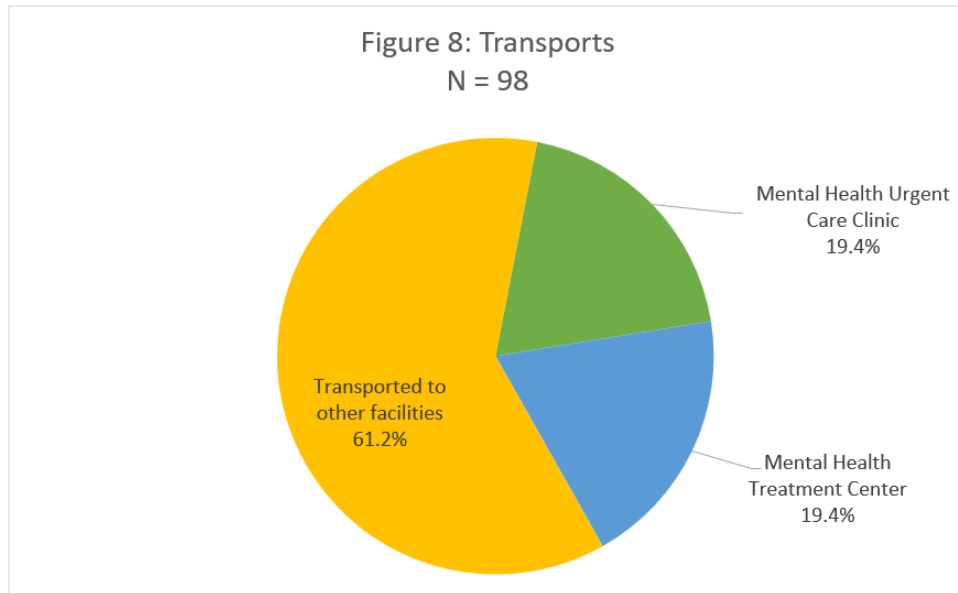
Call response time is measured from the time CWRT receives a call, to the time the call is dispositioned as arrived on-site. Response time ranged from 1 minute to 3 hours & 45 minutes, with an average of 56 minutes.



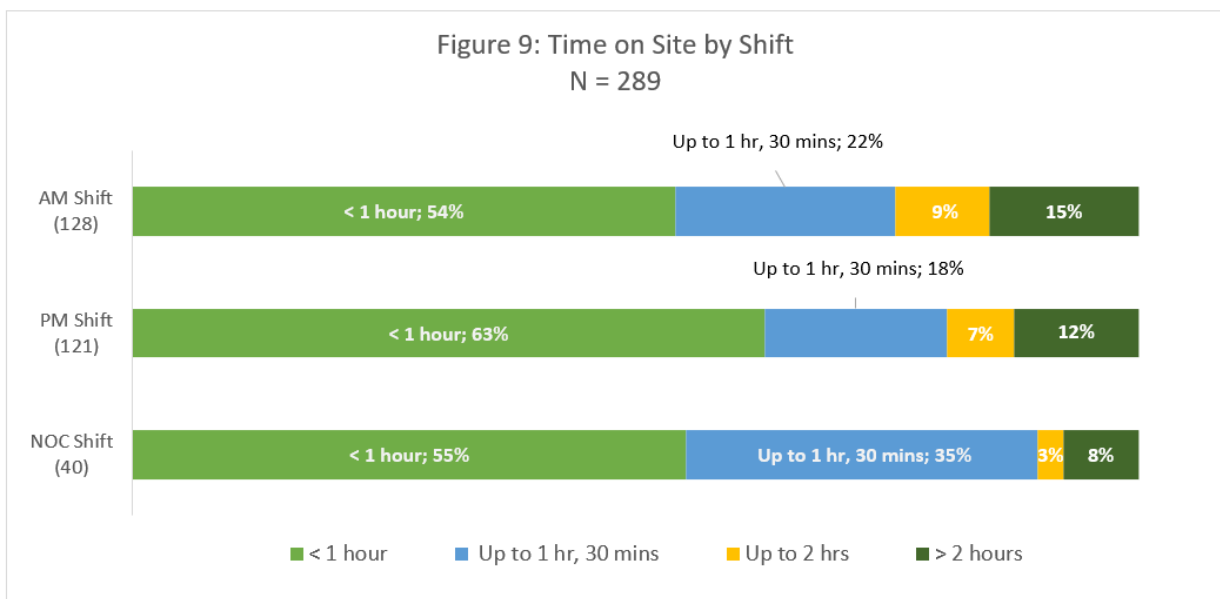
Of 452 mobile responses, 36% (164 mobile responses) were stabilized in the community. One hundred and forty-seven mobile responses (147 or 32.5%) were dispositioned “unable to assess”. The most prevalent unable to assess reason was “client rejected CWRT services” once the response team arrived. A combined 130 mobile responses were split between referrals and warm handoffs to behavioral health, and medical services (72 and 58 respectively). Figure 6 illustrates percentages of dispatch outcomes, and Figure 7 – percentages of unable to assess reasons.



There were 98 transports during the quarter - of which, 19% (19 transports) were to the Mental Health Urgent Care Clinic (MHUCC).

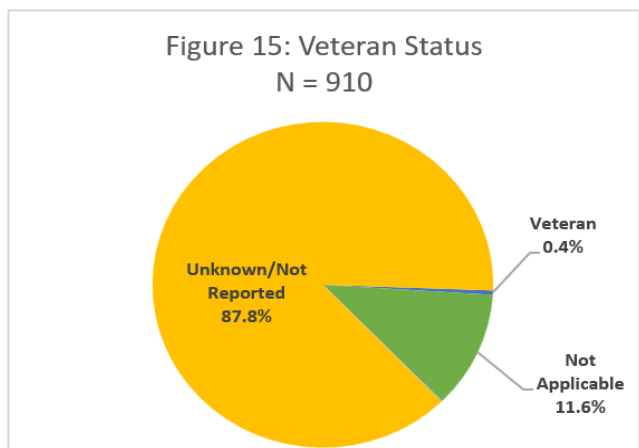
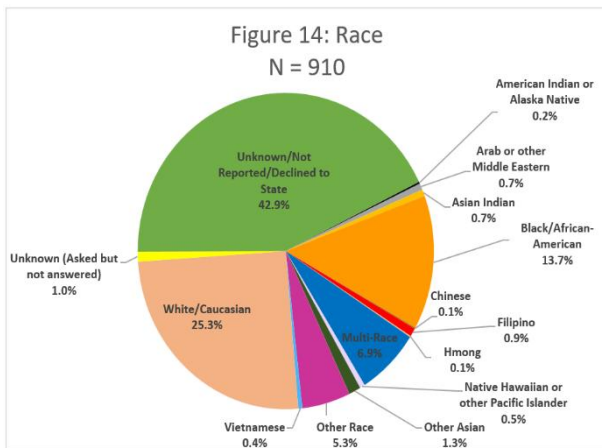
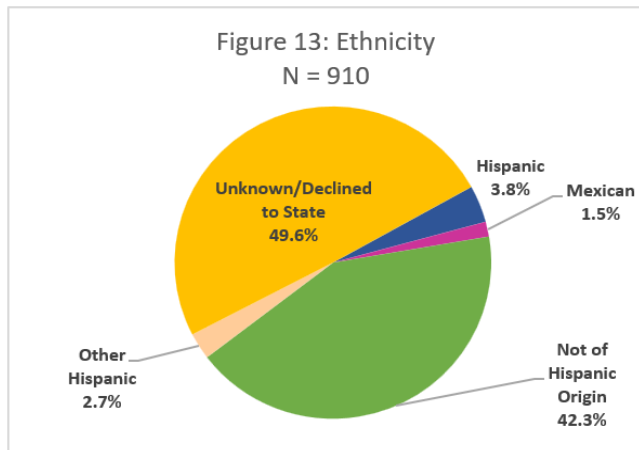
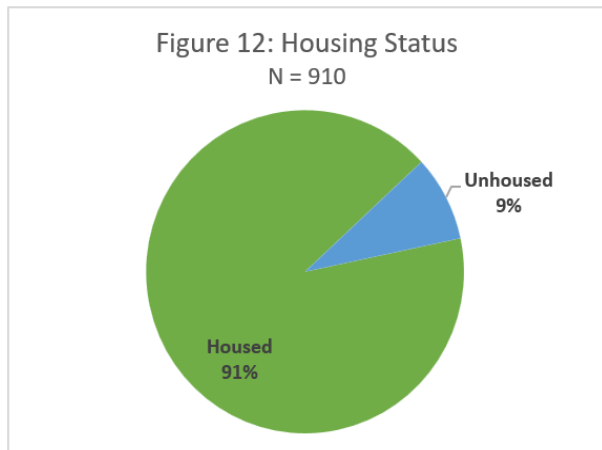
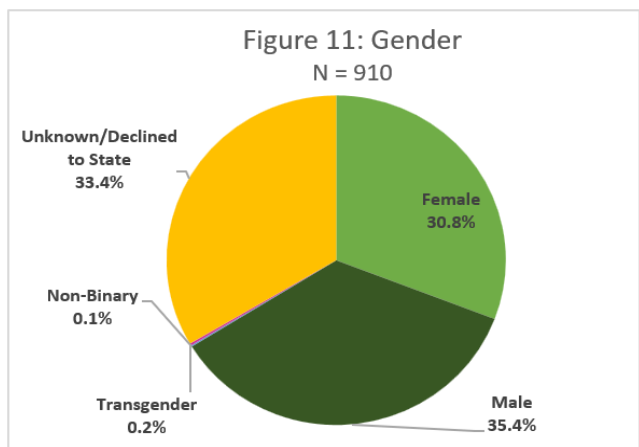
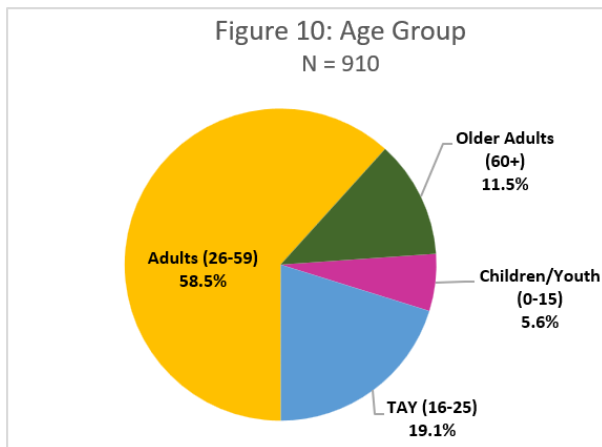


The time each response team spends on site, providing in-person crisis intervention, is recorded in SmartCare billing. The figure below excludes 163 mobile responses that did not result in on-site crisis intervention, due to 147 unable to assess upon arrival, 3 unknown time on site, and 13 non-billable responses for other reasons. The average time on site, irrespective of shift, is 71 minutes, with a range of 8 minutes to 7 hours and 15 minutes. Across all shifts, time on site was less than an hour for 53% of mobile responses.



Demographics

The following charts reflect the demographics of 910 callers.



Zip Code Analysis

During the quarter, CWRT's 452 mobile responses covered 47 of Sacramento County's 63 zip codes - representing 75% 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 seven zip codes (95608, 95670, 95811, 95815, 95823, 95825, and 95828) 18 or more times each. The average dispatch frequency to all 47 zip codes is 10 times, and the median frequency is 11 times. The top five frequencies are 22, 21, 20, 19, 18 times per zip code. For visual reference, these zip codes are outlined with red rectangles on the map, chart, and tables below.

Figure 16: County Map of Zip Codes

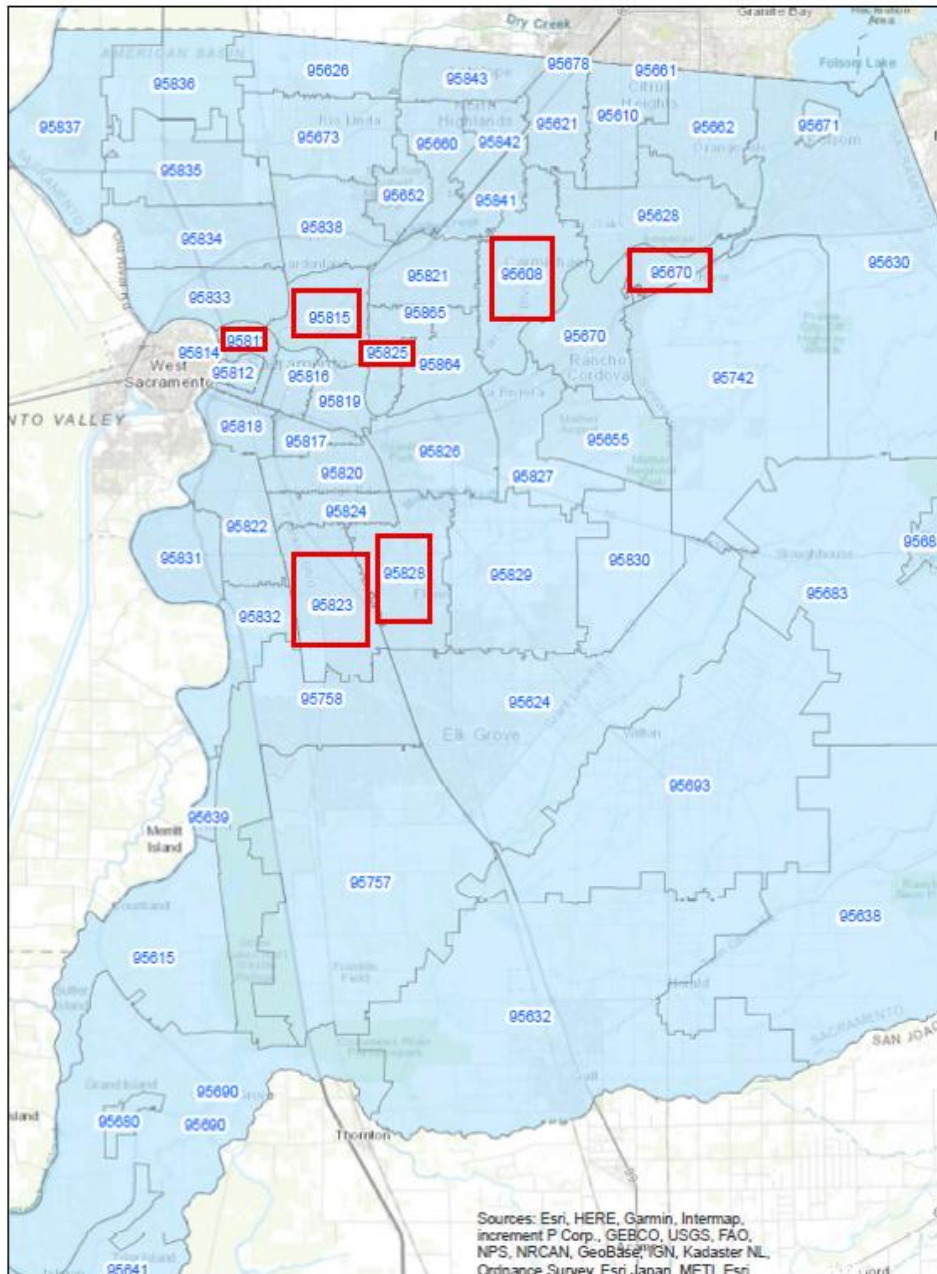


Figure 17: Mobile Responses by Zip Codes Bar Chart

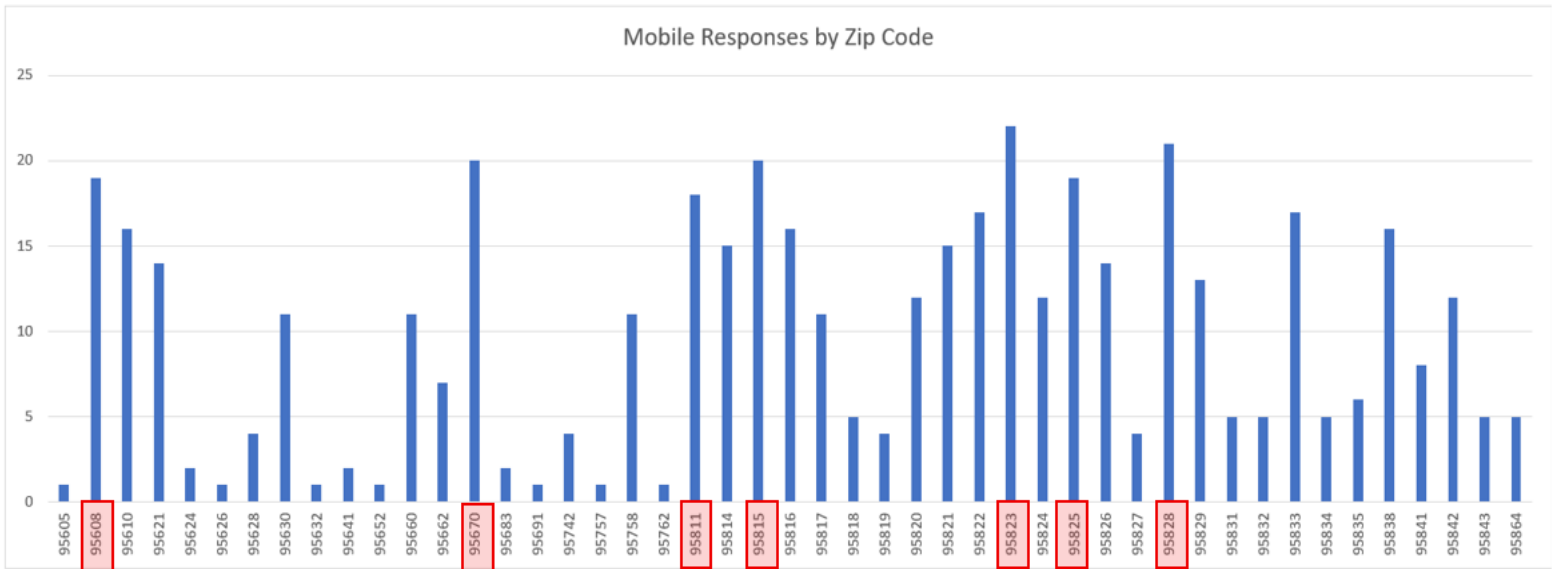


Figure 18: Mobile Responses by Zip Code Table

Mobile Responses by Zip Code					
N = 452					
Zip Code	#	%	Zip Code	#	%
95605	1	0.2	95817	11	2.4
95608	19	4.2	95818	5	1.1
95610	16	3.5	95819	4	0.9
95621	14	3.1	95820	12	2.7
95624	2	0.4	95821	15	3.3
95626	1	0.2	95822	17	3.8
95628	4	0.9	95823	22	4.9
95630	11	2.4	95824	12	2.7
95632	1	0.2	95825	19	4.2
95641	2	0.4	95826	14	3.1
95652	1	0.2	95827	4	0.9
95660	11	2.4	95828	21	4.6
95662	7	1.5	95829	13	2.9
95670	20	4.4	95831	5	1.1
95683	2	0.4	95832	5	1.1
95691	1	0.2	95833	17	3.8
95742	4	0.9	95834	5	1.1
95757	1	0.2	95835	6	1.3
95758	11	2.4	95838	16	3.5
95762	1	0.2	95841	8	1.8
95811	18	4.0	95842	12	2.7
95814	15	3.3	95843	5	1.1
95815	20	4.4	95864	5	1.1
95816	16	3.5			

Mobile responses in two of the most frequent zip codes (95608 and 95815) occurred almost evenly across the AM and PM shifts. In two other frequent zip codes (95811 and 95823), mobile responses occurred mostly during the AM shift. The three remaining frequent zip codes (95670, 95825, and 95828) received most of their mobile responses during the PM shift.

Figure 19: Mobile Response Frequency by Zip Codes and Shifts Table

Zip Code	AM	NOC	PM	Grand Total
95605			1	1
95608	8	2	9	19
95610	5		11	16
95621	7	3	4	14
95624			2	2
95626		1		1
95628	2	1	1	4
95630	3	2	6	11
95632	1			1
95641		2		2
95652		1		1
95660	8		3	11
95662	5		2	7
95670	5		15	20
95683	1		1	2
95691	1			1
95742	3		1	4
95757			1	1
95758	6	2	3	11
95762			1	1
95811	9	3	6	18
95814	4	3	8	15
95815	8	2	10	20
95816	2	7	7	16
95817	7		4	11
95818	2		3	5
95819	3		1	4
95820	8	1	3	12
95821	9	2	4	15
95822	9	2	6	17
95823	15	2	5	22
95824	4		8	12
95825	7	1	11	19
95826	3	2	9	14
95827	3		1	4
95828	6	6	9	21
95829	5	2	6	13
95831	3		2	5
95832	1	1	3	5
95833	10	4	3	17
95834	2	2	1	5
95835	4		2	6
95838	3	4	9	16
95841	4	1	3	8
95842	5	3	4	12
95843	3		2	5
95864	2	1	2	5
Grand Total	196	63	193	452

Figures 20 - 22 below show mobile dispositions by zip codes. Referrals and warm handoffs to behavioral health services, and to medical services occurred most frequently in the 95811 and 95833 zip codes, respectively. Stabilization in community occurred most frequently in the 95823 zip code, and unable to assess in 95670.

Figure 20: Mobile Dispositions by Zip Codes Table

Mobile Disposition	Zip Code Count
Referral and warm handoff to behavioral health services	72
95608	1
95610	3
95621	1
95630	1
95660	1
95670	3
95742	1
95758	2
95811	7
95814	1
95815	5
95816	3
95817	5
95818	1
95820	1
95821	2
95822	2
95823	1
95824	3
95825	4
95826	3
95827	1
95828	6
95829	2
95831	1
95833	2
95834	1
95838	2
95843	1
95819	3
95641	1
Referral/warm handoff to medical services	58
95608	4
95610	3
95621	1
95630	1
95662	2
95670	2
95742	1
95811	2
95814	4
95815	3
95816	1
95820	2
95821	2
95822	2
95823	2
95824	3
95825	1
95826	1
95828	3
95829	2
95831	1
95833	5
95835	2
95838	3
95841	1
95832	2
95683	1
95691	1

Figure 21: Mobile Dispositions by Zip Codes Table Continued

<input checked="" type="checkbox"/> Stabilized in community – with referrals or services required	164
95608	8
95610	3
95621	9
95624	1
95626	1
95628	2
95630	6
95660	8
95662	2
95670	3
95742	2
95757	1
95758	5
95811	4
95814	2
95815	4
95816	3
95818	2
95820	6
95821	6
95822	6
95823	11
95824	4
95825	9
95826	7
95827	2
95828	8
95829	7
95831	1
95833	5
95834	1
95835	2
95838	5
95841	5
95842	3
95843	3
95864	1
95819	1
95832	2
95762	1
95683	1
95632	1

Figure 22: Mobile Dispositions by Zip Codes Table Continued

Unable to Assess	147
95608	6
95610	7
95621	3
95624	1
95628	2
95630	2
95660	2
95662	3
95670	12
95758	4
95811	5
95814	8
95815	8
95816	8
95817	4
95818	2
95820	2
95821	4
95822	7
95823	7
95824	2
95825	5
95826	3
95827	1
95828	4
95829	2
95831	2
95833	5
95834	1
95835	1
95838	6
95841	1
95842	9
95843	1
95864	3
95832	1
95605	1
95641	1
95652	1
Detained 5150 or 5585 hold (involuntarily taken to hospital)	8
95816	1
95817	2
95820	1
95821	1
95823	1
95834	2
Detained by law enforcement	3
95630	1
95835	1
95864	1
Grand Total	452

Per data alerts from Sacramento County Public Health (SCPH), an influx of emergency room visits for suicidal ideation or attempted suicide, occurred across the course of 14 days during the quarter. Among individuals ages 10 to 24, these ER visits occurred 167 times, and 59 times for adults ages 25 and older. This influx occurred across multiple zip codes, but most frequently in 8 zip codes (95624, 95630, 95632, 95660, 95823, 95825, 95828, 95838). Zip codes 95823, 95825, and 95828 were also frequent zip codes for CWRT mobile response. Zip code specific counts were not supplied by SCPH, due to HIPPA regulations around small datasets.

Conclusion

During the quarter, CWRT received 910 crisis calls – 658 from WellSpace 988, and 252 from the HOPE Line. Near half of those calls (414 calls or 46%) were received during the AM shift. Fifty percent of calls (458 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 68% of dispatches. Thirty-six percent (36%) of those mobile responses were stabilized within the community, without need for additional emergency medical, psychiatric, or law enforcement response. The average time on site was 71 minutes, and CWRT transported 98 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 male. Sacramento County Public Health reported, by zip codes, influxes of emergency department visits specifically for people experiencing suicidal ideations or suicide attempts. Among those zip codes, are three (95823, 95825, and 95828) where CWRT’s mobile response team also experienced a higher frequency of utilization, in comparison to other zip codes.

In comparison to the second quarter, the number of calls increased by 3%, and the need for mobile responses increased by 57%. Awareness and utilization of the Community Wellness Response Team continue to grow.