

EVERYONE deserves  
to be seen.



WELLSPACE  
— HEALTH —

# Behavioral Health Crisis Continuum Funding and Services

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# National Behavioral Health Crisis Care Guidance

- **Someone to Contact:** Services like the 988 Lifeline and other behavioral health hotlines provide immediate, accessible support.
- **Someone to Respond:** Services like Mobile Crisis Teams that deliver rapid, on-site interventions to de-escalate crises and connect individuals to care as well as Crisis Outreach Teams that provide complementary crisis prevention and postvention; and
- **A Safe Place for Help:** A wide array of stabilization services for behavioral health crisis and emergencies where people can receive immediate treatment and support as well as services that can aid in crisis prevention and postvention.

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# National Behavioral Health Crisis Care Guidance

*"SAMHSA envisions that these collective elements integrate to establish a seamless system of systems that can serve "anyone, anywhere, at anytime" in order to provide a local Behavioral Health Coordinated System of Crisis Care (BHCSCC) that offers high quality behavioral health care for individuals at all levels of acuity that can support wellness, promote safety, and avoid unnecessary care in both healthcare and law enforcement institutional settings"*

# Someone to Contact – 988 Sacramento

- Operated by WellSpace Health, 24/7/365
- Primary responder for 30 counties and statewide backup
  - Sacramento, Placer, El Dorado, Yolo, Sutter, Amador San Joaquin counties.
  - Staff Access Lines for both Yolo County and San Joaquin County.
- Sacramento County 988 Call Volume
  - 2024 – 16,115
  - 2025 – 27,737
- 988 State Suicide and Behavioral Health Crisis Services Fund
  - Core Services: Answer, Assess, De-Escalate, Information & Referral
  - Governor's Budget Proposal offers 1/3 of need for core services.

# Someone to Contact – 988 Sacramento

## Funded

- 988 Talk/Text/Chat 24/7
- Clinical lethality assessment
- De-escalation and stabilization
- Development of a safety plan
- Information & Referral

*\* 988 State Suicide and Behavioral Health Crisis Services Fund is exclusive to state Key Performance Indicators and is independent of local initiatives.*

## Unfunded

- 911 – 988 - CWRT Interoperability
- CWRT Screenings
- CWRT Referrals (Air Traffic Control)
- Behavioral Health Link Utilization
- Help Seeker Follow-Up Programs
- Data, Reports, Patient Outcome Tracking
- Local Partner & Law Enforcement Coordination
- Outreach

# A Safe Place for Help – CRBH

- Crisis Receiving for Behavioral Health (CRBH)
- Operated by WellSpace Health, 24/7/365 since opening in 2020
- Behavioral Health Crisis includes Substance Use Disorder and Mental Health
- Five Year Totals
  - 16,380 Crisis Episodes
  - 70% Utilization Rate (occupancy rate)
  - 89% of clients remain until recommended discharge
  - 30% of clients successfully connected with services at discharge
  - 10% of clients discharged to directly into treatment
  - 10% of all referrals into CRBH from Law Enforcement (dependent on LE training)

# A Safe Place for Help – CRBH

## Funded

- CalAIM Sobering Services
  - substance use intoxication only
  - Sacramento Medi-Cal Managed Care Plan members, actively insured
- Specialty Mental Health Services
  - Assessments, crisis intervention, case management
  - Medi-Cal, active

## Unfunded

- 911 – 988 - CWRT Interoperability
- Medicare
- Commercial Insurance
- Uninsured/Uncompensated
- Rounding (safety)
- Receiving (food, nap, respite, showering, clothes & belongings)
- Transportation
- Data, Reports, Patient Outcome Tracking



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*We see you.*