

## Community Wellness Response Team (CWRT) Update

### Staffing/Teams:

Staffing Shift Analysis – County CWRT		Staffing Shift Analysis – BACS CWRT		Total # Teams Across Crisis Programs	
# of Teams/Shift		# of Teams/Shift			
AM Shift (7:30am-3:30pm)	3	AM Shift (7:30am-3:30pm)	2	AM Shift (7:30am-3:30pm)	5
PM Shift (12:00pm-8:00pm)	2	PM Shift (12:00pm-8:00pm)	2	PM Shift (12:00pm-8:00pm)	4
NOC Shift (8:00pm-7:00am)	0	NOC Shift (8:00pm-7:00am)	2	NOC Shift (8:00pm-7:00am)	2
<b>Total # Teams MTD:</b>	<b>5</b>	<b>Total # Teams MTD:</b>	<b>6</b>	<b>Total # Teams MTD:</b>	<b>11</b>

### Calls for Service:

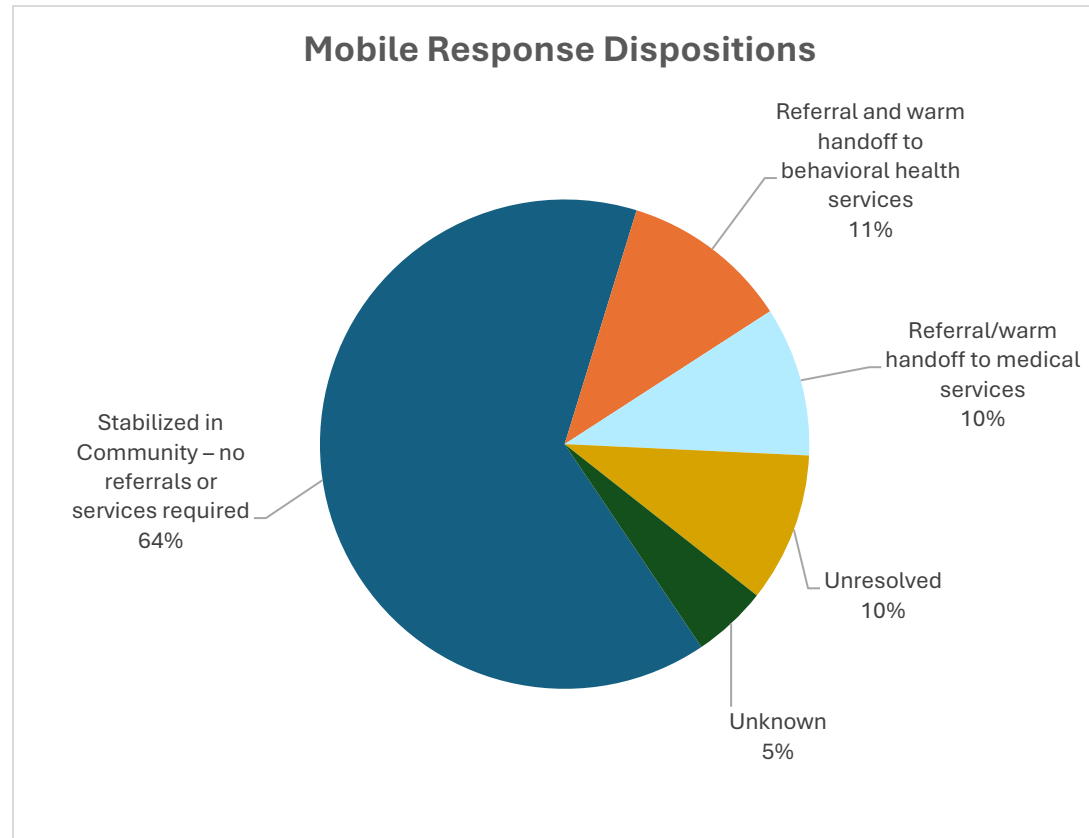
988 Call Data		CWRT Call Data	
# Calls to 988	1,384	# of CWRT Calls from 988	99
# Calls referred to CWRT	99	# of CWRT Calls from the Hope Line	23
# Calls 988 resolved	1,285	<b>Total # of CWRT Calls</b>	<b>122</b>
# 988 – welfare checks	6	# Calls resolved telephonically	5
		# Calls further assessed for mobile response	117
		# Calls cancelled	36

### CWRT Responses & Dispositions:

Mobile Response Dispositions*			
Stabilized in Community – no referrals or services required	52	Refused CWRT Services	0
Referral and warm handoff to behavioral health services	9	Detained 5150 or 5585 hold (involuntarily taken to hospital)	0
Referral/warm handoff to medical services	8	Detained by Law Enforcement	0
Transported to MHUCC	0	Other	0
Transported to MHTC	0	Unresolved	8
Unable to Locate	0	Unknown	4
Unable to Assess	0	<b>Total # Mobile Responses</b>	<b>81</b>

\*Note: “Unresolved” is a disposition option the response team can select from a drop-down list in BHL. “Unknown” is the number of mobile responses without a disposition entry in BHL.

\*\*Note: The sum of risk assessment elements exceeds the total number of mobile responses, because clients can have multiple risk elements.



**Success Stories:**

- *Caller reported they did not want to live anymore and was tearful during the call. They reported having suicidal ideation for a couple of months. The 988 counselor provided empathy, validation and a nonjudgmental space to share their crisis. During the call wrap-up, the counselor warm-transferred the caller to CWRT and CWRT was dispatched. The following date, the 988 clinician provided a follow-up call to reassess for safety. The caller reported no thoughts of suicide and was feeling better. Caller said that speaking with 988 helped a lot and that CWRT made them feel heard and taught them breathing exercises. The caller was invited to reach out to 988 when needed and that the Response Team and 988 are available 24 hours a day. Caller was thankful for the caller and the Response Team.*
- *An older adult contacted 988 expressing overwhelming grief, sadness, and anxiety related to the anniversary of her husband’s suicide. She expressed feeling additionally isolated from what little family she said she has left and asking for help is new for her. CWRT met with the caller and used active listening skills and validated the caller’s feelings regarding her experiences and memories from her life and marriage. CWRT provided psychoeducation on possible support groups for older adults for those who have lost their partners, as well as survivors of suicide peer run support groups. The caller said she felt better before the Team left and she thought she could start going to church again for socialization and support.*