

Community Wellness Response Team (CWRT) Update

Staffing/Teams:

Staffing Shift Analysis – County CWRT		Staffing Shift Analysis – BACS CWRT		Total # Teams	
# of Teams/Shift		# of Teams/Shift			
AM Shift (7:30am-3:30pm)	3	AM Shift (7:30am-3:30pm)	1	AM Shift (7:30am-3:30pm)	4
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
Total # Teams MTD:	5	Total # Teams MTD:	5	Total # Teams MTD:	10

Calls for Service:

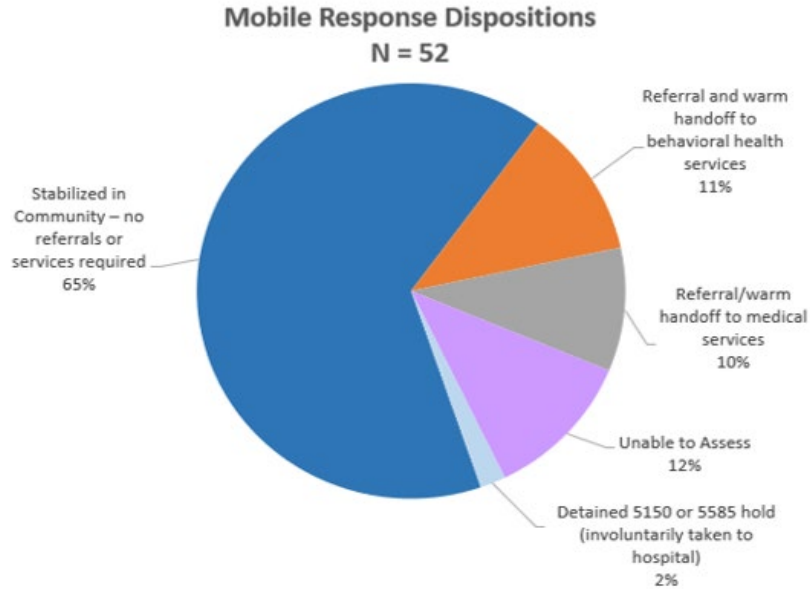
988 Call Data		CWRT Call Data	
# Calls to 988	1,303	# of CWRT Calls from 988	83
# Calls 988 resolved	1,214	# of CWRT Calls from the Hope Line	11
# Calls referred to CWRT	83	Total # of CWRT Calls	94
# Calls unable to connect to CWRT	2	# Calls resolved telephonically	4
# 988 – welfare checks	4	# Calls further assessed for mobile response	90
		# Calls cancelled	38

CWRT Responses & Dispositions:

Mobile Response Dispositions*			
Stabilized in Community – no referrals or services required	34	Refused CWRT Services	0
Referral and warm handoff to behavioral health services	6	Detained 5150 or 5585 hold (involuntarily taken to hospital)	1
Referral/warm handoff to medical services	5	Detained by Law Enforcement	0
Transported to MHUCC	2	Other	0
Transported to MHTC	1	Unresolved	0
Unable to Locate	0	Unknown	0
Unable to Assess	6	Total # Mobile Responses	52
Risk Assessment Elements**			
Other Mental Health	52	Self-reported possession of a firearm	0
Screened as harm to self	52	Substance Use	52
Screened as harm to others	52		

*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:

A third-party caller contacted 988 in need of support with managing their child's aggressive behaviors toward their parents. The caller reported that their child had special needs. The counselor supported the caller with their active listening skills, empathy and validation for their concerns. The counselor provided resources for the caller and offered the Community Wellness Response Team's (CWRT) services, as well as a follow-up call for the next day. The counselor successfully completed a warm transfer to CWRT Dispatch.

During the follow-up call, the third party expressed gratitude for the services they received from the 988 counselor and CWRT. The third-party caller shared they received resources from both 988 and CWRT that they were not familiar with and they would be connecting to the resource services on the same day. The caller expressed gratitude and shared that they no longer felt overwhelmed and were looking forward to utilizing the recommended resources. The counselor invited the caller to reach out to 988 whenever needed.

A Transition-Aged Youth (TAY) called for help for ongoing suicidal thoughts because of acculturation difficulty and struggles with learning how to "adult and become independent in the USA". This community member was discouraged and experienced a large lack of motivation to work on previously set goals for education and social life. The pressure of life was too difficult to manage and their natural supports were unable to help them, so they reached out to 988 for help and the CWRT went out to provide in-person support. The CWRT completed a risk assessment and safety planning with the TAY. The community member was engaged and fully participated with the CWRT, and reported feeling very connected to the team and was encouraged that "total strangers" would come out to help in-person. The community member was grateful for the response team staff and the crisis intervention provided.

During the follow-up call, it was reported that client was able to connect with a resource left by CWRT. The community member connected with a local CORE site that would provide ongoing outpatient services to better manage and reduce thoughts of suicide and feeling unmotivated. They were grateful to have an upcoming appointment with the agency and thanked the team for making the time to provide support. The team encouraged this community member to reach out to 988 as needed for additional support.

A community member was suffering from thoughts of suicide and anxiety. She reported feeling frustrated about her physical health condition and needing some support. The CWRT arrived onsite and quickly identified that she attempted suicide very recently after feeling unable to deal with the condition any longer and was hospitalized for a few weeks. The team supported and helped her de-escalate and then provided coping techniques to utilize when she is feeling overwhelmed. They reviewed options for mental health services through the County mental health plan and natural support resources such as NAMI. CWRT then met with her natural supports onsite and supported her and her natural supports in developing a plan to address the ongoing medical condition with her primary care doctor. At the end of the visit, the individual reported feeling calm, supported and hopeful.

The next day during the follow-up, she expressed how helpful the team was and how appreciative she was of the in-person support. Also, she called her doctor and has an appointment scheduled and will be exploring the additional mental health services and support groups offered. She reported feeling hopeful that things can get better and committed to not giving up.