

Community Wellness Response Team

January

293

of CWRT Calls

101

of Mobile Responses

Call Date (filters this page only)

1/1/2026

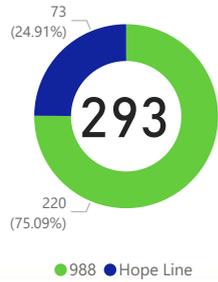
1/31/2026

988 Calls (Note: This visual does not filter with the rest of the page)

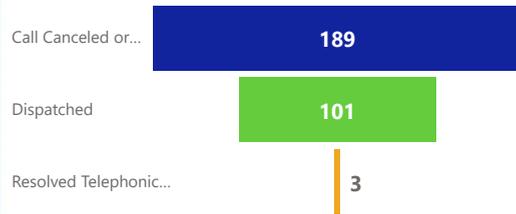
● # of Calls 988 Resolved ● # Referred to CWRT ● # Unable to Connect to CWRT ● # of 988 Welfare Checks



CWRT Referral Source

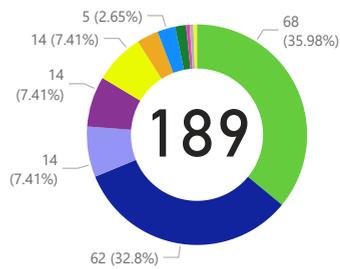


CWRT Call Outcome (N = 293)



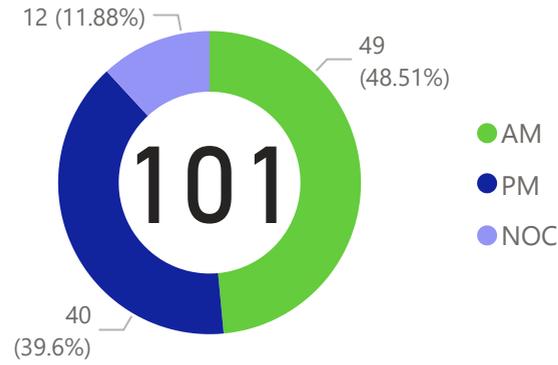
Note: See Descriptions page

Cancel Reasons

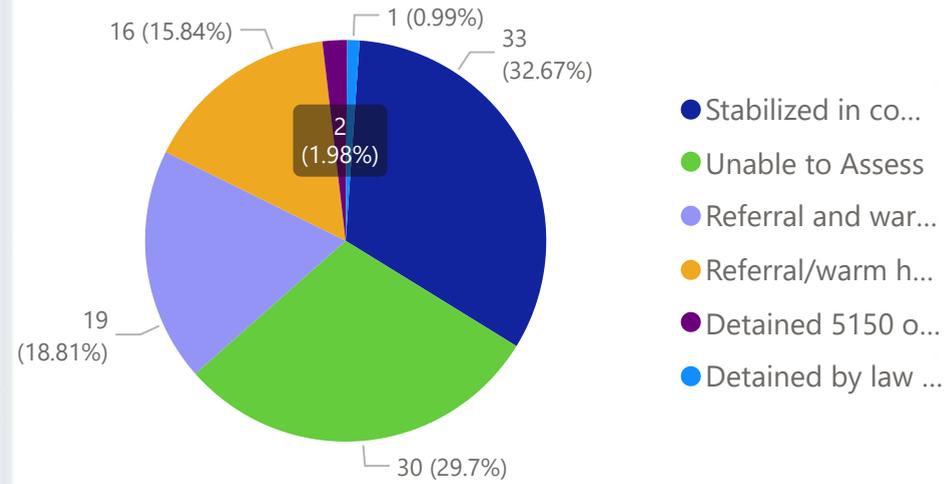


- Caller Canceled
- Resolved Over The...
- Escalated to a high...
- Escalated to a high...
- Third Party Initiate...
- Duplicate Dispatch
- Escalated to a high...
- Recipient Left Loca...
- Conflict of Interest

Mobile Responses by Shift

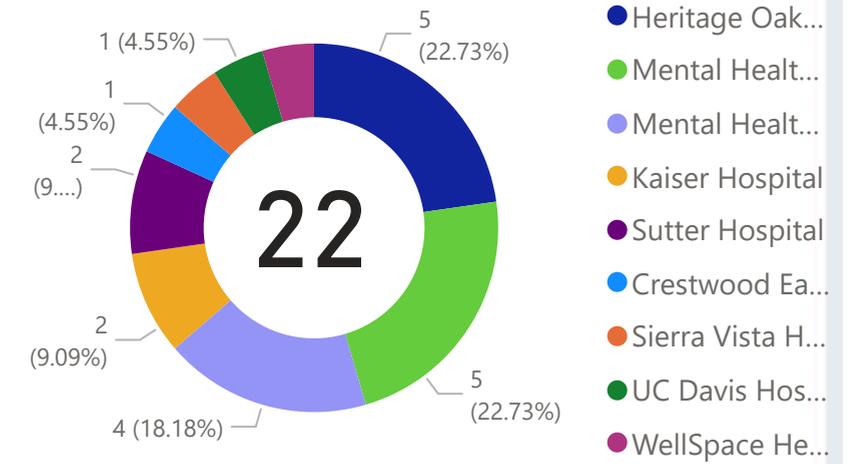


Mobile Response Dispositions (N = 101)

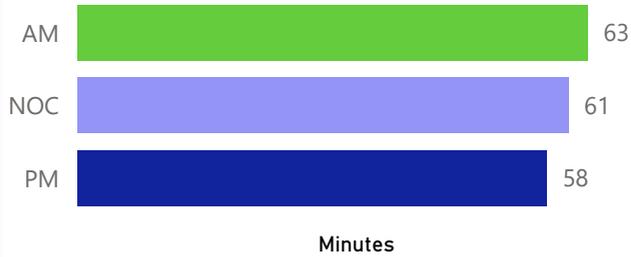


Note: See Descriptions page

Transports

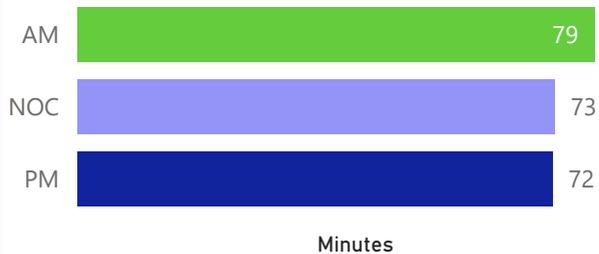


Avg. Time to Arrival by Shift



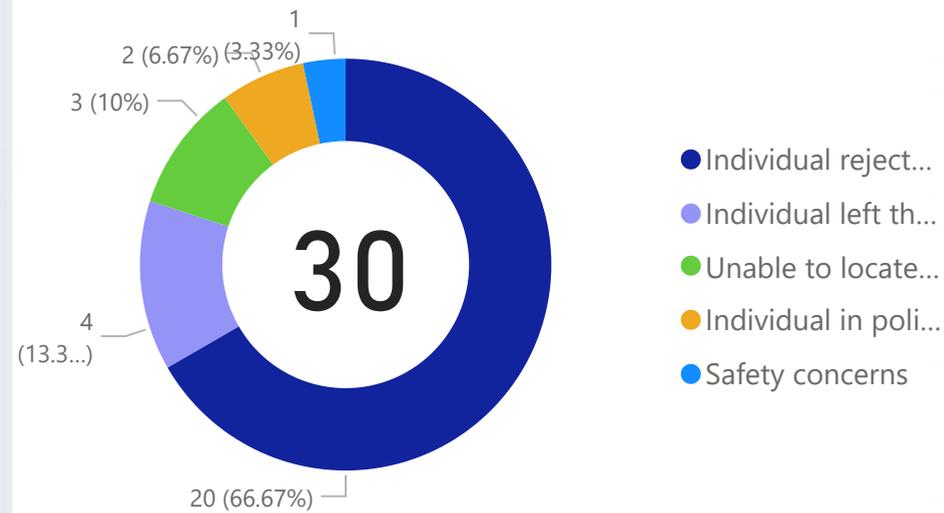
Time to arrival is estimated for 5 mobile responses.

Avg. Time on Site by Shift



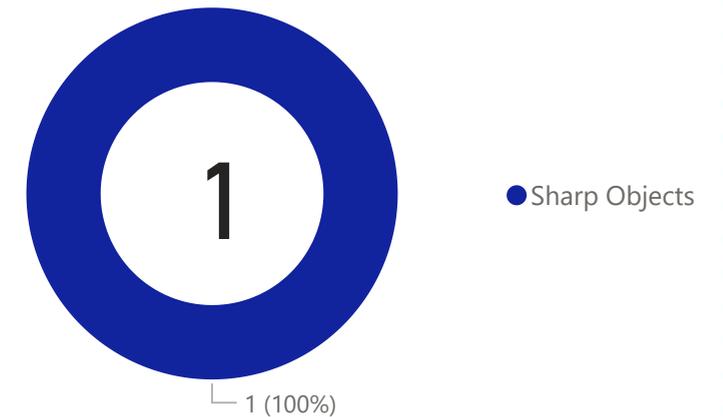
Time on site is unknown and not included for four mobile responses.

Unable To Assess Reasons



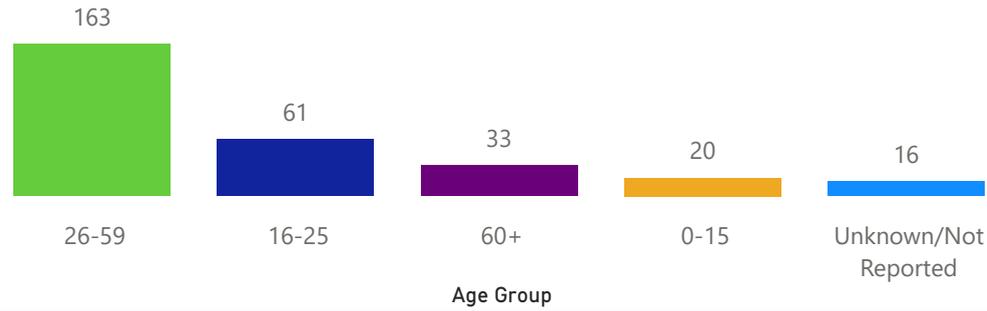
Note: See Descriptions page

Lethal Means

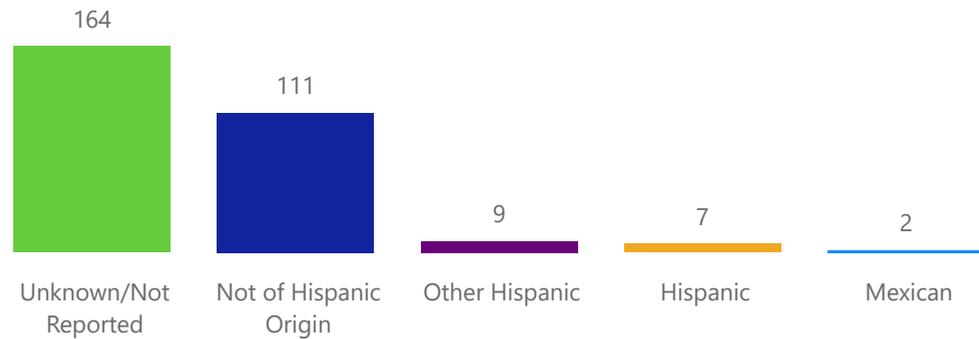


Note: See Descriptions page

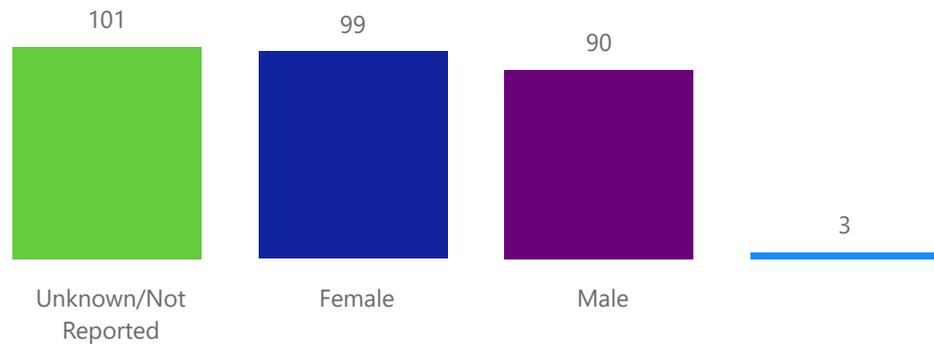
Age (N = 293)



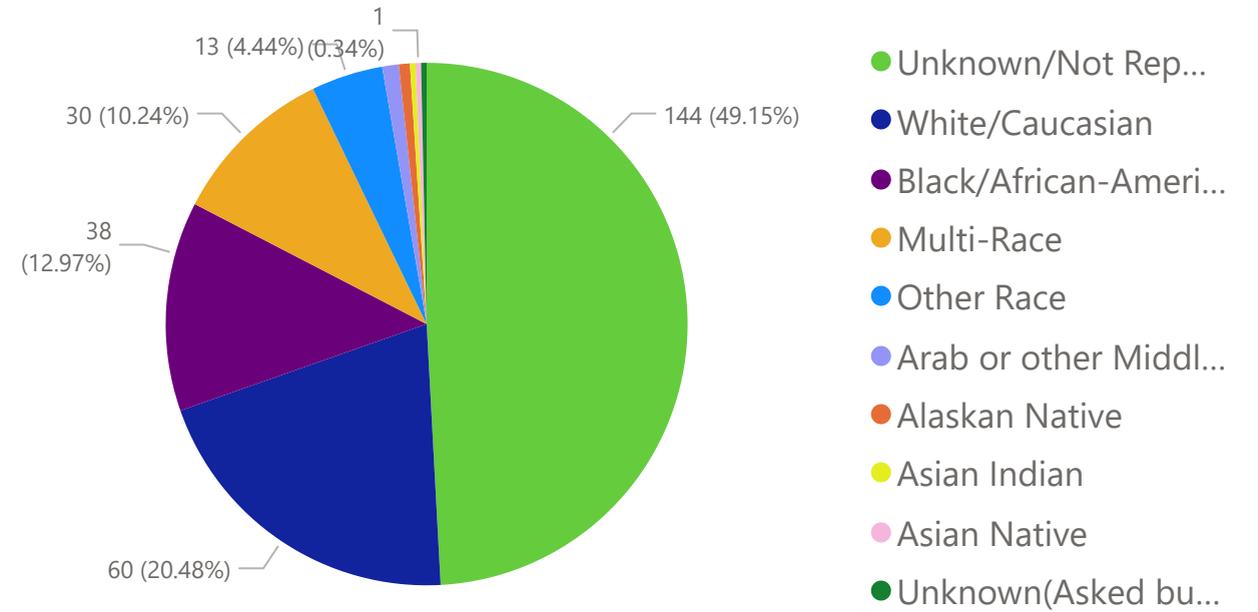
Ethnicity



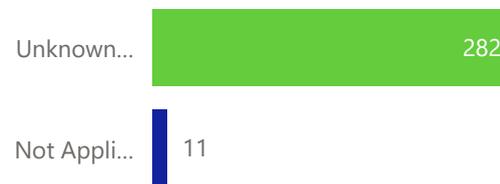
Gender



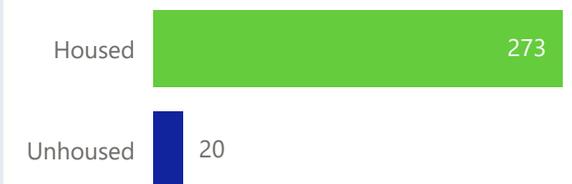
Race

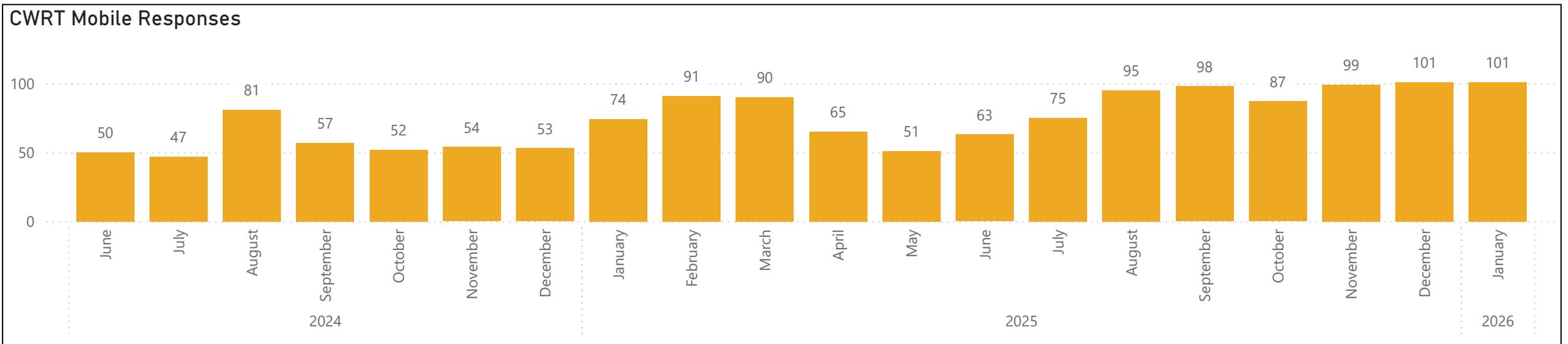
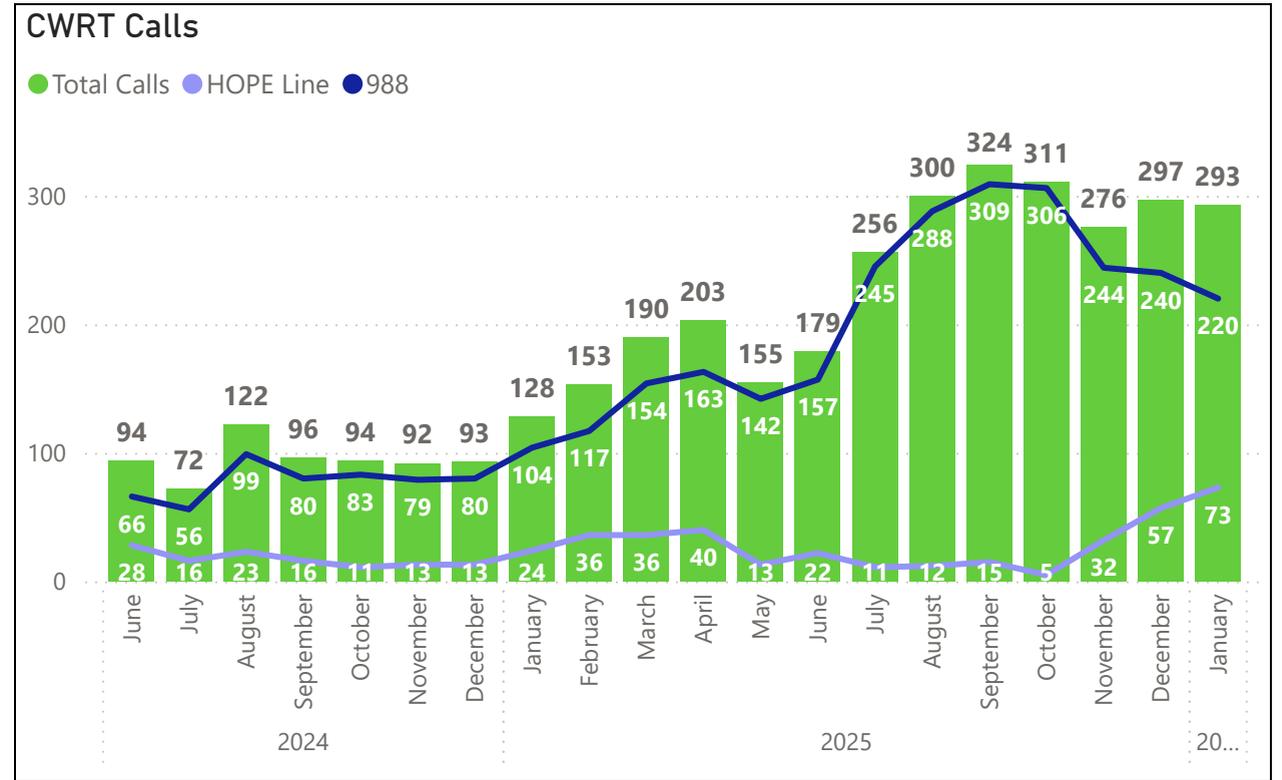
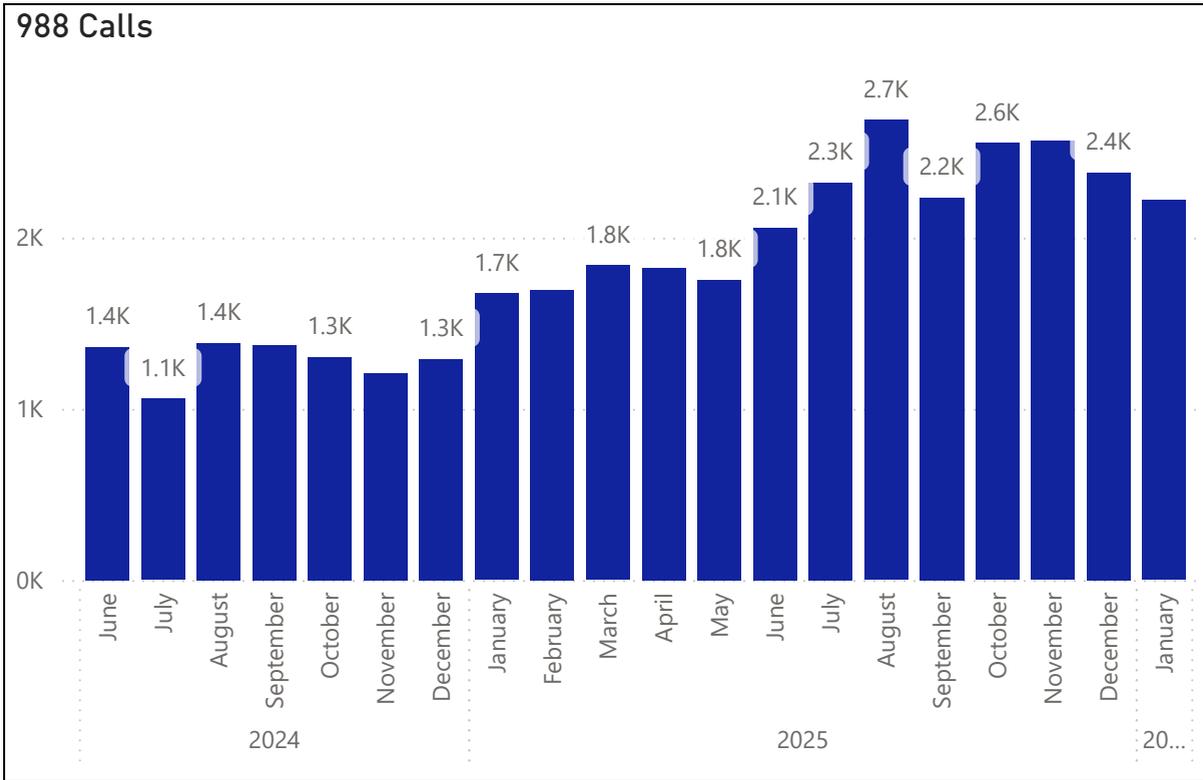


Military Status



Housing





Descriptions

CWRT Call Outcome

Call Canceled or Warm Hand-off - Check the Cancel Reasons chart for a percentage breakdown of why each call was canceled, or warmly transferred to another response entity.

Resolved Over the Phone - Telephonic resolution at this early stage of the call occurs before a dispatch request ID is assigned. This differs from "Resolved Over the Phone" as a cancel reason, which occurs after a dispatch ID is assigned.

Mobile Response Dispositions

Detained 5150 or 5585 hold (involuntarily taken to hospital) - When an application for an involuntary hold is made by a designated County official, or law enforcement officer, to support the safety of a help seeker due to danger to self, danger to others, severe substance use(s), and/ or grave disability.

Detained by Law Enforcement - This reason is used when a help seeker is apprehended by a law enforcement officer, for reasons unrelated to involuntary hospitalization.

Other – The mobile response team was able to complete the on-site crisis assessment, but was not able to complete a safety plan before the client disengaged. Therefore, the team was not able to disposition the response as "Stabilized in community...".

Referral/warm handoff to behavioral health services - The response team goes with the help seeker (transports or drives separately), to obtain care at a local behavioral health location (e.g. Mental Health Urgent Care, CORE Site Walk-In Clinic, etc.) to support the urgent need of the help seeker.

Referral/warm handoff to medical services - The response team goes with the help seeker (transports or drives separately), to obtain care at a local medical clinic (e.g. Urgent Cares, Primary Care, Hospital, etc.) to support the immediate need of the help seeker.

Stabilized in community – no referrals or services required - The call was completed, resolved, and de-escalated in-person. The help seeker did not need additional support.

Unable to assess - The response team attempted contact, and offered services for mobile crisis intervention, but the help seeker declined services; or the team was unable to locate the help seeker to complete assessment.

Unable to Assess Reasons

Conflict of Interest - During the dispatch screening call, it was determined there is a hardship that creates conflict for the mobile crisis intervention/ team member, caller, and/ or the intended recipient of services.

Escalated to a higher level of care - Law Enforcement - During the dispatch screening call, the caller disclosed there are imminent safety concerns that present safety challenges to others and/or environment. CWRT dispatch escalates call to 9-1-1 emergency services to seek immediate intervention from emergency first responders.

Escalated to a higher level of care - Medical - During the dispatch screening call, the caller disclosed immediate physical health concerns/challenges. CWRT dispatch escalated call to 9-1-1 to seek immediate medical intervention from emergency first responders.

Escalated to a higher level of care - Psychiatric - During the dispatch screening call, the caller disclosed immediate concerns related to psychiatric care (mixed