

# Community Wellness Response Team

## February

# 272

# of CWRT Calls

# 112

# of Mobile Responses

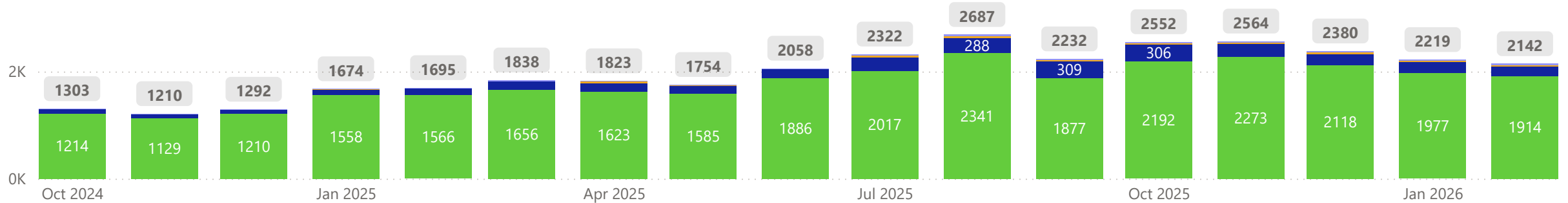
Call Date (filters this page only)

2/1/2026

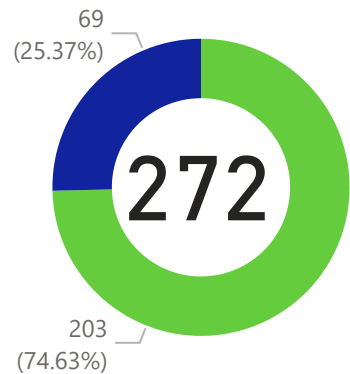
2/28/2026

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

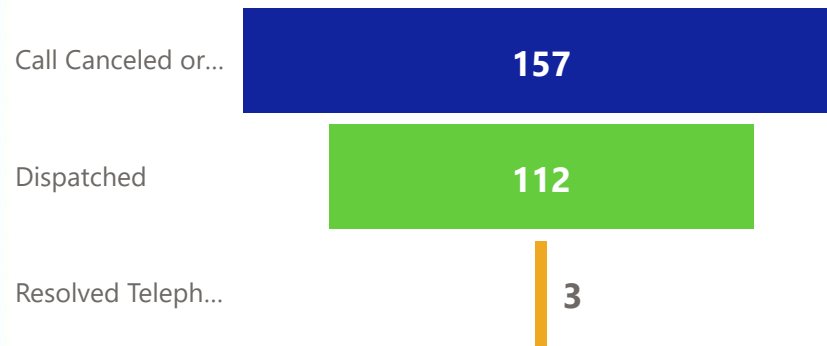


### CWRT Referral Source



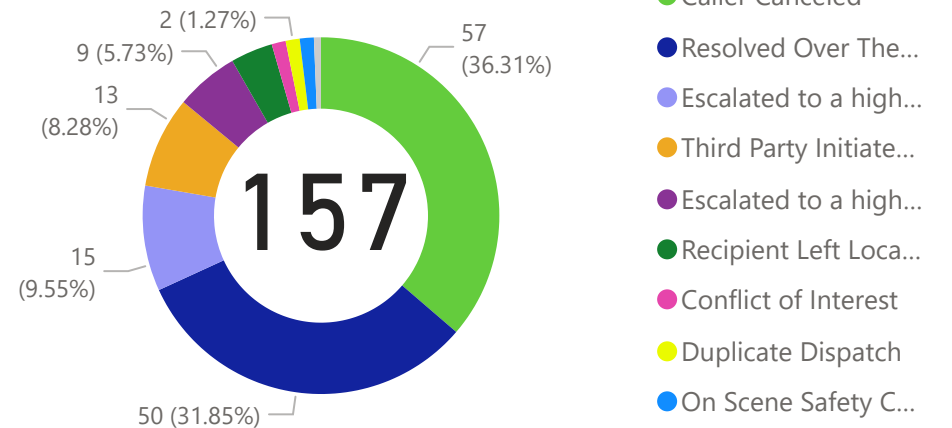
● 988 ● Hope Line

### CWRT Call Outcome (N = 272)



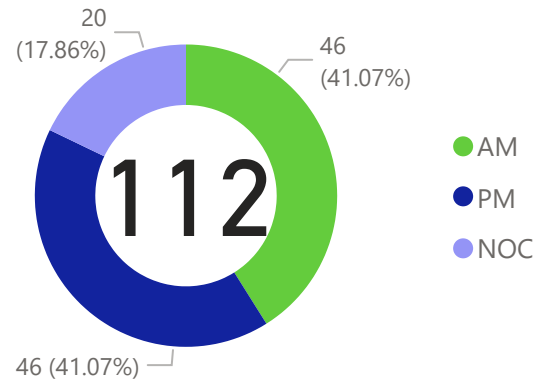
Note: See Descriptions page

### Cancel Reasons

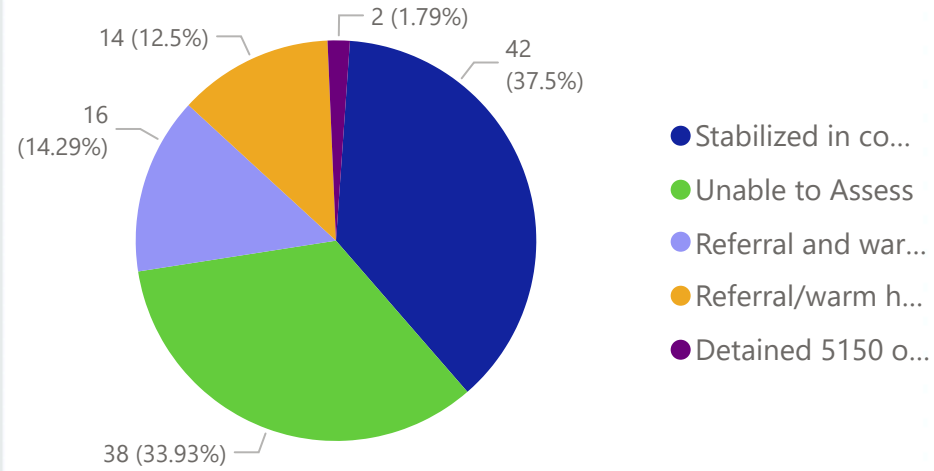


- Caller Canceled
- Resolved Over The...
- Escalated to a high...
- Third Party Initiate...
- Escalated to a high...
- Recipient Left Loca...
- Conflict of Interest
- Duplicate Dispatch
- On Scene Safety C...

### Mobile Responses by Shift

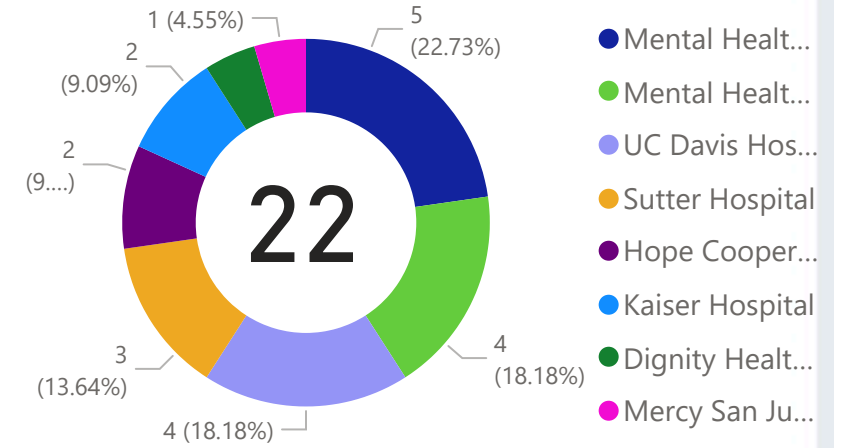


### Mobile Response Dispositions (N = 112)

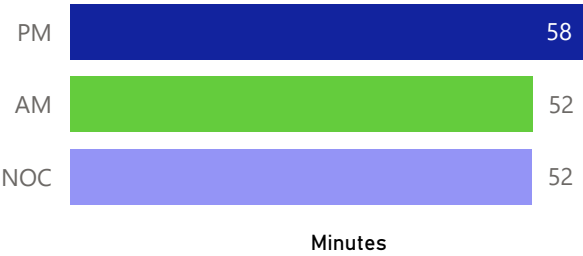


Note: See Descriptions page

### Transports

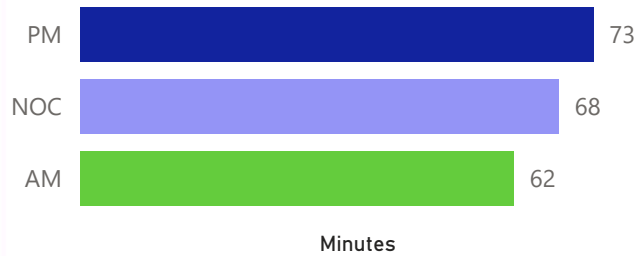


### Avg. Time to Arrival by Shift

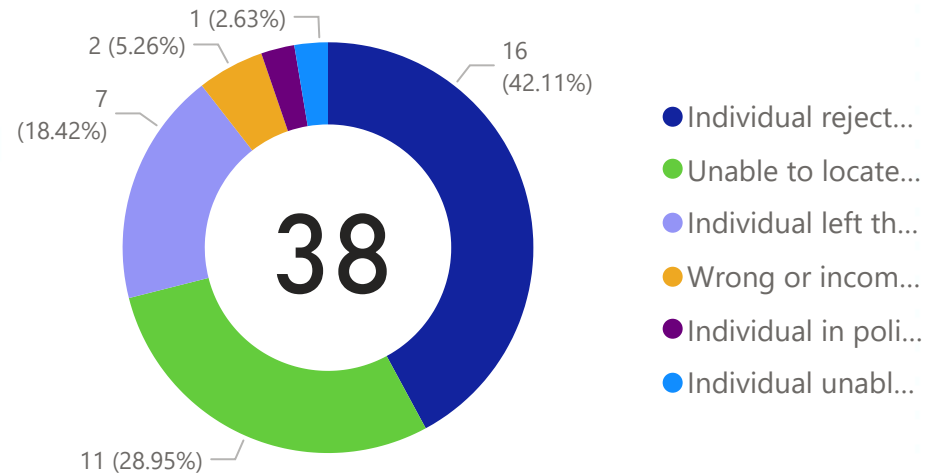


Time to arrival is estimated for 8 mobile responses.

### Avg. Time on Site by Shift



### Unable To Assess Reasons



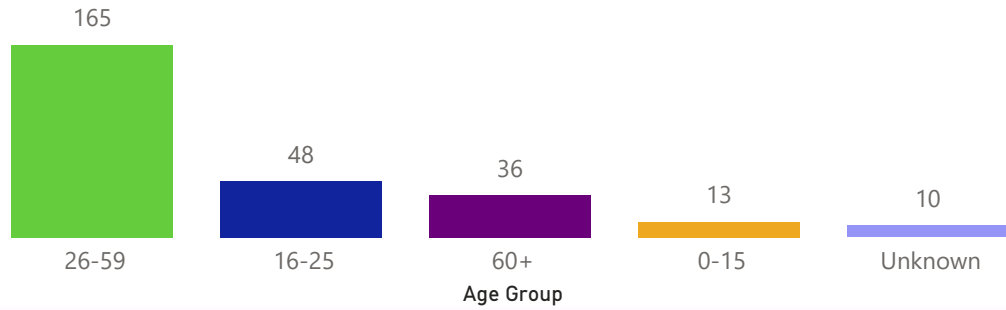
Note: See Descriptions page

### Lethal Means

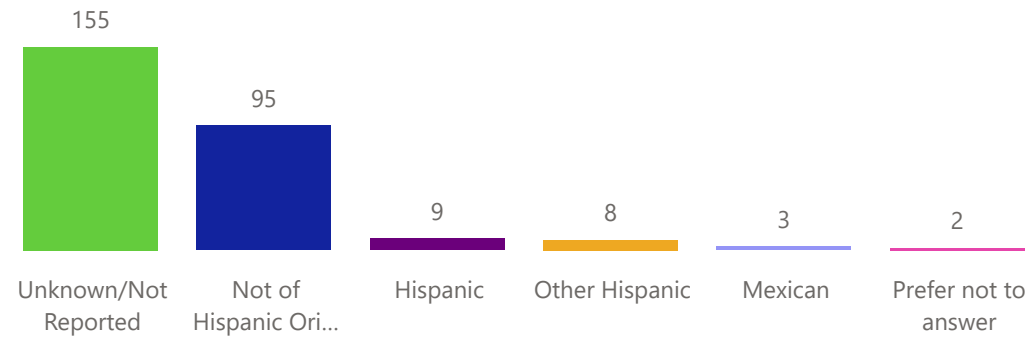
0

Note: See Descriptions page

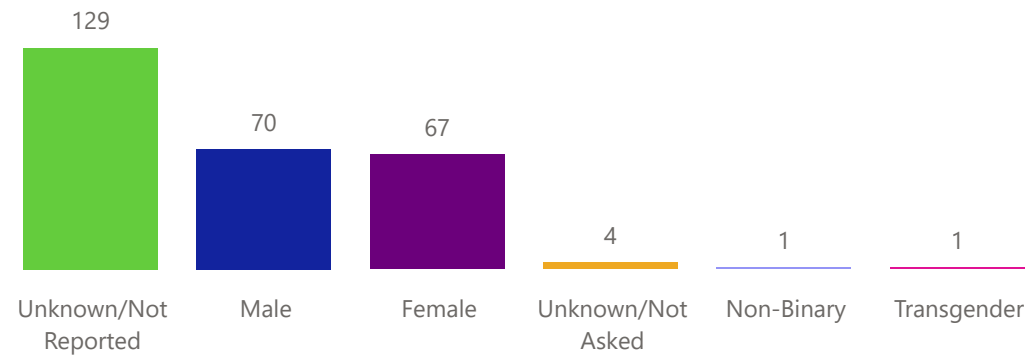
### Age (N = 272)



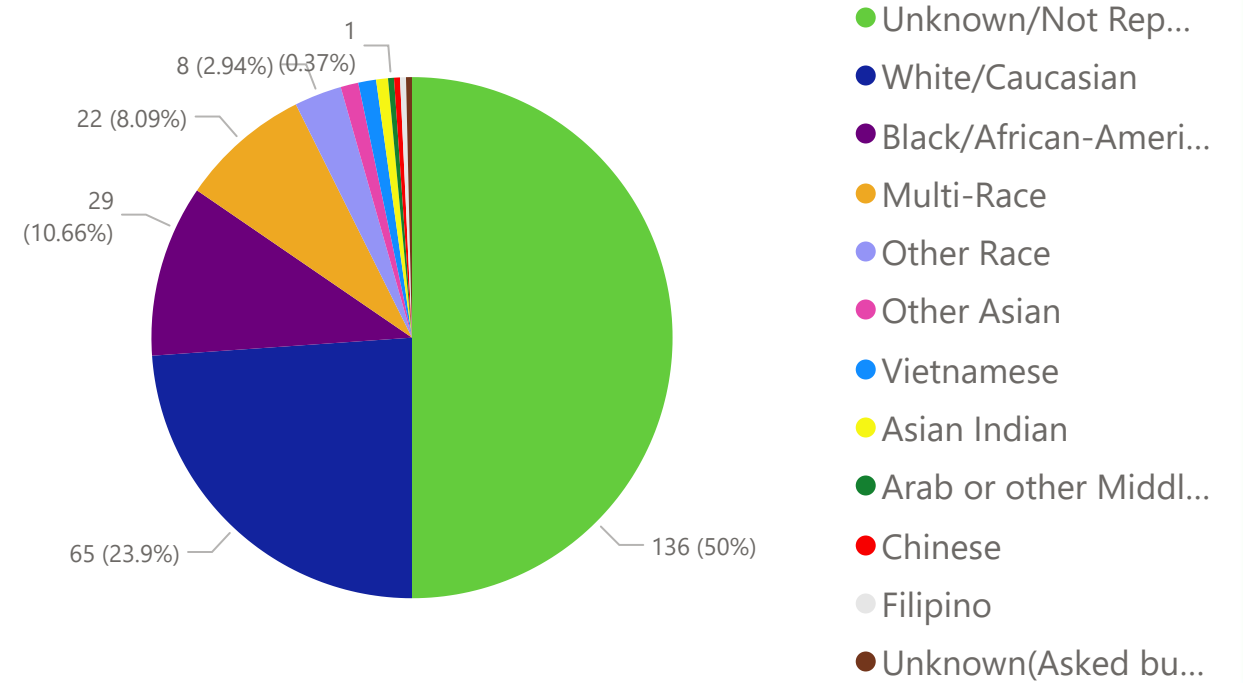
### Ethnicity



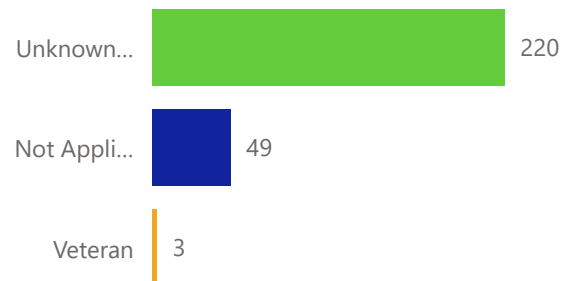
### Gender



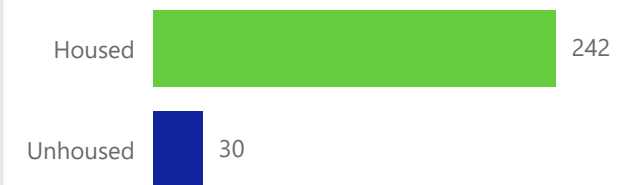
### Race



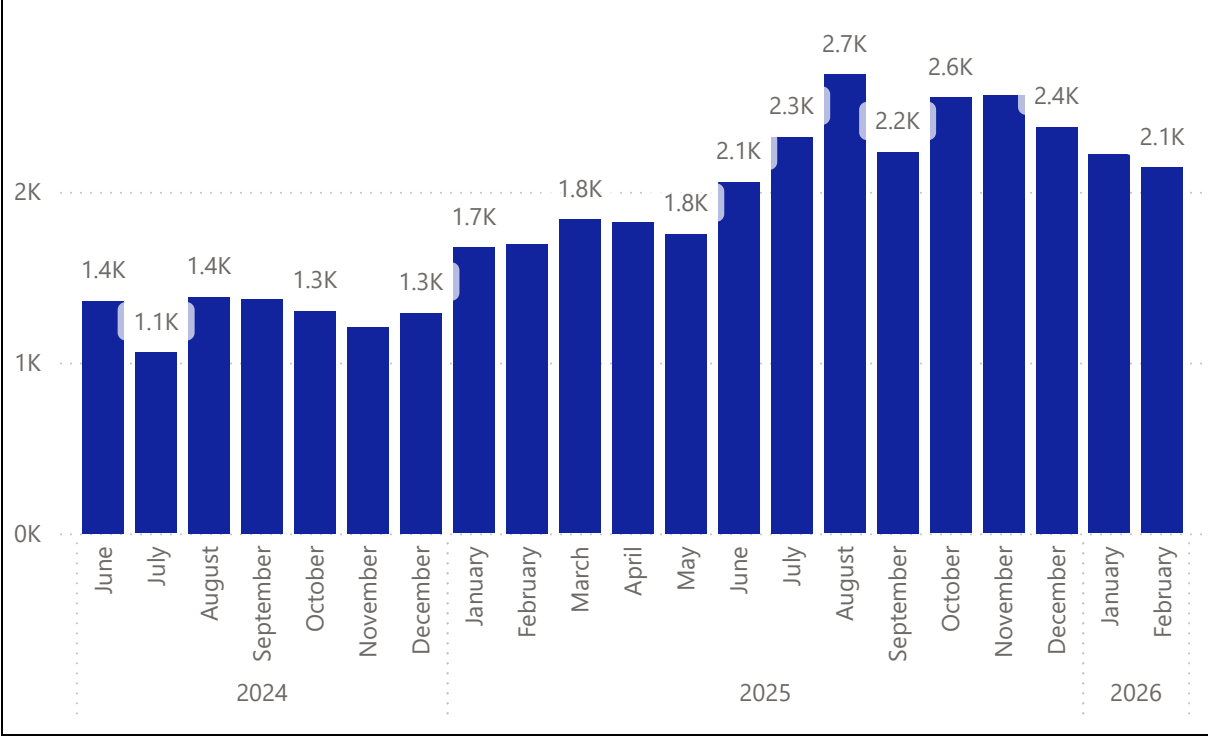
### Military Status



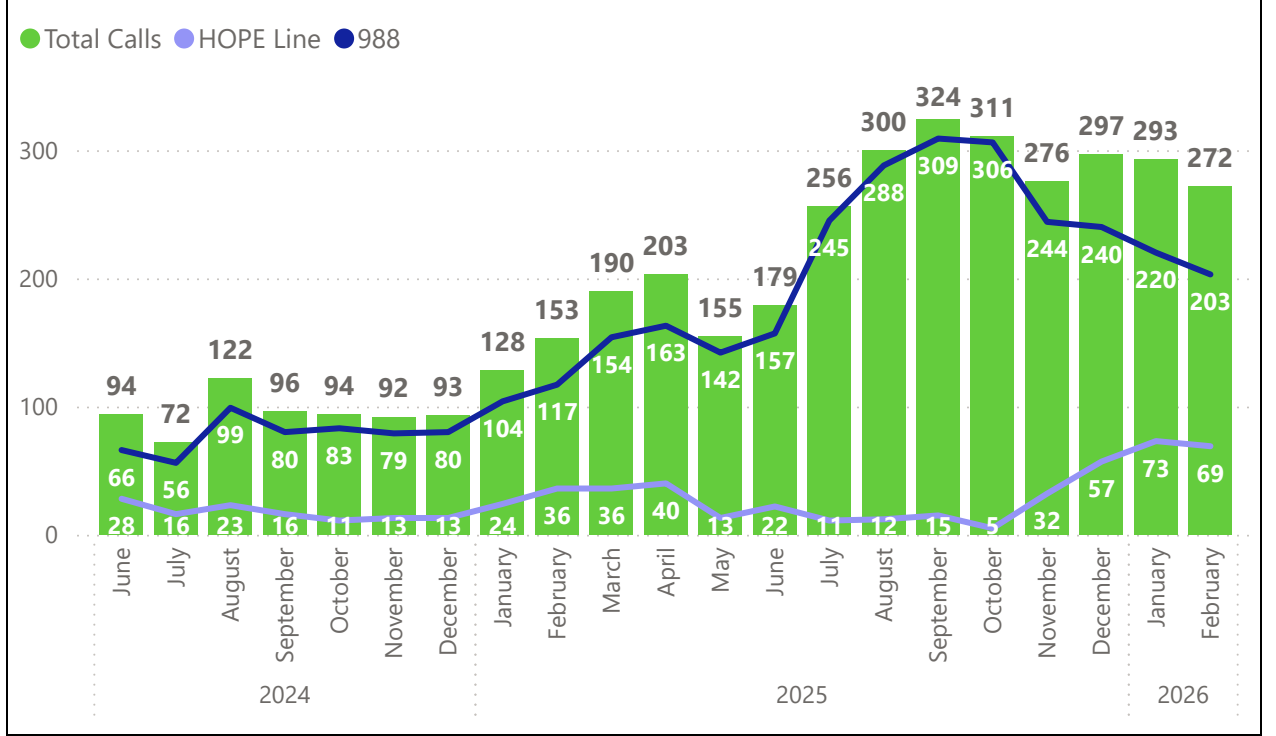
### Housing



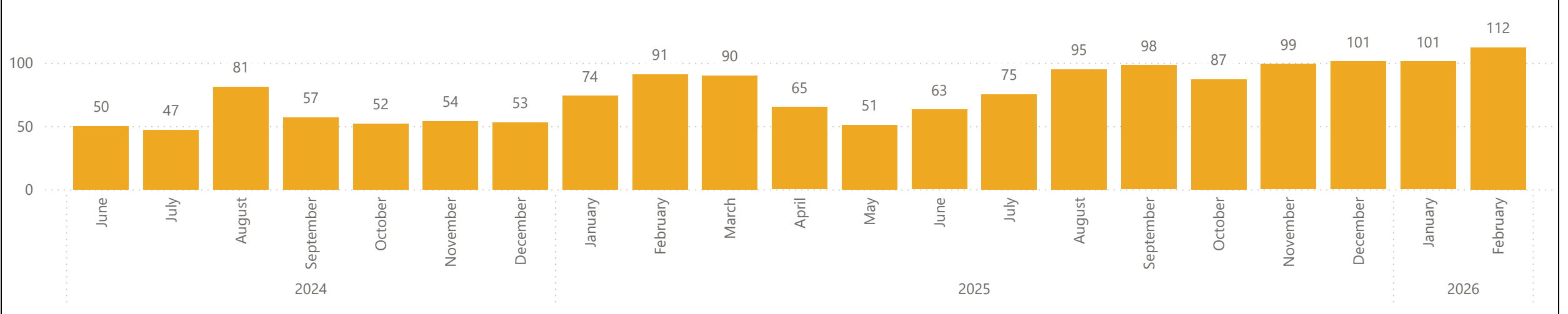
### 988 Calls



### CWRT Calls



### CWRT Mobile Responses



## 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