

Community Wellness Response Team

March

345

of CWRT Calls

239

of Mobile Responses

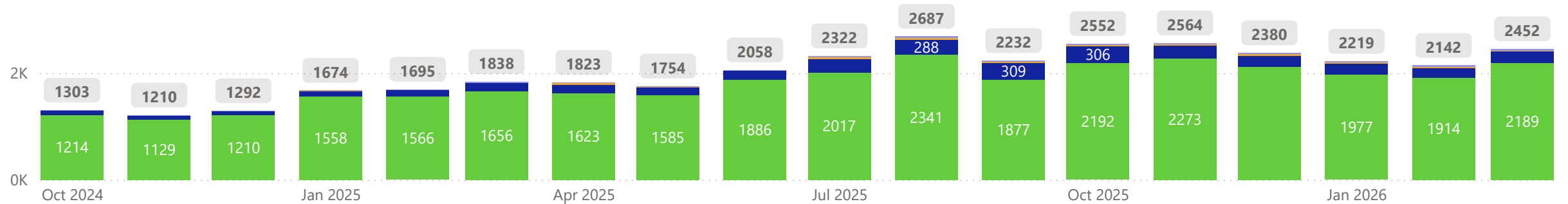
Call Date (filters this page only)

3/1/2026

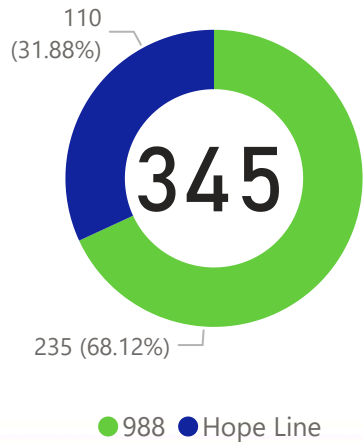
3/31/2026

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

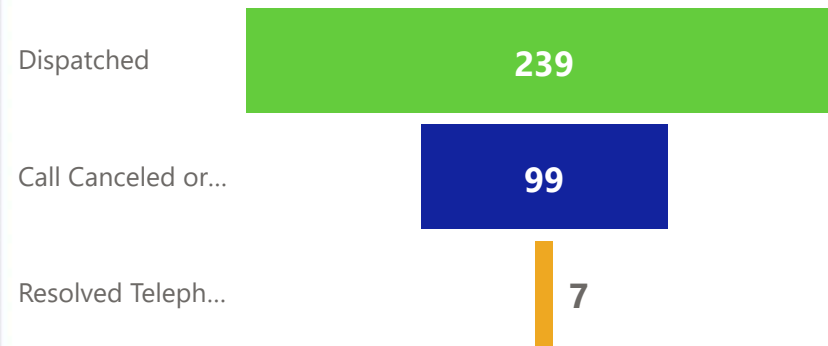
● # of Calls 988 Resolved ● # Referred to CWRT ● # Unable to Connect to CWRT ● # of 988 Welfare Checks



CWRT Referral Source

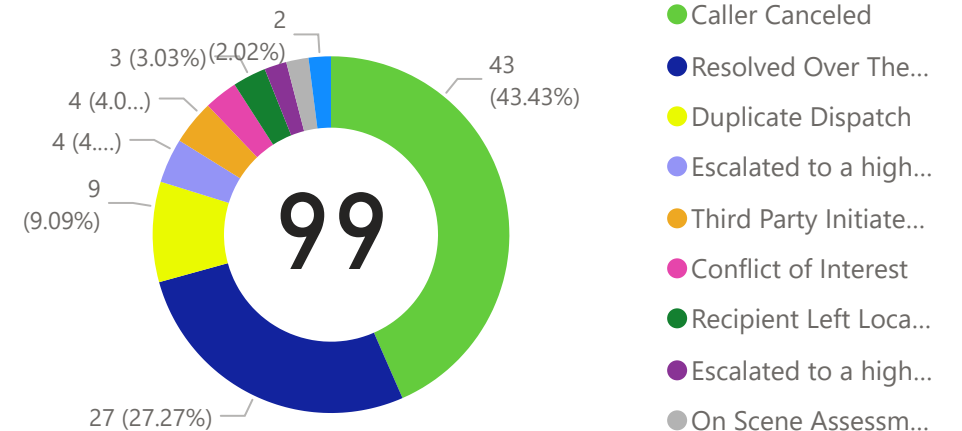


CWRT Call Outcome (N = 345)

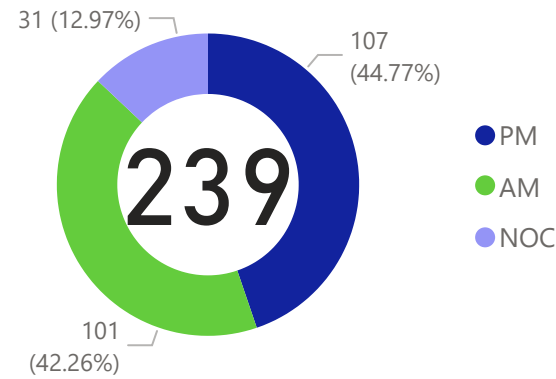


Note: See Descriptions page

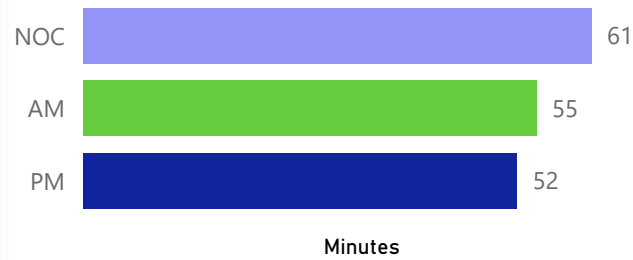
Cancel Reasons



Mobile Responses by Shift

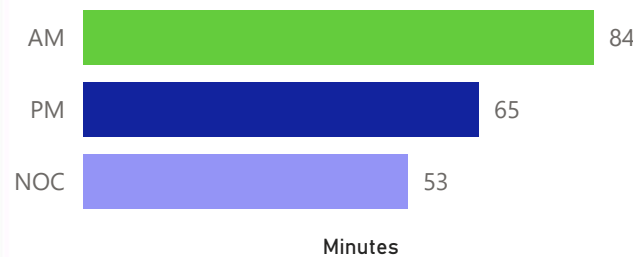


Avg. Time to Arrival by Shift



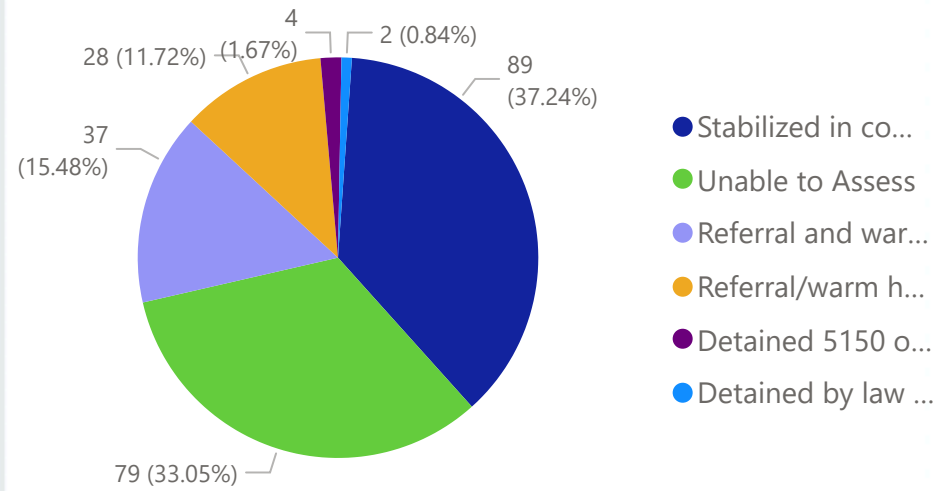
Time to arrival is estimated for 9 mobile responses.

Avg. Time on Site by Shift



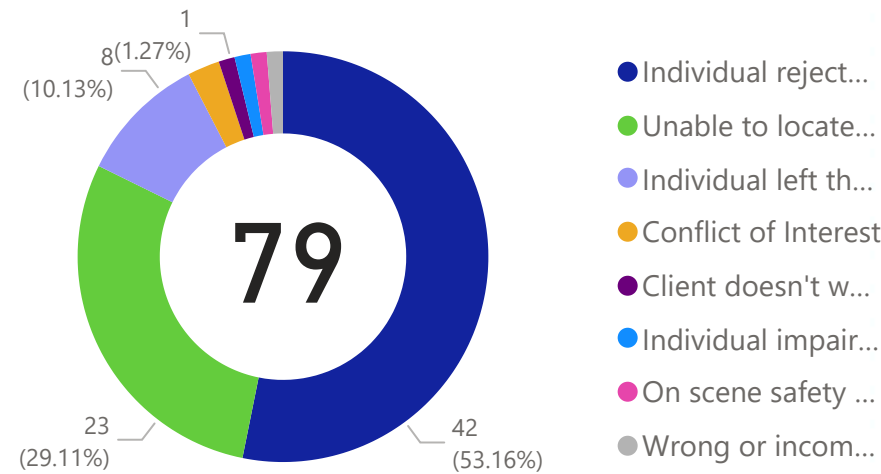
Time on site for one PM response is unknown, and not included.

Mobile Response Dispositions (N = 239)



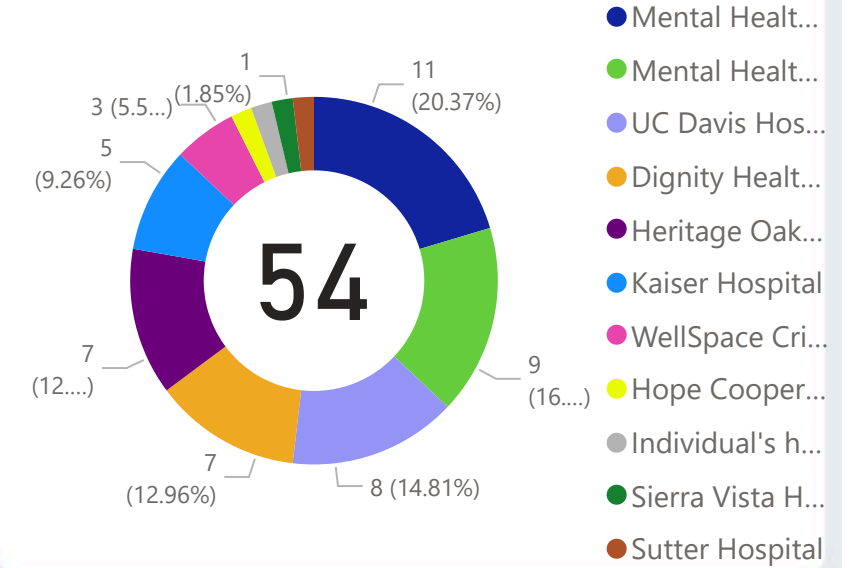
Note: See Descriptions page

Unable To Assess Reasons

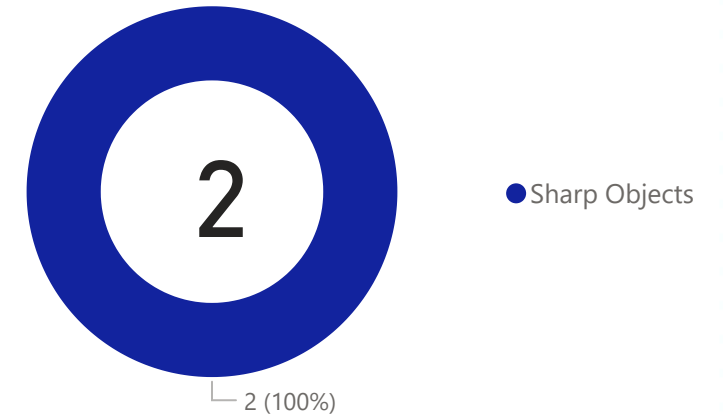


Note: See Descriptions page

Transports

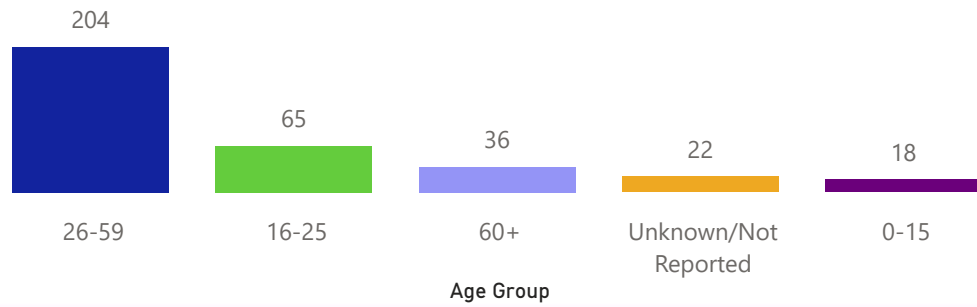


Lethal Means

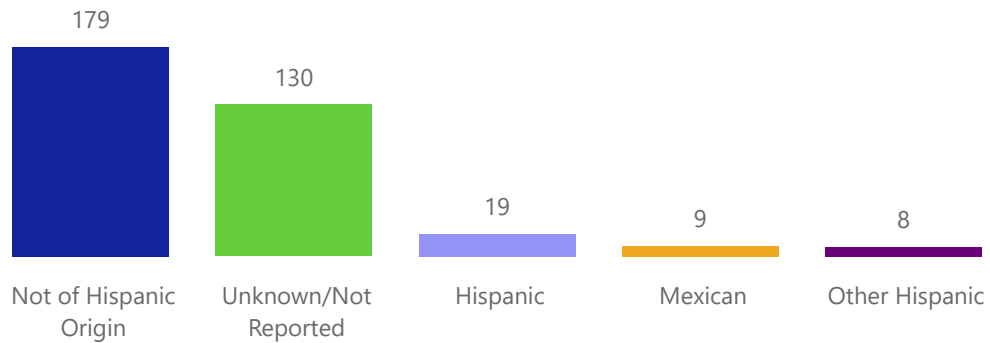


Note: See Descriptions page

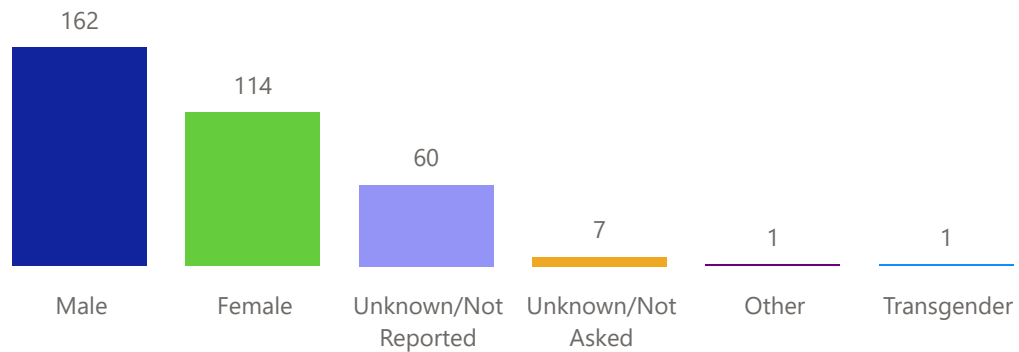
Age (N = 345)



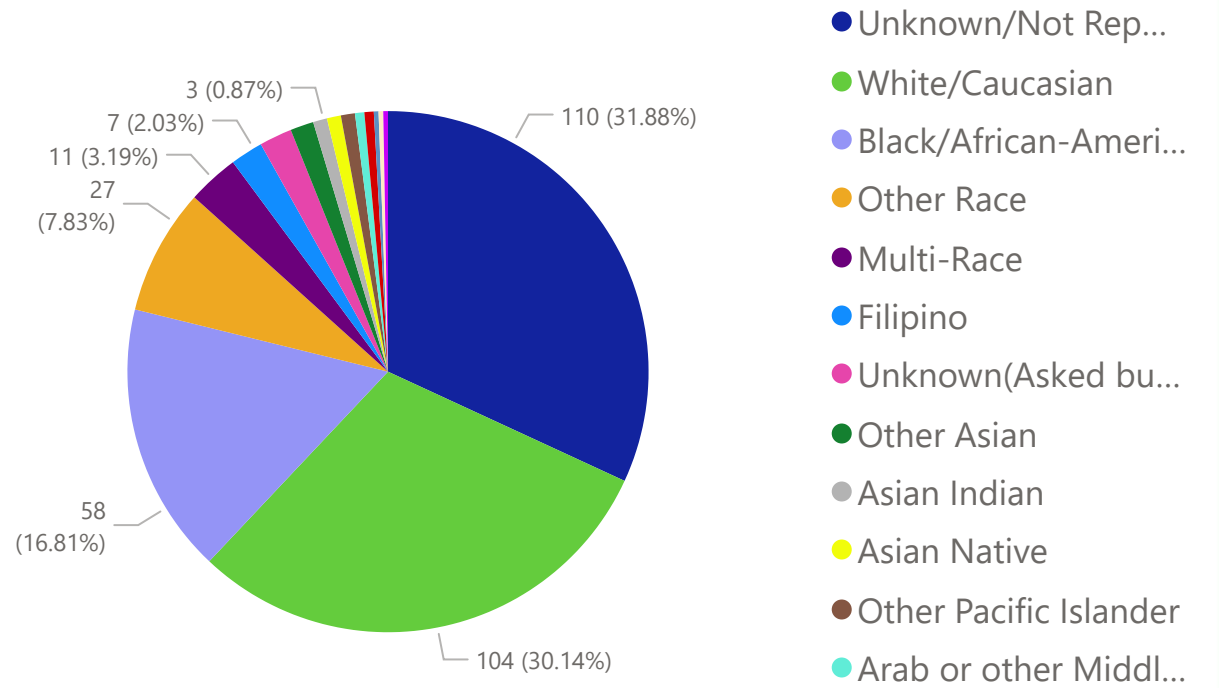
Ethnicity



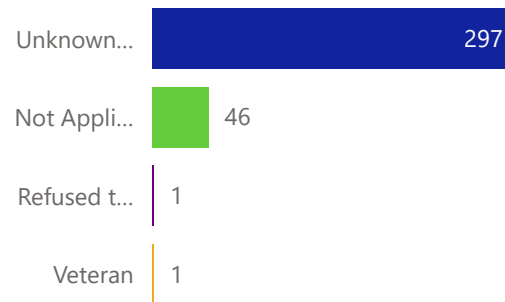
Gender



Race

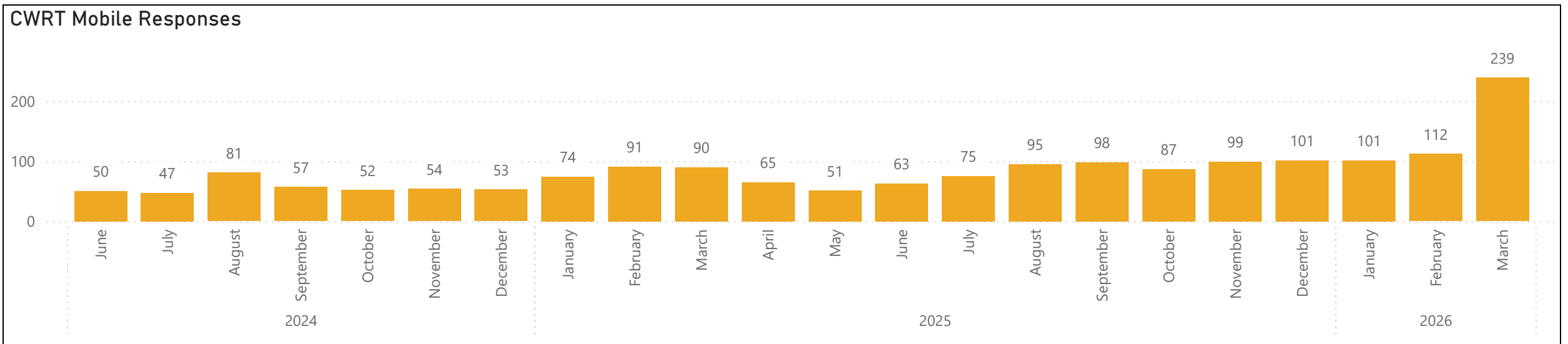
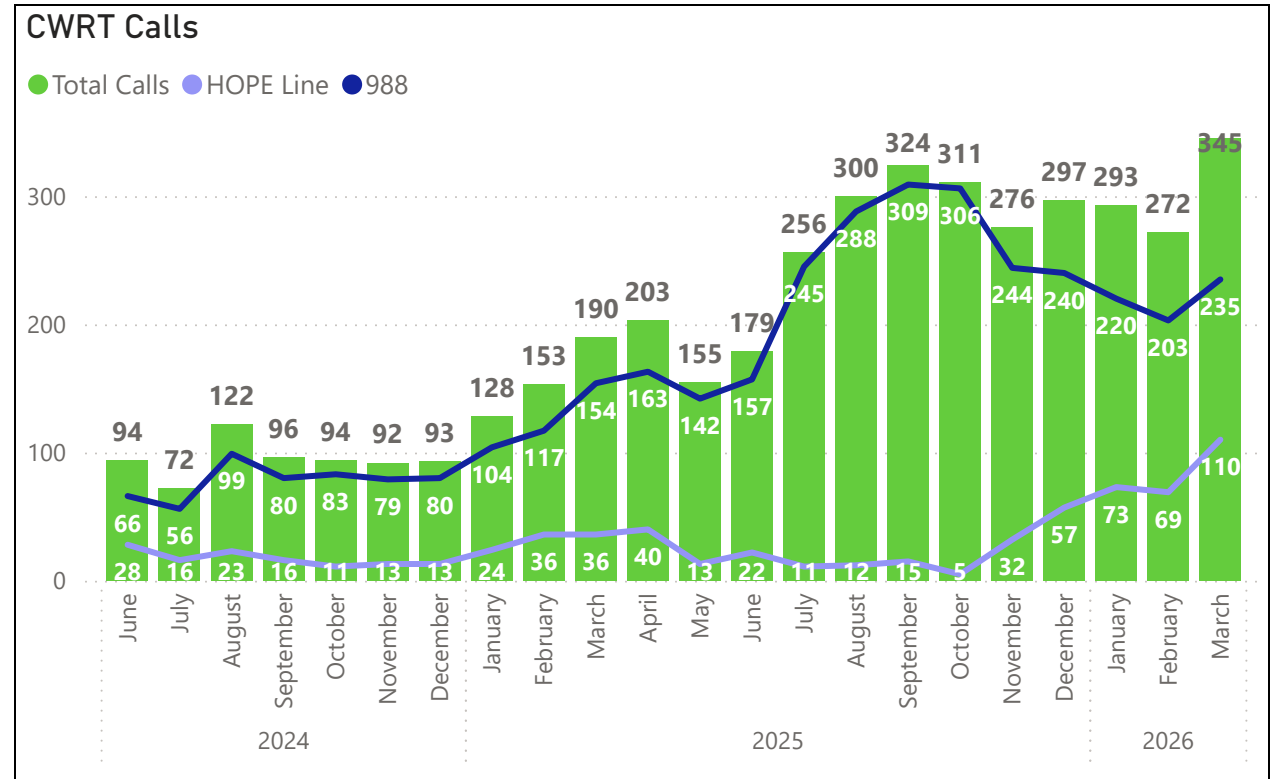
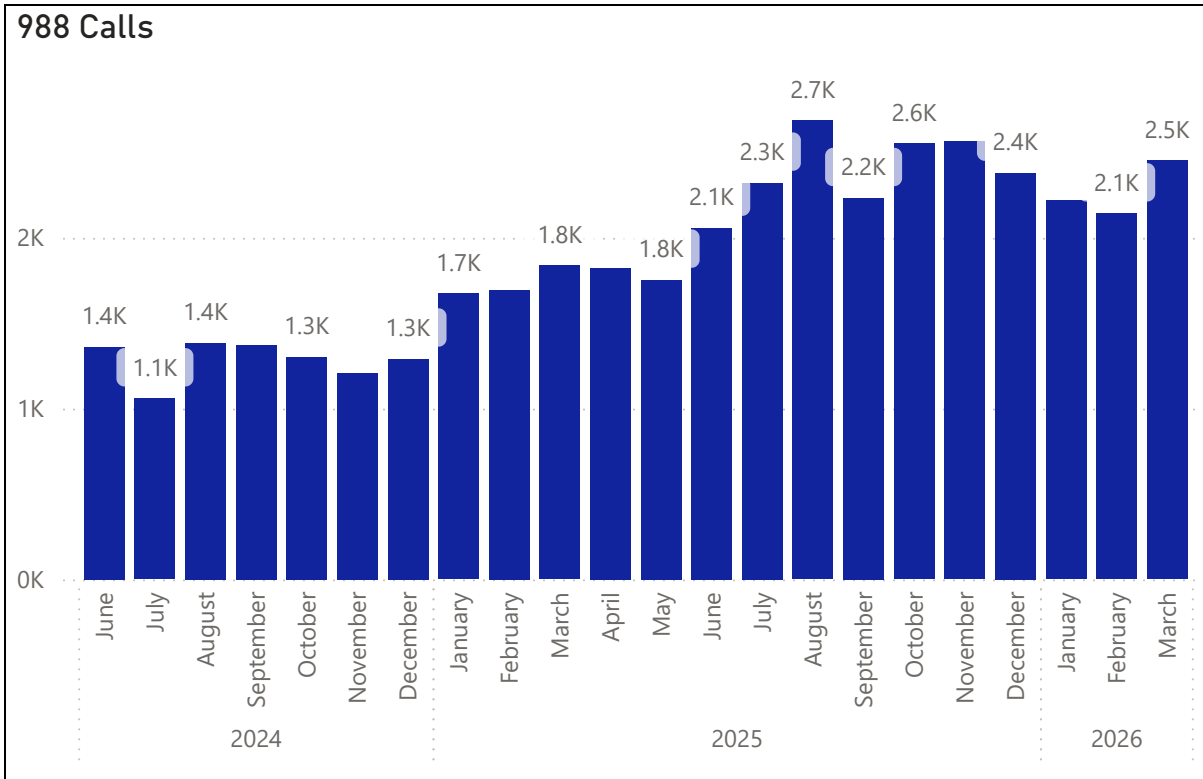


Military Status



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 medications/ substances, etc.). CWRT dispatch escalated call to 9-1-1 to seek medical/ psychiatric intervention from emergency first responders.

Unable to locate the individual - This reason is used when the response team arrives at a park, apartment complex, gate/lock restricted area, or other general public space, but is unable to find or establish contact with the help seeker.

Individual left the location - This reason is used when the response team arrives to the given location, but is told the intended client left the premises. This generally occurs when the caller isn't the actual intended client (i.e. a parent calls, seeking help for their child).

On scene safety concerns - During the dispatch screening call, or mobile crisis response, it was identified that there are imminent safety concerns (e.g. aggressive animal, broken glass, used syringes, broken wooden steps, etc.) for the response team.

Lethal Means

During the dispatch screening call, the caller disclosed they possess an object that can cause lethal harm to self or others. The object may, or may not, be used as an active threat during the mobile response. If the lethal means object is a gun, the mobile response team only responds if the gun is locked away, and not an active threat.

Staffing/Teams:

Total # Teams/Shift	
Day Shift	5-7
Swing Shift	2-4
NOC Shift	1-2
Total # Teams MTD:	8-13

*Current staffing model adjusts for number of teams based on call volume and community need.

Success Stories:

A CWRT team responded to a woman experiencing significant feelings of hopelessness. A Certified Peer Specialist was able to connect with her through shared lived experience, fostering trust and instilling hope for recovery. Through this connection, the individual became receptive to support and accepted a “hand-over-hand” linkage to substance use treatment services.

A third-party caller reached out regarding her 19-year-old son, who had recently experimented with hard substances and had no prior history of mental health services. The CWRT team successfully engaged the young adult, providing supportive guidance and practical resources, including employment opportunities to promote structure and stability. The team also assisted in contacting his insurance provider and facilitated access to an urgent behavioral health appointment with a therapist specializing in substance use. Both the individual and his mother expressed gratitude for the timely and comprehensive support.

988 received a warm transfer from the Fire Department in which the caller who was diagnosed with Bipolar Disorder and Schizophrenia reached out because they were experiencing "bad hallucinations", thoughts of suicide, and was feeling scared. The caller's dad had also recently passed away, and the grief was also a contributing factor. The caller was primarily looking for in-person support, so the 988 counselor was able to successfully warm transfer to CWRT.