

# Community Wellness Response Team

## April

## 374

# of CWRT Calls

## 257

# of Mobile Responses

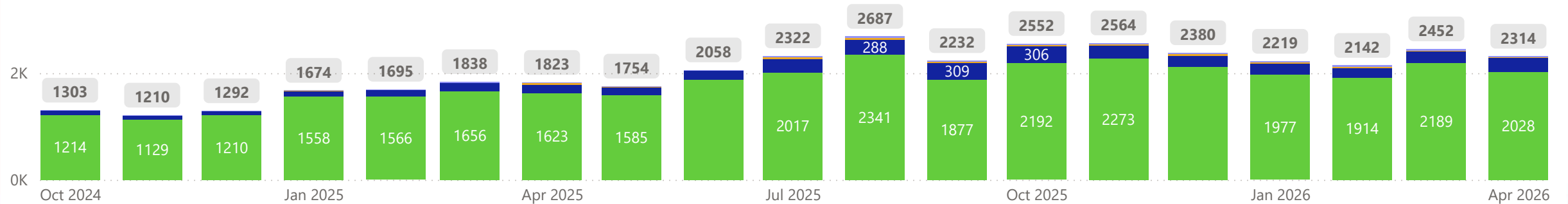
Call Date (filters this page only)

4/1/2026

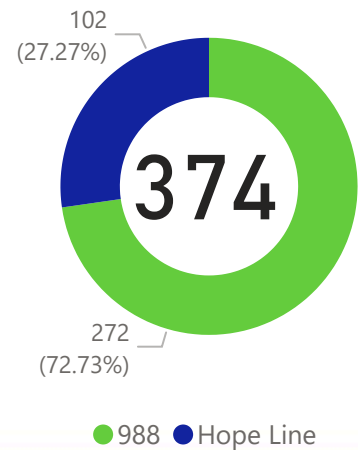
4/30/2026

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

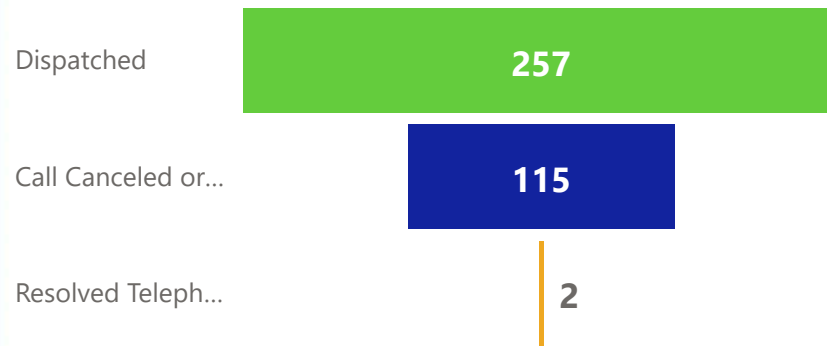
● # of Calls 988 Resolved ● # Referred to CWRT ● # Unable to Connect to CWRT ● # of 988 Welfare Checks



### CWRT Referral Source

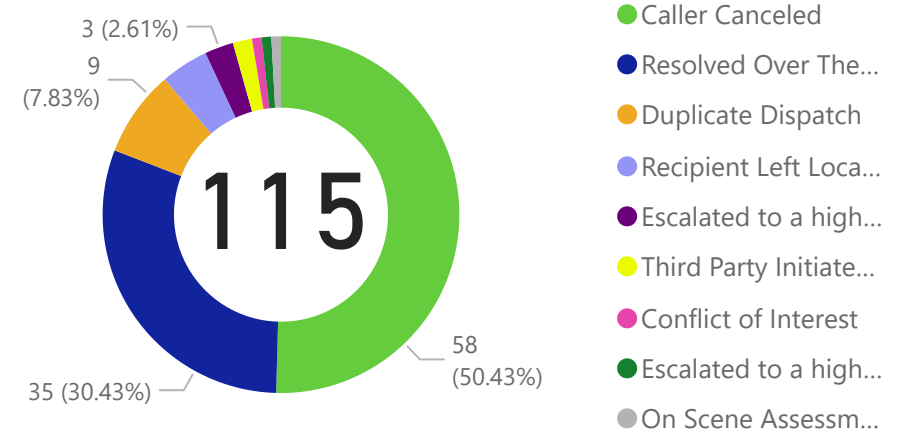


### CWRT Call Outcome (N = 374)

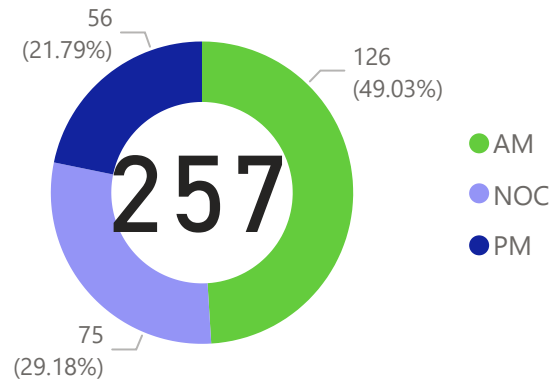


Note: See Descriptions page

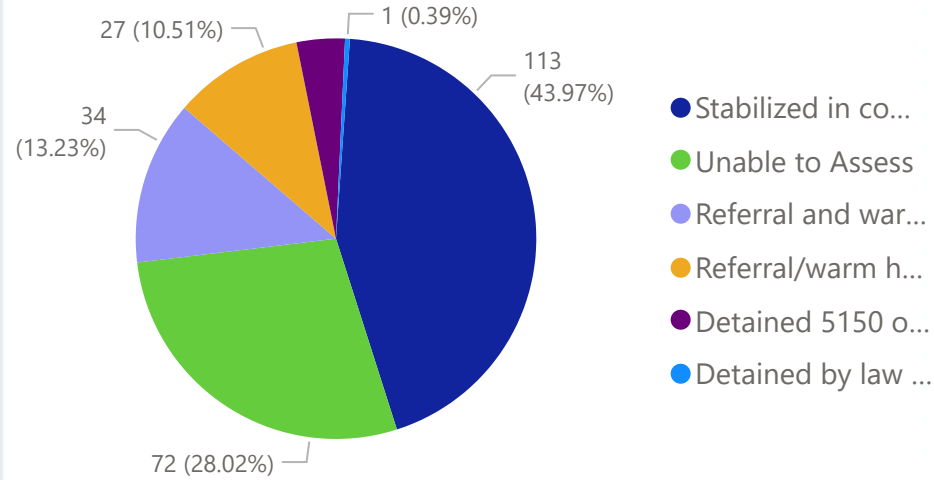
### Cancel Reasons



### Mobile Responses by Shift

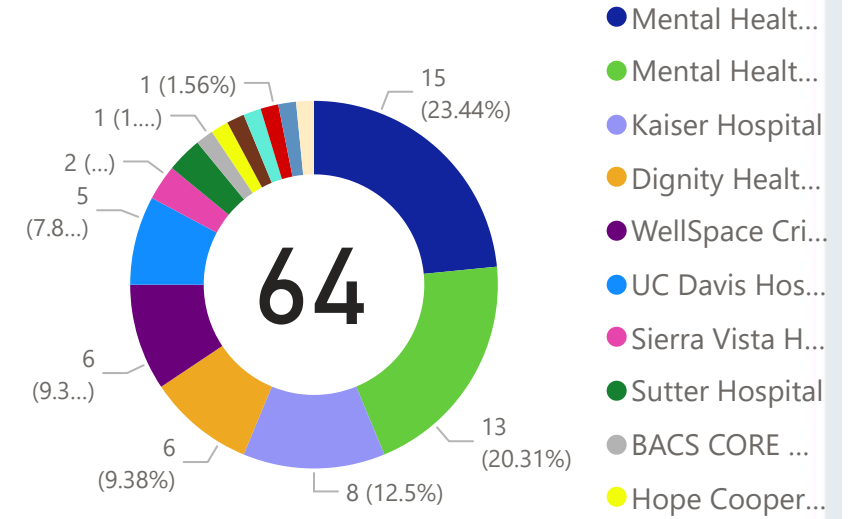


### Mobile Response Dispositions (N = 257)

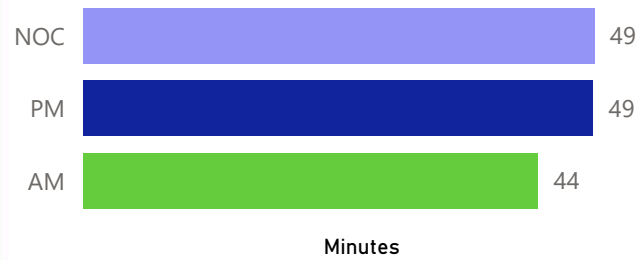


Note: See Descriptions page

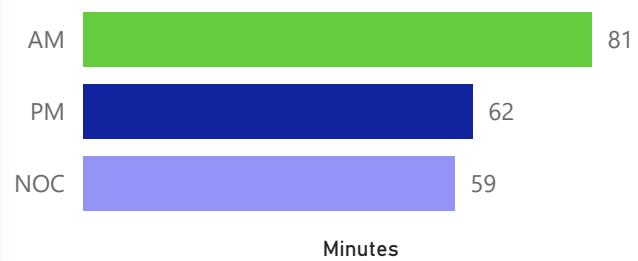
### Transports



### Avg. Time to Arrival by Shift

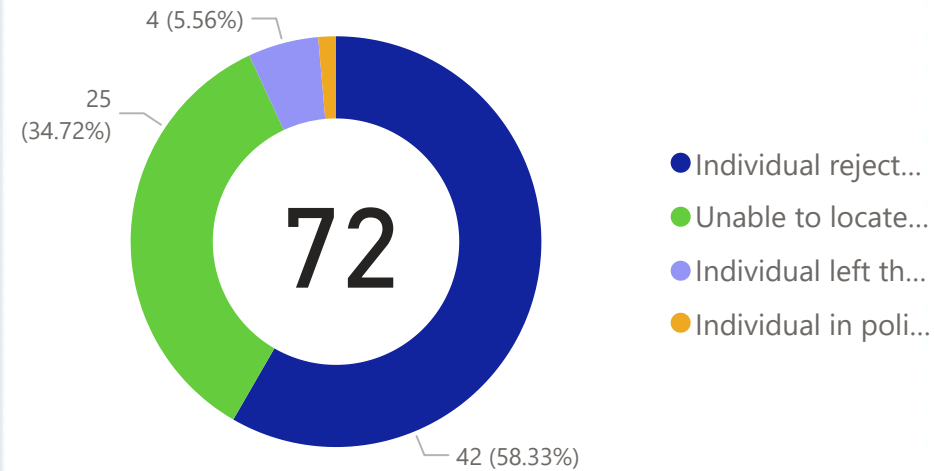


### Avg. Time on Site by Shift



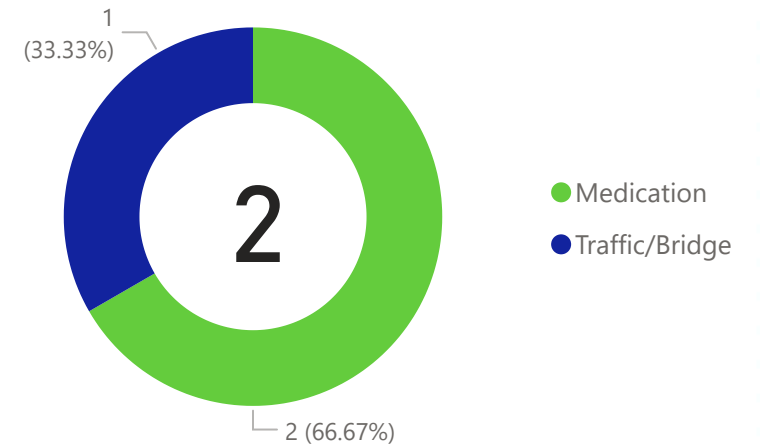
Time on site for 17 responses is unknown, and not included.

### Unable To Assess Reasons



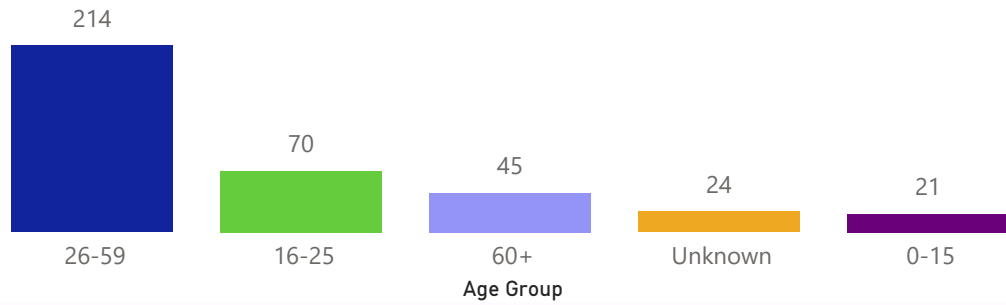
Note: See Descriptions page

### Lethal Means

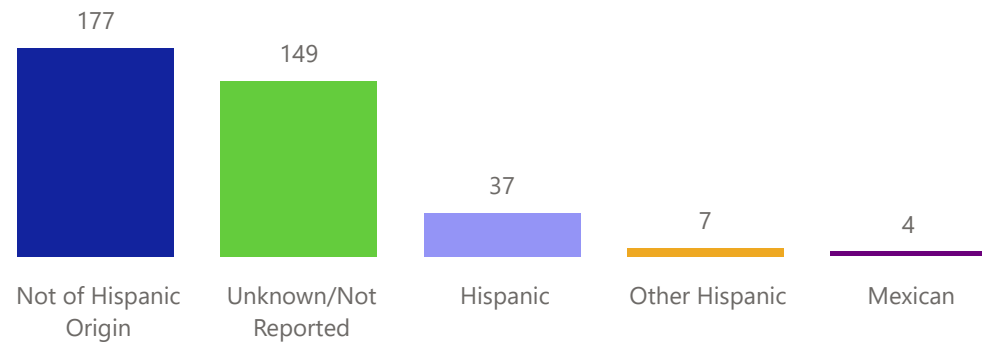


Note: See Descriptions page

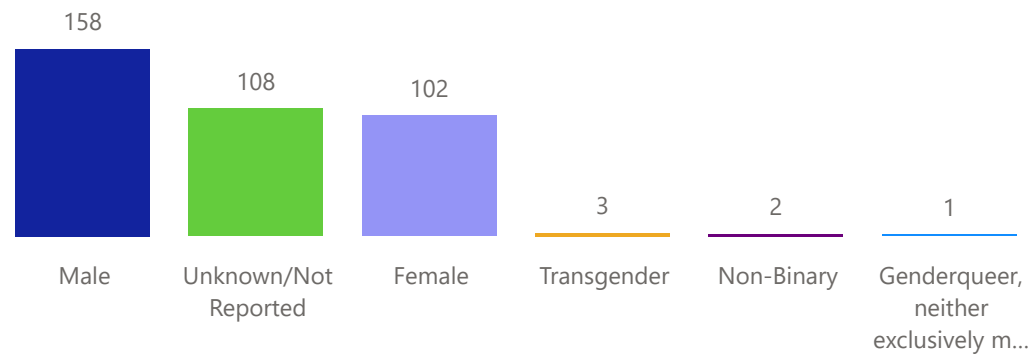
### Age (N = 374)



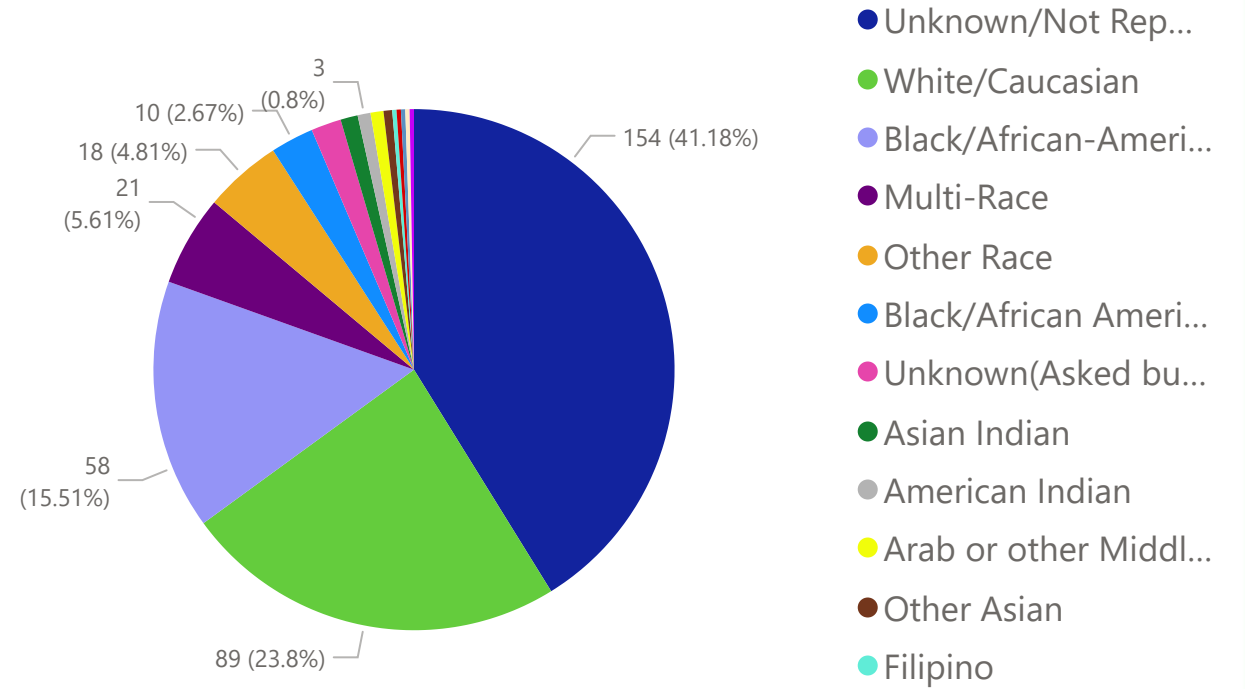
### Ethnicity



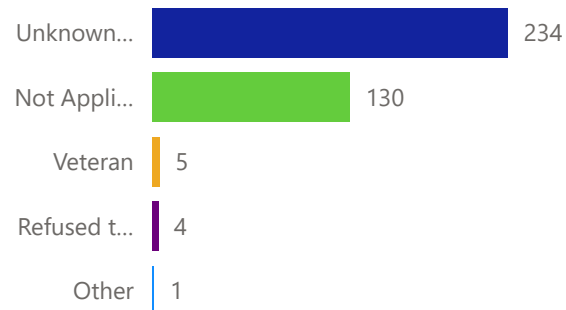
### Gender



### Race

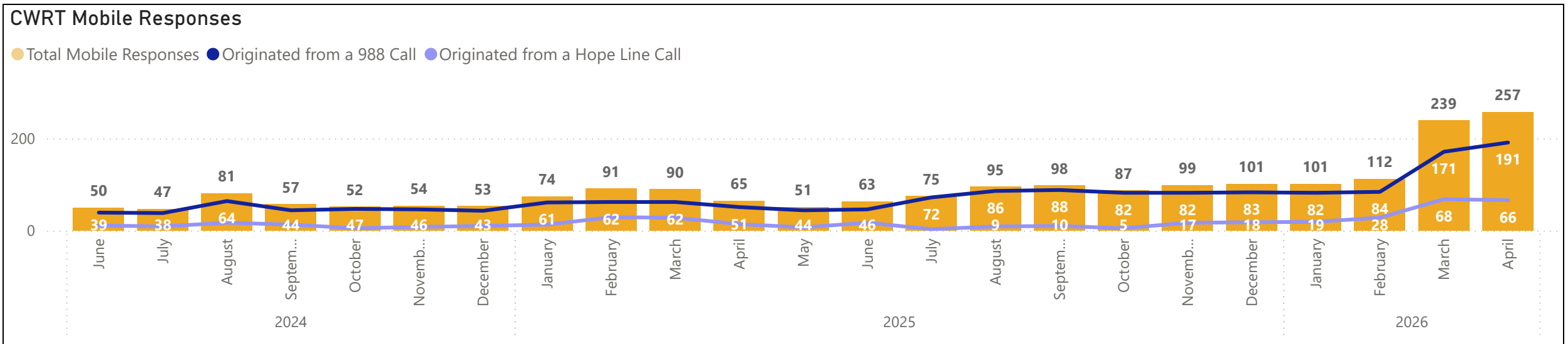
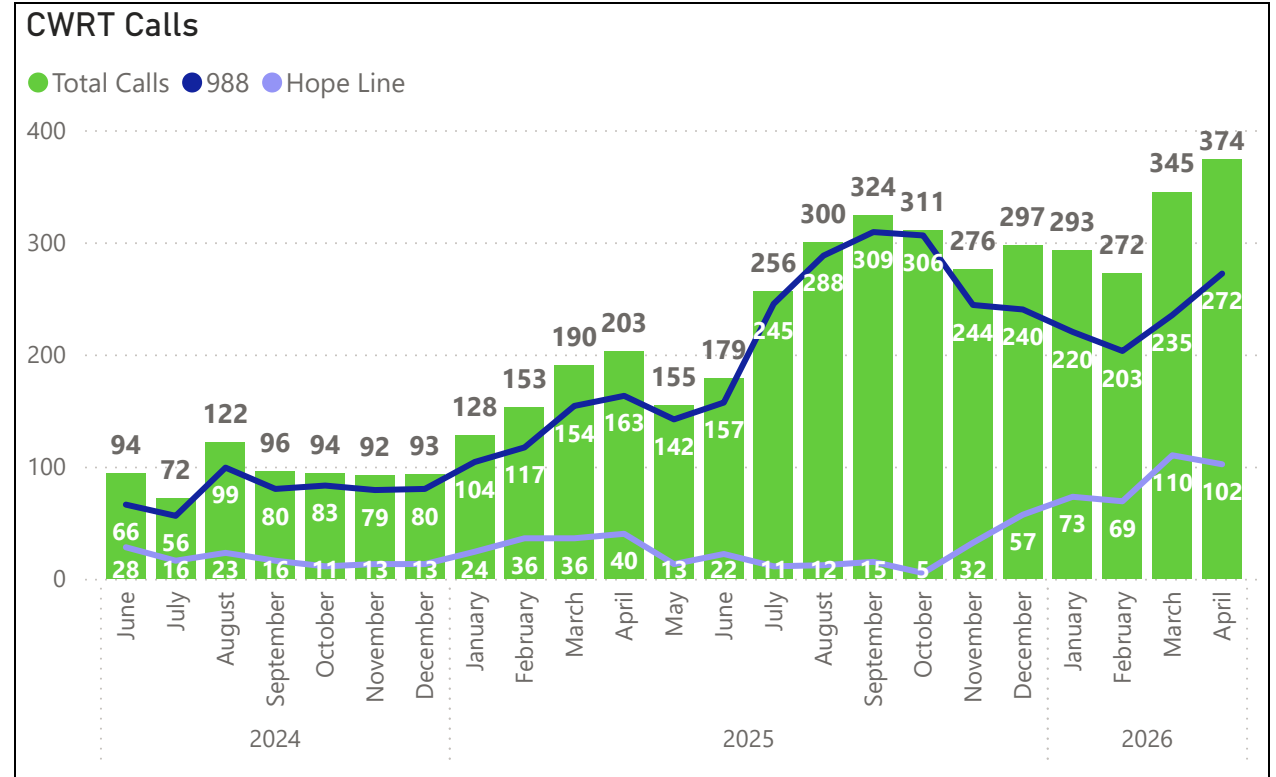
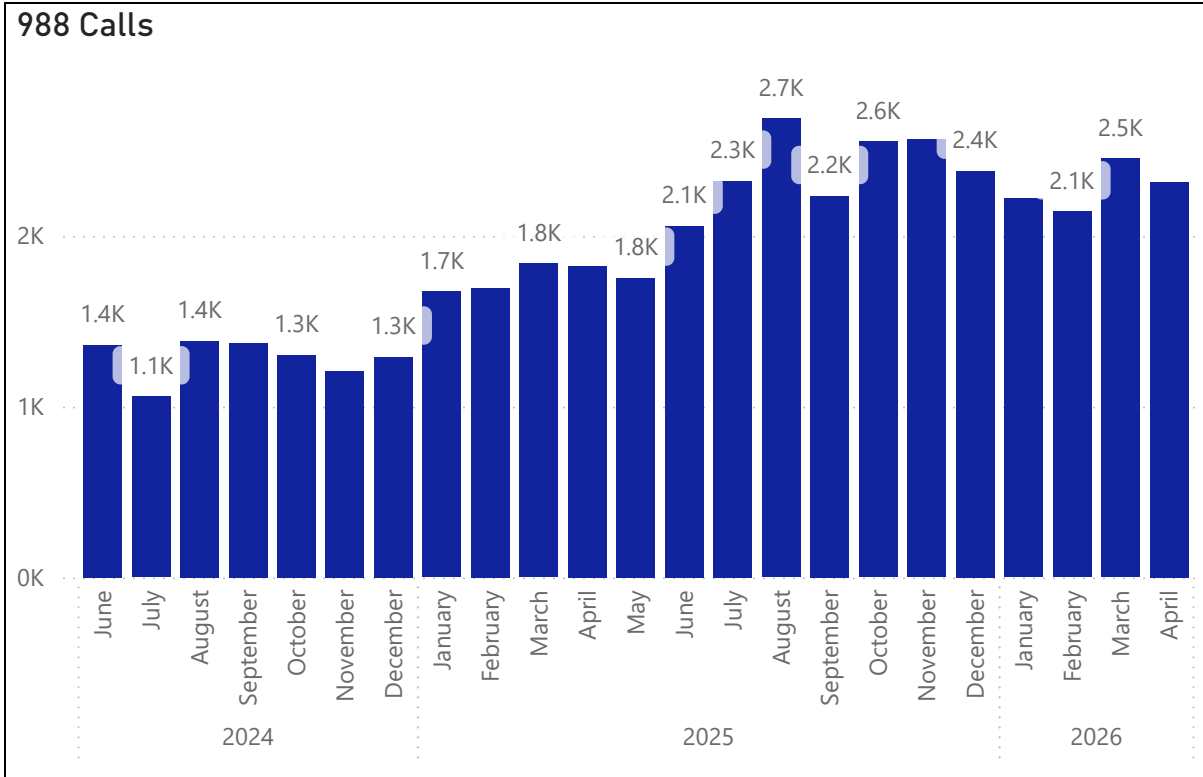


### Military Status



### 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
<b>Total # Teams MTD:</b>	<b>8-13</b>

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

**Success Stories:**

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Suicidal caller who was considering jumping from a tall building before his wife gets home. Caller stated they are connected with a mental health professional and are med compliant however their depression has been overwhelming them. After talking with this caller and deescalating them, they accepted a warm transfer to CWRT as well as a follow up call from us.

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A sibling of the Person at Risk (PAR) called to report concerns with his sister, who was recently released from a 5270, experiencing increased symptoms and potentially grave disability. The team responded and noticed swollen legs, eye infection, and increased hallucinations, and delusions. The team determined that a 5150 application would be the best treatment option to stabilize the PAR. EMS arrived on scene and left after the advisement was read stating "we cannot make her go with us." The situation was in Sac Sheriff territory and they declined to support. The team utilized create interventions and remained with the PAR for 6 hours. During this time multiple attempts were made to secure transport and have PAR voluntarily go with CWRT for evaluation. After multiple attempts, Sac Fire assisted the team with involuntary transport. CWRT followed and resumed lead once PAR arrived at Kaiser ER. Peer support was able to support PAR with remaining calm and engaged with hospital staff. PAR was then able to receive the care she needed to remain safe and stabilize.