

# CWRT Program

## Community Wellness Response Team (CWRT)

The Community Wellness Response Team (CWRT) responds 24/7 to calls from 988 for individuals who may benefit from in-person crisis intervention, assessment of needs and risks, and safety planning. CWRT identifies and leverages individual strengths and natural supports; coordinates with existing Mental Health Plan (MHP) and Substance Use Prevention and Treatment (SUPT) providers as appropriate; provides voluntary transportation to urgent/emergent resources and links to ongoing services.



### Who is eligible to participate?

CWRT provides services for participants who are:

- Dealing with a crisis related to one's mental health and/or substance use.
- Assessed by 988 Crisis Specialist and determined appropriate for CWRT.
- Unlikely to de-escalate safely in the community without in-person support.



When to call 988	When to call 911	When to call 211
<ul style="list-style-type: none"> <li>• <b>Public is <u>not</u> in immediate danger.</b></li> <li>• May become a danger to self, others, and/or gravely disabled.</li> <li>• Self or support person to a community member dealing with a Behavioral Health crisis in the Sacramento area.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Anyone in immediate danger.</b></li> <li>• Direct/Immediate threats to others' lives.</li> <li>• Reported crime that requires some level of investigation.</li> <li>• Medical or health emergency.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing and Utility Issues.</li> <li>• Food banks.</li> <li>• Veterans' Services.</li> </ul>



### What does a 988 call look like?

- The process begins when a community member calls 988 in the Sacramento area.
- A 988 Crisis Specialist provides interventions and assessments over the phone and determines if the caller is in need of an in-person response.
- Following the assessment, the 988 Crisis Specialist calls CWRT Dispatch with the community member on the line.
- The CWRT dispatch staff then completes the dispatch assessment and dispatches a CWRT to respond.

