

## Community Wellness Response Team (CWRT) Update December 2024

**Staffing/Teams:**

| Total # Teams/Shift       |           |
|---------------------------|-----------|
| AM Shift (7:30am-3:30pm)  | 4         |
| PM Shift (12:00pm-8:00pm) | 4         |
| NOC Shift (8:00pm-7:00am) | 2         |
| <b>Total # Teams MTD:</b> | <b>10</b> |

**Calls for Service:**

| 988 Call Data                     |       | CWRT Call Data                               |           |
|-----------------------------------|-------|--|-----------|
| # Calls to 988                    | 1,292 | # of CWRT Calls from 988                     | 80        |
| # Calls 988 resolved              | 1,210 | # of CWRT Calls from the Hope Line           | 13        |
| # Calls referred to CWRT          | 80    | <b>Total # of CWRT Calls</b>                 | <b>93</b> |
| # Calls unable to connect to CWRT | 0     | # Calls resolved telephonically              | 0         |
| # 988 – welfare checks            | 2     | # Calls further assessed for mobile response | 93        |
|                                   |       | # Calls cancelled                            | 40        |

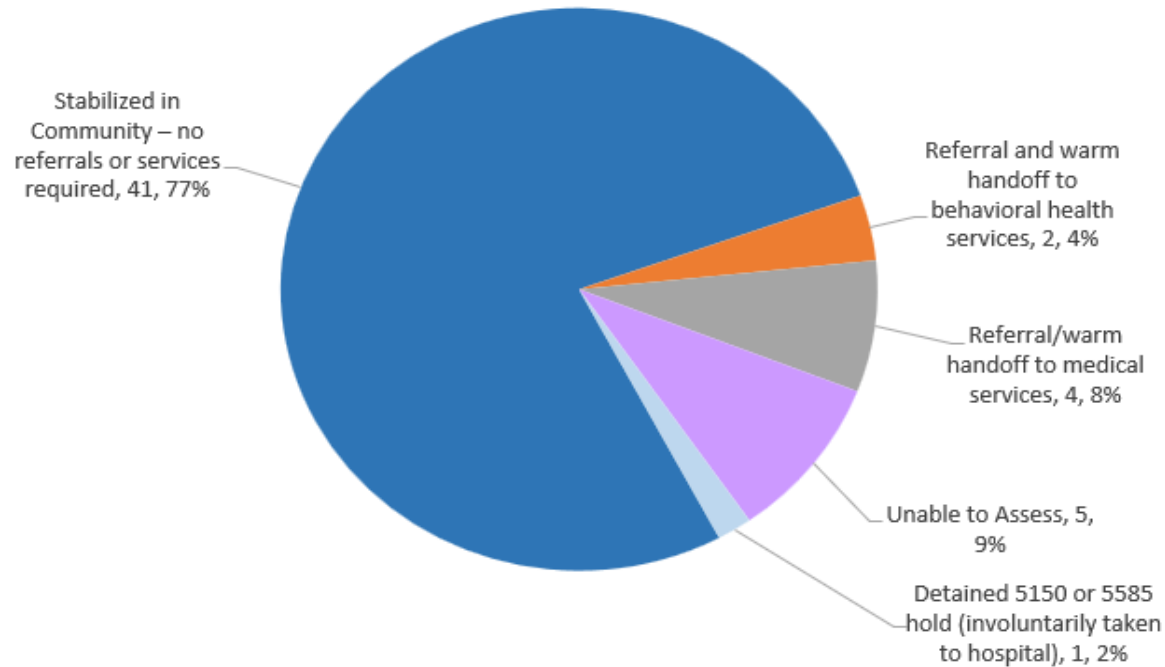
**CWRT Responses & Dispositions:**

| Mobile Response Dispositions*                               |    |  |           | Unable To Assess Reason                       |   |
|---|----|--|-----------|---|---|
| Stabilized in Community – no referrals or services required | 41 | Detained 5150 or 5585 hold (involuntarily taken to hospital) | 1         | Unable to locate help seeker                  | 4 |
| Referral and warm handoff to behavioral health services     | 2  | Detained by Law Enforcement                                  | 0         | Rejected CWRT Services                        | 1 |
| Referral/warm handoff to medical services                   | 4  | Other  | 0         | Help no longer needed                         | 0 |
| Unable to Assess  | 5  | Unresolved   | 0         | Help seeker canceled mobile response en route | 0 |
| Unknown   | 0  | <b>Total # Mobile Responses</b>                              | <b>53</b> | Help seeker left location                     | 0 |
| Risk Assessment Elements**                                  |    |  |           | Transports                                    |   |
| Other Mental Health   | 53 | Self-reported possession of a firearm                        | 1         | Transported to MHUCC                          | 3 |
| Screened as harm to self                                    | 53 | Substance Use  | 53        | Transported to MHTC                           | 0 |
| Screened as harm to others                                  | 53 |  |           | Transported to other facility                 | 3 |

\*Note: “Unresolved” is a disposition option the response team can select from a drop-down list in BHL. “Unknown” is the number of mobile responses without a disposition entry in BHL.

\*\*Note: The sum of risk assessment elements exceeds the total number of mobile responses, because clients can have multiple risk elements.

**Mobile Response Dispositions**  
N = 53



**Success Stories:**

*A middle-aged caller called 988 stating he was having suicidal thoughts due to addiction, recent breakup of a long-term relationship, job loss, and worsening health of an elderly parent. He said it felt like everything was piling up and there was no way out. After speaking with the Team, the caller reported feeling hopeful for the first time in a long time, that there is help out there. Upon the follow-up call the Peer Specialist confirmed that the caller found non-*

*traditional in-person and online AA groups to attend, and the caller was going to keep a scheduled therapy appointment.*

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*Dispatcher spoke with a young adult male who was crying and reporting active physical violence from his mother. The caller struggled to provide detailed information and was reporting immediate danger to self. Response team called law enforcement for a co-response and quickly went out to the home. Upon arriving, law enforcement had cleared the scene, and the caller was able to engage with the response team. While the team was enroute, CWRT staff onsite researched SmartCare and identified the caller was linked to a CORE outpatient clinic, Alta Regional Services, and had multiple recent crisis services including an inpatient stay. With this information, response team was able to engage with the caller and explore safety plans and resources. Response team and law enforcement identified that no physical harm had taken place and caller, and caregiver's mental health were creating ongoing need for crisis support. Response team connected with a CORE program and coordinated with a follow up plan and explored additional services that may help mitigate ongoing crisis. The caller engaged well with the response team and actively participated in creating a new safety plan including review of his existing services and resources.*

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*A caller reached out to 988 with suicidal ideation. The caller shared that their adolescent child was experiencing symptoms of a mental health diagnosis and hopes their child's school is respectful of their child's mental health needs. The caller stated that they were struggling with reliable transportation and attending their college classes. The caller reported they do not have a strong support system and feel unsupported by friends and family. The counselor was able to build rapport with the caller by providing active listening, empathy and validation. The counselor was able to support the caller and collaboratively create a safety plan and offered CWRT to provide continuity of care. During the next day's follow up call, the caller expressed gratitude for the help they received from the counselor and the resources that were provided.*