



## Community Wellness Response Team

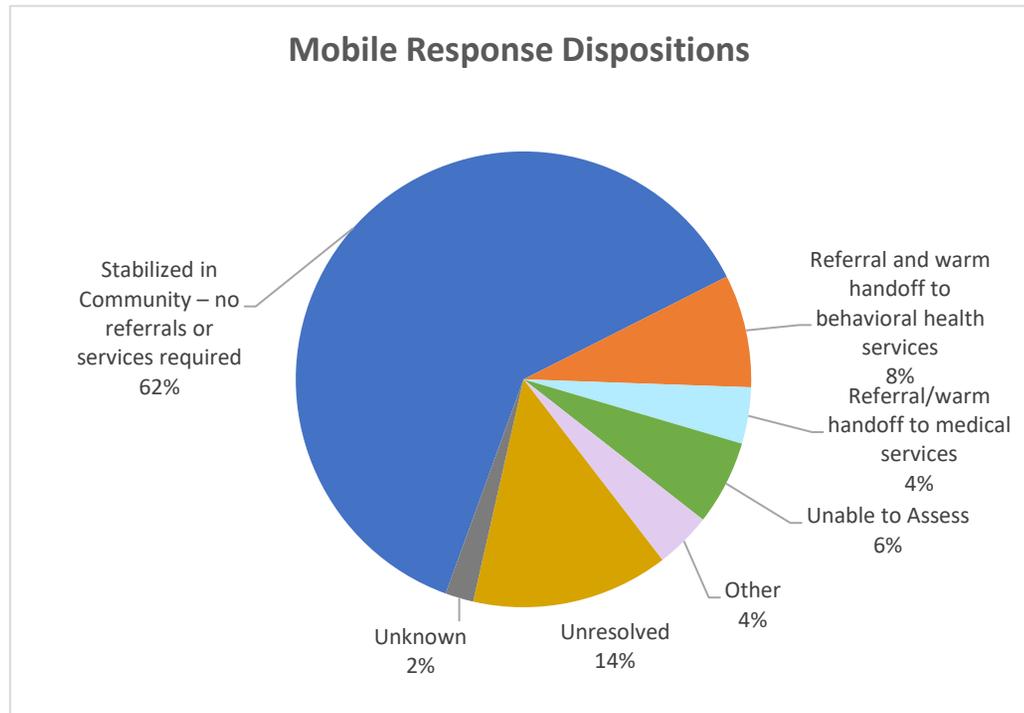
### Monthly Updates

June 2024

CWRT Staffing		
	County	BACS
Allocated Positions	36	22
Positions Filled	26	20
Vacancies	10	3
Vacancy Rate	28%	22.7%
Retention Rate for the Month	100%	77%
Hours of Operation	Monday – Friday 7:30 am – 6:30 pm	24 hours 7 days a week
Total number of Teams	10	

988 Call Data		CWRT Data	
# Calls to 988:	1,359	# of CWRT Calls from 988	66
# Calls referred to CWRT:	66	# of CWRT Calls from the Hope Line	28
# Calls 988 resolved:	1,293	<b>Total # of CWRT Calls</b>	<b>94</b>
# Calls 988- welfare checks	0	# Calls resolved telephonically	16
		# Calls further assessed for mobile response	78
		# Calls cancelled	28
		# Mobile Responses	50

Mobile Response Dispositions	
Stabilized in Community – no referrals or services required	31
Referral and warm handoff to behavioral health services	4
Referral/warm handoff to medical services	2
Transported to MHUCC	0
Transported to MHTC	0
Unable to Assess	3
Refused CWRT Services	0
Detained 5150 or 5585 hold (involuntarily taken to hospital)	0
Other	2
Unresolved	7
Unknown	1



### Success Stories

**County CWRT:** *A young person's Safe House worker had called 988 on their behalf requesting mental health support. The Team arrived and met with this person who explained they'd been at several different locations in the past few days and didn't know where they were or where they were headed next. This had exacerbated the person's fear and anxiety. The Team was able to implement deep breathing and calming techniques to help the caller be able to calm herself in the moment. The Team then voluntarily transported them to Mental Health Urgent Care for further evaluation and support.*

**BACS CWRT:** *The CWRT responded to a 988 call for a community member (CM) in crisis who shared feelings of depression and anxiety due to a recent falling out with her son and an overall decline in her physical and mental health while recovering from a significant fall. The CWRT and CM created a plan to contact her priest for a counseling session and her mental health provider to expedite her intake therapy session in a few weeks. The plan also included calling a close friend when experiencing symptoms of anxiety, utilization of coping skills. When CWRT followed up, the CM was happy to report she moved up her appointment with Dignity Health, went swimming, and contacted her parish priest. She expressed gratitude for the team's attention and time, stating she felt much more hopeful for the first time in a long time.*

**988:** *An adult caller contacted 988, reporting life was falling apart and was feeling helpless and hopeless. While meeting with the CWRT Team the person was able to identify that alcohol misuse was at the root of the current losses and conflicts. The caller engaged in safety-planning and decided upon a Harm Reduction approach to lessen alcohol use and reduce the negative consequences the caller was experiencing.*