



Community Wellness Response Team Project Plan – Monthly Updates

February 2024

Staffing:

- **County Hiring Update:**
 - PM Shift – 1.0 Sr. Mental Health Counselor currently in background
- **Bay Area Community Services (BACS) Hiring Update:**
 - 1.0 Care Coordinator- Dispatcher in background
 - Vacancies – 1.00 Program Manager, 1.00 Peer Responders (PM) 2.00 (Noc), 2.00 Peer Dispatchers (PM), 2.00 (Noc).

CWRT Staffing		
	County	BACS
Allocated Positions	33	22
Positions Filled	19	14
Vacancies	14	8
Vacancy Rate	42%	36.4%
Retention Rate for the Month	95%	100%
Retention Rate 7/1/2023-Current	85%	100%
Hours of Operation	Monday – Friday 7:30 am – 6:30 pm	Sunday – Thursday 8:00 am – 10:00 pm Friday – Saturday 8:00 am – 2:00 pm

Call & Disposition Data:

988 Call Data		CWRT Dispositions and Data	
# Calls to 988:	1477	# Mobile Responses:	21
# Calls referred to CWRT:	26	# Stabilized in Community:	19
# Calls 988 resolved:	1451	# Transported to MHUCC	1
		# Transported to MHTC:	0
		# Hospitalizations:	0
		# Unable to Locate:	0
		# Refused Linkage to Service:	1

Success Stories:

Success Story: A Senior Citizen contacted 988 with reports of chronic anxiety throughout most of their adult life, which significantly worsened during the pandemic. The pandemic negatively impacted this person’s employment, income, and social relationships, which has led to increased isolation and withdrawal from natural support systems. A possible health condition has recently arisen causing extreme anxiety, panic attacks, and increased withdrawal from natural supports due to the possible consequences of worsening health issues. This person has reached out to 988 and CWRT for support to de-escalate the immediate crises and prevent worsening of their mental health symptoms. CWRT was able to link this individual to a medical team for an in-field assessment. Both CWRT and the medical team provided low-cost resources for further medical and mental health evaluation and on-going services to address these complex challenges.

Success Story: An underemployed person with a serious lifelong, life-threatening health condition contacted 988 reporting increased depression, thoughts of suicide, feeling lost, and not knowing what to do. The health condition has returned after a decade of remission and the caller is facing another round of daunting treatment which was miserable for them the first time. CWRT Response Team met with this person to de-escalate the immediate crisis and provide support while assisting the caller with problem solving and developing a step-by-step plan to address multiple concerns regarding worsening health, problems at work due to necessary medical absences, reduction in hours and pay, and being behind in rent. This caller fears becoming homeless and having to deal with declining health and debilitating treatment and rehabilitation. CWRT strongly encouraged this caller to keep the appointments they had set up for medical care, to work with their case manager on rental assistance and employment resources and provided referrals for ongoing mental health care.