



Community Wellness Response Team Monthly Updates

May 2024

Staffing:

➤ **County Hiring Update:**

- 1.0 FTE Senior Mental Health Counselor in background process for AM shift.
- Vacancies: 1.0 FTE Sr. Mental Health Counselors for PM shift; 2.0 FTE Mental Health Counselors for PM shift; 2.0 FTE Peers; 1 for AM shift and 1 for PM shift.

➤ **Bay Area Community Services (BACS) Hiring Update:**

- Vacancies – 1.0 FTE Program Manager; 2.0 FTE Care Coordinator – Response Team; 2.0 FTE Care Coordinator – Dispatch Team

CWRT Staffing		
	County	BACS
Allocated Positions	36	22
Positions Filled	26	17
Vacancies	10	5
Vacancy Rate	28%	22.7%
Retention Rate for the Month	100%	89%
Hours of Operation	Monday – Friday 7:30 am – 6:30 pm	24 hours 7 days a week

Call & Disposition Data:

988 Call Data		CWRT Dispositions and Data	
# Calls to 988:	1428	# Mobile Responses:	61
# Calls referred to CWRT:	75	# Stabilized in Community:	33
# Calls 988 resolved over phone:	1353	# Referral and warm handoff to behavioral health services	9
		# Transported to MHUCC	2
# Calls 988 - welfare checks:	3	# Transported to MHTC:	0
		# Referral/warm handoff to medical services	4
		# Unable to Locate:	1
		# Refused CWRT Services:	0
		# Caller cancelled	0

Success Story: A Russian speaking individual called 988 having passive suicidal ideation due to a complex medical condition and the expense of treatment. The Language Line was used by Dispatch and the CWRT to provide culturally sensitive services. CWRT helped de-escalate the situation and explore community resources that may be able to help with transportation and lower the cost of care. The Response Team then provided referrals to local community groups to assist in reducing isolation.