



Community Wellness Response Team

*Behavioral Health Services
Department of Health Services
April 30, 2025*

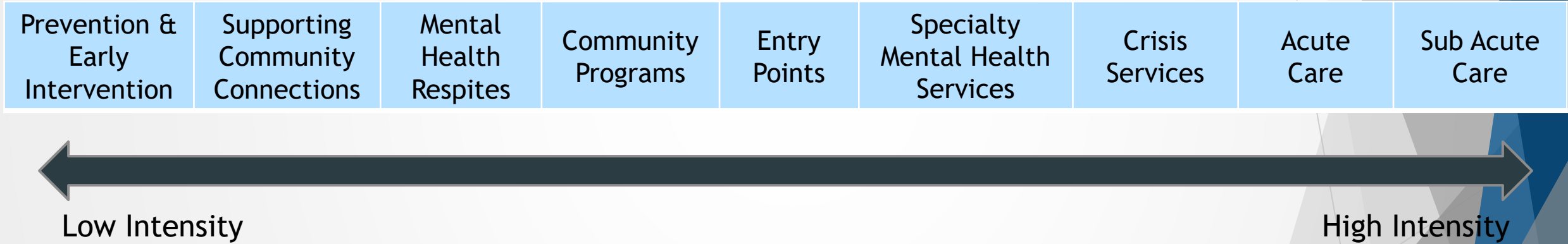
*Presented by: Stephanie Kelly, LMFT
Division Manager
Behavioral Health Services*

A PARTNERSHIP:

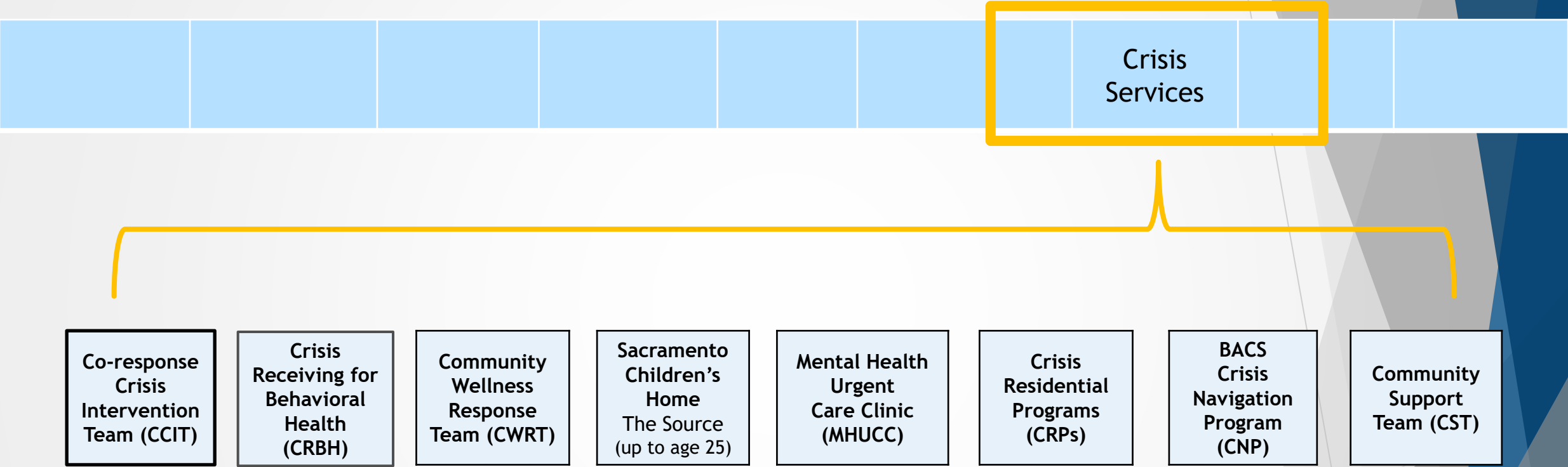


OVERVIEW

Behavioral Health Services Mental Health Continuum



CRISIS CARE CONTINUUM - Crisis Response



CWRT COLLABORATIVE PARTNERSHIP

Partners:

- ▶ WellSpace Health 988
- ▶ County Behavioral Health Services (BHS)
- ▶ Bay Area Community Services (BACS)



CWRT: BACKGROUND

- ▶ Sacramento County Board of Supervisors voted to approve a 24/7 behavioral health crisis response program in June 2021.
- ▶ Sacramento County BHS dedicated the first year to promoting this exciting new program to recruit, hire and onboard approximately 50 full-time positions.
- ▶ Despite hiring efforts, County was unable to staff sufficiently for a 24/7 call center and response team.
- ▶ Sacramento County BHS then partnered with WellSpace Health and Bay Area Community Services (BACS) to ensure CWRT was operational 24/7.
- ▶ In March 2024, CWRT became operational 24/7 and implemented the Medi-Cal Mobile Crisis Benefit.

PARTNERSHIP ROLES

BEHAVIORAL HEALTH CRISIS LIFE LINE	DISPATCH & RESPONSE
<ul style="list-style-type: none">• WellSpace Health 988 Suicide and Crisis Lifeline<ul style="list-style-type: none">• Available 24/7/365• Modality of services: Phone/Text/Chat<ul style="list-style-type: none">• Serves persons of all ages who reside in Sacramento	<ul style="list-style-type: none">• County BHS & BACS<ul style="list-style-type: none">• Available 24/7/365• Modality of services: In-person• Serves persons of all ages who reside in Sacramento

WELLSPACE HEALTH 988



- Provides 24/7/365 phone, chat, and text coverage throughout the State and nationwide – providing suicide risk assessments by trained counselors who explore stressors, coping skills, resources, collaborative safety planning, and follow-up calls.
- 988 provides warm-transfers as needed to CWRT for callers within Sacramento County in need of an in-person response for any mental health crisis.
- 988 gathers necessary demographic, location, and safety information to support an in-person response (CWRT) to the caller.
- 988 facilitates a warm-handoff with the caller to CWRT Dispatch, who does further safety screening and dispatches a Response Team to the caller's location.

COMMUNITY WELLNESS RESPONSE TEAM (CWRT)



- Offers 24/7 immediate crisis dispatch & response services to individuals in the community: Home, parks, schools - wherever the person is located.
 - County contracted and employed Counselors and Peer Specialists are dispatched to respond immediately.
 - CWRT provides crisis intervention, de-escalation, assessment of needs and risks, creates safety plans, and connects to ongoing services.
 - CWRT provides follow-up services consistent with the Mobile Crisis Benefit.

BEHAVIORAL HEALTH LINK SOFTWARE (BHL)

- ▶ Software utilized to assist in managing the complexity of crisis calls while capturing vital information necessary to ensure individuals are linked to the most appropriate care available.
- ▶ CWRT Partners (WellSpace, County BHS, and BACS) are able to access and input information into BHL.
- ▶ Communicates between 988 Crisis Call Line → CWRT Dispatch → Response Team.
 - In addition to a warm hand off via phone, the software also transfers imperative information to support the caller in not having to retell their story.
 - Provides accurate GPS location of the Caller (when provided).
 - Provides accurate and real time availability and location of the Response Team.
 - Supports ability to identify the distance & travel time between Response Team and the caller.

PROCESS WORKFLOW

BEHAVIORAL HEALTH CRISIS LIFE LINE

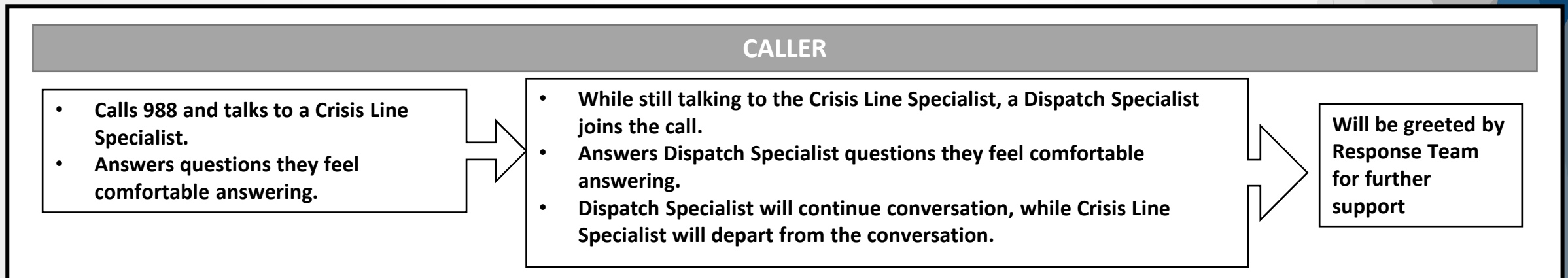
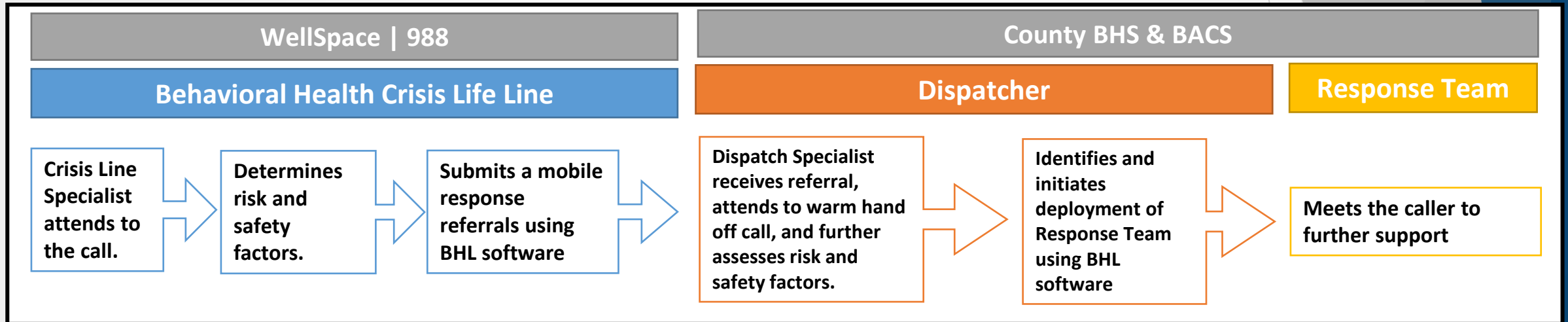
- **WellSpace Health 988 Suicide and Crisis Lifeline**
 - Crisis line specialist attends to the call.
 - If in-person response is needed:
 - Determines risk and safety factors.
 - Submits a mobile response referrals using **BHL software***
 - Conducts a warm hand off via a three way call to the CWRT Dispatcher



DISPATCH & RESPONSE

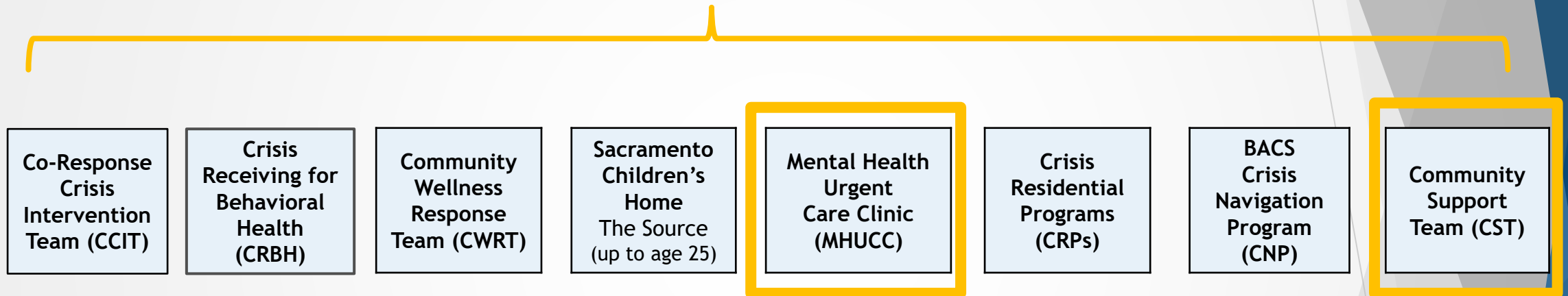
- **County BHS & BACS**
 - Dispatch Specialist receives referral, attends to warm hand off call, and further assesses risk and safety factors.
 - Identifies and initiates deployment of Response Team using **BHL software**
 - Response Team meets the caller to further support.

CWRT PROCESS vs. CALLER EXPERIENCE



CWRT CONNECTION SERVICES

CRISIS CARE CONTINUUM



MENTAL HEALTH URGENT CARE CLINIC (MHUCC)



- Contracted with and operated by Turning Point Community Programs.
- Walk-in clinic for individuals of all ages experiencing a mental health and/or co-occurring substance use crisis.
- Services: Assessments, crisis intervention, safety planning, medication support and linkage to ongoing services.
- Hours of Operation: 24/7, 7 days a week.
- Location:
 - 2130 Stockton Blvd, Building 300
 - Sacramento, CA 95817
 - (916) 520-2460



COMMUNITY SUPPORT TEAM (CST)

- CST is a collaboration between County and a community-based organization (Cal Voices) to serve Sacramento County residents of all ages experiencing mental health distress.
- CST consists of Sacramento County-employed Counselors and contracted Peer Specialists, who respond to referrals directly from the community to provide community-based assessments, interventions, system navigation, and connection to services.
- CST partners with community partners, including the CWRT, to provide additional follow-up services when navigation support services are indicated to prevent a relapse into crisis.

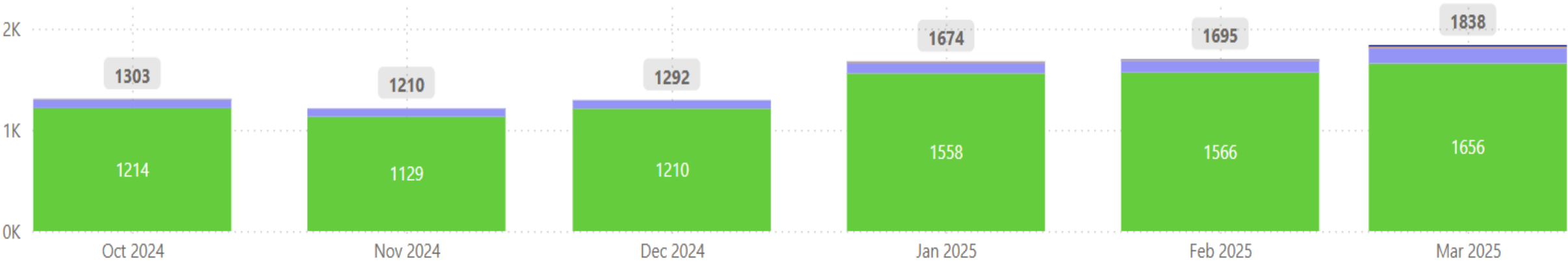
CO-RESPONSE CRISIS INTERVENTION TEAM (CCIT)

- A partnership with Sacramento County law enforcement agencies to provide a co-response to emergency calls via 911 dispatch for individuals experiencing a behavioral health crisis, with the goal of ameliorating the crisis in the community.
- CCIT consists of:
 - A Crisis Intervention Trained (CIT) Police Officer or Sheriff Deputy
 - A Sacramento County BHS Licensed Senior Mental Health Counselor
 - Follow-up services by a Sacramento County contracted Peer Specialists.
 - Peer Specialists with lived experience and community resource expertise provide follow-up engagement and navigation to ongoing mental health services via referral process after the resolution of the call for service.

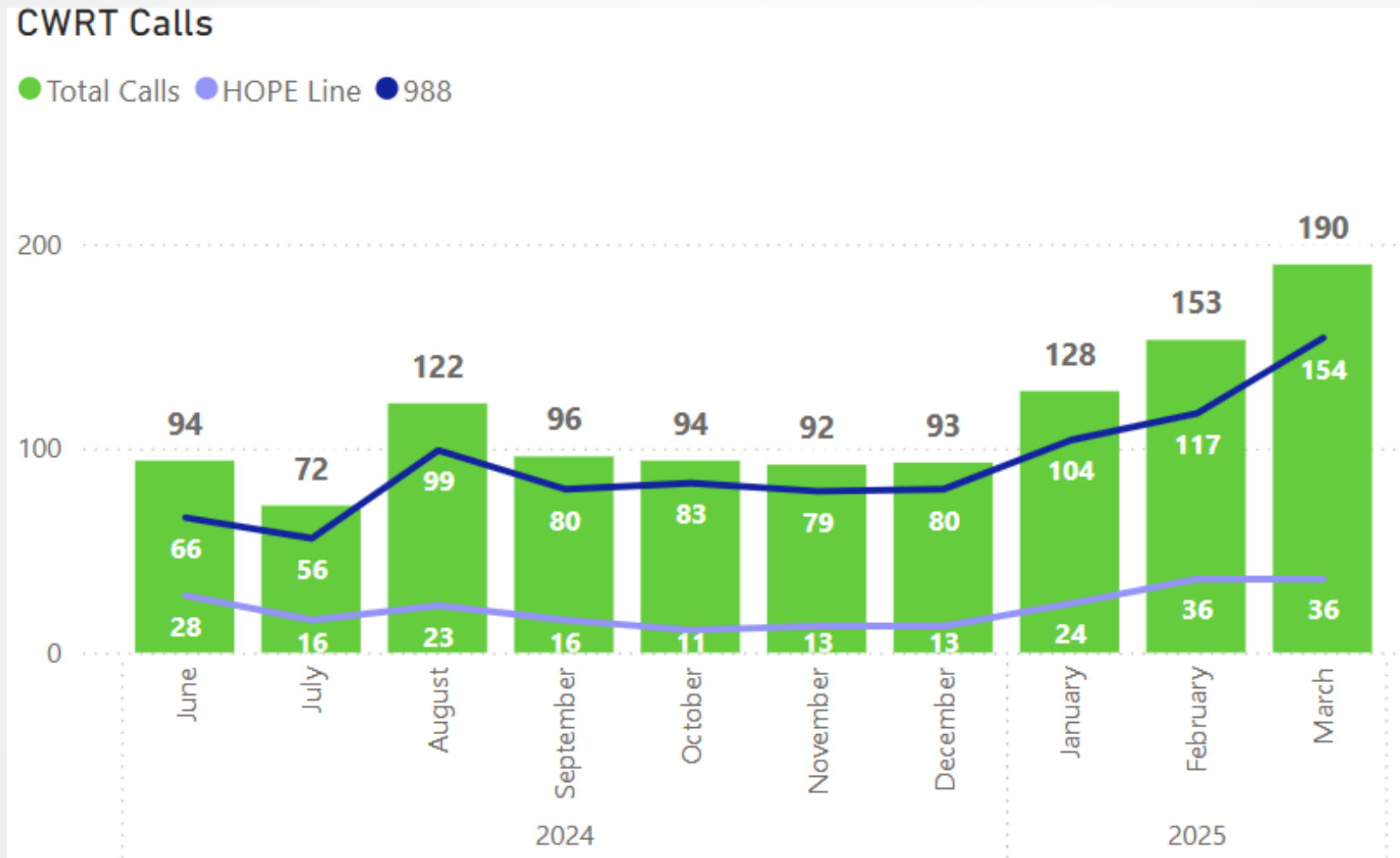
988 Calls by Month

988 Calls (Note: This visual does not filter with the rest of the page)

● # of Calls 988 Resolved ● # Referred to CWRT ● # Unable to Connect to CWRT ● # of 988 Welfare Checks

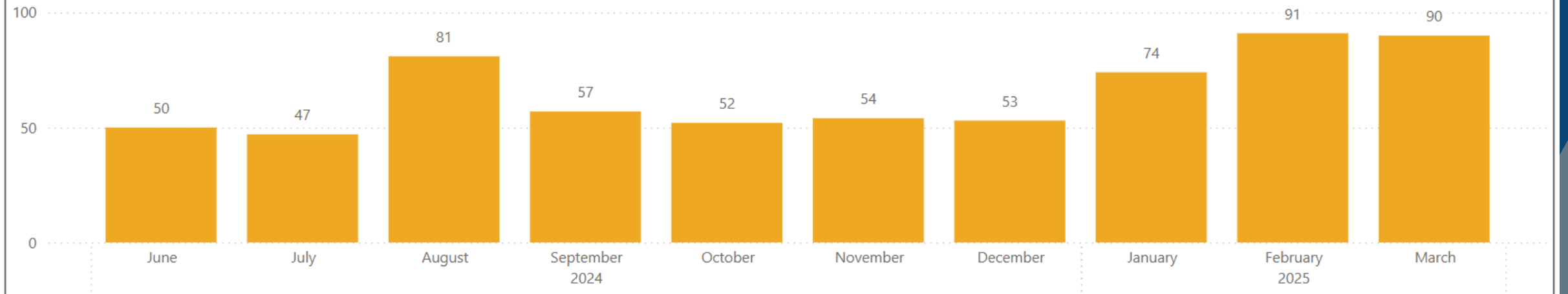


CWRT Calls by Month



CWRT Mobile Responses by Month

CWRT Mobile Responses



QUESTIONS?