

**Sacramento County Mental Health Board
Wellness Crisis Call Center Response Program (WCCCRP) Advisory
Committee Meeting**

**MINUTES – TELECONFERENCE MEETING
Tuesday, January 10, 2023
6:00PM – 8:00PM**

Members in Attendance: Corrine McIntosh Sako, Severine Hollingsworth, Elijah Orr, Kaino Hopper and Alexandria Paige

Members Absent: Adam Wills, Laviola Ward

BHS Staff Present: Glenda Basina, Sheri Green, Alondra Thompson and Jessica Stockton

I. Welcome and Introductions

Chair Sako commenced the meeting at 6:03pm.

II. Conduct Agreement

Chair Sako shared her screen, read the Conduct Agreement and introductions were made.

III. Discussion/Action Item – Vote on Stipend Disbursement Collection Method

Chair Sako informed that the stipend will be in a form of a Walmart gift card from BHS for community appointed members' meeting attendance. Options to vote on are 1) Pick up at BHS office, 2) BHS staff deliver to home or 3) Opt out. Member Hollingsworth stated may be easier for member to pick up at in-person meetings.

Chair Sako motioned to have stipend delivered at home until in-person meetings occur. Seconded by Member Hollingsworth. Motion passes.

IV. Discussion/Action Item – Vote to Approve 'Community Wellness Response Team' as new Program Name for WCCCRP

Chair Sako provided background pertaining to the program name which was surveyed for responses. Top 5 were: CART (Community Alternative Response Team), The Joseph Mann Community Response Team, Community Wellness Response Team, The Joseph Mann Community Crisis Care Program and SANCTUARY. Results analyzed and 178 received response for Community Wellness Response Team with 47% of community vote. Chair asked for member and public comments.

Members Orr and Hopper preferred CART. Member Paige liked Community Wellness Response Team.

Public Comment 1. Liked CART as well as Joseph Mann Community Crisis Care Program but really liked Community Wellness Response Team.

Public Comment 2. Was also going for Joseph Mann Community Crisis name but also liked Community Wellness Response Team and CART, both have the word "response".

Public Comment 3. Liked Community Wellness Response Team as it is open to different cultures and not just identifying one culture or race.

Chair asked members to vote. Member Hollingsworth motioned to accept the program name, Community Wellness Response Team (CWRT). Seconded by Chair Sako. Motion

passed unanimously. Next to be brought to the Mental Health Board's February 1st meeting for it to be official.

V. Update from BHS on WCCCRP Program Implementation – Questions from Committee Members & Members of the Public

Sheri provided update that 988 WellSpace line will be the number to dial for people needing crisis support. From the call to 988, it will be directed for response to The Source for youth and CWRT for adults (988 determines if CWRT will need to go out). CWRT service is free to all and anyone. Each program have funding stream. Per Alondra, BHS will be doing a lot of marketing.

Member Hollingsworth asked if 311 or Navigation Center will be able to route to 988. Sheri confirmed, they will and anyone can call 988; anyone concerned, a family member or individual experiencing crisis. Member Orr asked if call center is 24/7. Sheri confirmed 988 is 24/7 and so are The Source and TAY. Still working on adult. Elijah asked if there are facilities for anyone to go or is the phone all that's available. Per Sheri, Hope Cooperative is a respite/drop-in and Alondra added WellSpace, CRBH and Mental Health Urgent Center are 24/7 facilities for voluntaries.

Kaino is thankful for clarifying that there's a funding stream (outside of a person's private insurance) for anyone calling 988.

Sheri marketing to include prevention, confidentiality and lived-experience presenters.

Per Member Orr, good to educate children about mental health crisis and 988.

Chair Sako asked if there was a trial or soft run. Per Sheri, with software issue and the storm that happened, their focus was directed on the homeless. Chair Sako asked about shortage in staff. Per Alondra, hiring for dispatch and warm handoff from 988 and looking to have supervisors for each team by February 1. BHS update on hiring status can be found at <https://dhs.saccounty.gov/BHS/Pages/Wellness-Crisis-Call-Center-and-Response.aspx>. Alondra acknowledged Jessica Stockton for making this updated and available for the public.

Member Hollingsworth asked about the 4 step flow. Sheri responded that 988 had their own tiered system but more to come on it.

VI. Public Comment (3 minutes per person)

Public Comment 1. Commented about language of "in crisis". May not be a crisis but great to see it prior to it becoming a crisis. Would love to see the word "crisis" defined. The rich person that has insurance may have on the other side of the door, their son/daughter that does not have insurance. Have gotten phone calls from families about their loved one pounding at night and can now tell them to dial 988. So grateful this is happening. So needed to have mental health people come for these calls.

Public Comment 2. Happy there's 988 line for teenagers to call.

VII. Adjournment

Chair adjourned meeting at 7:45pm with the following reminders:

Meetings held 2nd Tuesday of each month from 6pm – 8pm

Next meeting scheduled for Tuesday February 14, 2023