

Sacramento County Mental Health Board

Wellness Crisis Call Center Response Program (WCCCRP) Advisory Committee Meeting

MINUTES – TELECONFERENCE MEETING

Tuesday, February 14, 2023

6:00PM – 8:00PM

Members in Attendance: Corrine McIntosh Sako, Severine Hollingsworth, Elijah Orr, Laviola Ward, Alexxandria Paige

Members Absent: Adam Wills, Kaino Hopper

BHS Staff Present: Glenda Basina, Kelli Weaver, Sheri Green, Alondra Thompson

Agenda Item

- I. **Welcome and Introductions**
- II. **Acknowledgement of Conduct Agreement**

Co-Chair Hollingsworth commenced the meeting at 6:01pm and acknowledged the Conduct Agreement.

III. **Update from BHS on WCCCRP Program Implementation**

- a. **Review & Discuss County of Sacramento | Behavioral Health Crisis System – Draft V5 Risk Response Chart –**
- b. **Review & Discuss Proposed Mobile Dispatch Work Flow (988 with WellSpace) -**
- c. **Review & Discuss What Other Avenues are Being Explored for Hiring and Recruitment to Address Workforce Shortage**
- d. **Other Questions from Committee Members & Members of the Public**

Kelli Weaver provided update on the Community Wellness Response Team (CWRT) and recruitment efforts; partnering with WellSpace, 988 as centralized number. Proposing a multi-system partnership to include County BH Response Team and leveraging The Source and BACS (Bay Area Crisis Service) for 24/7 component. Kelli shared diagram on screen with 988 dialed then warm hand-off to dispatch agent as follows; 1) BHS Dispatch all agenda (M-F, 7am-8pm), 2) BACS 24/7 or 3) The Source (up to age 26) then onto Response Teams. Chair Sako concerned of deviating from community response. This is the first she's heard about BACS. Per Kelli, BACS has been operating services for decades and in Sacramento for 3 years now and they will receive training. Going to multi-partnership with them for the 24/7 service. Chair Sako concerned about losing community trust. Kelli responded that 988 is 24/7 and operational now.

On recruitment salaries, Chair Sako asked if there's been an increase and how much? Per Sheri Green, base was increased plus 10% differential on top of it.

Public Comment 1: Concerned of timeline delay with the new proposal as it's already been 2 years in the making. Hiring needs to be done. It's an emergency. Called 988 and received voicemail with call back in 2 days.

Co-Chair Hollingsworth asked if CST was a different program. Per Kelli, CST is 8-5pm linking folks to services and not a crisis response. Not seeing people seeking interest and conversation with contractor is to expedite this. Working with WellSpace for those calling 988 for a warm handoff. Kelli suggests to invite WellSpace to speak on concerns and challenges.

Alondra Thompson works on recruitment and not sure it's the pay rate. People don't want to work the weekends and night shifts. At a loss with building up staffing. Chair Sako commented if BACS has been operating, they were able to find people. Asked if County reached out to Mental Health First. Per Kelli, County is limited and contractors have more flexibility (hiring temps, part-timers) and in order to move this forward, leveraging with contract.

Public Comment 2: There's a 988 national line and why are we not partnering with them? Need to look into 2 ways: Prevention and intervention.

Member Ward commented that she hears the sentiment of what has been said. Wonders if there's a way for direct contact for the positions. There are willing people just not sure people are hearing the community's need. May need to do more outreach and any way to support it. Need to get the word out. Alondra responded that news events, job fairs, billboards have been done, also have gone out to colleges within 100 miles span. Clinical hours for school and loan forgiveness are being offered. People are just not interested working after hours, weekends, holidays. Plus, going out in the field brings some anxiety. A lot of work option out there for no field work. People like working from home. Also there's a stigma that comes with working with the County versus non-profit.

Chair Sako commented that more people need to go out there recruiting other than Alondra. Kelli responded that Alondra is lead but Mary Nakamura and her team have been going out. Benefits, hazard pay, pm shift differential and loan repayment were advertised and still struggling to hire people despite all these. Currently staffed with 3 teams and goal is for 11 teams. Need to continue to promote. Sheri added that they're now also looking at part-time. Co-Chair Hollingsworth only saw 2 weeks of County marketing for recruitment. Needs to be done more. Chair Sako asked if Mental Health First has been contacted by the County in the 2 years of program development. Kelli responded that she believes Dr. Quist has had conversation with them but can follow up.

Member Orr suggested reaching out to churches, events, possible apprenticeship/internship. Per Alondra, supervision is needed for internship. There's no problem with hiring Peer, issue is with hiring a Counselor.

Alondra asked if Kelli's suggestion for BACS is acceptable. Chair Sako can't make decision now and wants to hear presentation from BACS, The Source and Mental Health First. Concerned with community stakeholders on this pivot. Alondra to talk with Kelli to

set up these agencies to come outside of this set meeting, if committee agrees so as not to delay the process. Member Paige commented not to shy away from outsider, it can be a new face to new things. Chair Sako asked for 3/14, 6pm to hold presentations for BACS, The Source and WellSpace and opened responses from the committee. Member Hollingsworth - as long as not just getting powerpoint and starting in March. Chair Sako feels like a very fast turnaround, hears/senses the urgency. Per Alondra, they can make the 14th but understand there will be a delay. Per Chair Sako, this can be a mechanism for public/community to attend.

On Agenda Item III a, Chair Sako felt it irrelevant to discuss now with not knowing who will be responding to the crisis.

IV. Public Comment (3 minutes per person)

None.

V. Adjournment

Co-Chair Hollingsworth thanked everyone for coming and looking forward to the presentations next month. Co-Chair Hollingsworth adjourned the meeting at 7:55pm.

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

Next meeting scheduled for Tuesday March 14, 2023