



Community Wellness Response Team

Project Plan – Monthly Updates

TAKING A NEW APPROACH

December 2023

Response Team Status Update:

- CWRT had a total of 22 calls for the month of December.
- Since March 2023, the total number of calls for mobile response received resulted in 145 referrals.

Response Team Program Updates:

- 2 Behavioral Health Peer Specialists have been hired. AM shift starts 1/14/2024 and PM shift starts 2/4/2024.
- 1 Senior Mental Health Counselor and 1 Mental Health Counselor for the AM shift start on 1/14/2024.
- Vacancies - 5.00 BH Peer Specialist, 2.00 Sr. BH Peer Specialist, 6.00 Mental Health Counselor, 2.00 Sr. Mental Health Counselor.

Bay Area Community Services (BACS) Hiring Update:

- 2 Responders onboarded, 2 Responders in pre-hire. Ongoing interviews scheduled weekly and plan for another in person interview drop-in event in January.
- 1 First Dispatcher Hired.
- Vacancies – 1.00 Program Manager, 3.00 Peer Responders (PM) 3.00 (Noc), 2.00 Peer Dispatchers (AM), 1.00 (PM), 2.00 (Noc).

Success Stories

“A community member contacted 988 due to reports of depression and anxiety symptoms and CWRT was dispatched out. Community member shared they had gotten into a fight the night before and was feeling overwhelmed and needed support. CWRT staff were able to engage, de-escalate and provide a safety plan to help stabilize the situation. During the visit, the community member expressed she was feeling much better after talking with staff and thanked the team for coming out in person to provide helpful resources. CWRT staff did a follow-up call two days later and the community member reported utilizing one of the provided resources of Turning Point CORE on X Street to get needed support and services started.”

“A caller was recently released from prison, is out on parole, and was placed at a homeless shelter when they ran out of meds. Caller struggled with a long-term diagnosis of schizophrenia and believed they could live without medication support. After a number of weeks without medication, caller began to experience psychotic symptoms and knew they needed help. Caller was fearful to reach out to parole agent and instead called 988 to have someone to talk to about the situation. Caller reported psychotic symptoms caused increased anxiety, hopelessness and suicidal ideation. 988 referred caller’s case to mobile-response who showed up, de-escalated, and safety planned to help stabilize caller. In addition, CWRT referred caller to Mental Health Urgent Care where caller was able to receive a medication refill same-day. Upon follow-up we learned that caller is experiencing decreased psychotic symptoms, stable in room & board and has prospects to maintain outpatient treatment for ongoing support. Caller thanked the team for showing up when they needed help and had no one else to turn to.”

“A caller who has suffered with increased suicidal ideation with a plan, means and intent to end their life. Caller reported long-term chronic depression and stated they made a previous attempt to commit suicide yesterday when their parents contacted 9-1-1. Caller stated they were fearful of law enforcement due to their history of previous hospitalizations and unfortunate previous encounters with law enforcement units. Caller reported when emergency services (with law enforcement) arrived to evaluate them, they were fearful and knowingly lied when answering every evaluation question in order to prevent them from having an involuntary hospitalization and to avoid having to ride in the back of a police car. Caller tearfully reported feeling great shame after the evaluation and falling asleep hoping they would not wake up. When caller did wake up the next morning the suicidal ideation increased and they knew they needed professional help, so they called 988. Caller was grateful to learn of the mobile response team and that they could be supported and transported in an unmarked vehicle. CWRT dispatch and responders collaborated with both caller and Mental Health Urgent Care to get caller safely evaluated where they were given an opportunity to voluntarily seek help and medication support. Upon follow-up with caller, we learned caller was given the voice and choice to receive professional help which helped stabilize their chronic depression. Caller thanked team for support in their darkest moments.”