



Community Wellness Response Team

Project Plan – Monthly Updates

TAKING A NEW APPROACH

January 2024

County Hiring Update:

- **AM Shift** - Onboarded 1.00 FTE Senior Mental Health Counselor, 1.00 FTE Mental Health Counselor, 1.00 FTE Behavioral Health Peer Specialist. 1.00 FTE Behavioral Health Peer Specialist is pending start date 2/5/2024.

Bay Area Community Services (BACS) Hiring Update:

- 2 Responders onboarded; 1 Dispatcher onboarded. Ongoing interviews scheduled weekly have a few candidates in screening.
- Vacancies – 1.00 Program Manager, 1.00 Peer Responders (PM) 2.00 (Noc), 1.00 Peer Dispatchers (PM), 2.00 (Noc).

CWRT Staffing		
	County	BACS
Allocated Positions	33	22
Positions Filled	19	13.5
Vacancies	14	11
Vacancy %	42%	84%
Retention %	38%	70%
Hours of Operation	Monday – Friday 7:30 am – 6:30 pm	Sunday – Thursday 8:00 am – 10:00 pm Friday – Saturday 8:00 am – 2:00 pm

988/CWRT Marketing:

- A presentation will be provided at the next Advisory Board.

Success Stories

“19-year-old student was calling from a school campus due to struggling with suicidal ideation and intrusive thoughts. This young person is in regular therapy but couldn’t reach the regular therapist after-hours and during this time of emotional crisis. This young person felt it would be best for him to explain the situation to someone in person rather than over the phone. The 18-year-old is on the Autism Spectrum and struggles with feeling confused about career paths, the future, social situations, fitting in, making friends, and communicating with the opposite gender, and figuring out how to date. After meeting with the CWRT Team this 18-year-old felt better and identified coping strategies and options to that can be used going forward.”

“A 60-year-old unhoused person contacted 988 due to depression, Post Traumatic Stress Disorder, intrusive memories of past and recent violent traumatic experiences, and feelings of wanting to kill himself. This client is a survivor of sexual abuse and other violent traumas. This person reported what had helped in the past was getting back on psychotropic medications, seeing a psychiatrist regularly, and actively working with a case manager. After speaking with the 988 Call Agent and working with the CWRT Response Team the client was able to identify what would be helpful to maintain safety and avoid a suicide attempt would be to go to a hospital for further evaluation. The client was encouraged to contact the case manager and continue working towards mental health, physical health, and housing stability. The client signed a Release of Information for the CWRT Response Team to contact his provider on his behalf and update them on the current situation. The client was also given emergency shelters, warming centers, and other community resources. The CWRT Response Team provided direct linkage to a local hospital for further physical and mental health evaluation.”