



# Wellness Crisis Call Center and Response Team (WCCCRT)

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Department of Health Services  
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# Team Components



24/7 Crisis  
Call Center

24/7  
Mobile  
Field  
Response

24/7  
Urgent  
Care Center

# WCCCRT Goals

- “ Provide a non law enforcement, no wrong door response to mental health crises
- “ Safely de-escalate and stabilize crises
- “ Provide linkages to accessible, affordable, community based and quality mental health resources
- “ Prevent repeat crises and emergency department visits

# Call Center

- “ 24/7 Response
- “ Receive calls from community members experiencing a mental health crisis, family members or other partners seeking help
- “ De-escalate, stabilize and triage
- “ Link to existing or new service providers
- “ Dispatch Mental Health Response Teams, when necessary
- “ Staffed by Mental Health Clinicians and Staff with Lived Experience

# Mobile Crisis Response Teams

- “ 24/7 Response
- “ On site crisis intervention and de-escalation
- “ Assessment of needs and risks
- “ Creation of safety plans
- “ Linking to natural supports and professional services
- “ Arranging for voluntary transport to urgent/emergency resources or other emergency supports, when necessary
- “ Staffed by Clinicians and Peers

# Coordination with 988

- “ State legislation still pending
- “ June 16: Began to route calls to existing Suicide Prevention Lifelines
- “ In Sacramento County, Wellspace Health operates the Suicide Prevention Lifelines with funding from Sac County BH
- “ Meeting weekly with Wellspace Health to discuss coordination

# WCCCRT Completed Actions

## Completed

Community Stakeholder Forums

Job Descriptions Finalized and Recruitment Flyers Posted

Equipment and Software Needs Assessed, Identified, and Acquired

Mental Health Board Bylaws Revised for WCCCRT Subcommittee

Office Space Solutions Identified

Emergency Response Call Data Analyzed  
for Peak Hours to Inform Staffing Patterns

Management Structure Identified and Hiring Underway

Obtained Approval for 3 Additional Response Teams  
with State Behavioral Health ARPA Funds

# WCCCRT Next Steps

## Next Steps

Develop Response Protocols and Work Flows

Develop Marketing Strategy

Continue Recruitment and Hiring of Clinicians and Peers

Staff Onboarding and Training

Meetings with Community Based Organizations and Partners to Promote Collaboration and Coordination

Software Implementation

Go Live as Teams Staff Up This Fall