



Roll Call Training Bulletin

Produced by: Captain Kaneyuki, Office of Specialized Services
Prepared by: Officer Nick Bassett, PSU

Katherine Lester, Chief of Police
Volume 25-19

988 and Behavioral Health Crisis Calls

06-30-2025

The Sacramento Police Department (SPD) is beginning a 90-day pilot program for police response or referral to or from the 988 Suicide and Crisis Lifeline or the Community Wellness Response Team (CWRT). This program will run from 7/1/2025 through 9/26/2025, or longer if extended. The SPD will control and manage all behavioral health calls that require a police response and pose immediate safety risk or are criminal or suspicious in nature in accordance with department policy.

This program is intended to expand on Roll Call Training Bulletin **25-4 988 and Crisis Lifeline** and provide instruction for utilizing the below resources.

Definitions for the purpose of this program:

988 – The National Suicide Prevention Lifeline provides 24/7 support to people in suicidal crisis or emotional distress. It is a national hotline offering one-on-one support for mental health, suicide, and substance use-related problems. 988 is answered by WellSpace Health in Sacramento.

Crisis Counselor - WellSpace Health trained call taker.

CWRT – Community Wellness Response Team – CWRT responds to calls from 988 or law enforcement officers 24/7 for individuals who may benefit from in-person crisis intervention, assessment of needs and risks, and safety planning. CWRT provides voluntary transportation to urgent and emergent resources, as well as linkage to ongoing services.

Emergency Intervention – Immediate action taken to minimize or eliminate harm caused by a sudden and unforeseen occurrence, including, but not limited to, a suicide in progress.

Immediate Risk – Imminent risk includes physical violence or aggression towards oneself or others, which is likely to cause serious bodily harm, including the imminent risk of suicide, as determined by a risk assessment.

SRFECC – Sacramento Regional Fire Emergency Communications Center

Welfare Check - A service to assess the safety and well-being of individuals who may be in distress or at risk. This could include checking on someone who has not been seen or heard from in a while, someone who may be displaying concerning behavior, or someone who has expressed thoughts of self-harm.

A. NON-VIOLENT CALLS

1. When behavioral health calls are received on 911, non-emergency, or administrative lines, the dispatchers will make a brief inquiry and assess the nature of the call. When there is no information indicating an immediate risk or harm likely to occur or criminal/suspicious in nature, the dispatcher shall:
 - a. Create an incident in CAD to document pertinent information.
 - b. Check for any associated safety flags or relevant history in CAD and/or RMS.
 - c. Warm transfer the caller to 988 for behavioral health assistance.



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- d. If it is determined that the SPD is not needed, the SPD will disconnect the call after providing the information outlined in the below section **INFORMATION PROVIDED WHEN TRANSFER OCCURS:**
 - (1) If, during transfer, it is determined that a safety risk has been identified and/or a SPD response is necessary, SPD will remain in control of the call and enter a call for service according to agency policy.
 - (2) When it is reasonable to do so, the dispatcher will remain on the line with the caller and 988 to obtain and document any pertinent information into the CAD event while continuing to evaluate the situation for possible SPD response. If, after the transfer, a safety risk is identified, the SPD dispatcher will resume control of the call.

B. 988 TRANSFER CRITERIA

1. The following criteria should be considered when determining if a caller will be transferred to 988:
 - a. The caller is in emotional distress but is not in need of emergency services from SPD, including individuals experiencing suicidal ideations with no immediate risk of harming themselves or others.
 - b. The caller is seeking a referral to behavioral health resources and is not in need of emergency services.
2. The caller asks to speak with behavioral health resources that are dispatched by 988, such as mobile crisis teams.
3. An individual is calling on behalf of another person who is experiencing a behavioral health crisis and is not in need of emergency services.
4. The caller or other individual does not have access to necessary behavioral health medications or is experiencing non-emergent issues due to behavioral health medications.

C. TRANSFER PROCESS FROM SPD TO 988

1. When SPD receives a call that is determined to fit the above criteria (Levels 3 and 4 in Attachment 1, Behavioral Health Crisis System), the SPD dispatcher shall first advise the caller that a crisis counselor may be better suited to handle the situation. After doing so, the dispatcher shall seek consent from the caller and/or acknowledgment prior to initiating the transfer to 988.
2. Should the SPD dispatcher need to remain on the landline with the caller for any of the purposes outlined in this policy, the SPD dispatcher shall announce to the caller that the call is being recorded, and that the SPD dispatcher will remain on the landline until it is appropriate to disconnect.
3. The SPD dispatcher will instruct the caller to remain on the line while the transfer is in progress. Every effort shall be made to advise the caller that if disconnection occurs, they may call or text 988 directly.
4. Once connected with 988, the SPD dispatcher will announce the transfer and provide necessary information about the caller to the crisis counselor.

D. INFORMATION PROVIDED WHEN TRANSFER OCCURS

1. When a transfer or notification is made between SPD and 988, the transferring center will provide the following information, when possible, to the center receiving the transferred call:
 - a. Name and agency making the transfer
 - b. Name of the caller
 - c. The caller's address or location if the exact address is unavailable
 - d. Caller phone number
 - e. Circumstances or reason for the transfer or notification
 - f. Any other relevant information
2. If the caller is disconnected during the transfer, the crisis counselor will attempt to recontact the caller with the number provided by the SPD dispatcher.



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E. EMERGENCY CALLS

1. When available information reasonably indicates that an individual's or citizen's safety is threatened and/or the circumstances of the call are criminal or suspicious, the dispatcher will remain in control of the call. The call will not be transferred to 988.
2. Emergency calls shall be processed in adherence to SPD policy.

F. LAW ENFORCEMENT RESPONSE

1. The following types of situations or incidents will not be transferred to 988; instead, they will require a law enforcement response:
 - a. Any call with an associated criminal element.
 - b. Request for Fire or allied agency within the City.
 - c. The individual is threatening to jump from a bridge or structure.
 - d. The individual needs emergency medical attention.
 - e. Weapon(s) involved.
 - f. Suicide attempt in progress.
 - g. Reports from uninvolved callers regarding people not known to the caller.
 - h. Calls which based upon the dispatcher's or SPD supervisor discretion's, law enforcement should be dispatched.

G. CALLS RECEIVED FROM 988

1. In most cases, requests for service received from 988 regarding a behavioral health crisis will be handled with urgency. 988 will notify SPD when any of the following circumstances apply:
 - a. Injuries to any person that may require an emergency medical response.
 - b. Weapons are involved, or the involved person has a known history of possessing a weapon(s).
 - c. The involved person is threatening violence and/or has a known history of violence.
 - d. Criminal activity is occurring at the time of the call.
 - e. The person is wanted by law enforcement for the commission of a violent crime that poses a threat to public safety.
 - f. Threat of immediate violence, reasonable potential for immediate violence, or use of
 - g. violence towards self or others.
 - h. Law enforcement, fire, or emergency medical services are specifically requested, or
 - i. other information is presented that would require the response of emergency services.

H. LAW ENFORCEMENT OFFICERS IN THE FIELD

1. If the WIC § 5150 criteria are not met, officers may offer services, including the 988 number.
2. Officers can also provide a referral to CWRT directly by calling 916-999-4673.

I. FINAL CLEARANCE TYPE CODE FOR 988 AND/OR "CWRT"

1. In the Final Type, any call referred to either 988 and/or CWRT shall be cleared with "CWRT".
2. Officers shall add comments to the call on all actions taken. For example, "Referred to CWRT", "Referred to 988", etc.



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Clear Call Grid: 0768 Com: 1

Send and Close Reset Exit

Jur SA Call # 195 Final Type

Founded ☒ Report How Cleared Study BOLO ☐

Remarks

The final call type (leave blank for current). F2 for values.

Select Code Refresh

Field: Final Type Table: case_type_f

Filter: CW

Code	Description
CWRT	COMMUNITY WELLNESS RESPONSE TEAM

Final: CWRT Community Wellness Response Team
Resp. Loc.: 1400 29th St
Cross: N St & Neighbors Aly
Neighborhood: MIDTOWN / WINN PARK / CAPITAL AVENUE District: 3
Zone: 3B Grid: 0768 Com: 1
Call Taker: TEST10/Nelson, Douglas 0748
Report: N Founded: Y Cleared: R
Report Officer: 715 (NELSON, DOUGLAS 0748)
Clear Remarks: TEST

Remarks
TEST

Dispatch Info

Time	St	Unit	Who/Remark
09:39	OS	TEST10	TEST10/715: (715)ONVIEW:1400 29TH ST/TEST

Showing: CH, CR, TS, EN, NT, OF, UN Reset All

Unit Status Queued Status En Route On Scene In Service Change Status Call Forms On View Query Map

In Service/Available (CLEAR Call SA197) 09:41:01



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FLOW CHART:





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Attachment 1

County of Sacramento Behavioral Health Crisis System		
Crisis levels can fluctuate, therefore level of response will be dynamic and will be based on immediate safety needs. CALLS AND RESPONSES CAN BE FLUID AND OVERLAP – DISPATCH VIA TRIAGE	EMERGENT 1	IMMEDIATE RISK TO PUBLIC SAFETY CRIME <ul style="list-style-type: none"> • Anyone in immediate danger. • Direct/immediate threats to others' lives. • Actively engaging with a weapon. • Reported crime that requires some level of investigation. ACTION RESPONSE: <ul style="list-style-type: none"> • Law enforcement response via 911.
	MODERATE RISK 2	CALLER NEEDS HELP IN PERSON <ul style="list-style-type: none"> • Public not in immediate danger. • May be a danger to self, others, gravely disabled. • Community response is necessary. ACTION RESPONSE: <ul style="list-style-type: none"> • Transfer to 911 if needed. • Co-response: 911 and CCIT* for public safety related calls. • Community response by Sacramento County BHS CWRT**. • Crisis intervention, crisis screening, de-escalation, safety planning. • Connect caller, parent/caregiver to community support. • Referral and resource linkage, coordination of care.
	IMMEDIATE REMOTE 3	CALLER NEEDS IMMEDIATE HELP VIA CALL <ul style="list-style-type: none"> • In crisis now: can/will accept immediate remote help. • Caller is engaged and responsive with phone intervention. • May include suicidal individuals without a plan that's not immediate threat to self or others. ACTION RESPONSE: <ul style="list-style-type: none"> • May include response by 988 or HOPE Line. • Crisis intervention, crisis screening, de-escalation, safety planning. • Identification of coping strategies, stabilization services. • Connect caller, parent/caregiver to community support. • Referral and resource linkage, coordination of care. • Call resolved via phone.
	NO CRISIS OR RESOLVED 4	CALLER NEEDS SUPPORTS/SERVICES NO IMMEDIATE RISK <ul style="list-style-type: none"> • Individual, or parent/caregiver needs support services. ACTION RESPONSE: <ul style="list-style-type: none"> • The Call Center will determine the level of service needed and link the individual to services and support within the community.

M

MEDICAL AID | FIRE DEPT/EMS RESPONSE

- Anyone in need of medical attention.
- Injuries
- Fire Rescue
- Call Center or BHS Response Team contacts 911

*CCIT: Co-response Crisis Intervention Team; **Behavioral Health Services Community Wellness Response Team