

EVERYONE deserves
to be seen.



WELLSPACE
— HEALTH —

WellSpace Health

Dr. Jonathan Porteus

Chief Executive Officer





Persons Served (2021)

Health Center Patients:

Total Unduplicated Patients: 130,000

Total Encounters: 400,000+

Encounters Per Day: 1,400

CRISIS System

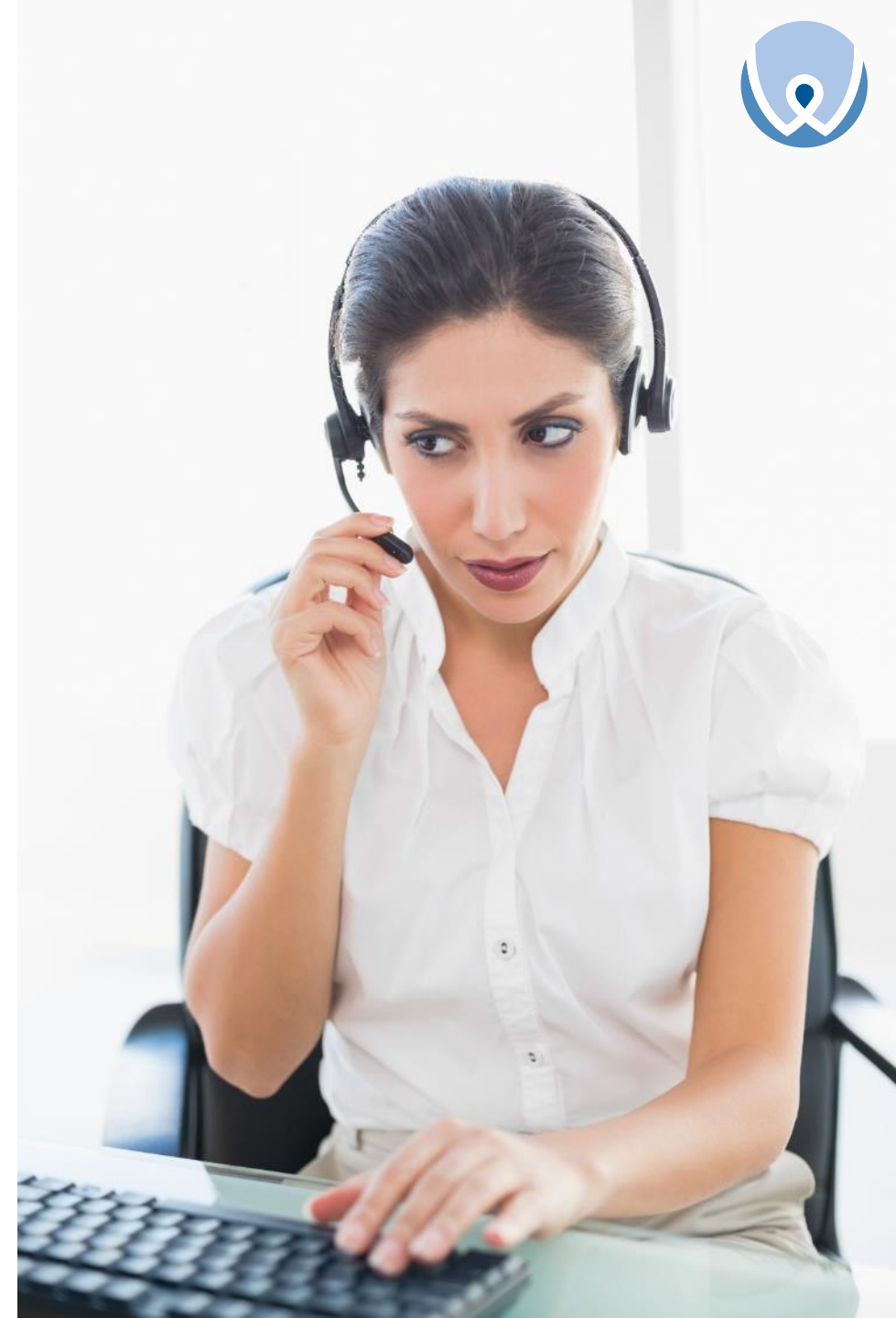
988 Crisis Center: 92,000

Calls/Texts/Chats

Crisis Receiving: 12-16 people per day

988 Sacramento

- 24/7 Talk/Text/Chat
- Serves all people in need
- 92,000 engagements last year
- National Suicide Prevention Lifeline
 - 58 of 58 counties
 - Primary Area Codes: 279, 530, 661, 707, 805, 916
 - Backup Area Codes: 408, 442, 619, 669, 760, 831, 858
 - 91% Answer Rate
 - 34 second Avg. Speed of Answer
- Dedicated Sacramento County, Placer County, and Foresthill Bridge Lines
- Emergency Department and Primary Care Follow-Up Program
- State Legislature Crisis Line





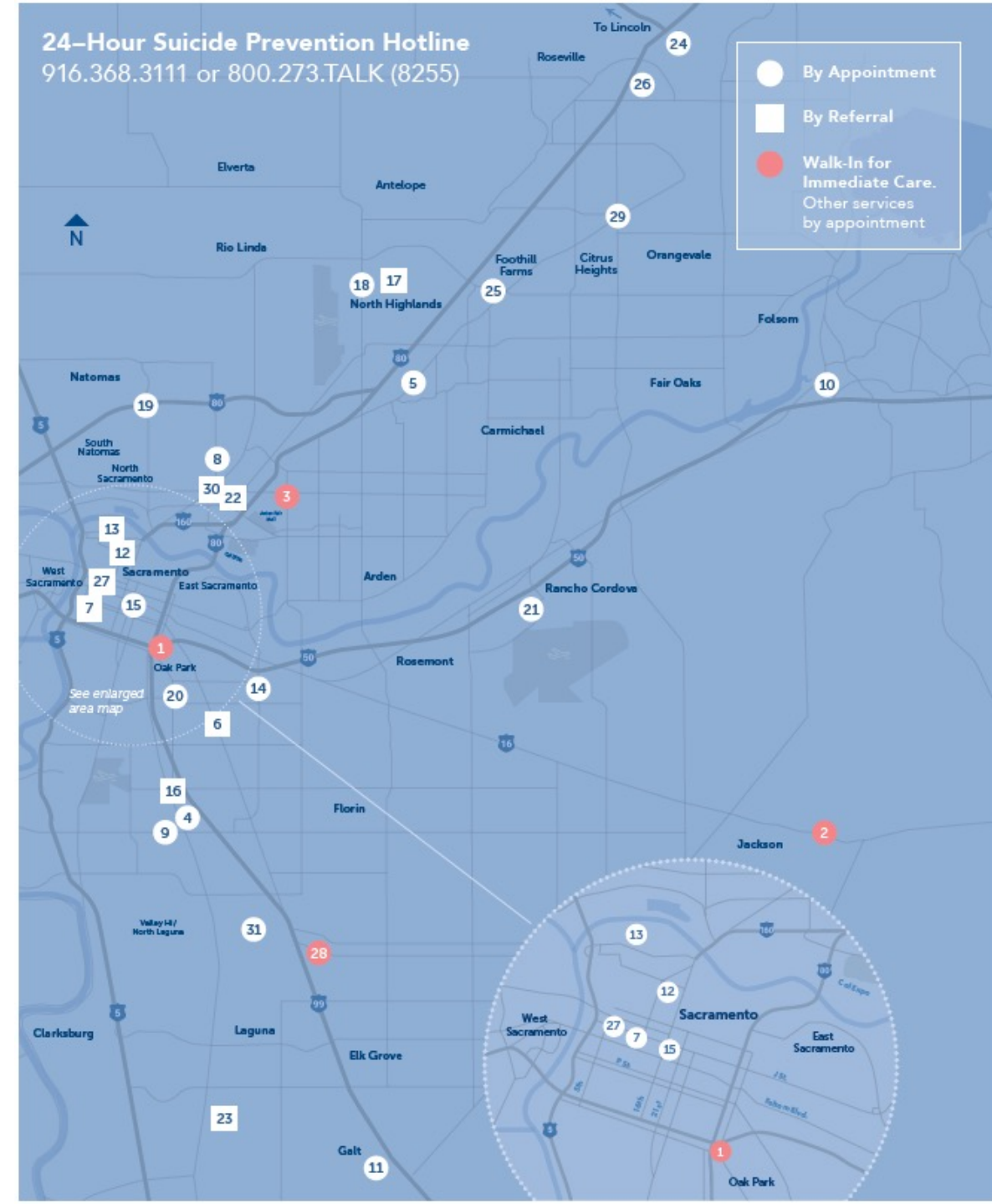
Crisis Receiving for Behavioral Health (CRBH)

- 24/7 Services
- Up to 24 hours per session
- Substance Use & Mental Health Crisis
- Voluntary respite and engagement
 - Nurse, SUD Counselor, Mental Health Provider, Medical Provider, Case Manager, & more.
- Police and community provider referrals
- Transportation to and from center from partners or mobile response team.

30+ Locations

Sacramento, Placer, & Amador counties

- Community Health Centers
- Immediate Care Centers
- Dental Centers
- Behavioral Health Centers
- Forensic Programs
- 988 Crisis Center
- Supportive Service Centers
- Partnership Sites





The Joint Commission

Ambulatory Care Accreditation
Behavioral Health Accreditation
Patient Centered Health Home Certification
Behavioral Health Home Certification



HRSA Quality Improvement Awards

Improving Quality of Care Award
Advancing Health Info Tech for Quality
Patient Centered Medical Home Recognition



A M E R I C A N
ASSOCIATION OF SUICIDOLOGY

American Association of Suicidology

Crisis Center Accreditation

CRISIS System

Crisis Response Interventions
Synchronizing Integrated Services (CRISIS)

Evidence Based Practice

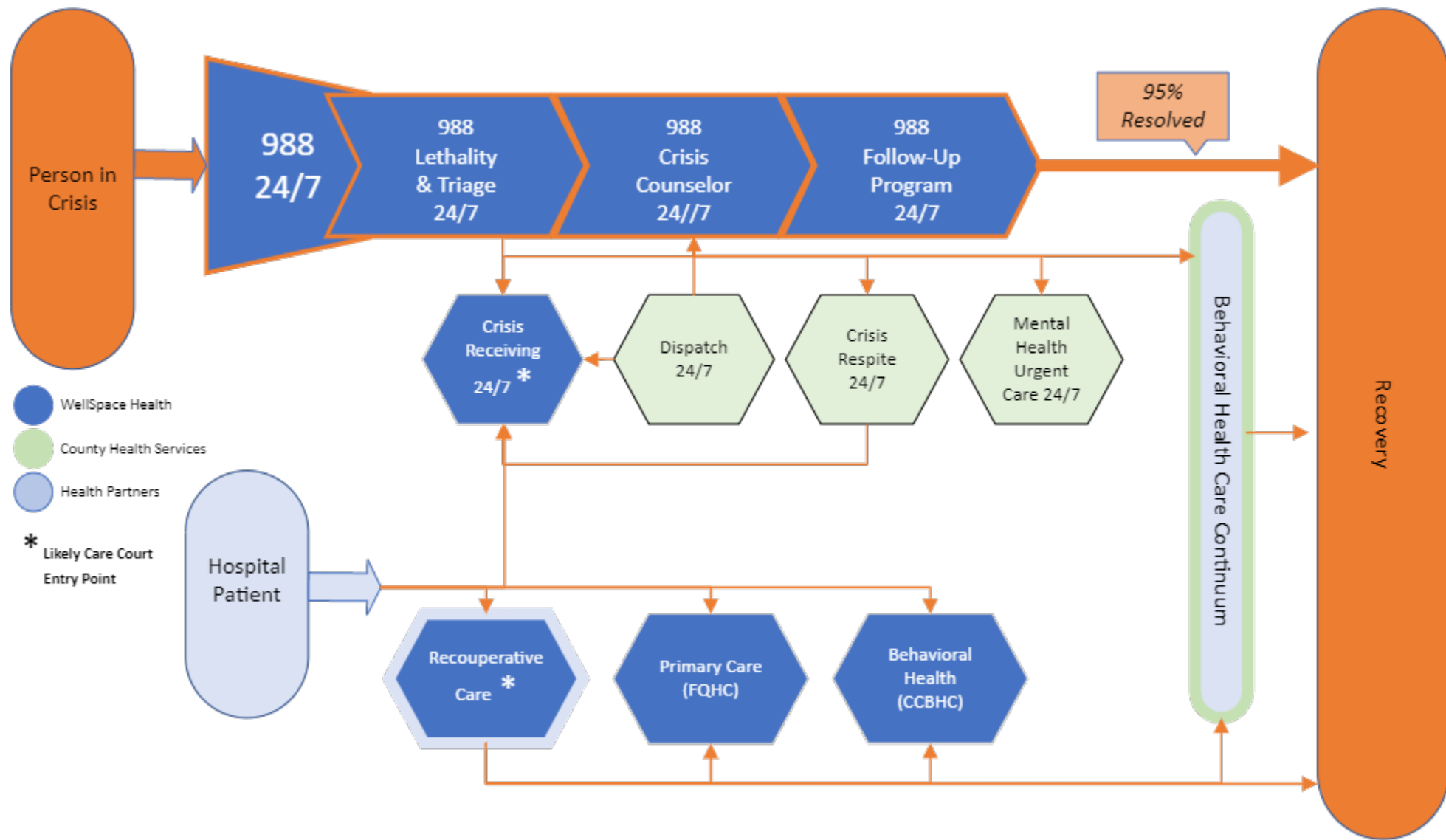
National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit
Knowledge Informing Transformation

SAMHSA
Substance Abuse and Mental Health
Services Administration

1. 988 Regional Crisis Call Center: Regional 24/7 clinically staffed hub/crisis call center that provides crisis intervention capabilities (telephonic, text and chat). Must meet National Suicide Prevention Lifeline (NSPL) standards for risk assessment and engagement of individuals at imminent risk of suicide and offer air traffic control (ATC) - quality coordination of crisis care in real-time;
2. Crisis Mobile Team Response: Mobile crisis teams available to reach any person in the service area in his or her home, workplace, or any other community-based location of the individual in crisis in a timely manner; and
3. Crisis Receiving and Stabilization Facilities: Crisis stabilization facilities providing short-term (under 24 hours) observation and crisis stabilization services to all referrals in a home-like, non-hospital environment.

Air Traffic Control

What's the big picture in terms of binding systems?





We see YOU.