Nelson Wolf:

On October 6th 2020, the Commissioners Court voted to spend some $1.5 million to create a mental health response team. So, we put together a group of experts that would go out and make the calls when emergency was called in. It's a very important initiative for the city of San Antonio and Bexar County, and I'm so proud of the experts that have gone out there and helped everybody that they responded to.

Brian:

So, in my vehicle, it's myself, and I have my partner, Samantha.

Radio:

[inaudible 00:01:28].

Brian:

She is a licensed Master's of Social Work, she's a social worker, and she rides with me and we go on scene with two Bexar County deputies who are in plain clothes or uniforms such as mine. And the end result is a deescalation and a movement to a higher level of psychiatric care.

Samantha:

So, we received a welfare check-

Radio:

[inaudible 00:01:52].

Samantha:

... for a consumer of CHCS.

My role is really to come in and assess the individual, evaluate their mental status, talk to them, see how they're doing, see how their day has been, see what's been going on. Every person, every call is different, and so going in there and trying to make a connection, establishing rapport, and then figuring out how to best assist this individual or help them, it's very rewarding, it's very fulfilling.

Bret:

We get a much better, well-rounded view of the person, and whatever mental illness that they're suffering from, or substance abuse issue, we get a lot better picture of that because we have different facets on the team, and everyone comes together and makes a consensus what the issue is, and what, maybe, the best care for the person is. So, for people in the community that might see or recognize that in their friends, family, and loved ones, that this is a resource available for them.

Albert:

The follow-up, again, is that a case manager will go to wherever that person may have been sent to that previous night, crisis, a hospital here in the county, that case manager will meet with that person, and find out if they have had any mental health diagnosis before, or if they're currently under any psychotropic medications for whatever diagnosis they may have had.

Mike Lozito:

When you're dealing with a person with maybe a mental health issue, you want to take time with those individuals, and our response time for those is sometimes that they're, for over 45 minutes, talking to a person and making sure that they're okay, so the officer doesn't have to come back there again, right? That's really what the routine is, to be more proactive rather than reactive, and working with that particular person.

Speaker 8:

Each individual is treated as an individual.

Radio:

[inaudible 00:04:14].