



B.E.A.R.

**Behavioral Evaluation
and Response Team**

Annual Report
2024-2025

OUR TEAM





BEAR Team Mission Statement

The BEAR Team offers skilled and compassionate interventions to individuals experiencing a mental health or substance use crisis. We are committed to providing the citizens of Winston-Salem with the right level of care at the right time.




BEAR Team Program Description

The Bear Team offers behavioral health and substance use interventions that are founded on evidence-based practices.

Services Provided:

- Meeting clients in the community**
- Conducting safety evaluations and assessments**
- Determining appropriate level of care**
- Delivering clinical or non-clinical treatment**
- Providing crisis intervention and support**



The BEAR Team provides compassionate, wrap-around intervention services to individuals who are experiencing a mental health or substance use crisis. Collaboration with all community providers is an essential part of the follow-up care we provide.

The Winston-Salem Fire Department is proud to increase mental health support to the citizens of Winston-Salem.

- ❖ **24/7 alternative response to mental health and substance use indicated 911 calls.**
- ❖ **Benchmark 30-minute maximum response time.**
- ❖ **Team of one director and ten crisis counselors. Experience includes education in mental health counseling or social work along with combined 102 years of experience.**

WHO CALLS THE BEAR TEAM?

 911 mental health or substance abuse crisis.

 911 domestic violence calls.

 Fire department calls for assistance.

 EMS calls for assistance.

 Law enforcement calls for assistance.

 Business owners, churches, group homes, 311 inquiries, and direct calls for service.



BEAR TEAM RESPONSE/SERVICE DELIVERY

911 CALL

Non-Violent calls

BEAR Team responds.
on-scene de-escalation,
connection to resources,
and follow up.

Violent calls

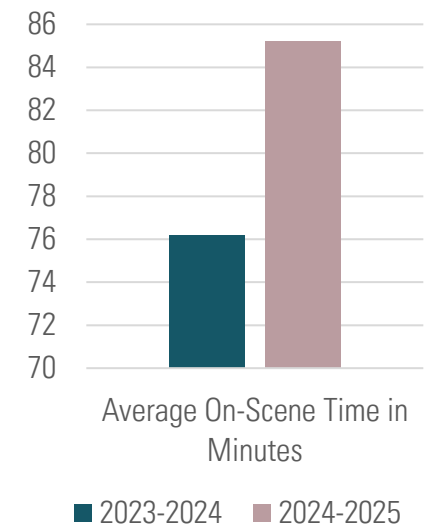
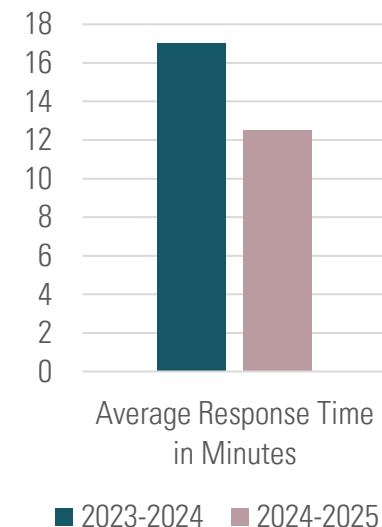
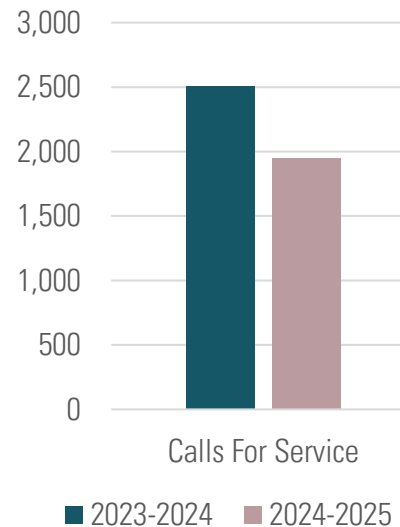
WSPD responds and
requests BEAR services
once the scene is safe.

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*Behavioral
Evaluation
and Response
Team*

BEAR TEAM CALL DATA



- Total Crisis Response Calls Since Inception: 4,454
- Average Response Time: 12.5 Minutes
- Average On-Scene Time: 85.2 Minutes





Community Outreach and Partnerships

- On-scene collaborations
- Participation in joint training events
- Facilitate a weekly client briefing for providers





The Attorney General's Dogwood Awards, created in 2017 by then-Attorney General Josh Stein, is an award given to honor North Carolinians who are dedicated to keeping people safe, healthy, and happy in their communities.

Pictured celebrating our BEAR Team for receiving the Dogwood Award from Josh Stein. This recognition reflects our commitment to serving our community and making mental health a priority!



MARKETING EFFORTS



- 311 hold line recording
- Winston-Salem Magazine
- Community resource events

RECOGNITION

Thank you to our dedicated counselors, city and county partnerships, and local stakeholders for all the hard work and commitment to the BEAR Team throughout the year.

I would like to extend the team's gratitude to the City Council, City Administration and to the Fire and Police Departments for their support keeping the Team and our citizens safe.





Kristin Ryan, MA
City of Winston-Salem Fire Department
BEAR Team Director
Behavioral Evaluation and Response Team
336-896-9170- mobile



Contact information:
BEAR Team: Ask for the BEAR Team when you call 911
or call directly 336-705-3668



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is
MENTAL HEALTH
AWARENESS MONTH

