



**B.E.A.R.**

**Behavioral  
Evaluation  
and Response  
Team**

# B.E.A.R Team



Provides an alternative to law enforcement response to non-violent mental health, substance use, and domestic dispute 911 requests for service.

Clinicians maintain contact and follow up with clients until they are connected with appropriate support services.



# B.E.A.R. Team Performance Measures

Reducing the burden on the 911 system, law enforcement, fire and EMS services, hospitals.

Arriving on scene under the established 30-minute total response time benchmark.

Providing evidence-based crisis services: successful engagements, connecting clients to appropriate services, reducing future crises.

# BEAR Team

May 15 through January 30, 2023

- 1,822 requests for service (from 911 or another agency)
- 1,012 follow-up consultations
- 386 community referrals
- Seven requests for service per day
- Average response time: 11:07
- Average time on scene: 94 minutes



# Direct Requests for Non-emergency Services

- Relocation of unhoused individuals and assistance with resources
- Provide crisis counseling and resources as a follow-up after medical interventions
- Attend case staffing with other mental health providers to increase support and eliminate barriers

# Reducing Repeat Callers

- Twenty-six clients called 911 two or more times per day for weeks.
  - Twenty-two are connected to services and no longer call 911.
  - Two now call the BEAR Team when in crisis, instead of 911.
- Seven clients requested fire and EMS several times per week.
  - All seven were connected to medical or substance use services, eliminating the recurring requests for service.

# Success Stories

A 25-year-old male with an intellectual disability, anxiety, and depression called 911 two to three times per day for the past four months. Client would wander around the city seeking activities but end up confused, afraid, and unsure of what to do. Client's mother was his legal guardian. BEAR Team was able to connect the client to Daymark's ACT team for intensive in-home services. Client now calls the BEAR Team directly and the ACT team, significantly reducing 911 calls. Client's mother recently passed away and, due to the BEAR Team's and ACT Team's prior involvement, the client is fully supported and will be placed in a care home.

# Success Stories

A 13-year-old male, reported as a runaway, was located by law enforcement. When they arrived, it was determined the individual was autistic. The BEAR Team was called to assist the client and his mother to access an appropriate level of care. The BEAR Team will continue to follow up to ensure the child receives the support needed to remain safe.



# Success Stories

A 54-year-old female was reported to be naked at a grocery store at 6:30 am on New Year's Day. The BEAR Team was dispatched to assist. The client was withdrawing from substances and reported she needed someone to pay attention to her. The client was from Greensboro and had been kicked out of the local shelters. The BEAR Team assisted her back to Greensboro, where she was able to access assistance from the religious community until public services reopened.



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**Contact information:**

Ask for the BEAR Team when you  
call **911**

Call directly: 336-705-3668

Director: Kristin Ryan

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