



B.E.A.R.

**Behavioral
Evaluation
and Response
Team**



 **B.E.A.R.**
Behavioral
Evaluation
and Response
Team
Winston-Salem Fire Department

Program Purpose



Provide an alternative to law enforcement for non-violent mental health, substance use and domestic dispute 911 calls.

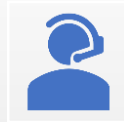
- The BEAR Team provides compassionate crisis intervention services to the individuals of Winston-Salem.
- Collaboration with all community providers is an essential part of the follow up care we provide.

WHO CALLS THE BEAR TEAM?

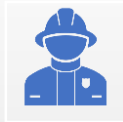
Requests for Immediate Crisis Response and Intervention



911 mental health or substance use crisis.



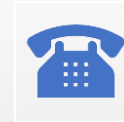
911 domestic violence calls.



Fire department calls for assistance



EMS calls for assistance.



311 inquiries for response or resources.



Business owners, churches, and group homes will call directly for assistance.

B.E.A.R Team

May 15-Aug 7

526 911 calls: 580 hours (1.10 hours per call)
132 Follow up responses: 343 hours (2.6 hours per call)

Average calls per month: 239

Average response time: 16:03

Benchmark response time: 30
min or less.



Services Provided by the Crisis Counselors

Responding to 911 calls as an alternative to law enforcement.

Supports convicted felon reentry and reintegration efforts by providing relocation support where appropriate and helps with connection to programs.

Working with families and follow up on medications compliance for teens who run away.

Assists victims of domestic violence in accessing safe havens and eliminating barriers.

Response to individuals displaying unpredictable behavior.

Redirecting and assisting clients who frequently call 911. They call the BEAR Team directly when needed, reducing the number of 911 calls.

Transporting clients to the least restrictive level of care, often avoiding unnecessary emergency department admissions.

Ensuring citizens of Winston-Salem are receiving the right level of care at the right time.

In home counseling, resources, and safety plans.

Direct Requests for Non-Emergency Services

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

Community Collaborations

North Carolina Crisis Response Network.

Co-response
teams from-
Raleigh,
Greensboro,
Durham, Chapel
Hill, and Apex.

FROST: Forsyth
County Opiate Task
Force.

Enhanced Mental
Health Crisis Services
Meeting. Coordinated
by Denise Price-Forsyth
County

- **CART:** Collaborative Action & Response Team. Led by High Point Law Enforcement.
- **Downtown Public Safety Network:** Led by Downtown Partners.
- **Community Engagement Meeting:** Led by Partners Health Management.



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Contact information:

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

Call directly: 336-705-3668

Director: Kristin Ryan
kristinr@cityofwfire.org