

CJMHSA TAC Quarterly Webinar

December 13, 2022 10:00 A.M.

Agenda

- USF CJMHSA TAC Quarterly Webinar Introduction & TAC Updates:

Abby Shockley, Director, CJMHSA TAC

“Coordination of Crisis Response Models: CIT, Co-Response and Integration with Community-based Crisis Services”

Michele Saunders, LCSW, Chair, Florida CIT Coalition

David Johnson, Justice & Mental Health Collaboration Program Manager, Alachua County
(ret) Major Darren Ivey, Kansas City, Missouri Police Department

- Questions and Answers

COORDINATION OF CRISIS RESPONSE MODELS

**CIT, CO-RESPONSE AND INTEGRATION WITH
COMMUNITY-BASED CRISIS SERVICES**

CRISIS RESPONSE VS. CRISIS SYSTEM

- Crisis Response – planned and immediate response to address a person in crisis
- Crisis System – integration of multiple crisis response efforts (warm lines, crisis lines, face to face first response, stabilization and connection to ongoing services and supports)



CRISIS RESPONSE MODELS

4

Primary Models

- **CRISIS INTERVENTION TEAM (CIT)**
- **CLINICIAN EMBEDDED CO-RESPONDER MODEL**
- **NON-EMBEDDED CO-RESPONSE MODEL**
- **MOBILE RESPONSE TEAMS**

CRISIS INTERVENTION TEAM (CIT)

- Partnership between law enforcement, behavioral health and advocates
- Steering Committee as a foundational element
- Police-based specialized police response
- Generalist-specialist model
- 40 hours of training
 - Knowledge building around behavioral health and IDD issues
 - Empathy building
 - De-escalation



CLINICIAN EMBEDDED CO-RESPONDER MODEL

- Also known as a police-based specialized behavioral health response
- Clinicians hired by law enforcement
- Accompany law enforcement on crisis calls
- May also provide follow up post crisis



NON-EMBEDDED CO-RESPONSE MODEL

- Also known as a behavioral health-based specialized mental health response
- Clinicians are hired by behavioral health organization
- Clinicians link up with law enforcement at scene to jointly respond



MOBILE RESPONSE TEAMS

- Non-law enforcement-based response
- Behavioral health clinicians respond directly
- Other disciplines may be included (EMS)
- Mobile Response Teams may need to contact law enforcement for assistance
- Marjory Stoneman Douglas High School Public Safety Act (HB 945)
 - Creation of a statewide network of Mobile Response Teams (MRT), which are required to serve youth/young adults



GOALS, VALUES, OUTCOMES

GOALS

- Timely response
- Safer interventions
- De-escalate
- Connect to services
- Minimize future crises
- Foster collaboration among stakeholders
- Right response-Right time-For anyone

VALUES

- Safety
- Compassionate
- Trauma-informed
- Person centered
- Strengths based
- Recovery focused
- Culturally competent

OUTCOMES

- Safety for all
- Least restrictive
- Connection to services
- Jail Diversion
- Better utilization of services
- Improved relationships among stakeholders



Alachua County: Crisis Continuum

University of South Florida: CJMHSAG

December 13, 2022

David Johnson, Justice and Mental Health Collaboration Program

Alachua County Stepping Up Initiative

- In 2015, the County applied for funds to send a delegation to Washington, DC for the first Stepping Up Conference. We were one of 50 delegations selected from around the country
- 2016 Delegation from 250 applicant counties and/or jurisdictions included representatives such as County Commission Chair, Sheriff, BH Provider, NAMI-Gainesville Chapter Chair, Gainesville PD Chief, & County Court Services
- Upon return, efforts continued by local partners under the umbrella of Stepping Up to identify data about the prevalence of those with MI in the County Jail. This included a review of the top 25 offenders cycling in and out, across the system

Alachua County Crisis Continuum Development

- “Is your leadership committed?” **YES!**
- Wide reaching community collaboration with stakeholders
 - JMHCP Grant #1 (2017 – 2020) conducted a process analysis and resource inventory seeking Strengths, Needs, Abilities, and Preferences of community stakeholders
 - Strategic plan presented to the Public Safety Coordinating Council in June 2020 and put into effect resulting in additional pre-arrest diversion options and the development of an Oversight Sub-Committee
 - Oversight monitored the grant and furthered the concept of a Central Receiving System
 - These collaborative partners saw the value in improved data collection and evaluation to include implementing a validated screening tool at Jail booking

Alachua County Crisis Response Partnerships

- Alachua County Board of County Commissioners
- City of Gainesville
- Alachua County Court Services
- The 8th Judicial Circuit
- Public Safety Coordinating Council
- States Attorney's Office
- Public Defender's Office
- Alachua County Sheriff's Office
- Alachua County Sheriff's Office Department of the Jail
- Wellpath (Jail medical and mental health provider)
- University of Florida Police Department



Alachua County Crisis Response Partnerships

- Alachua County Crisis Center
 - 24/7 Crisis Hotline - Local and 988
 - 24/7 Mobile response teams
 - Ongoing Therapy services including emergency walk in crisis counseling available
- Gainesville Police Department
- University of Florida Health
- North Florida Regional Medical Center (HCA)
- Veterans Administration
- Meridian Behavioral Healthcare
- Gainesville Fire & Rescue: Community Resource Paramedics
- Co-Responder Teams (GPD: 4, ACSO: 2, UFPD: 1)
- NAMI

Alachua County Mobile Response

- The MRT program is designed to respond to those experiencing crisis at your locations within **Alachua, Baker, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Suwannee, and Union** counties, who are in need of **24/7 crisis intervention services**.
 - AC Crisis Center serves only Alachua County
 - Meridian serves the surrounding counties
- During the initial crisis phase, a master's level counselor responds at the crisis location 24/7 (or through Telehealth as requested), while a care coordinator establishes links to appropriate community resources, and a peer specialist regularly follows-up.

Alachua County Mobile Response

Mobile Response Teams Aim to...

- Respond on-site within 60 minutes of a crisis notification
- Follow-up next day with tailored behavioral health crisis-oriented care plans
- Provide screening, standardized assessments, and referral services
- Create safety plans to prevent future crises
- Include family members in decision-making & support process
- Ensure linkage between all continuum of care services; i.e., psychiatry, outpatient, and referral agencies
- Promote use of innovative technologies; i.e., Telehealth

Alachua County Co-Responders

- 2016 USF SIM Report resulted in identifying a gap which was addressed by developing our first Co-Responder Team in partnership between Gainesville Police Department and Meridian Behavioral Healthcare
- The success of this team led to the development of 6 more teams since 2020 throughout the local law enforcement agencies (GPD, ACSO, and UFPD)
- These teams self-dispatch to suicide calls, calls suspected to be behavioral health related, and “Emotionally Charged Situations”
- The intent is to divert from Jail when the individual can be safely managed in the community (consistently over a 90% diversion rate of those eligible for arrest)
- Light case management follow ups



Alachua County Co-Responders

- Peak Hours/ Days: Varies with University semesters in or out of session
 - UFPD: 10am – 2am
 - Only 1 team currently, unable to operate 24/7
 - GPD: T – R 12pm – 10pm
 - ACSO: M – R 11am – 9pm
 - Only 2 teams currently, unable to operate 24/7
- CIT Trained:
 - UFPD: 100% since 2003
 - GPD: 37% Current

Alachua County Co-Responders Barriers

- ACSO: 2 Teams
 - Sheer geographic area to be covered
 - Only 2 teams, unable to operate 24/7
- GPD: 4 Teams with 1 JMHCP funded
 - Periodic disconnect at receiving facilities
 - Rapid DC of LEO Involuntary Commitment (Baker Act)
 - Need for overnight CRT's
 - Use of Marked Cars
- UFPD: 1 Team & 1 more to be developed
 - General new program start up and public relations
 - Only 1 team currently, unable to operate 24/7

Alachua County Crisis Response Improvements

- Alachua County has a 2-pronged approach to reduce the prevalence of those living with serious mental illness in our Jail
- Co-Responder Teams to address the pre-arrest/ diversion options

And...

- The primary barrier expressed early in qualitative interviews was, “You don’t want me to take them to Jail, CSU, or Emergency Department, then where should I take someone?”
- A Central Receiving System became the goal to provide another diversion option

Alachua County Central Receiving System

- As a part of the Strategic Plan submitted to the Public Safety Coordinating Council, the development of a Central Receiving System was recommended
- Centralized drop-off point for law enforcement when behavioral health may be the cause (Diverting from Jail, CSU, Emergency Department)
- The CRS is an assessment center, not a Crisis Stabilization Unit, though has a 23 hour hold for safety
- The “System” is the coordination between the CRS facility and local hospitals in communication and sharing information including live CSU bed counts
- The CRS assesses clients and seeks to connect to appropriate treatment options (CSU, Outpatient, medication management, substance use/ detox, etc.)

Alachua County Central Receiving System

- There are currently 9 Central Receiving Systems in Florida
- Alachua County experienced the barrier of funding without the benefit of State dollars which the 9 CRS' received to be implemented and including recurring operational funds
- The County, City, and managing entity have committed significant funds
- American Rescue Plan funds were leveraged as well
- Alachua County collaborated with 3 current Central Receiving Systems to help develop a CRS appropriate for our community
- Groundbreaking estimated for December 2022 and projected to be operational in December 2023

Enhanced Screening

- If an individual ends up in our Jail, a validated mental health screening tool was implemented at Jail booking (Brief Jail Mental Health Screening)
- If the screening tool suggests behavioral health concerns, they are referred for a full assessment
- Assessment may result in a community treatment recommendation upon release
- Wellpath has a Discharge Planner who conducts outreach and assists these individuals with finding appropriate treatment and resources in the community
- Meridian has 2 Peer Specialists who conduct in-reach to the Jail when an individual is identified as needing behavioral health treatment
- The Discharge Planner and Peer Specialists coordinate for warm hand-offs to bridge the Release – Treatment gap

- JMHCP has a research team made of University of Florida professor of Criminology and Sociology & Law, Dr. Michael Capece, Research Assistant - Hope Bumgarner, and intern students
 - JMHCP also collaborates with Rachel Fulmer of the Justice System Partners
 - Formerly the Florida State University Institute for Justice Research & Development
- The research team evaluates Co-Responder, Diversion, Jail screening, Treatment initiation/completion, and recidivism to address the 4 goals of Stepping Up
 - Reduce the prevalence of individuals living with behavioral health concerns in our Jail
 - Decrease the number of Jail days spent by the individuals
 - Increase connections to community-based treatment
 - Reduce recidivism
- Support from leadership and data sharing mechanisms have made all the difference



David Johnson

Justice & Mental Health Collaboration Program Manager

Alachua County Court Services

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Kansas City Crisis Response

One size does NOT fit all

Kansas City Region

- Kansas City, Missouri

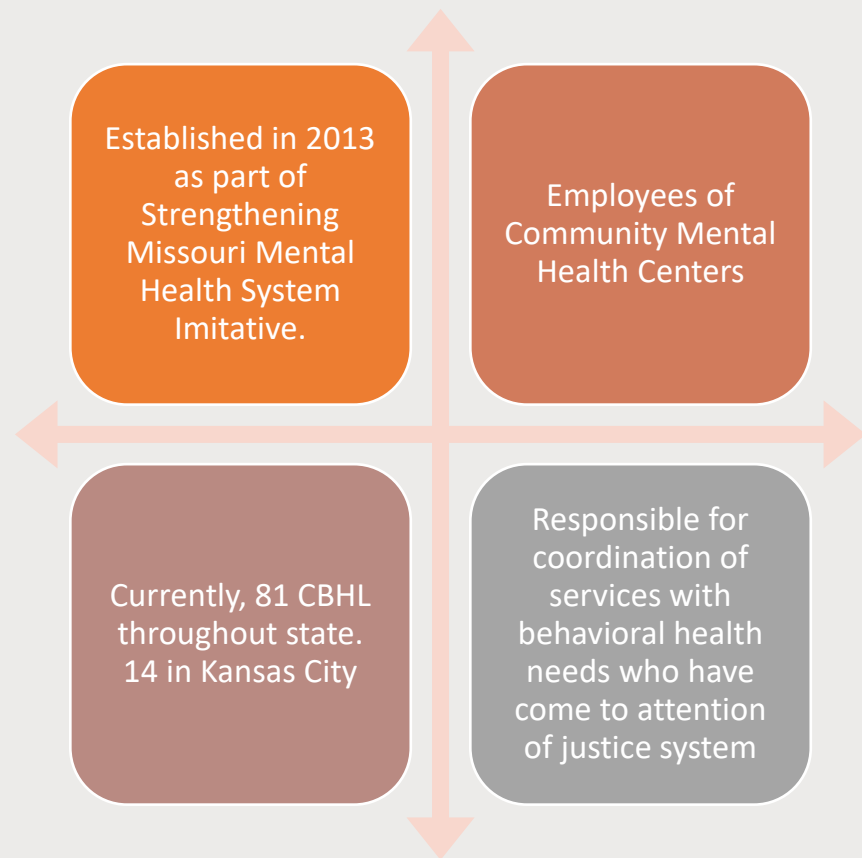
- 4 Counties
- 319 Square Miles
- 505,000 Population
- Rural, Urban and Suburban
- 1,200 Police Officers

- Kansas City Metropolitan Area

- 2 States
- 14 Counties
- 8,742 square Miles
- 2.2 Million Population
- Rural, Urban and Suburban



Community Behavioral Health Liaisons (CBHL)



Community Behavioral Health Liaisons (CBHL)

Successes

- Most impactful on providing crisis services
- provides follow-up
- Strengthened the partnerships between police and service providers
- Education
 - CISM for agencies
- Information sharing

Challenges

- Hiring and retraining
- Personality conflicts
- Information sharing





Mobile Crisis Response

- Missouri's first step for help is through the Access Crisis Intervention System (ACIS)
- Telephone assessments made and if mobile crisis response is needed it is referred to the appropriate Community Mental Health Center (CMHC)
- CMHC will arrange for mental health profession to meet with caller



Mobile Crisis Response

Successes

- Allows for response without police involvement
- Provides a mental health response in smaller cities/counties where none would have occurred

Challenges

- Not well coordinated
- Information sharing can be difficult
- Very long response times
- Interagency competition
- 988



KC Assessment and Triage Center (KC-ATC)

- Opened in 2016
- Funded through Ascension Health's purchase of 2 non-profit hospitals (\$ 2 million profit)
- 18 and over; non-combative
- Drop offs by police; fire/ems; hospitals
- Stay up to 23 hours

NEW PROSPECTS



KC Assessment and Triage Center (KC-ATC)

Successes

- Easy option for officers and EMS
- True collaboration to get it built

Challenges

- Not viable option for outer part of city
- Breaking old habits
- Only 23 hours
- Limited space



CIT Program & CIT Officers

- Follows the Memphis Model
- Over 500 officers/dispatchers trained
- Member of 2 Regional Programs
- Founding member of MO State CIT Council
- Conducts 7-8 trainings per year
- Bi-Monthly Regional meetings
- Bi-Monthly Missouri/Kansas meetings



CIT Program & CIT Officers

Successes

- Great coverage (24/7)
- Great Information Sharing
- Top-notch training
- Coordinated care
- Valuable partnerships
- Data Collection

Challenges

- NAMI
- Big vs small





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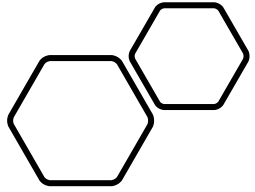
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CIT Squad (MHU)

- 1 Sgt and 4 Officers
- Works closely with CBHL
- Respond to crisis calls
- Referral for field officers
- On-call after-hours
- Follow up visits
- Training/Education
- Co-Response with CBHL





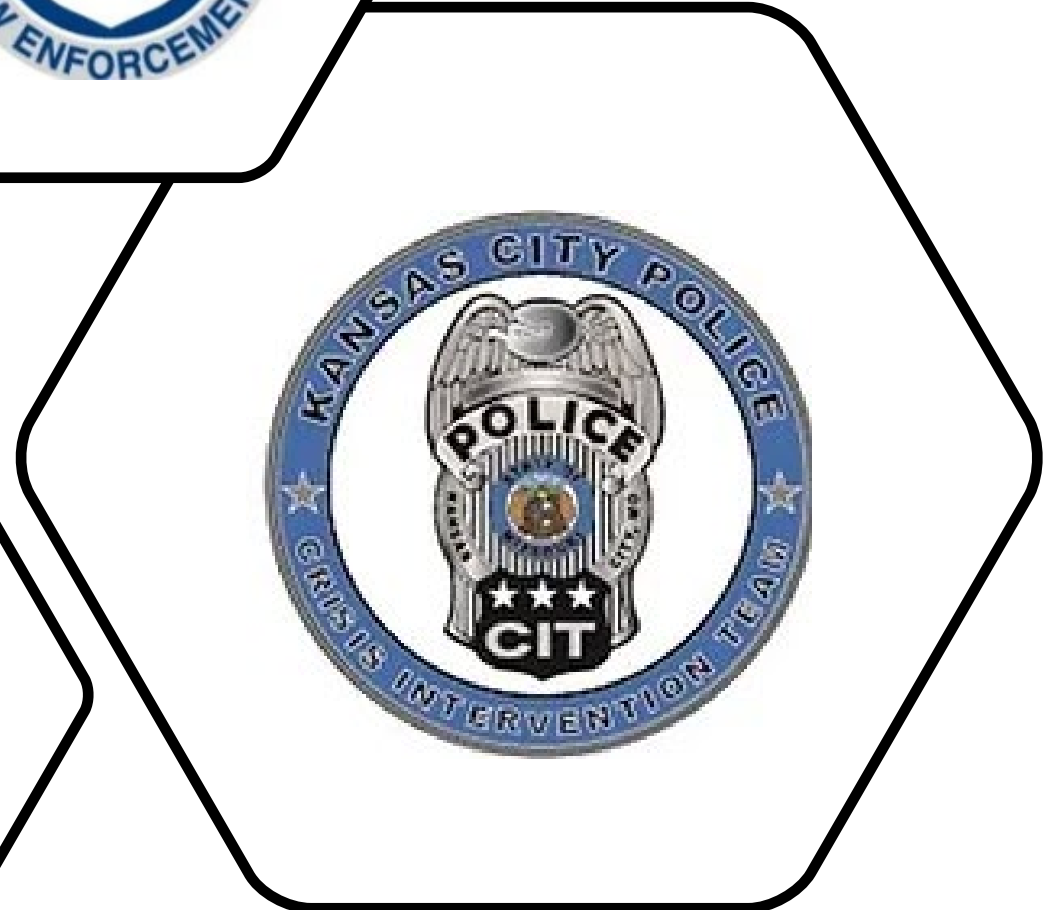
CIT Squad (MHU)

Successes

- Follow-up
- Specialized crisis response
- CIT focal point
- Employee care
- High end users and High Importance
 - Homeland Security

Challenges

- manpower





What's the right way?

Whatever works for your
community



BUT.....

Whatever is used, it should include:

- CIT Program
- Information Sharing
- Data Collection

QUESTIONS?



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A photograph of the Marshall School of Business building, a modern structure with a curved facade and large glass windows. In the foreground, a large bronze statue of a bull is running through a shallow pool of water. The word "Questions?" is overlaid in the center of the image.

Questions?

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