



Responding to People in Crisis Part 1: Identifying “Familiar Faces”

Risë Haneberg, Nicholas Heaghney, Kristin Schillig, Mark Stovell, Annie Uetz, Charlie Verploegh

May 13, 2021



Agenda

- Welcome, Introductions, and Overview of Stepping Up and Safety and Justice Challenge
- Bernalillo County, New Mexico
- Fulton County, Georgia
- Polk County, Iowa
- Questions and Answers
- Next Webinar and Office Hours Opportunity

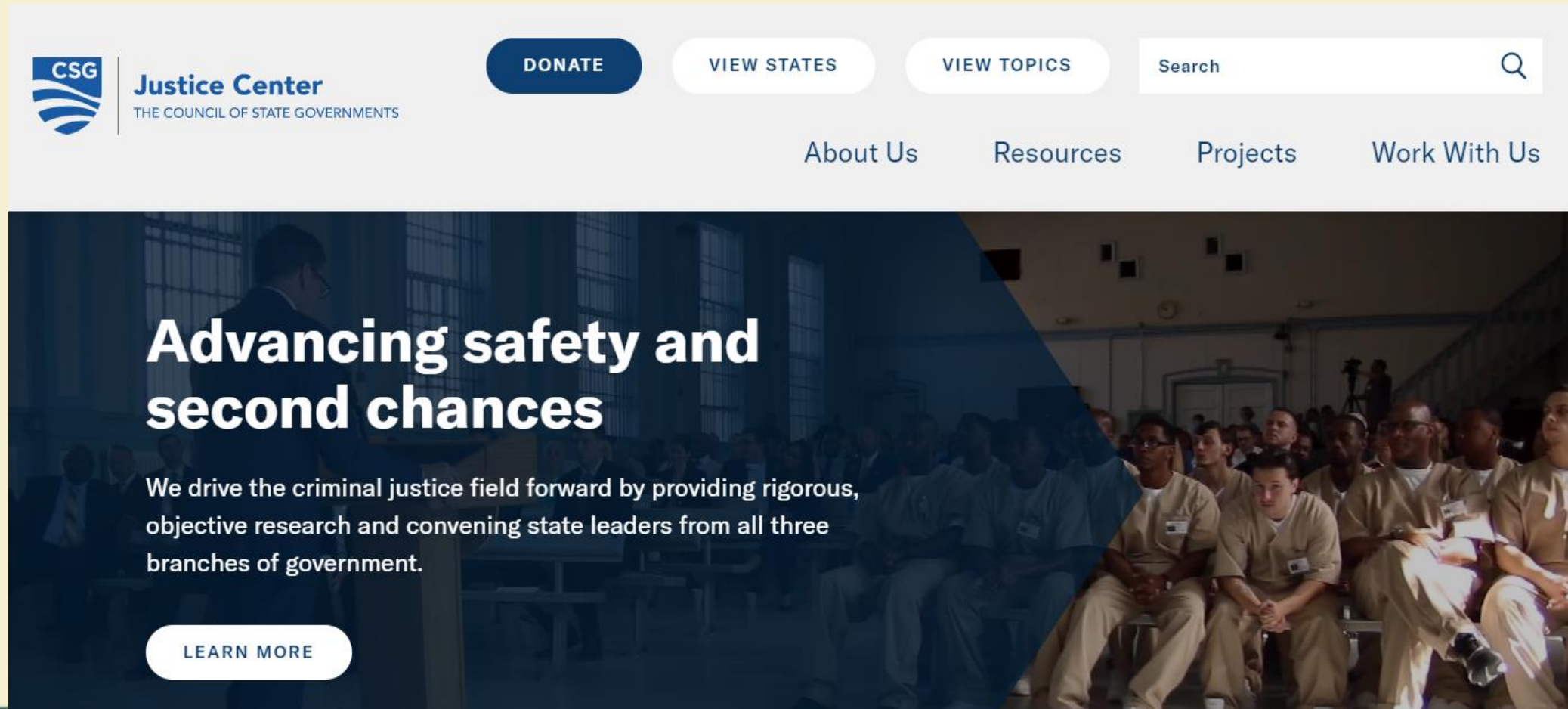
Speakers

- **Risë Haneberg**, Deputy Division Director, the CSG Justice Center
- **Nicholas Heaghney**, Court Policy Analyst, Superior Court of Fulton County
- **Kristin Schillig**, Court Support Manager, Superior Court of Fulton County
- **Mark Stovell**, Senior Policy Analyst, the CSG Justice Center
- **Annie Uetz**, Program Planner, Polk County Health Services
- **Charlie Verploegh**, Assistant Director, Bernalillo County Department of Behavioral Health Services

The Stepping Up Initiative and The MacArthur Foundation Safety and Justice Challenge



The Council of State Governments Justice Center



The screenshot shows the top portion of the Council of State Governments Justice Center website. The header is light gray and contains the CSG Justice Center logo on the left, which includes the text 'CSG' in a blue square and 'Justice Center' in blue, with 'THE COUNCIL OF STATE GOVERNMENTS' in smaller gray text below. To the right of the logo are three buttons: a dark blue 'DONATE' button, a white 'VIEW STATES' button, and a white 'VIEW TOPICS' button. Further right is a search bar with the placeholder text 'Search' and a magnifying glass icon. Below the header is a navigation bar with four links: 'About Us', 'Resources', 'Projects', and 'Work With Us'. The main hero section features a large image of a group of people, some in prison uniforms, sitting in a room. Overlaid on the left side of this image is a dark blue diagonal shape containing the text 'Advancing safety and second chances' in large white font, followed by a paragraph: 'We drive the criminal justice field forward by providing rigorous, objective research and convening state leaders from all three branches of government.' At the bottom of this shape is a white 'LEARN MORE' button.

CSG Justice Center
THE COUNCIL OF STATE GOVERNMENTS

[DONATE](#) [VIEW STATES](#) [VIEW TOPICS](#)

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Advancing safety and second chances

We drive the criminal justice field forward by providing rigorous, objective research and convening state leaders from all three branches of government.

[LEARN MORE](#)

THE STEPPINGUP INITIATIVE

Stepping Up is a national initiative to reduce the number of people with mental illnesses and co-occurring substance use disorders in jails.



Justice Center

THE COUNCIL OF STATE GOVERNMENTS

AMERICAN
PSYCHIATRIC
ASSOCIATION
FOUNDATION



#StepUp4MentalHealth
www.StepUpTogether.org

Three-Part Webinar Series Featuring Three Stepping Up and SJC Sites

- Three Sites
 - Bernalillo County, New Mexico
 - Fulton County, Georgia
 - Polk County, Iowa
- Three-part webinar series
 - Part 1: May 13, 2021
 - Part 2: September 2021
 - Part 3: December 2021
- Office Hours for follow-up discussion in between webinars
 - June 24th, 1-2pm eastern

Virtual Conference Opportunity re: Crisis Response



**Taking
the Call**

A national conference
exploring innovative
community responder models

LAUNCH EVENT:
MAY 20, 2021
2:00-3:30 p.m. ET

*Free and open to the public;
pre-registration required.*

Bernalillo County, NM

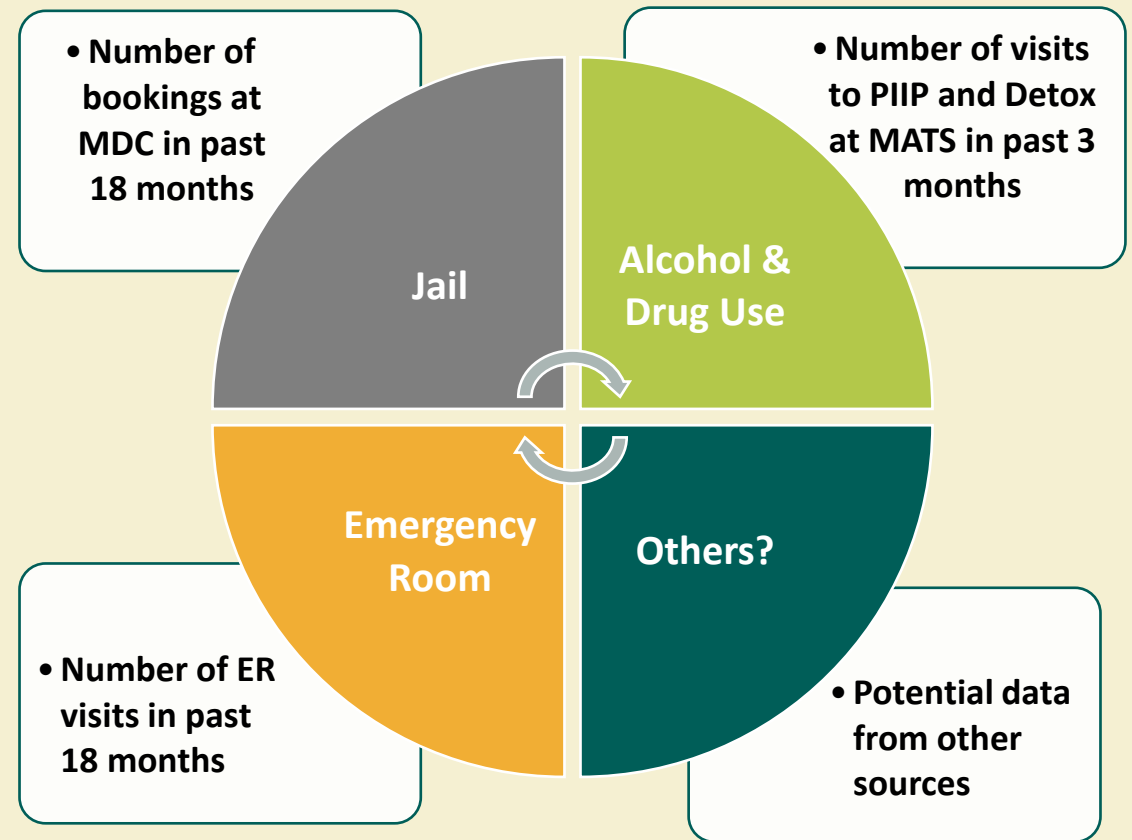


Presentation Overview

- Development and Uses of a High Utilizer List
- The Crisis Continuum of Care in Bernalillo County
- Connecting People Who Are High Utilizers to the Crisis Continuum
- Ongoing Challenges and Future Strategies

Overview of the DBHS Frequent Utilizer Project

- The Frequent Utilizer Tool was created to identify frequent clients of Bernalillo County services
- The tool was first introduced in April 2019. It consistently identifies 230–250 individuals each month who had at least 2 bookings in Metropolitan Detention Center DC, used the Public Inebriate Intervention program, or the CARE Campus and Detox
- Targeted services to these clients to reduce cycling through county systems, hospital systems, and managed care organizations



DBHS Frequent Utilizers

What do we do with clients on the Active List?

- Clients are flagged in the DBHS database
 - Case managers notified if client checks in to Detox or PIIP
- The active list is sent to the Resource Re-entry Center (RRC)
 - Case managers contact clients in jail, particularly those with serious mental illness
 - Clients on list met at RRC by case managers when released from jail
- Future plans
 - Sharing list through secure portal (in development) with city agencies, partner services, and legal services to provide greater wraparound services to clients

Criminal Justice Coordinating Council Reentry & Diversion Subcommittee High Frequency Utilizer Work Group

Purpose

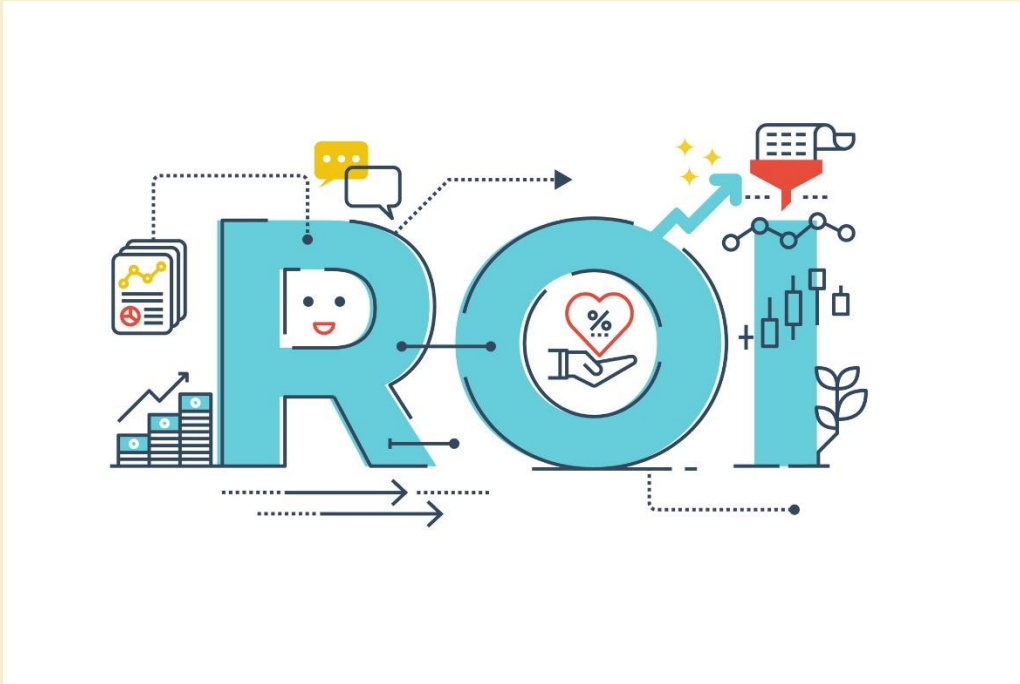
Develop a collaborative solution to connect individuals who are the highest utilizers of jail bookings, emergency room admissions

- Subgroups are those experiencing a mental illness, chronic homelessness, and high use of other systems such as 911 crisis services

Members

- Bernalillo County
- City of Albuquerque
- 2nd Judicial District and Metro Court
- Law Office of the Public Defenders
- NM Human Services Department
- Bernalillo County Sheriff's Office
- Albuquerque Police Department
- UNM Hospital
- Heading Home Street Connect

Current Projects



- Data Sharing MOU
- Universal Release of Information (UROI)
- Data application through NM Tech to store high utilizer list and UROI

Bernalillo County Continuum of Care for People in Crisis

- Resource Reentry Center (RRC)
- Law Enforcement Assisted Diversion (L.E.A.D.)
- Mobile Crisis Teams (MCT)
- Community Engagement Teams (CET)
- Crisis Triage Centers (CTC)

Site	Public Service Announcement	Crisis Call Center	Outreach/Prevention	911 Dispatch with Behavioral Health Responses	Co-responder Team	Diversion Drop-off Center/Crisis Stabilization Unit
Bernalillo County, NM	✓	✓	✓	✓	✓	✓

Transition Planning– Resource Re-entry

- The Resource Re-entry Center (RRC) is the first stop for individuals released from the Metropolitan Detention Center as they reintegrate into the community.
- Transition Planners work with people incarcerated in the jail.
- Once people are released to the RRC, community health workers assist these individuals to carry out their transition plans and connect them to services.



Law Enforcement Assisted Diversion

- LEAD: Police officers exercise discretionary authority to divert individuals suspected of low-level, nonviolent crime driven by unmet behavioral health needs to community-based health services
- Bernalillo County and DBHS, in collaboration with Albuquerque Police Department (APD), Bernalillo County Sheriff, District Attorney's Office, and Office of the Public Defender, work together to operate the LEAD program



Mobile Crisis Teams (MCT)



- Collaborative program between Bernalillo County and the City of Albuquerque
- MCTs respond to individuals experiencing a nonviolent behavioral health crisis that necessitates a 911 response
- There are six MCT teams (4 APD, 2 BCSO) and two Non-Law MCT teams (2 BCFD)

Fire Mobile Crisis Teams (FMCT)

- FMCT responds to requests from officers in the field who have identified a call as appropriate for a FMCT to respond
- FMCTs are composed of one behavioral health clinician and one paramedic certified in Enhanced Crisis Intervention Training



Community Engagement Teams (CETs):



- CETs help before and after a crisis
- CET helps individuals avoid the criminal justice system or emergency room, and instead helps clients to connect to services.
- Individuals or family members who could benefit from a CET will be referred through crisis and warm lines, such as the New Mexico Crisis and Access Line, local law enforcement MCT teams, and the larger community

Crisis Stabilization Unit and UNMH CTC

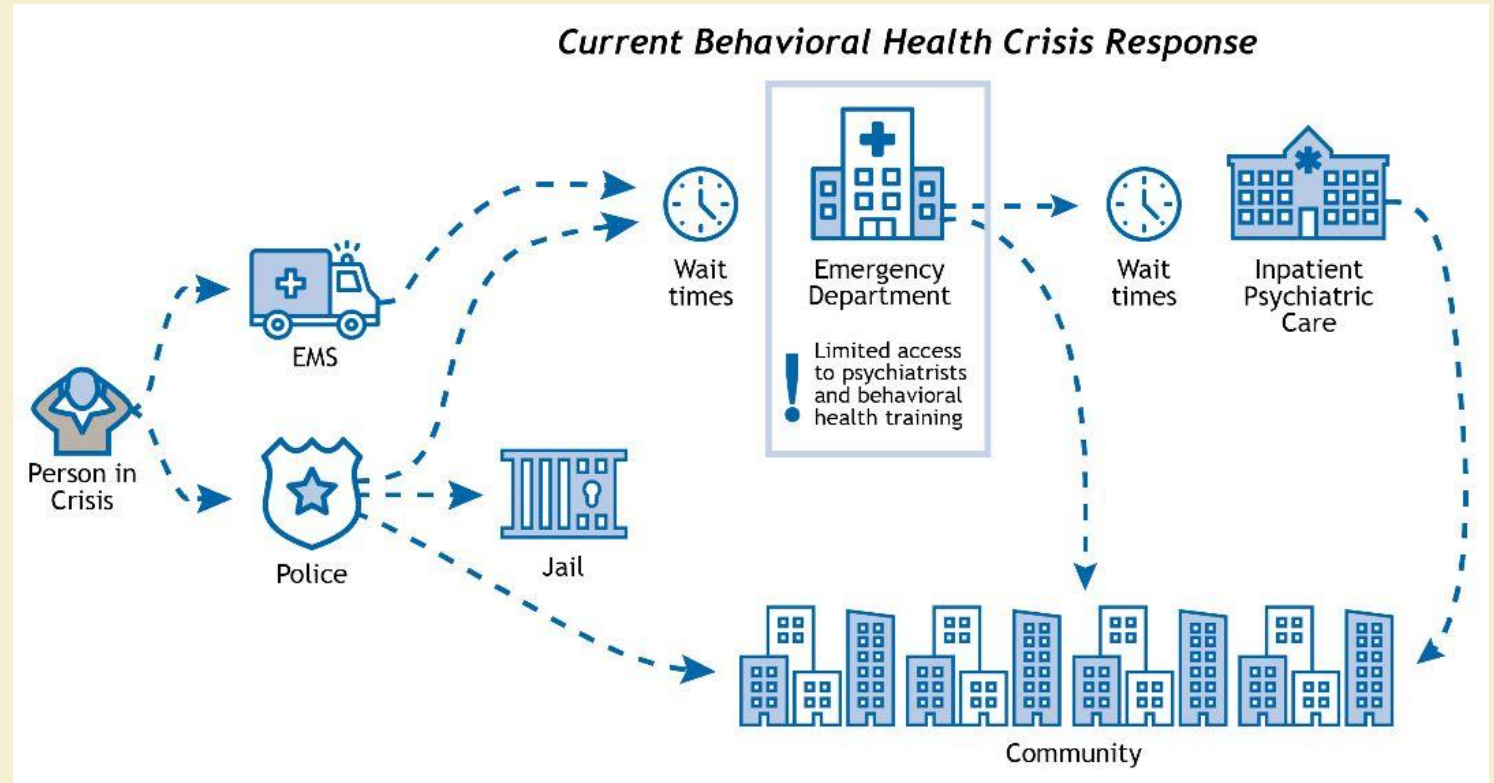
- Crisis Stabilization Unit: 16 beds for a two-week stay for clients who need a residential respite but don't meet inpatient criteria
- Finally, UNM Health Sciences Center will design and build a new Psychiatric and Emergency Services Center to include creation of a 16-bed Crisis Triage Center, a psychiatric urgent care, partial hospitalization, SUD treatment for children and adults, behavioral health clinics, and acute inpatient bed capacity



Frequent Utilizers and the Crisis Continuum

Problems/Issues

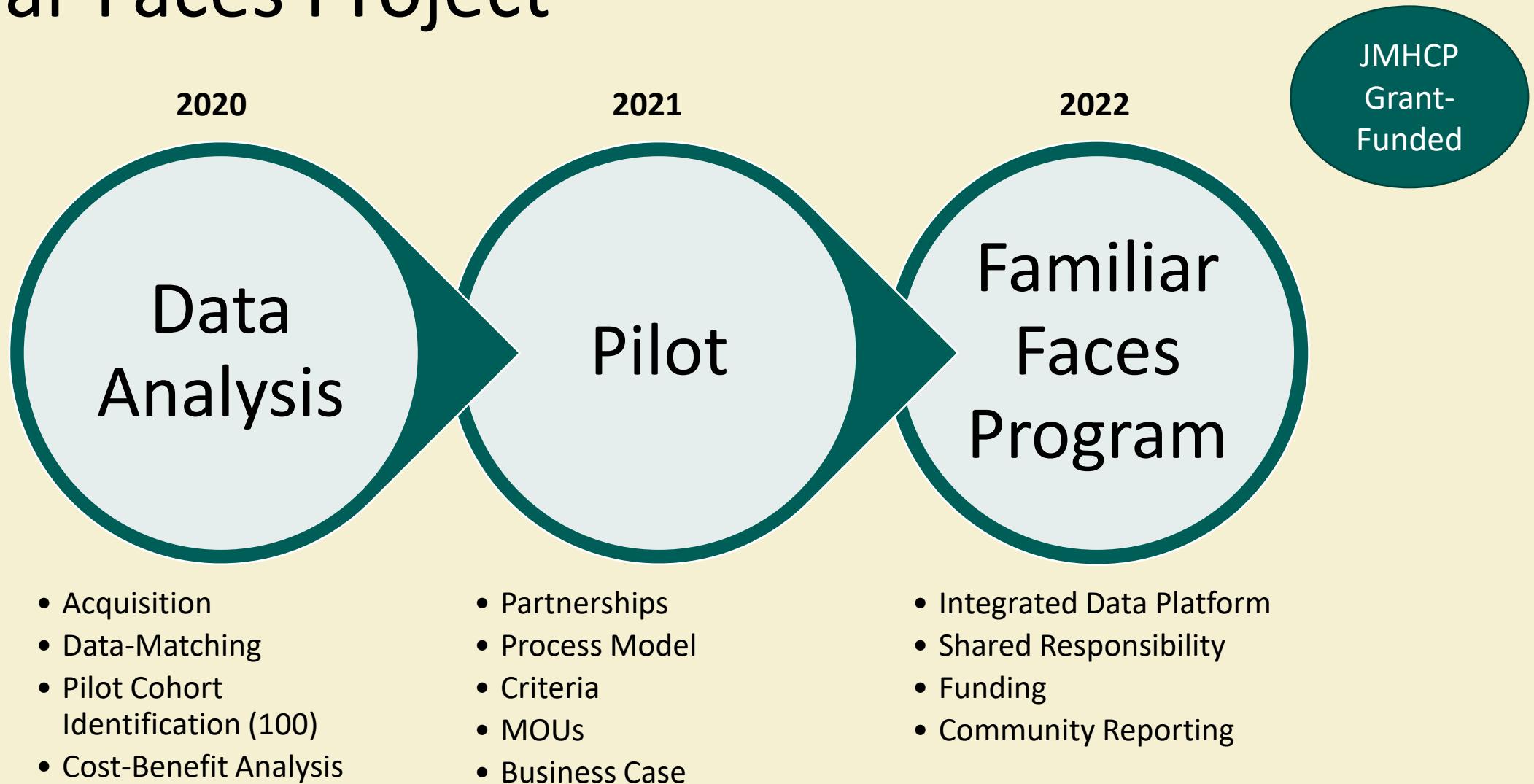
- Timely access to services
- Funding
- Data sharing challenges
- Data differentiation in the high utilizer population
- Challenges with harm reduction/voluntary programming



Fulton County, GA



Familiar Faces Project



Identifying Familiar Faces

Jail “Source” Data

- 3-year data extract (2017–2019)
 - Fulton County Jail
 - Atlanta City Detention Center
- Bookings and releases
- All jail episodes
- Reorganized from charge-based to episode-based
- Coded based on charge types and level of seriousness
- Validity checks

Systems Cross-Reference (Touch Points)

- Atlanta Police Department*
- Grady Health Systems*
- Fulton County DBHDD*
- Georgia Crisis & Access Line*
- Naphcare
- Dept. of Corrections
- Dept. of Community Supervision*
- HMIS (Homeless Data System)*
- Emory Law & Psychiatry (Competency)*
- Service Providers

**Completed Pilot Data Match*



**Core
Partners**

Top 100 Familiar Faces Findings

Jail

Most frequent bookings

- **FCJ:** 1146 bookings, 1.5 percent of total bookings over the time period
 - 31,165 days spent in jail, 1.1 percent of total jail bed days
 - \$3.1+ million spent on jailing 100 individuals over 3 years (using avg. jail bed day cost)
- **ACDC:** 855 bookings, 1.5 percent of total
 - 7,656 days spent in jail, 3.6 percent of total jail bed days
 - \$600,000+ on jailing

Charges generally low level, 40 percent of charges were for criminal trespass or possession and use of drugs

Cross-System Match

Atlanta Police Department: 87 of these 100 people had 3,603 arrest or field contacts with APD between 2009 and 2020

- Average of 41.4 contacts each

Grady Health: 28 individuals had been seen 704 times between 2017 and 2021

- Substance use in the ER
- Psychiatric Unit
- ACT Team

Homeless Management Information System: 88 individuals enrolled

Competency evaluations: 18 individuals

Most Common Charges Associated with Top 100 Familiar Faces (50 percent of all bookings)

Charge Description	Frequency	Percent
Criminal Trespass	261	23.22
Possession & Use of Drugs	108	9.61
Theft by Shoplifting	56	4.98
Pedestrian Soliciting a Ride	41	3.65
Willful Obstruction of Law Enforcement	38	3.38
Possession of Marijuana	27	2.40
Criminal Trespass, Possession of Drugs	23	2.05

Pilot Project Key Data Takeaways

100 Familiar Faces

FCJ: 1.5 percent of bookings (\$3.1 million)

ACDC: 1.5 percent of bookings (\$615,000)



Total “Crimes of Interest”

FCJ: 8–10 percent of bookings (\$8.5 million)

ACDC: 30–35 percent of bookings (\$7.5 million)

Familiar Faces are booked in **10 times** more frequently

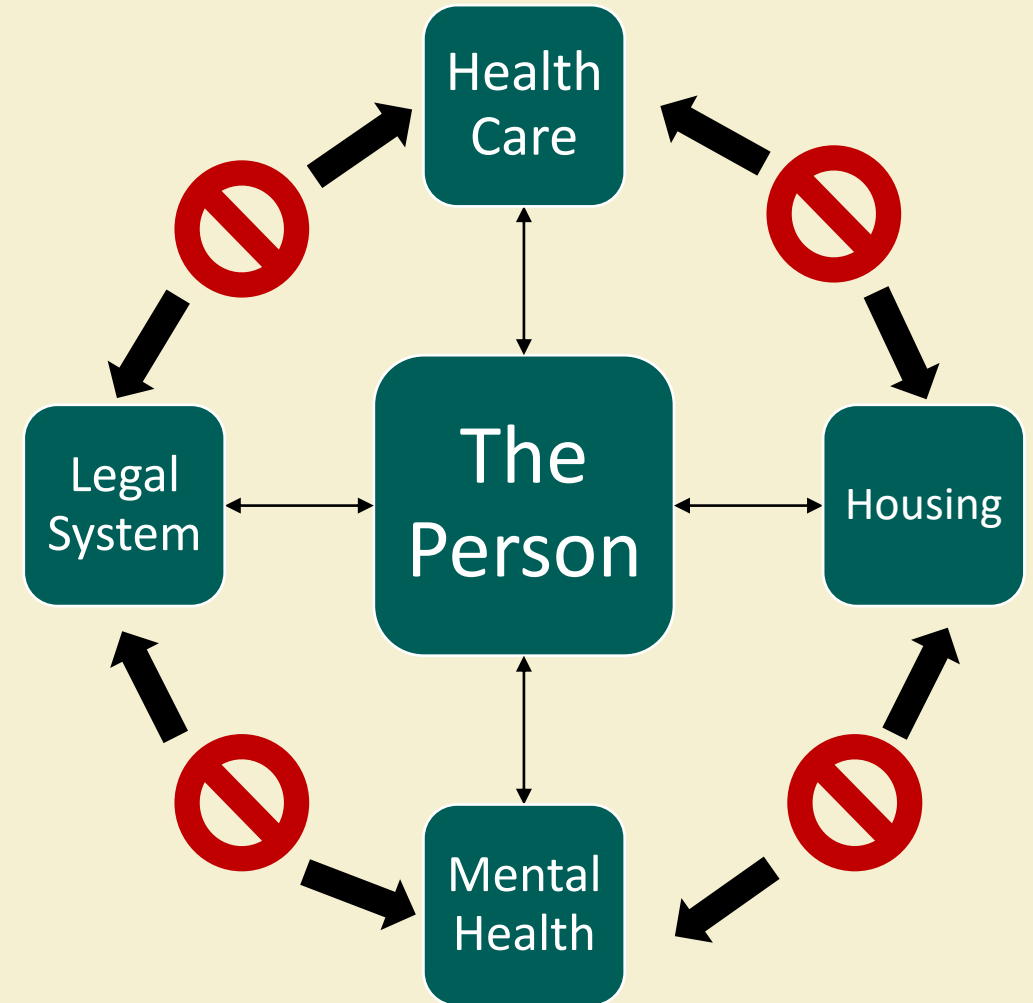
Familiar Faces use **20 times** the number of bed days

Women overrepresented in population: **3 times** more common

Significant racial disproportionality: **92 percent Black**

The Data-Sharing Problem

While people and service providers can communicate directly, the ability for service providers to identify and communicate about people in common is often blocked.



Short-Term Solution

Stepping Up

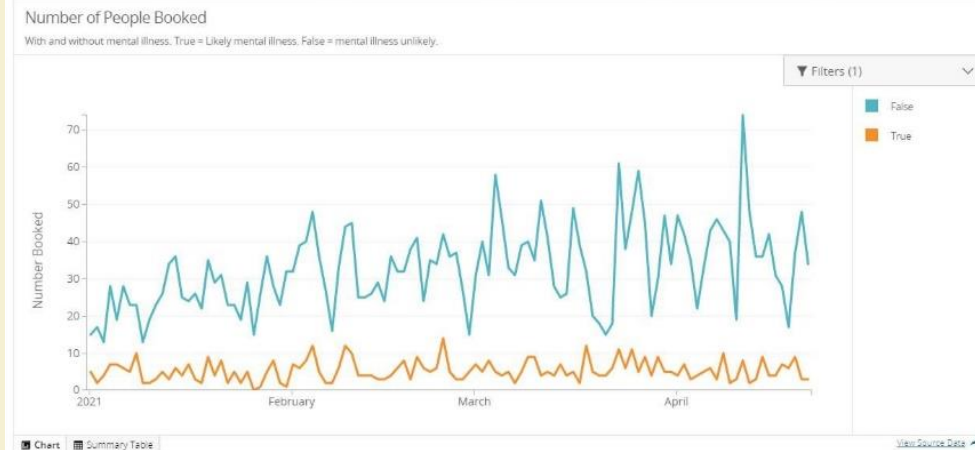
Fulton County has joined the Stepping Up Initiative! This is a national initiative to reduce the number of people with mental illnesses in jails. See more at <https://stepuptogether.org/the-problem>.

An important note on the data on this page: These numbers only include people who completed the Correctional Mental Health Screening upon being booked into jail. Not everyone is eligible to complete this screening, and thus these numbers are not reflective of all bookings.

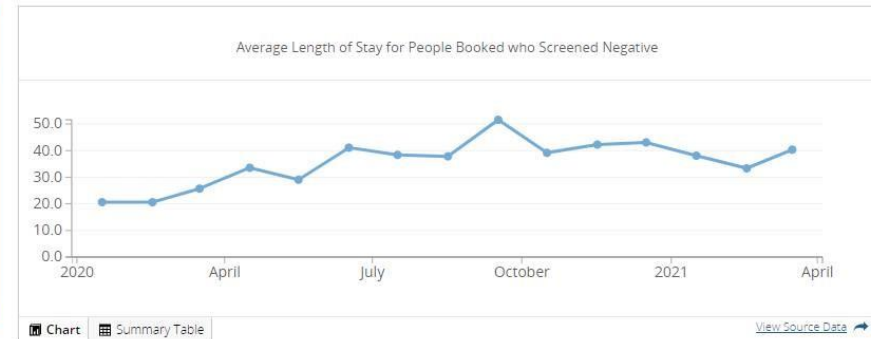
On this page, CMHS stands for Correctional Mental Health Screening.



Key Measure 1: Reduce the number of people booked with mental illness.

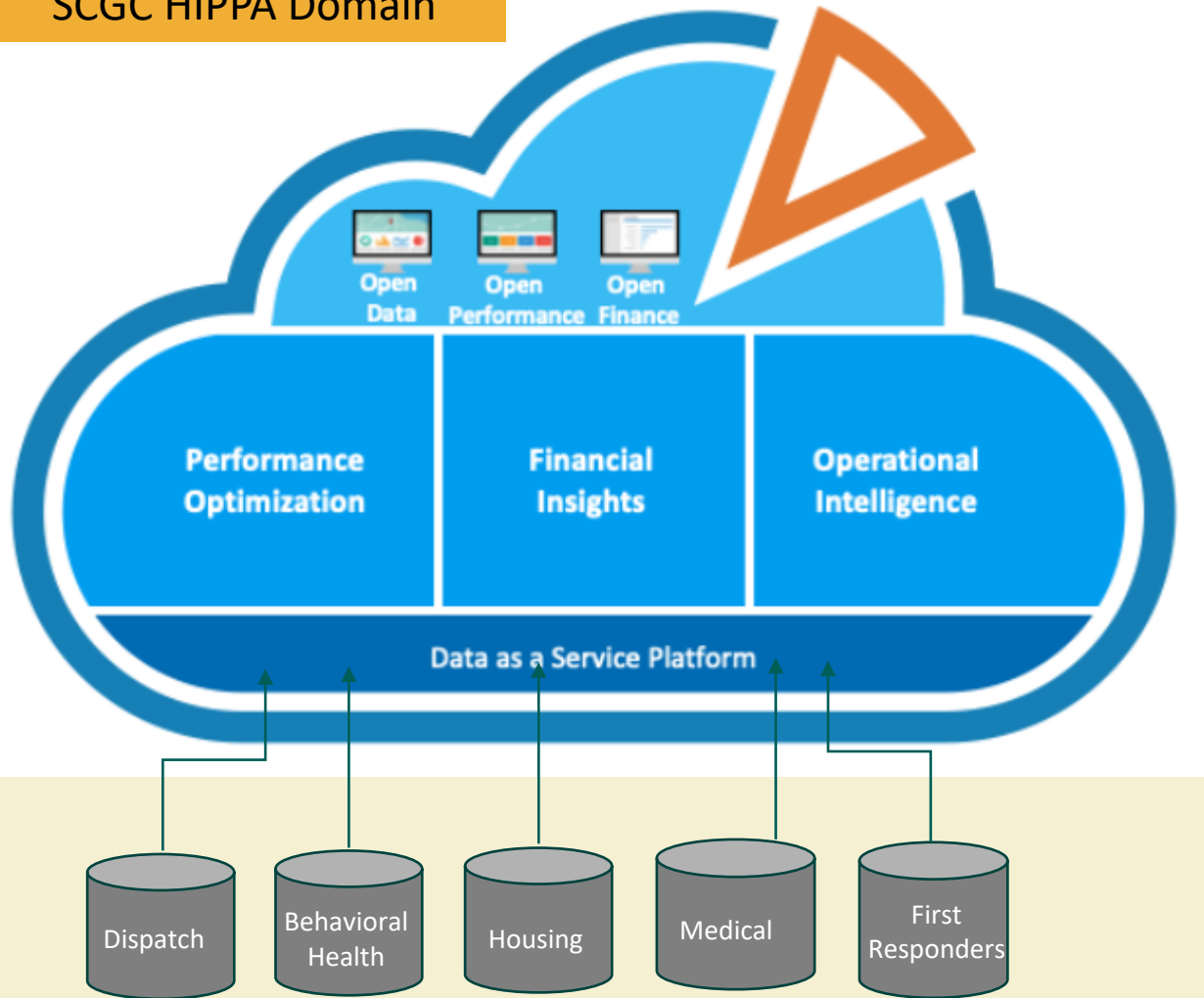


Key Measure 2: Reduce the length of stay for people booked with mental illness.



Long-Term Solution

SCGC HIPPA Domain



Internal Analysis
Dashboards via
Performance Insights &
Stock Viz

Query Interface allowing
internal users to query
for individuals, but not
have access to the
individual datasets being
queried

Query Fields:

Name
DOB
SS
Address
Age
Race

Fulton County Continuum of Care for People in Crisis

Site	Public Service Announcement	Crisis Call Center	Outreach/Prevention	911 Dispatch with Behavioral Health Responses	Co-responder Team	Diversion Drop-off Center/Crisis Stabilization Unit
Fulton County, GA	✓	✓	✓	✓	✓	

Crisis Continuum of Care

“Someone To Call”

- Peer Warmlines
- Georgia Crisis & Access Line
- ★ • 311
- 911



“Someone To Respond”

- PATH
- ★ • Policing Alternatives & Diversion (LEAD)
- Co-responder
- Police

“Somewhere To Go”

- Psychiatric ED
- Housing
- Jail



GAPS

Polk County, IA



Overview of Familiar Faces Project

- Focus on the data:
 - Familiar Faces Application: Jail and 911 data
 - Direct calls from first responders
- Core partners in the project
 - Polk County Mental Health and Disability Services Region
 - Polk County IT
 - Polk County Jail
 - Des Moines Police Department
 - Des Moines Fire Department
 - Ankeny Police Department
 - Community Support Advocates
 - Broadlawns Medical Center
 - Eyerly Ball Community Mental Health Services

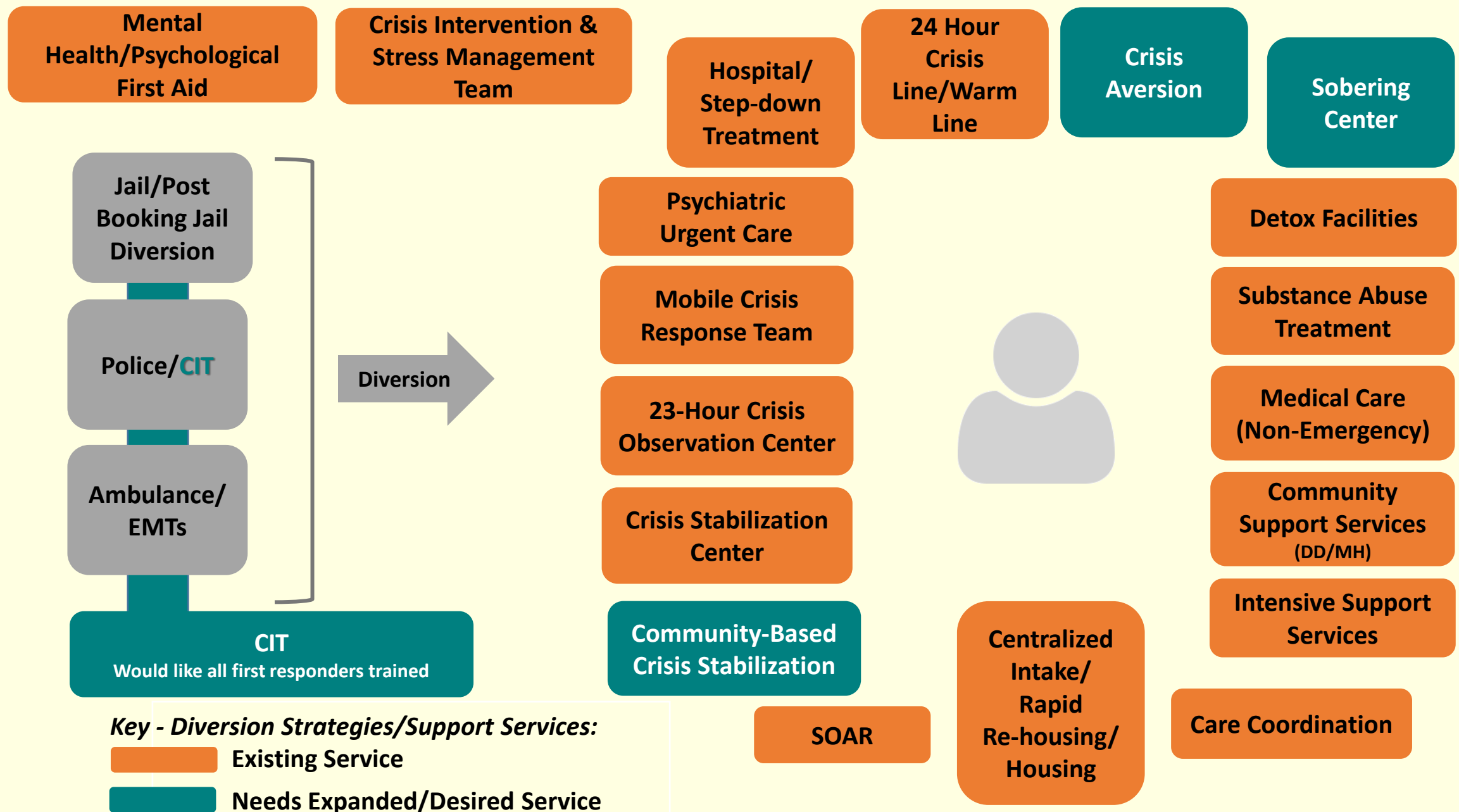
Relationship Between Familiar Faces and People in Crisis

- Individuals who overutilize emergency services who present with:
 - Mental health issues
 - Substance use issues
 - Developmental disability
 - Medical issues
- 21 percent connected to long-term services and supports
- Individuals identified as a Familiar Face and who utilized the Crisis Observation Center
 - FY18: 3 percent
 - FY19: 6 percent
 - FY20: 5 percent

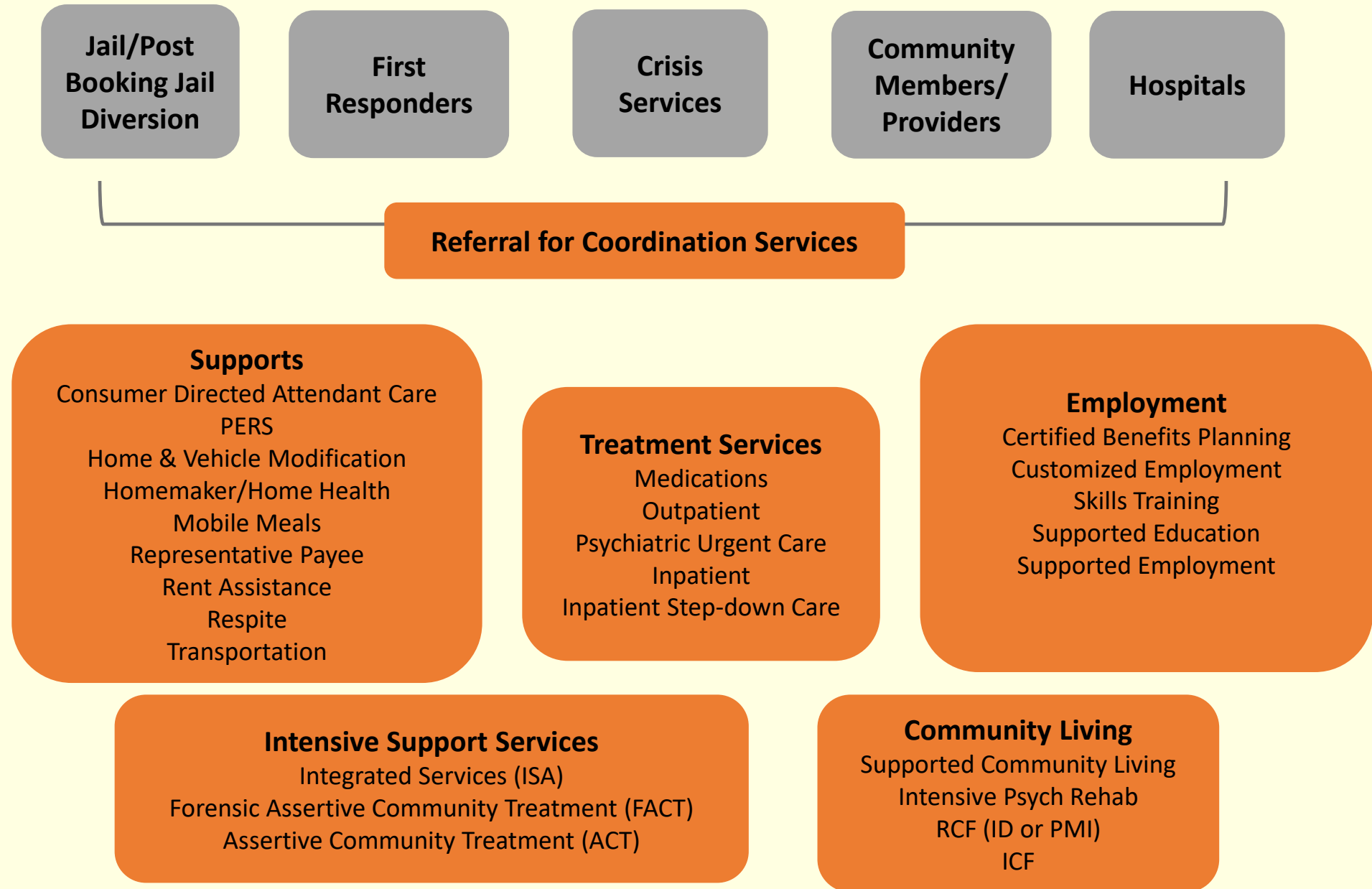
Polk County Continuum of Care for People in Crisis

Site	Public Service Announcement	Crisis Call Center	Outreach/Prevention	911 Dispatch with Behavioral Health Responses	Co-responder Team	Diversion Drop-off Center/Crisis Stabilization Unit
Polk County, IA	✓	✓	✓	✓	✓	✓

Continuum of Care for People in Crisis



Continuum of Long-Term Services and Supports



Questions and Answers



Next Webinar in the Series and Office Hours Opportunity

- Next webinar in the series will focus on the hard-to-engage population and how to best serve this population; planning for September 2021
- Office hours opportunity will feature speakers from the three sites for an extended Q&A session that will also be facilitated by staff from the CSG Justice Center; planning for June 2021
 - June 24th 1-2pm eastern time

Contact Information

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