



Justice Center

THE COUNCIL OF STATE GOVERNMENTS

Public Safety Response to People in Crisis: Best Practices to Promote Scene Safety

July 31, 2024 | Sean Smoot, Managing Partner, 21st Century Policing Solutions (21CP)

Martin Bartness, Senior Principal, Police Executive Research Forum

Randy Dupont, PhD, Professor and Clinical Psychologist, University of Memphis

Presentation Outline

I. Organization Overview

II. What We Do

III. Discussion on Best Practices to Promote Scene Safety

The Council of State Governments Justice Center

We are a national nonprofit, nonpartisan organization that combines the power of a membership association, serving state officials in all three branches of government, with policy and research expertise to develop strategies that increase public safety and strengthen communities.

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How We Work

- We bring people together
- We drive the criminal justice field forward with original research
- We build momentum for policy change
- We provide expert assistance

Our Goals

- Break the cycle of incarceration
- Advance health, opportunity, and equity
- Use data to improve safety and justice

Equity and Inclusion Statement



The Council of State Governments Justice Center is committed to advancing racial equity internally and through our work with states, local communities, and Tribal Nations.



We support efforts to dismantle racial inequities within the criminal and juvenile justice systems by providing rigorous and high-quality research and analysis to decision-makers and helping stakeholders navigate the critical, and at times uncomfortable, issues the data reveal. Beyond empirical data, we rely on stakeholder engagement and other measures to advance equity, provide guidance and technical assistance, and improve outcomes across all touchpoints in the justice, behavioral health, crisis response, and reentry systems.

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Join Us!

Ask-the-Expert Hour

**Wednesday, August 14th
1:30 - 2:30ET**

Welcome



Sean Smoot

Managing Partner, 21st Century Policing Solutions (21CP)



Martin Bartness

Senior Principal, Police Executive Research Forum



Randy Dupont, PhD

Professor and Clinical Psychologist, University of Memphis

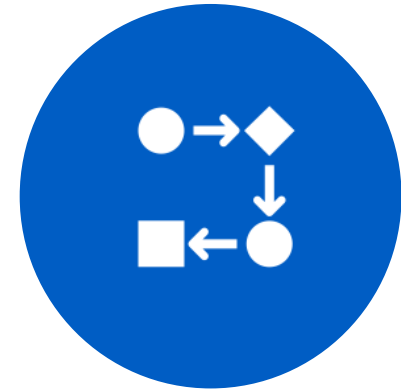
Objectives



Discover proactive steps to ensure safety and build trust with people in crisis.



Learn how safety and support can enhance collaboration and acceptance of assistance.



Learn protocols you can implement based on available resources in your department and community.

Evolving Mental Health Crisis Response

Since 2013, responses to people in crisis by police, first responders, and communities have evolved significantly.



Advocacy and community groups have increased pressure to improve handling of mental health and substance use issues.



There is an emphasis on community-based resources, such as mobile crisis teams and emergency medical services, in lieu of law enforcement.



There is a range of cooperative models to provide greater partnership and mutual support.



Programs and Protocols



Police Response



Police MHP + Co-responder



911 Only



911 + Mobile Team/EMT



988 – Specific MH Hotline



988 – Specific MH Hotline +
Mobile Team/EMT/Community
Response

Evolving Mental Health Crisis Response: The Co-responder Model

There is general agreement that law enforcement and mental health professionals should partner for better safety.



Many law enforcement agencies have embraced the co-responder model.



Ensure the safety of co-responders, fire, EMS, MH professionals, and the individuals in crisis.



911 dispatch crisis response isn't a one-way street anymore.



- keep in mind that a law enforcement response may not always be required

Co-response in Action: Baltimore, Maryland

A downtown Baltimore mental health clinic calls police when patient with knife has an episode they could not manage.



Effective Co-response: Roles, Communication, and Best Practices

- Roles and responsibilities of MH professional and LE officer responding at the same time?
- Who takes the lead?
- How do they communicate?
- What do they need to know to ensure all people are safe?



Is Crisis Intervention Safe?

Cleveland Division of Police found that less than 5 percent of mental health calls for service involved a critical public safety issue.



“Crisis Intervention Data Collection Form Totals for Resistance and Force,” Crisis Intervention Team Dashboard, accessed July 8, 2024, <https://data.clevelandohio.gov/apps/106d60acfdbc4ba18d13d99d3b8c6c41/explore>

Is Crisis Intervention Safe?

- CAHOOTS (Crisis Assistance Helping Out On The Streets) in Eugene, Oregon
- Over 24,000 calls in 2019; less than 1% needed assistance from police and no one was seriously injured.



<https://www.vera.org/behavioral-health-crisis-alternatives/cahoots>

Is Crisis Intervention Safe?

- STAR (Support Team Assisted Response) in Denver, Colorado
- 5,700 Calls in 2022; never had to request police backup on a call due to a safety issue.



Police Executive Research Forum. Rethinking the Police Response to Mental Health-Related Calls: Promising Models. Washington, D.C.: Police Executive Research Forum, 2023

Examples: Co-response Model Agencies with Protocols and Multidisciplinary Trainings

Eugene, Oregon

CAHOOTS Model

(Crisis Assistance Helping Out On The Streets)

Baltimore, Maryland

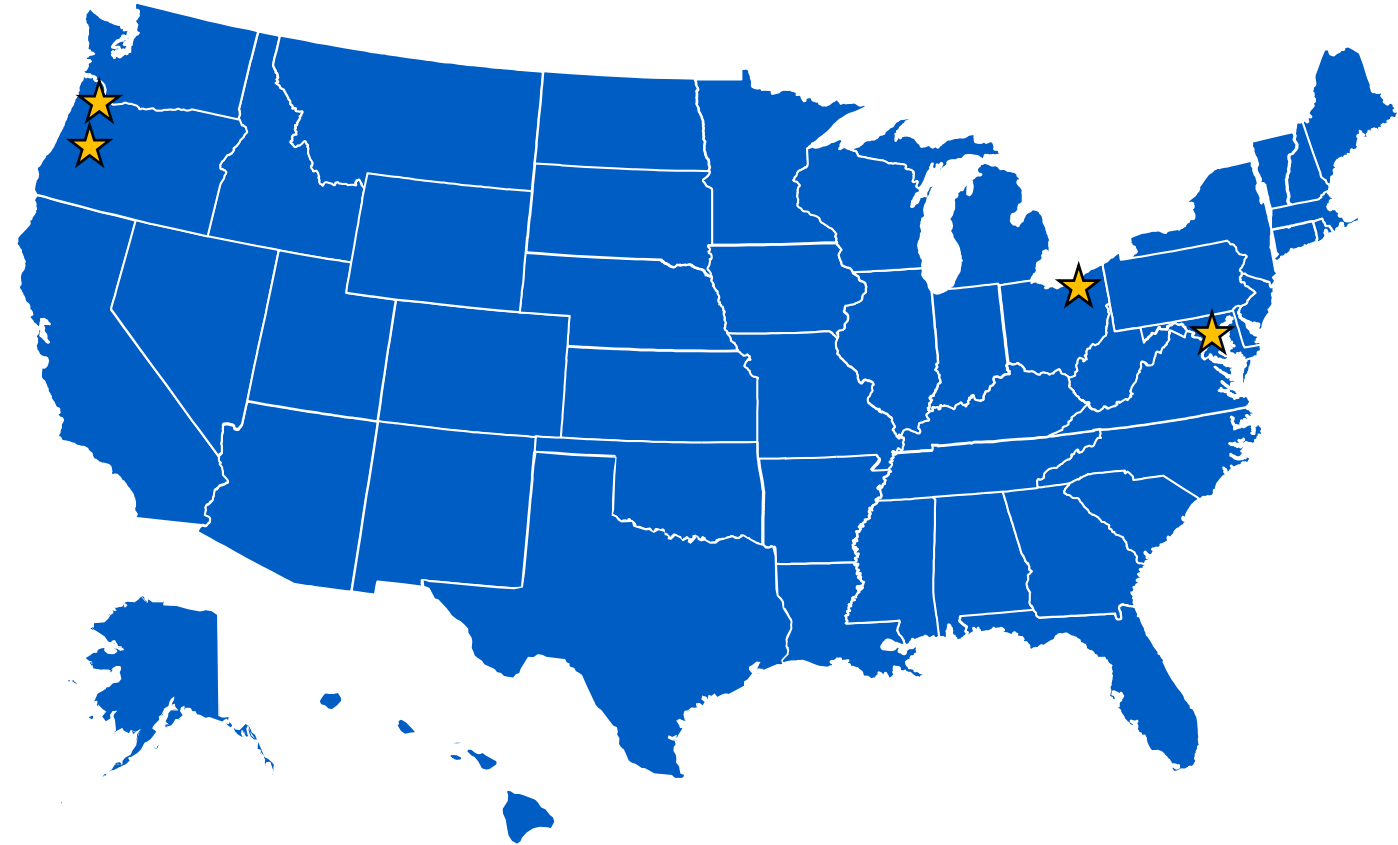
Co-responder Model/911/988 Model

Cleveland, Ohio

Co-responder/CIT Cooperative Model

Portland, Oregon

Portland Street Response/EMS Model



What type of training provides for effective co-response?

Training officers receive is crucial. Typically, the first ones on the scene.

Emphasis on:

- Signs and symptoms of behavioral crisis events
- De-escalation
- Available options for community services
- Supporting the MH professional

Multidisciplinary training curricula has been co-developed by law enforcement and behavioral health professionals.

Examples:
New Orleans
Seattle
Cleveland
Baltimore

CIT Training that includes 911, Emergency Medical Services, mental health professionals, and peer counselors

Emphasis on joint policies

Examples:
Baltimore and Seattle

Crisis Response and Intervention Training (CRIT)

Free resource for LE developed by Academic Training Initiative to Inform Police Responses with the support of BJA

Designed to support implementation of many different crisis response models - not limited to Crisis Intervention Teams.

Protocols for Jurisdictions with Varying Degrees of Resources

Connect people in crisis to clinicians via tablet or hotline

CIT and/or ICAT (Integrating Communications, Assessment and Tactics) training is essential



Mobile Crisis Response Team not embedded in PD

Responds upon request by officers

Proactive outreach and case follow-up



Co-responder Team (clinicians and police officers) embedded in the PD



911/988 diversion and direct response by clinicians



Questions



Additional Resources

<https://bja.ojp.gov/program/pmhc>

<https://www.informedpoliceresponses.com/>



The screenshot shows the BJA website header with the logo, navigation menu, and search bar. The main content area features a large graphic with the text "Delivering Behavioral Health" and "Police-Mental Health Collaboration (PMHC) Toolkit".



Thank You!

Join our distribution list to receive updates and announcements:

<https://csgjusticecenter.org/resources/newsletters/>

For more information, please contact Joseph W. Arnett at jarnett@csg.org

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