



DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

MOBILE RESP SERVICES SYSTEM

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TODAY'S DISCUSS

Discussion Outline

Description of Mobile Crisis Services

Description of ACTION Line Services

Crisis Intervention Teams & Training

Crisis Call Data

Mobile Crisis and Law Enforcement

Learning Experiences

Next Steps



MOB CRISIS RESPONSE TEAMS

WHAT ARE MOBILE CRISIS TEAMS?

DMHAS -operated/funded Mobile Crisis Teams (MCT) provide mobile emergency crisis services to individuals 18 years of age or older. These services are mobile, readily accessible, rapid response, short -term services for individuals & families experiencing episodes of mental health and/or substance use crises.

WHERE ARE MOBILE CRISIS TEAMS?

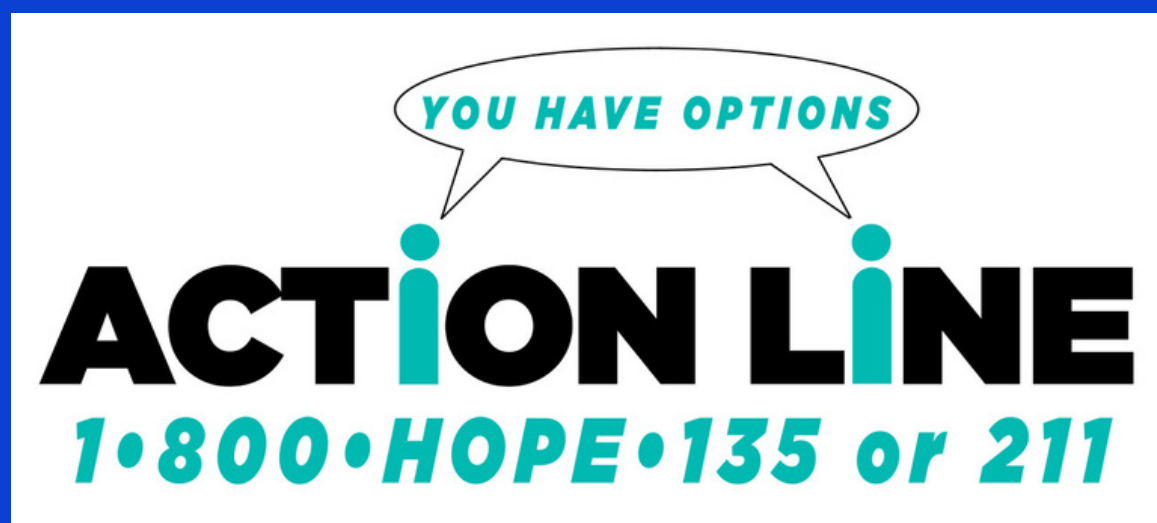
There are 18 MCTs in our state. Eight are DMHAS -operated and 10 are DMHAS -funded. These teams provide emergency crisis response to cover every region of the State.

MOBILE CRISIS TEAM DATA

In State Fiscal Year 2019, MCTs received over 5,000 adult crisis calls. Close to 90% of individuals served by a MCT received a referral to ongoing interventions or supports. From January 2020 through June 2020, police were involved in approximately 2,000 of those calls.



A.C.T.I.O.N. LINE



WHAT IS THE A.C.T.I.O.N. LINE?

As of August 12, 2020, DMHAS, in partnership with the United Way of CT, launched a statewide, centralized crisis call center for adults in the community experiencing an emotional crisis for which an immediate response may be required. This services is called the Adult Crisis Telephone Intervention and Options Network. The ACTION Line is available 24 hours a day, 7 days a week.

WHAT DOES THE A.C.T.I.O.N. LINE DO?

Services include telephonic support, referral to the MCT nearest to the caller in the form of a "warm handoff", information about resources/services in their area and, if needed, direct connection to 911.



CRISIS INTERVENTION TEAMS

WHAT ARE CRISIS INTERVENTION TEAMS?

- The Crisis Intervention Team (CIT) model originated in Memphis, TN.
- It is a best practice designed for law enforcement (LE) personnel.
- Provides LE with knowledge and resources to connect people who are experiencing crises to supports and services.
- Intended to divert individuals from incarceration, arrest and hospitalization and promote safety for persons in crisis, the community, and police who respond to crisis calls.

WHERE ARE CRISIS INTERVENTION TEAMS?

- Every Mobile Crisis Team in the state has CIT trained clinicians who work collaboratively with police departments.
- When needed, CIT clinicians will respond to crisis calls along with the police.



CRISIS INTERVENTION TEAM TRAINING

WHO IS CIT TRAINED?

- DMHAS has contracted with The Connecticut Alliance to Benefit Law Enforcement (CABLE) Inc. for many years to provide Crisis Intervention Team Training to law enforcement personnel and behavioral health clinicians.

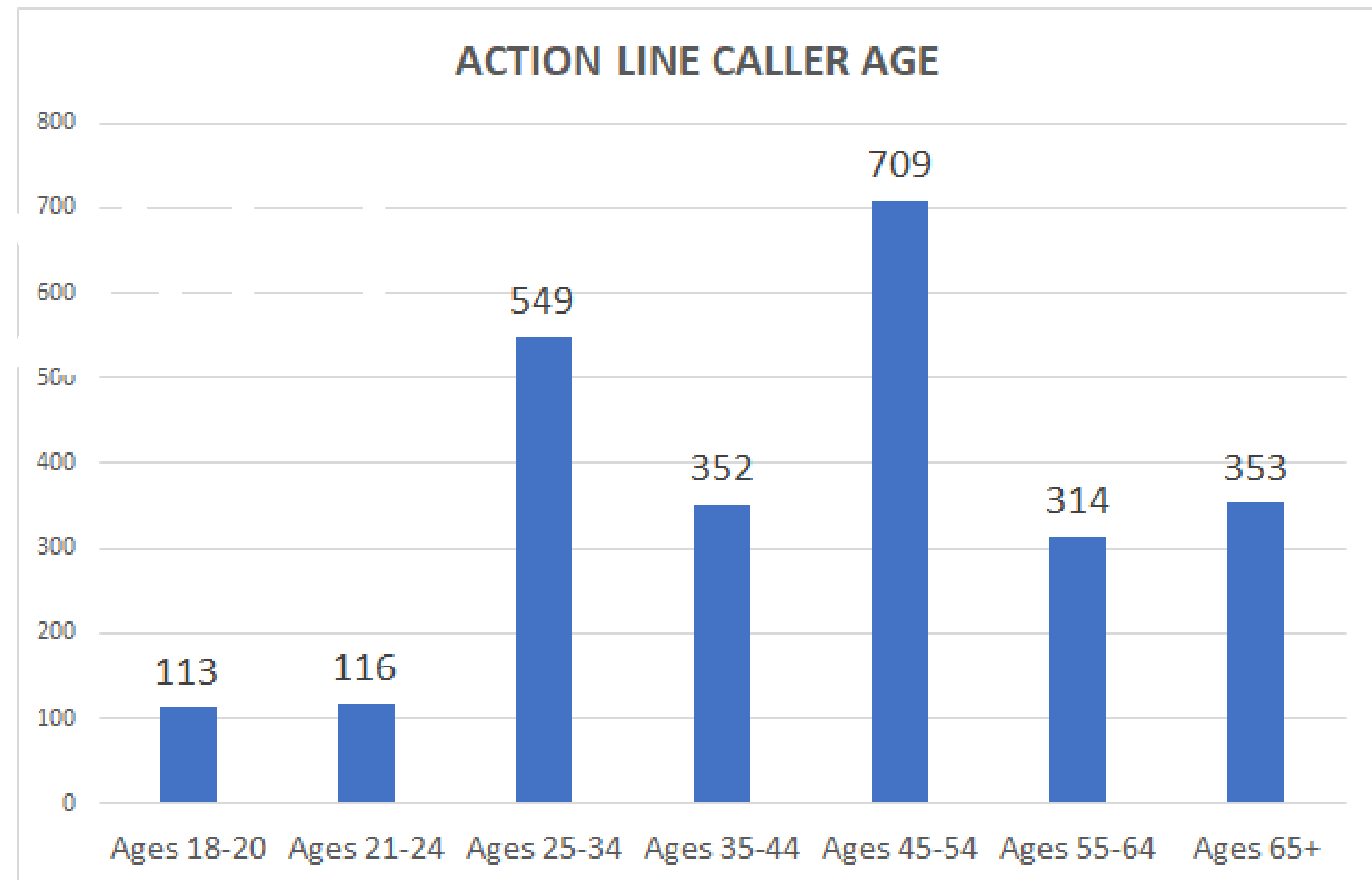
CIT TRAININGS OFFERED TO DATE

- Since 2009, DMHAS has funded over 80 CIT trainings, attended by over 4,200 people including state, municipal, hospital and university police officers, mental health professionals, correctional officers, probation officers and EMS personnel.
- Over 116 Police Departments now have CIT trained officers on staff and over 43 police departments have CIT policies.



CRISIS DATA

CRISIS CALL DATA



*Note: data referenced is from August 12, 2020 to present



MOB CRISIS & LAW ENFORCEMENT

MCT AND POLICE COLLABORATION

- MCT clinicians and CIT Coordinators (Police Officers) having regular communication and collaboration
- MCT clinicians provide training to police officers in police departments
- MCT clinicians are embedded in police departments when possible
- Police officers request MCT clinicians to accompany them on crisis calls
- Quarterly DMHAS -facilitated learning collaborative including MCT clinicians and CIT Coordinators



NEXT STEPS

MOVING FORWARD

- Collaboration between MCTs and local police departments in response to the Police Accountability Bill
- Continuing to support CABLE's work to offer CIT trainings statewide
- Collaborating for consistent application of Emergency Certificates (ECs)
- Enhancing data collection procedures and analysis of crisis responses involving police