“COP CULTURE 101” – Improving Interactions with Law-Enforcement

Working Together as a TEAM - Crisis Intervention Team Partners
Generations

- Baby boomers vs Millennials
- Feel most comfortable with our own generation
- Not right, not wrong, just different

Agreement

Pause...
Vegas Rules

- I’m gonna take one for the team
- I’m going to be brutally honest and open
- I’ll get into a vulnerable place which I really hate, but it’s for the good of the team

We might get a little uncomfortable

Might be a little in your face

Might curse

You can’t change it
Why Cops are so weird
CIT & “Cop Culture”
What teaching cops in CIT re: interactions w/ Community Bridges, etc.
Things to consider when your interacting w/ the cops
Barriers
“Big Picture Effect”
   no wrong door & customer service
Isolative Delusions
Paranoia, Suspicious (Everyone is a threat/hates us)
Tangential thought patterns - ADHD
Fixed Concrete Thoughts
Curious – touch everything
Play by different rules - Constitution
Divorce, Drinking, Suicide
Society has long dumped their problems on Police

The Behavioral Health system is confusing!

We can improve our collaboration if we better understand our roles and abilities
In Maricopa County since 2001

Purpose: To provide mental health education to law enforcement officers to enable them to interact more effectively when they are called to a scene where someone is experiencing a mental health crisis and to provide information on successful navigation of the MH System.

Key – Customer Service
- No Wrong Door
- Expeditious Drop off
- No Triaging in front of the cop
- Rapid/Available MT
MECHANICS OF WHAT LEARNING IN CIT

A) Facility
- No Wrong Door
- No Need to check for space
- Quick Turn-Around (recent experience)
- Managements Commitment
- Entry: Detox but much more
- Ongoing Support

B) “Substance Use” – Mobile Community Outreach
- “Transportation & Engagement Services
  - Don’t confuse w/ Mobile Teams – Tomorrow
- Valley-Wide
- Call 877-931-9142
  - Identify yourself as a cop immediately
  - Estimated 30-45 minute ETA
  - In Phoenix, also may access “CRT” (aka LARC Van) via Dispatch
  - Similar to MT, can’t force people
  - Warm hand off: Quick “customer service” card
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Police are becoming educated about OUR behavioral health culture

In order to work together successfully, we need to understand THEIR culture, as well.

You may or may not get a CIT trained officer, but you can help educate the officer you do get!
Challenges

- Differences in organizational cultures
  - How did you start your training?
  - This was how we started ours:
Challenges

- Differences in organizational cultures
  - It’s not good or bad just very very different

- Call to call with no break to re-group

- Hopefully better education & understanding leads to improved working relationships & outcomes
“POLICE CULTURE 101”

Who are we?

- We want to help people
  - We want to be the sheep dog between you and the wolf, the knight that kills the dragon
- A.D.D.
  - After 15 minutes on a call I want to go
- Adrenalin Junkies
  - Drive Fast
  - Chase anything that runs
  - Work OT chasing the high
  - Spend my time off with other cops telling war stories.
“POLICE CULTURE 101”

- Jaded
  - 2ndary trauma (PTS)
  - Tend to see only the “bad”, no one calls on good days...
  - No one gets better
  - Tend to isolate into our own culture- “everyone’s against us”
  - Vs. Fire: Do everything together: eat, sleep, shop, go to calls

- Danger/Safety
  - Paranoia – Not normal, not healthy, but true
  - Gun is our security blanket
  - Hypervigilant - Sit with back to the door
  - Warrior mind: Dominate battle space and control every situation. If you don’t you failed.
  - Sign our emails and say goodbye with “watch your 6” and “be safe.”
What Tools/powers do we have
- ARS is thicker than the DSM
- Limitations (victim?)
- Police line and other special treatment

Calls
- 15 minutes on a call max
- Crisis junkie
- Return calls - Failure

My “Cop” thing

Dumped on
Anytime the police are diverting to Behavioral Health System - Positive Sign

- Common concerns/questions
  - Time want us to stay on scene/time to arrive
  - Getting “Dumped” On
  - Being called back & complaints

- Our perception of role in the interaction –
  - You’re the helping people/experts
  - Anytime Cop decides not to arrest – is good: whether that’s Detox, MT, Clinics, UPC, CRT, Shelter, Etc. etc., - you’re all one
WHAT ARE THE “BARRIERS” THAT POLICE PERCEIVE

- Debating if appropriate setting
- PBT, Medical Clearance, etc.
  - Triage behind your magic curtain
- Calling to come back
- Tempo of PD & CB are different
- My RRC Story
Hallmark of CIT

Long-Term positive or implications –
- You have the power to reinforce or undo
- Path of least resistance
  - i.e. sidewalk
- Police are not “required” to do this
- They will take the path of least resistance
- Dump and run
Annual PD Handoffs to the Crisis System

18,996!!!
BH - Under Paid & Overworked

You make it smooth for us, while it is still hard for you

Us – We want to help people too

Somewhere along line... Jaded

If by understanding us & our “Culture” can help us get to point where we can help... usually Win/Win/Win/Win