HONORING COP CULTURE

IMPROVING COMMUNITY CRISIS SYSTEMS AND DIVERSION OPPORTUNITIES
Everyone faces **CRISIS** differently. We can **HELP**.

Crisis Response NETWORK 602.222.9444

MORE than a crisis line. **HOPE** begins here.

Crisis Response NETWORK 602.222.9444
WHAT WE DO

- 24/7 Crisis Hotline
- 24/7 Peer-operated Warm Line
- Eligibility & Care Services
- Dispatch and Reporting Services
  - Mobile Crisis, Crisis Transportation, DCS Rapid Response/Stabilization
- Police & Fire Crisis/Support Line
- Tragedy Support Line
- Scheduling Line
CRISIS INTERVENTION TEAM (CIT)

- 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
COP CULTURE 101

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
Front-line behavioral health staff may lack “cultural-competency” on law enforcement’s unique culture. Since they are involved in most police handoffs, this misunderstanding can create unintended barriers. A “Cop-Culture 101” training initiative can help behavioral health staff improve their cultural-competency, increasing opportunities for diversion and improved outcomes.
Police facilitates training with support of Behavioral Health Authorities, Arizona State University and local Crisis Community providers.
RESULTS

2016 Diversions
Phoenix Metro PD Handoffs to Crisis System

Number of Clients Diverted

- UPC, 7797
- CBI, 7484
- RRC, 3410
- CRN PD Mobile teams, 3252

21,943!
CALL TO ACTION

Get leadership to believe it.

Change operations to meet it.

Train people.
QUESTIONS?

“ALONE WE ARE SMART. TOGETHER WE ARE BRILLIANT”
STEVEN ANDERSON