Beyond CIT – Meaningful Law Enforcement Collaboration: The Phoenix Experience

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Learning Objectives

- Discuss the necessary aspects of meaningful collaboration, and shared problem solving and program enhancement with local law enforcement
- Describe importance of data sharing and analysis in meaningful collaboration, program enhancement, and problem solving; and
- Formulate an individual plan for meaningful collaboration, program enhancement, and shared problem solving.

Metropolitan Phoenix, AZ Crisis System

- Overview
  - Crisis Response Network
    - Established in 2007 by four founding partners in response to state’s system design
    - Vision for the network
      - One stop shop – Access to care – solve the silo – clearing house
      - No wrong door
      - Respond to community needs
      - Integrated system

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Metropolitan Phoenix, AZ
Crisis System

- How we fulfill the vision
  - Culture
  - Processes
  - Tools

Services Provided
- Call Center – Approx. 600 calls per day (219,000 annually)
- Mobile Teams – Approx. 50 community mobile team responses per day (18,250 annually)
- Crisis Transportation – Approx. 60 crisis transports per day (21,900 annually)

Services Provided
- Hospital Rapid Response – Approx. 10 response to emergency rooms per day (3650 annually)
- CPS Rapid Response – Approx. 10 responses per day to children in the care of child protective services (3650 annually)
- CPS Stabilization – Approx. 230 children receiving services per month (2760 annually)
Crisis Response Network

Program Overview

Two Components

- Training
  - Partnership with service providers
  - Provider commitment (leadership to front line staff)
- Comprehensive, responsive behavioral health system
  - Not just window dressing
  - No wrong door
  - Expeditious

Collaboration between the Crisis System and Law Enforcement

Evolution of the relationship

- CIT Training – Created opportunity to develop relationships
- Collaborate around needs & data
- Slow Process – Move past “Notional” Support
  - The Ping Pong
  - Hold/No Team
  - No Right Door
  - BCBS ID Card
Collaboration between the Crisis System and Law Enforcement

- Challenges
  - Differences in organizational cultures
  - Linguistics (denial vs. no team available)
  - Set of beliefs – cop culture
    - Disorder
  - Internal experience

What makes collaboration successful?

Behavioral Health

- The Epiphany moment
  - Meeting and talking vs. collaborating
- Seeking to Understand
- Actions
  - Schedules change
- Staff Buy-In
- Transparency in data sharing

What makes collaboration successful?

Law Enforcement

- Interpreter
- Prioritization
- Regular Monitoring
- Data Review
- Culture training
- BH Leadership Support
  - Participation in CIT
Data Overview

- Process
- Data
  - Requested
  - Ad hoc
- Analyze – Identify Possible Issues
- Proactive Action
- Revisit
- Review Sample Data Reports

Monthly Data for Law Enforcement Collaboration

PD Mobile Team Dispatches by Zip Code – FY2010
Daily Outlier Report

Tuesday, 3/23/10

Mobile Teams for Police:
• Response Time (avg) Goal: 35 minutes
• Response Time (avg): 37 minutes due to one call with travel time of 58 minutes
• Percent of PD requests - 'No team available' and 'No MT dispatched' (cumulative for the month): 6%
• # of Times 'No Team Available for PD': 0 (4 total for the month)
• # of 'No Team Dispatched due to Extended Time Delay': 0 (6 total for the month)

Outliers: None

Mobile Team Dispatches by Half Hour – Friday (January 2009 – June 2009)

Mobile Team Predictive Scheduling Tool
Sharing Your Successes and Challenges – A Conversation

Based on what we’ve defined as a successful collaboration, how does your system rate on a scale of 1 to 5?

- The Epiphany moment
- Seeking to Understand
- Actions
- Staff Buy-In
- Transparency in data sharing

Formulating Your Own Collaboration Plan

- Identify yourNick
  - May not be who you think it is – must be an advocate
- Take Action
  - Participate in CIT
  - Meetings
  - Opportunities to partner or collaborate on a project

Formulating Your Own Collaboration Plan

- Meet in the middle
  - Become self-aware of your blind spots
  - Work around when necessary
- Leverage law enforcement to get needed services
Tom’s Story

Questions?

Thank you, from the

For more information, please contact us at:

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