



CRISIS RESPONSE NETWORK, INC.

Inspiring Hope During Life's Most Challenging Times

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.

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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

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Metropolitan Phoenix, AZ Crisis System

- 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)

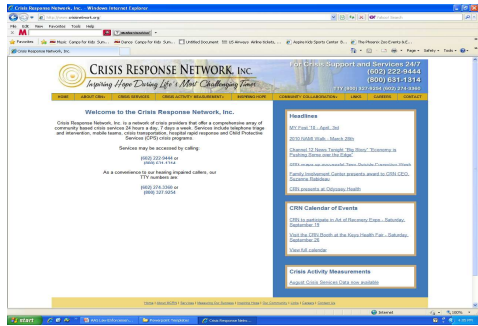
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Metropolitan Phoenix, AZ Crisis System

- 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)

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Crisis Response Network



Crisis Intervention Training (CIT)

- 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



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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



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What makes collaboration successful? Law Enforcement

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

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Data Overview



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

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Monthly Data for Law Enforcement Collaboration

| Crisis Phones | July | August | September | October | November | December | January | February | March | April | May | June | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------|
| PD-Mobile Teams dispatched (based on Mobile Team) | | | | | | | | | | | | | |
| C/IE 2007 | - | - | 284 | 283 | 314 | 385 | 340 | 332 | 373 | 319 | 360 | - | 3,005 |
| C/IE 2008 | - | - | 284 | 272 | 251 | 242 | 274 | 288 | 342 | 267 | 324 | 250 | 2,774 |
| C/IE 2009 | 247 | 225 | 256 | 259 | 207 | 209 | 246 | 189 | 238 | 229 | 248 | 274 | 2,854 |
| C/IE 2010 | 286 | 229 | 253 | 239 | 255 | 265 | 285 | 243 | 234 | 277 | 262 | - | 2,530 |
| % of PD requests - No team available and no RT dispatched due to extended time delay | | | | | | | | | | | | | |
| C/IE 2007 | - | - | 16% | 18% | 18% | 15% | 17% | 22% | 21% | 18% | 12% | - | |
| C/IE 2008 | - | - | 13% | 11% | 8% | 7% | 4% | 7% | 8% | 6% | 4% | 4% | |
| C/IE 2009 | 4% | 2% | 2% | 3% | 3% | 1% | 6% | 7% | 7% | 10% | 12% | 4% | |
| C/IE 2010 | 7% | 4% | 7% | 8% | 8% | 7% | 7% | 8% | 8% | 8% | 8% | - | |
| PD-Mobile Team average response time | | | | | | | | | | | | | |
| C/IE 2007 | - | - | 35 minutes | 32 minutes | 33 minutes | 35 minutes | 35 minutes | 37 minutes | 35 minutes | 37 minutes | 34 minutes | 34 minutes | |
| C/IE 2008 | 33 minutes | 33 minutes | 35 minutes | 35 minutes | 34 minutes | 34 minutes | 34 minutes | 38 minutes | 34 minutes | 37 minutes | 33 minutes | 34 minutes | |
| C/IE 2009 | 34 minutes | 35 minutes | 34 minutes | 34 minutes | 35 minutes | 34 minutes | 34 minutes | 35 minutes | 35 minutes | 35 minutes | 34 minutes | - | |

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PD Mobile Team Dispatches by Zip Code – FY2010

| ZIP Code | City | July '09 | Aug '09 | Sept '09 | Oct '09 | Nov '09 | Dec '09 | Jan '10 | Feb '10 | Mar '10 | Apr '10 | May '10 | Jun '10 | Totals |
|----------|-----------------|----------|---------|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| 85229 | Apache Junction | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 85223 | Avondale | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 16 |
| 85229 | Avondale | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 85292 | Flagstaff | 1 | 3 | 4 | 2 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 14 |
| 85226 | Buckeye | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 19 |
| 85396 | Flagstaff | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 4 |
| 85331 | Clave Creek | 1 | 1 | 0 | 2 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 7 |
| 85224 | Chandler | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 0 | 11 |
| 85225 | Chandler | 0 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 0 | 0 | 0 | 0 | 21 |
| 85226 | Chandler | 0 | 2 | 1 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 11 |
| 85244 | Chandler | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 85248 | Chandler | 2 | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 8 |
| 85249 | Chandler | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 7 |
| 85286 | Chandler | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 7 |
| 85315 | El Mirage | 1 | 0 | 1 | 3 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 10 |
| | Flagstaff | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 10 |

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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

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Formulating Your Own Collaboration Plan

- Identify your Nick
 - 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

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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

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Tom's Story

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Questions?

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Thank you, from the



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