Statewide structure and uniqueness of each region (Justin & Brenda)
Law Enforcement Perspective (Victor & Frank)
Training: CIT, MHFA-LE & Academy Overview
  Phoenix CIT Model (Frank & Brenda)
  MHFA-LE (Justin or Victor)
  Academy (Victor)
Community Collaboration (Justin) – Statewide application
Facility-based Collaboration (Brenda) – Statewide application
Key takeaways for service recipients & family members
Arizona Crisis Hot Lines

**YELLOW**: Health Choice Integrated Care*:
* 1-877-756-4090

**MAROON**: Mercy Maricopa Integrated Care*:
* 1-800-631-1314 or
* 602-222-9444

**BLUE**: Cenpatico Integrated Care**:
* 1-866-495-6735

**RED**: Gila River and Ak-Chin Indian Communities***:
* 1-800-259-3449

*Operated by Crisis Response Network
**Operated by Nursewise (Envolve)
*** Operated by Empact/La Frontera
Crisis: 140 People Off the Streets Every Day!
FY15/16 - Detox: 18,796 Bed Days (ALOS=4.5 days)

- **Central City (CCARC)**
  32 crisis beds – 17,162 entries FY14
  16 detox beds – 1,805 entries FY14
  5,760 bed days

- **East Valley (EVARC)**
  11 crisis beds – 6,902 entries FY14
  16 detox beds – 1,568 entries FY14
  5,760 bed days

- **Arizona Bridge to Recovery (ABR)**
  4 crisis beds – 1,091 entries FY14
  14 detox beds – 804 entries FY14
  5,110 bed days

- **WV / EV Access Points**
  17,989 entries FY14
40-50 chairs licensed for crisis observation/stabilization (full capacity of 60)
16 inpatient beds
Physical health component 24/7/365 to minimize transfers to hospitals (Physicians and FNPs)
Currently evaluating capacity for IV treatment
Continuous treatment of chronic health conditions
Walk-in lobby open 7 days/wk, 9AM-9PM for bridge scripts (psychiatric, substance abuse, and physical health)
Addiction medicine
Physical health services for GMH/SA enrolled patients
Psychiatric services to those who need bridge script
CBI Northern Arizona

- Stabilization & Recovery Units (3)
- Health Homes (3)
- Crisis Mobile Teams
- Residential Services
- Navigators
CBI Southern Arizona

- Stabilization & Recovery Units (2)
- Health Homes (3)
- Crisis Mobile Teams
- Residential Services
- Navigators
- Methadone
- Access Point/Transition Point
Population Police See...

* Usually high system utilizers
  ✓ EMS
  ✓ Behavioral Health
  ✓ Detox
  ✓ Hospitals
  ✓ Jails
  ✓ Etc.

* In Theory – Public Health is our Community’s “Safety Net”

* Ideally it is viewed as a “System” with Coordination and Integration of various partners including Medicaid and Local Entities (city, county state, other government’)
  ✓ Rarely the case... usually quite fractured & inefficient

* Minimal Long-Term Outcomes for High Cost
Many Public Health Systems are fragmented

Not only Physical and Behavioral but also by payer source

Crisis frequently not integrated or coordinated with the long-term treatment/outpatient side
  * Acerbated with lack of coordination of Physical Health Care.

Directly ties into Public Safety Concerns
Effective Crisis Response
Key to Law Enforcement’s Partnership in Public Health Diversion

* From the Law Enforcement Perspective
* Goal – Diversion from criminal justice to behavioral health system when appropriate

* Early Intercepts are key to healthy communities, improved health outcomes, reducing suicide, reducing use jail, ER, crime, etc.

* Not just “Quality” Services but key Concept “Accessibility”
Effective Crisis Response
Remove the Barriers!

* 3 Main Elements — Services & Accessibility based on “Customer Service” as defined by the Needs of the Cops

1. No Wrong Door Philosophy (they can enter anywhere, and BH can move amongst their system)
2. Expedient – Quick Turn Around
3. If Mobile Response – Quick & Certain Responses (not “triage”)
Crisis Intervention Training or CIT is more than training LEOs

- Having a robust and accessible crisis system for LEOs to utilize
- Providing training on police culture “Cop 101” to behavioral health personnel
- Providing training on police culture “Cop 101” to utilizers, family & caregivers
- Active vibrant collaboration between BH & LEOs
Robust Crisis System

* 24/7/365 Crisis Line, 602-222-9444, LEOs access
  * Utilize mobile crisis teams BHP & BHT within 35 minutes
  * Community stabilize or voluntary transport
  * At risk crisis plan
  * Hand off to crisis line or warm line
Robust Crisis System

- No Wrong Door LEO drop-offs to:
  - 3 Emergency psychiatric receiving centers
    - 1 west, 1 central, 1 east
    - Dedicated law enforcement entrance
    - with average LEO stay is 4 minutes
    - Peer support crisis navigators to connect to care thus reduce recidivism
  - 2 detox centers
  - 1 access point
  - 19,000 police drop-offs per year!!
Training is provided to:

- Providing training on police culture “Cop 101” to behavioral health personnel
- Family, care givers, and utilizers on what to expect from the police when you call the police
- It covers police mindset and viewpoint and different processes
Monthly meeting hosted by the RBHA, MMIC
  * Issues / concerns and successes aired
  * Frequent scheduled working group meetings throughout the month
  * Relationships built where issues/concerns handled by telephone
  * Training in CIT for the police officers
CIT Police Training

- The final leg of the five-legged CIT Stool
- Focuses on awareness & alternatives to incarceration
- 40-hour training provided by
  - behavioral health professionals,
  - peers/lived-experience instructors,
  - and LEOs
CIT Training Flow

Program Overview

Understanding/Knowledge

Empathy

De-escalation Techniques

Navigating the System

- Empathy

- Understanding/Knowledge

- Program Overview

Application -
Leveraging 1st Responder Partnerships

A Community Perspective
Preventable Emergency Room Utilization:

If you wait for a person to be in the Emergency Department or jail you are now in reactive-mode

Proactive
Reactive
Focus of Mental Health Advisory Board

- Training
- Common Terminology
- Technology
- Collaboration
- Performance Outcomes
"Big Picture/Lasting Effects"
We're encouraging philosophy shift & far reaching consequences
Annual Phoenix Metro PD Handoffs to the Crisis System

![Bar graph showing average annual hand-offs]

- Detox/Voluntary Psych Eval: 4656
- Mobile: 2670
- Psych Receiving Center - Involuntary: 9516
- Psych Center - Voluntary: 2184

Total annual hand-offs: 18,996
20,000 calls per month

7 seconds – average answer

400 times - PD calls CRN

61 times - CRN calls PD

0.3% - CRN calls PD
<table>
<thead>
<tr>
<th>Mobile Team Dispositions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Stabilized</td>
<td>75%</td>
</tr>
<tr>
<td>Voluntary Inpatient/Crisis Facility</td>
<td>17%</td>
</tr>
<tr>
<td>Emergent Petition Filed</td>
<td>3.5%</td>
</tr>
<tr>
<td>Sent to medical facility</td>
<td>3%</td>
</tr>
<tr>
<td>Detox</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

Mobile Teams contact PD for assistance on only 2.1% of total dispatches
CIT, International Award Winning Arizona CIT Officer Pin
Career Survival Class taught at the Arizona Law Enforcement Academy

- The training presents techniques to help reduce stress, and provides resources in case an officer or family member experiences crisis.
- CRN staff trains all academy graduating police officers and their spouses and/or family members on identifying stress, and utilizing many techniques to reduce stress.
- The interactive training covers mental, physical, emotional, psychological health, and suicide prevention.
MHFA is an education program that helps first responders understand mental illness, support timely intervention, and save lives.

Public Safety workers often have more contact with individuals experiencing mental illness & substance abuse disorders.

CRN has supported the training of more than 250 police, dispatch and corrections officers in Mental Health First Aid – Law Enforcement.

- 100% of Surprise Police Department
- 100% of University of Arizona Police Department
- FBI
- Department of Homeland Security
- 40-50 chairs licensed for crisis observation/stabilization
- 16 inpatient beds
- Physical health component 24/7/365 to minimize transfers to hospitals ( Physicians and FNPs)
  - Currently evaluating capacity for IV treatment
  - Continuous treatment of chronic health conditions
- Walk-in lobby open 7 days/wk, 8AM-8PM for bridge scripts
  (psychiatric, substance abuse, and physical health)
Use common goals and benefits to unify across all stakeholders to achieve meaningful outcomes

In Other Words:

Crisis system + law enforcement collaboration = success for family members and individuals needing behavioral health services
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