



# December 2023 Rural Roundtable

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*December 7, 2023*

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# Event Logistics

- Event is being recorded
- Event evaluation
- Facilitated Discussion and Questions and Answers



# Agenda

- Presentation by Mike Hatch, Senior Program Manager, NPI
- RVCRI Grantee Presentations
  - Crawford County, Wisconsin, Sheriff's Office
  - Mifflin County, Pennsylvania Regional Police Department
- Facilitated Discussion and Q&A



**Rural**  
VIOLENT CRIME  
REDUCTION INITIATIVE

# Promising Practices in Crisis Response

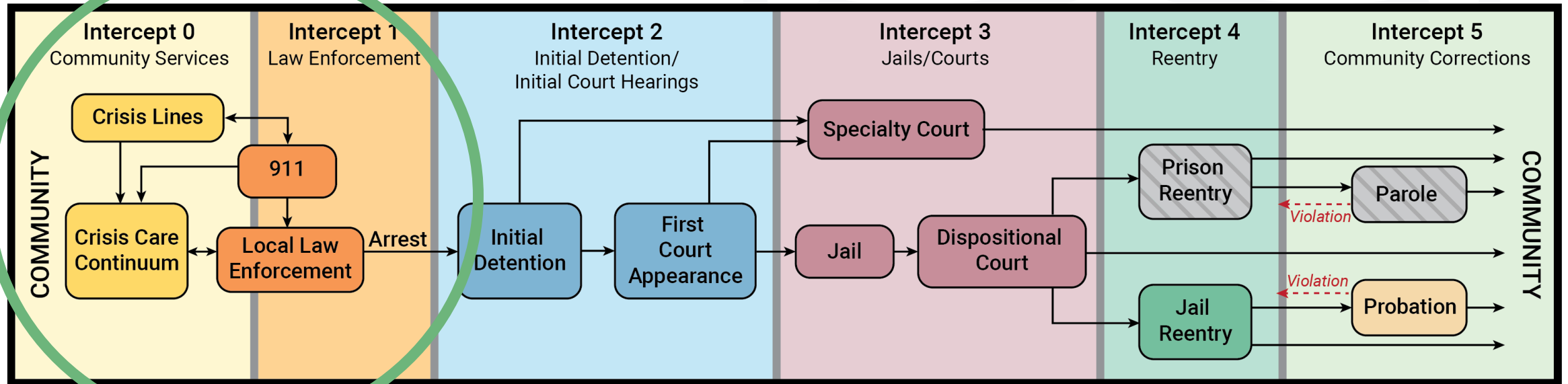
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*Mike Hatch, Senior Program Manager*

# Promising Practices in Crisis Response

- Systems mapping exercise (e.g., Sequential Intercept Model Mapping)
- Call-taker and dispatcher protocols
- Training in crisis response and intervention

# Sequential Intercept Model (SIM)



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Depicts how adults with behavioral health conditions move through the criminal legal system

# SIM Mapping Workshop

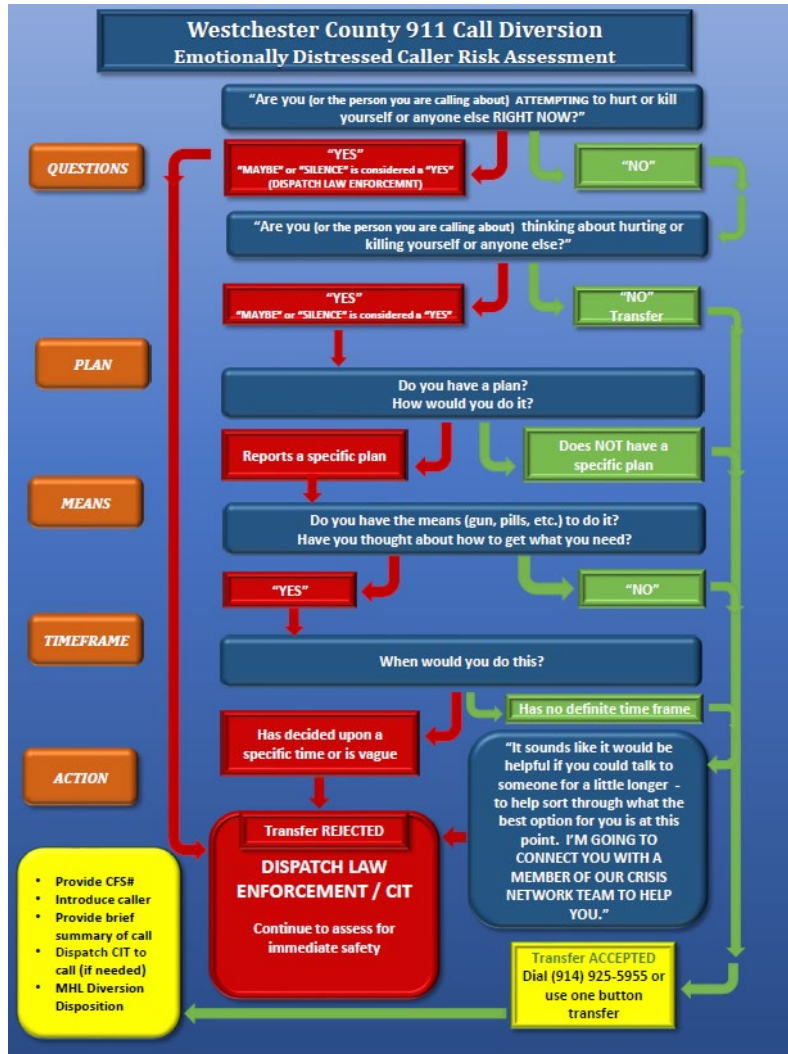
- A SIM Mapping Workshop can be used to:
  - Assess available resources to support diversion from the criminal legal system
  - Determine gaps in services
  - Enhance relationships across systems and agencies
  - Plan for community change

For more information on the SIM:



Sources: Policy Research Associates (PRA), n.d., The Sequential Intercept Model: Advancing Community-Based Solutions for Justice-Involved People with Mental and Substance Use Disorders, Delmar, NY: PRA, <https://www.prainc.com/wp-content/uploads/2018/06/PRA-SIM-Letter-Paper-2018.pdf>; Substance Abuse and Mental Health Services Administration (SAMHSA), September 27, 2022 [Last Updated], "The Sequential Intercept Model (SIM)," <https://www.samhsa.gov/criminal-juvenile-justice/sim-overview>.

# 911 Call Diversion



Westchester County 911 Diversion Risk/Responsivity Guide		
<b>HIGH RISK</b>	<b>IMMEDIATE THREAT TO PUBLIC SAFETY (SELF/OTHERS)</b>	<b>ACTION</b>
<b>4</b>	<p><b>Is the person and other people in immediate danger?</b></p> <ul style="list-style-type: none"> <li>• The person is threatening the personal safety of others.</li> <li>• The person is engaged in a suicidal act.</li> <li>• The person is known to have access to dangerous weapons.</li> <li>• The person is barricaded.</li> <li>• The person has taken hostages.</li> <li>• The person has a known history of violent crimes or serious acts of violence.</li> </ul>	<p>Deploy Emergency Law Enforcement - Emergency Service Unit - Response.</p> <p>Stage EMS and/or Mobile Crisis Response Team if appropriate.</p>
<b>MODERATE RISK</b>	<b>CALLER NEEDS IN PERSON ASSESSMENT (LE/MH)</b>	<b>ACTION</b>
<b>3</b>	<p><b>Is the person themselves at risk of danger?</b></p> <ul style="list-style-type: none"> <li>• The person is alone in their home and experiencing thoughts of suicide, but others are not in danger.</li> <li>• The person has a specific plan, access to the means and a time frame.</li> <li>• The person is exhibiting signs of intoxication.</li> <li>• There is not enough information to use the Risk Assessment Tool because it is a third-party caller.</li> </ul>	<p>Deploy a CIT Officers</p> <p>and/or</p> <p>MCRT</p> <p>EMS may be required</p>
<b>LOWER RISK</b>	<b>CALLER NEEDS IN PERSON ASSESSMENT</b>	<b>ACTION</b>
<b>2</b>	<p><b>Is the person at a lower risk of danger?</b></p> <ul style="list-style-type: none"> <li>• The person has a specific plan but does not have access to the means.</li> <li>• There the person is exhibiting odd or unusual behavior that is of concerns to others.</li> <li>• The person themselves or a family member has requested in person support.</li> <li>• The person is not exhibiting signs of being under the influence of alcohol or other drugs.</li> </ul>	<p>Deploy MCRT</p> <p>Or</p> <p>Divert to Crisis Network Team if appropriate.</p>
<b>IMMEDIATE REMOTE</b>	<b>CALLER NEEDS IMMEDIATE SUPPORT VIA PHONE</b>	<b>ACTION</b>
<b>1</b>	<p><b>Does the person require immediate support but does not require an in-person assessment?</b></p> <ul style="list-style-type: none"> <li>• The person has expressed vague suicidal ideation or is angry at others.</li> <li>• The person does not have a specific plan.</li> <li>• The person does not have the means to die by suicide, self-harm, or harm to others.</li> </ul>	<p>Divert to a member of the CNT.</p>
<b>NO CRISIS</b>	<b>CALLER NEEDS SUPPORT SERVICES OR WARMLINE</b>	<b>ACTION</b>
<b>0</b>	<p><b>Does the person simply need someone to speak to or is the person in need of access to non-emergent supports?</b></p> <ul style="list-style-type: none"> <li>• The person expresses concerns of a non-emergent nature.</li> <li>• There is no concern of suicide or self-harm.</li> <li>• There is no concern for the safety of others.</li> </ul>	<p>Divert to CNT. The CNT will connect to a peer support warm-line or other supportive services as appropriate.</p>

Source: Developed in 2021 by Mark Giuliano, Program Director, Westchester County Department of Community Health. The Westchester County 911 Call Diversion Emotionally Distressed Caller Risk Assessment is based on the [Broome County \(NY\) 911 Call Diversion Emotionally Distressed Caller Risk Assessment](#) and the Westchester County 911 Diversion Risk/Responsivity Guide is based on the Los Angeles County 911 Behavioral Health Crisis Call Assessment Matrix.





# 988 Suicide & Crisis Lifeline

- Offers 24/7 access to trained crisis counselors for people in distress
- Formerly known as the National Suicide Prevention Lifeline
- Important for ongoing collaboration between 911 and 988
- Some communities can conduct warm transfers of calls from 911 to 988

Sources: National Association of State Mental Health Program Directors (NASMHPD), n.d., *988 Convening Playbook: Public Safety Answering Points (PSAPs)*, NASMHPD, [https://www.nasmhpd.org/sites/default/files/988\\_Convening\\_Playbook\\_Public\\_Safety\\_Answering\\_Points\\_PSAPs.pdf](https://www.nasmhpd.org/sites/default/files/988_Convening_Playbook_Public_Safety_Answering_Points_PSAPs.pdf); Substance Abuse and Mental Health Services Administration (SAMHSA), June 15, 2023 [Last Updated], "988 Frequently Asked Questions," Accessed November 7, 2023 from <https://www.samhsa.gov/find-help/988/faqs#about-988>.

# Crisis Response and Intervention Training (CRIT)

- CRIT is a **40-hour training** designed to prepare law enforcement officers to respond effectively to people in crisis
- CRIT's overall philosophy is officer safety, public safety, and diversion from the criminal justice system, when possible
- Based on the Memphis Model of Crisis Intervention Team (CIT) training

**CRIT is designed to complement the development and delivery of crisis response programs**

# Crisis Response and Intervention Training (CRIT)

- CRIT was developed by the Academic Training to Inform Police Responses, a Bureau of Justice Assistance (BJA)-supported national initiative
- The CRIT curriculum is **available online** in the CRIT Toolkit, at no cost to agencies

Access CRIT:



# Resources to Support Crisis Response

- [Academic Training to Inform Police Responses](#)
- [BJA's Police-Mental Health Collaboration \(PMHC\) Toolkit](#)
- [Law Enforcement-Mental Health Learning Site Program](#)
- [Justice and Mental Health Collaboration Program \(JMHCP\)](#)
- [988 Convening Playbook: Public Safety Answering Points \(PSAPs\)](#)

# RVCRI Grantee Presentations

- Describe your agency and community.
- What prompted you to apply for RVCRI funding?
- Summarize your RVCRI program and work accomplished to date.
- Discuss any challenges are successes realized/accomplished to date.
- Outline sustainability planning.

# ***Facilitated Discussion and Q&A***

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# What's Next?

- Complete the event evaluation feedback survey.
- 2024 Event Planning starting soon!



Evaluation Feedback  
Survey