



CRISIS RESPONSE: RIGHT SERVICE, RIGHT PLACE, RIGHT TIME

Chief Rick Brandt
Kim Collins MEd, LPC

COMMUNITY STRUGGLE



Many 911 dispatch calls are behavioral health in nature

- ▶ High cost to public safety
- ▶ Waste of resources
- ▶ Extensive time on scene
- ▶ Repeated cycle of system use


CO-RESPONDER MODELS EMERGE



- ▶ Los Angeles originated...
 - ▶ East Coast followed...
 - ▶ Missouri creates statewide model...
 - ▶ Co-Responders in Colorado...

"Necessity is the mother of all invention"

CO-RESPONDER MISSION



- ▶ **Right Service:**
Behavioral health intervention
- ▶ **Right time:**
At time of crisis (911 called)
- ▶ **Right place:**
On scene

Get officers back in circulation as quickly as possible
REDUCE FUTURE 911 SYSTEM UTILIZATION

GEM TEAM

Greeley-Evans Mobile Team

- Colorado Department of Human Services (CDHS) released RFI for Co-Responder teams
- The City of Evans received one of 8 awards to last 5 years
- **Responding Partners**
 - Evans Police Dept
 - Greeley Police Dept
 - North Range Behavioral Health
- **Steering Committee also includes:**
 - Weld County Sheriff
 - Weld County Dispatch
 - North Colorado Medical Center
 - UHealth



GEM STRUCTURE

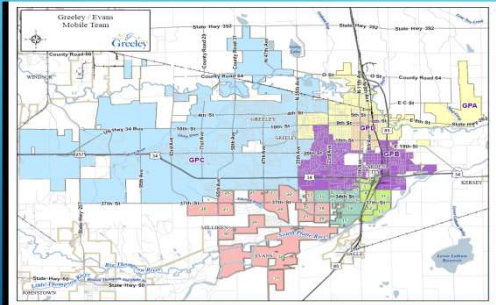
Secondary Response Model

4 Master's level clinicians
2 assigned in each department (EPD/GPD) as call volume indicates

2 peer specialists
Individuals in recovery with lived experience provide follow-up contacts and offer support to get connected to the behavioral health system



GEM Mobile Team Response Area



WHAT TRAININGS AND RESOURCES WERE NEEDED?

Training for Law Enforcement:

- Mental Health First Aid
- QPR: Question Persuade Refer



Resources:

- Secure Van
- Radios
- Uniforms
- Vests
- Cell phones/Lap tops
- Oral Swabs
- Office Space
- Client engagement incentives

Training for Clinicians:

- CPR
- CPI: Crisis Prevention Institute de-escalation skills
- FTO – Field Training Opportunity (ride alongs, scene staging, etc.)

Greeley Fire Department



SQUAD ONE

- City Block Grant & OBHS
- Top 125 "high utilizers" of the 911 system

Partnerships

- ▶ Greeley Fire Dept
- ▶ North Colorado Health Alliance
- ▶ North Range Behavioral Health
- ▶ High Plains Library District
- ▶ Sunrise Community Health Center

SQUAD ONE STRUCTURE

Primary Response Model
Prevention component

1 Master's level clinician

Provides de-escalation, assessment, behavioral health system connection

1 Community Paramedic

Medically clears on scene, determines urgent medical attention needs

1 Care Manager

Aligns on-going resources: primary care appt, shelter information, etc.



LETS TALK NUMBERS

GEM mobile team

- ▶ Official launch : Nov. 2018
- ▶ 2 Co-Responders on
- ▶ 150 On Scene interventions
- ▶ Time:
 - ▶ Average Co-Responder time: 35 minutes
 - ▶ Average officer time on scene: 18 minutes

Squad One

- ▶ FY 18-19 July 1st – May 31st
 - ▶ 547 Clinical Services provided
- ▶ Call Reduction
 - ▶ Greeley Fire Estimates: Calls down 500+ for the year

CO-RESPONDER MODEL OUTCOMES

- ▶ Prevent behavioral health calls from escalating
- ▶ Divert BH calls to appropriate service
 - Reduce recidivism
- ▶ Cost Avoidance to county/city government
 - Officer Time on scene reduced
 - Efficient resource deployment
 - Reduction of calls



LESSONS LEARNED

- Confidentiality
- Cross training "definitions"
- Shared Release of Information
- Mental Health System Coordination

MYTH BUSTING

Myth: Officers just want to get back in service.

Truth: Many officers are willing to spend a bit more time on scene to prevent future calls.

Myth: Behavioral Health calls are just suicide calls

Truth: Any time there is a feeling!

Myth: "Mentally Ill" commit crimes

Truth: People with mental health issues are more likely to be victims of crime than to commit a crime.

Myth: Placing a person in a facility is the best option.

Truth: Lasting recovery is better achieved when the person can remain in their community.

Myth: The Counselor can make this guy get treatment

Truth: Free Will, civil liberties, and the right to decline treatment.

What's on
your mind?

Questions

Answers

NORTH RANGE
BEHAVIORAL HEALTH



Thank you

Chief Rick Brandt – RBrandt@evanscolorado.gov

Kim Collins MSEd, LPC – Kimberly.Collins@northrange.org