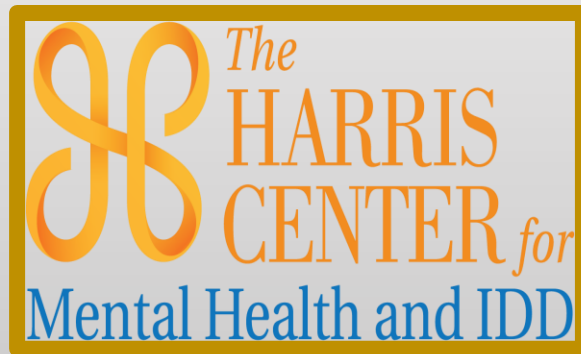


# 911 Crisis Call Diversion Program



Houston Emergency Communications

# Success Through Collaboration

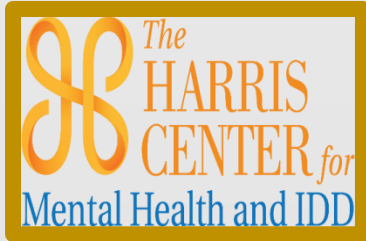


- Largest behavioral and developmental disability care center in Texas.
- Serves more than 45,000 people each year by offering a full range of community based programs.
- Partners with hundreds of community advocacy organizations, hospitals, foundations, governmental entities, non-profit groups and others to connect its consumers with the best available care.

- Largest police department in Texas.
- Largest number of CIT trained officers in the United States, approximately ½ of officers.
- The mission of the Houston Police Department's Mental Health Division is to provide a professional, humane, and safe response to individuals in a serious mental health crisis.

*\*Formerly MHMRA of Harris County*

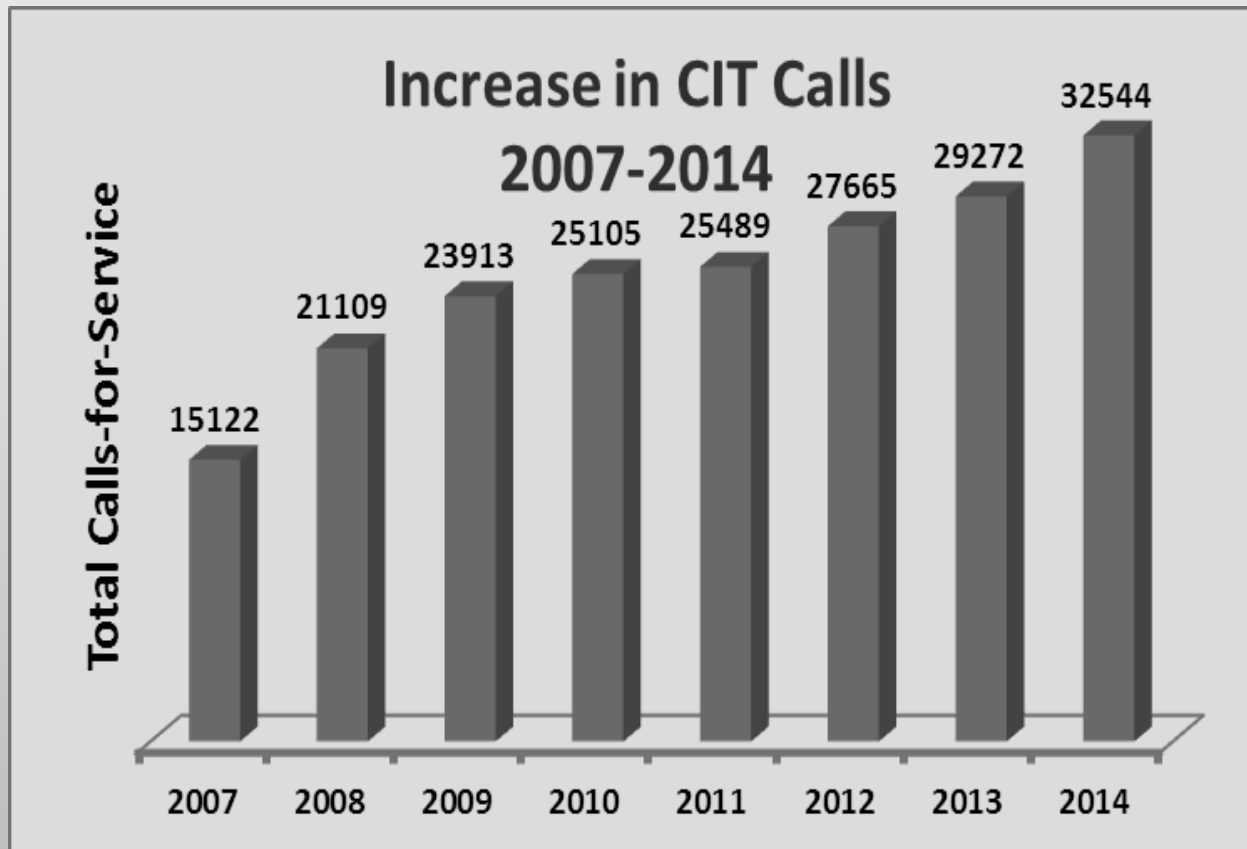
# Prior Collaborations and Successes



- Crisis Intervention Response Team (CIRT)
- Chronic Consumer Stabilization Initiative (CCSI)
- Homeless Outreach Team (HOT)

# Background

- Nationally, law enforcement responses to persons in serious mental health crisis continues to increase.
  - In 2007, HPD officers responded to 15,122 calls involving mental health issues.
  - This number has risen each year and in 2014, this number had increased to 32,544 calls.



# Program Concept

- The goal and objective of the *9-1-1 Crisis Call Diversion Program* is for dispatchers to identify and refer all qualifying and eligible non-emergency mental health-related calls for immediate connection to a MHMRA Phone-Counselor.
- Involving a Phone-Counselor would be preferable to dispatching a HPD officer as they have access to appropriate levels of care that do not require police intervention. If a police response is deemed necessary during the call, the tele-counselors can stay on the line and deescalate the situation until the police arrive.
- In short, this program seeks to de-escalate situations and immediately connect consumers with mental health professionals, which is what the consumers ultimately need.

# Phone-Counselors

- 6 Phone-Counselors will be employed by The Harris Center for Mental Health and IDD (formerly MHMRA) for this program.
- They are:
  - Bachelor-level mental health professionals.
  - Have completed 160 hours of training prior to taking crisis calls with the MHMRA Crisis HelpLine.
  - Mandated by their accreditation with the American Association of Suicidology to complete a minimum of 12 hours of continuing education each year.
- Additional Training will include completion of both the 40-hour CIT course and dispatch training.

# Process & Operations

The Phone-Counselor portion of the proposal consists of the following steps:

1. Citizen calls 9-1-1 and requests police.
2. The HEC 9-1-1 call-taker screens the call for mental health-related issues.
3. “IF” the call is coded ***Mental Health/CIT*** and it is one of the eligible categories, it is transferred to a Crisis Phone-Counselor who will be physically located at an HEC work station.

# Program Phases

- **Phase 1 – 0 – 6 months** – Project Clinical Team Lead will work directly with HEC, HPD, and The Harris Center to solidify processes at all levels and prepare for the team to go live in Phase 2. During this phase the Clinical Team Lead will also be available to provide on-site crisis call de-escalation for crisis calls in progress while an officer is in route.
- **Phase 2 – 6 months – 24 months** – Phone Counselors will take calls at HEC as routed to them by the Call Takers. Clinical Team Lead will do quality assurance on all calls, Data Analyst will track data, adjustments will be made as needed.



# Funding

- 3 years of funding has been awarded for this project from private philanthropy\* and a Department of Justice grant.
- Year 2 of funding is contingent on submitting a sustainability plan to these funders for how the project will be funded past the end of the pilot.
- We are working to form a sustainability plan for permanent funding.

\*Donors include Houston Endowment and the Episcopal Health Foundation

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