

# The Intersection of Behavioral Health Crisis Services and Law Enforcement

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## Framing Crisis Care

Good crisis care **prevents suicide and provides help** for those in distress. It cuts the cost of care, reduces the need for psychiatric acute care, hospital ED visits and incarceration.

Receiving care in a timely manner is critical for people experiencing emotional, mental, or substance use related crisis.

The typical response to multiple stressors and crises is **resilience and recovery**. Most people live through and effectively manage crisis, serious behavioral health conditions, and extremely difficult circumstances.



## Problems

Emergency services are **overburdened** and are inefficiently serving people experiencing mental health crises.

**911** is currently used for all emergencies, including mental health emergencies, and typically involves dispatching responders, not resolving the crisis over the phone.

Although **law enforcement response** is **often not necessary** for mental health crisis situations, police have historically been the first responders activated by 911 calls.



Utah is building a robust system of crisis response options across the state.

**The Utah Crisis Line** is a vital part of the crisis service system. Diversion of law enforcement and other first responders by supporting people in crisis over the phone is critical with the ability to dispatch expert mobile crisis outreach teams.

### Solutions

Starting in July of 2022, **988 will expand the National Suicide Prevention Lifeline** to include **mental health crisis**. Having a robust crisis and sub-acute crisis systems will be critical to the success of 988.

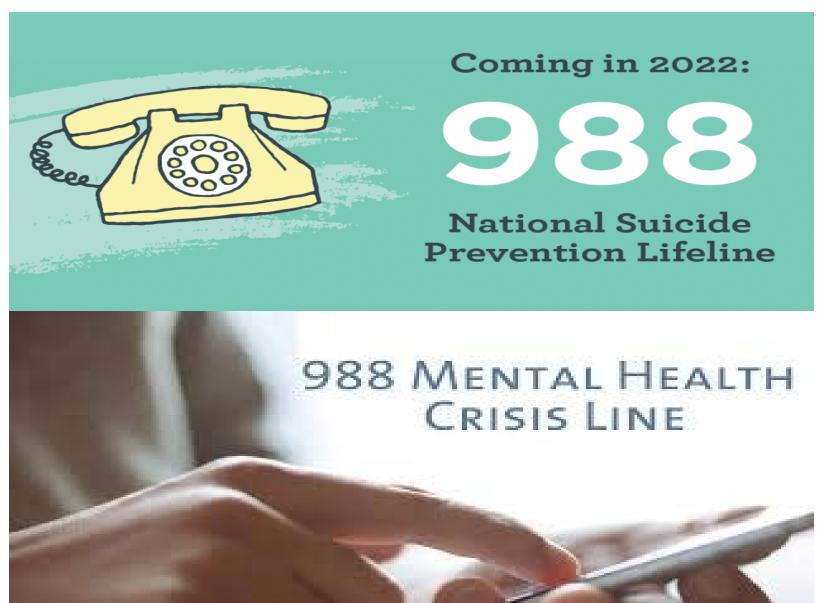
The Division of Substance Abuse and Mental Health is also providing **guidance for law enforcement** on how to connect individuals in behavioral health crisis to appropriate care.



## 988 Will Revolutionize the Crisis System

In 2020, the federal government designated 988 as the 3-digit code for the National Suicide Prevention Lifeline with additional language about a mental health crisis line. Launching July 16, 2022, this new phone number will direct all 988 calls to the existing crisis call center network, replacing 1-800-273-TALK.

The adoption of 988 reflects a commitment to delivering necessary intervention services and decrease the stigma surrounding suicide and mental health issues.



## Let's Ensure Crisis Call Centers Do Not Stand Alone

Crisis call centers need to be prioritized as a vital part of the continuum of care that each state uses to help people mitigate crisis and access support.

Call centers need resources and strategic support at the state level. Policies, agreements, contracts, etc. are needed to ensure call centers are connected to other services in the continuum so it can operate as a seamless system of care.



**EVIDENCE-BASED RESEARCH** 

## The Crisis Now Model for Transforming Crisis Services

#### Key findings:

90% of crisis line callers have their crisis resolved in the call.

10% are referred to Mobile Crisis Outreach Teams (MCOT).

75% of individuals MCOT responds to are stabilized in the community.

25% are taken or referred to a sub-acute/crisis facility.

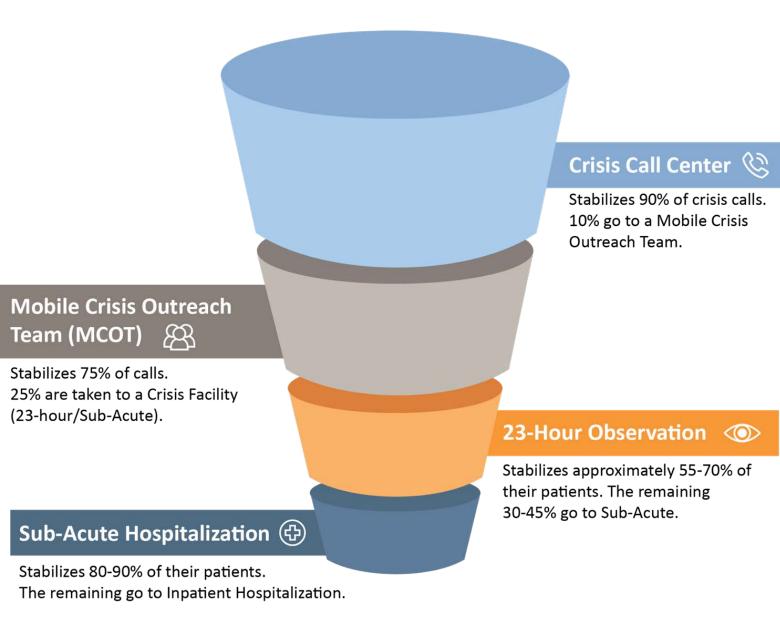
55%-70% of individuals taken to crisis facilities stabilize in 23-hour observation.

30%-45% of individuals taken to crisis facilities go to sub-acute residential services/hospitalization.

**80%-90%** stabilize in sub-acute services; the remainder go to inpatient hospitalization.

**Full Report and Other Resources** 





## human services

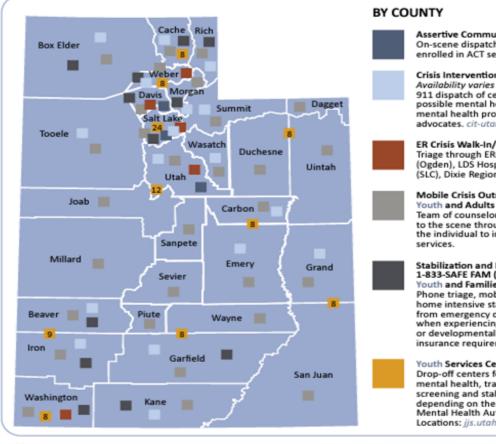
**CRISIS SERVICES** 

## Mental Health Crisis Resources for First Responders

Utah is building its crisis response options across the state for telephonic triage, mobile dispatch and drop-off locations for law enforcement and other first responders to rapidly deescalate a scene and connect an individual to clinical help.

**Mental Health Crisis Resources** for Law Enforcement PDF

#### **CURRENT AVAILABLE CRISIS SERVICES:**



Assertive Community Treatment (ACT)/Bridge — 24/7 On-scene dispatch of treatment team for individuals already enrolled in ACT services.

#### Crisis Intervention Team (CIT)

Availability varies by CIT Officers 911 dispatch of certified CIT law enforcement officers to possible mental health crises; partnership and training with mental health professionals, ERs, receiving centers and advocates, cit-utah.com

#### ER Crisis Walk-In/Receiving Centers — 24/7

Triage through ERs at the following hospitals: McKay Dee (Ogden), LDS Hospital (SLC), University of Utah Hospital (SLC), Dixie Regional Hospital (St. George).

#### Mobile Crisis Outreach Teams (MCOT) — 24/7

Team of counselors and peer support specialists dispatched to the scene through the Utah Crisis Line triage who connect the individual to immediate care and follow-up community

#### Stabilization and Mobile Response — 24/7 1-833-SAFE FAM (723-3326)

Youth and Families

Phone triage, mobile response, and 6-8+ weeks of inhome intensive stabilization services. SMR diverts youth from emergency departments and law enforcement when experiencing mental/behavioral health and/ or developmental challenges. No clinical thresholds or insurance requirements for deployment.

#### Youth Services Centers (with bed capacity) — 24/7

Drop-off centers for youth who are in crisis for behavioral or mental health, trauma, substance use, and suicidal ideation screening and stabilization; further assessment and services, depending on the severity of the crisis, through SMR or Local Mental Health Authority.

Locations: jjs.utah.gov/contact/contact-map-for-parents

#### STATEWIDE

**Utah Crisis Line** 

801-587-3000, 24/7 Connects law enforcement to licensed clinicians who provide consultation and resources, which may include dispatching a mobile response team.

#### Suicide Prevention Lifeline

800-273-TALK (8255), 24/7

suicidepreventionlifeline.org Connects the individual with suicidal thoughts to a crisis counselor.

#### **Utah Warm Line**

801-587-1055, 24/7 Connects individuals who are not in immediate danger to a Certified Peer Support Specialist (CPSS) for empathy, coping strategies and safety planning.

#### SafeUT Crisis Chat & Tip Line

healthcare.utah.edu/uni/safe-ut

833-372-3388, 24/7 App that connects youth to confidential counseling, suicide prevention, and referral services.

#### POST-CRISIS MENTAL HEALTH SERVICES

#### Civil Commitment

24-hour hold allowable in crisis; voluntary or involuntary commitment through court order to community-based or state treatment, Utah State Hospital capacity: 152 adult civil beds; 72 pediatric civil beds

#### **Forensic Competency**

Individuals charged with a crime who may not have the mental health or intellectual capacity to participate in their own defense are ordered to the Utah State Hospital or Department of Human Services for forensic competency restoration through treatment and medication, when possible. Utah State Hospital capacity: 35 of the 152 adult civil beds occupied by forensic transfers; 124 adult forensic beds

#### Local Mental Health and **Substance Abuse Authorities**

dsamh.utah.gov/contact/location-map

Provide an array of care within local and state appropriations to serve citizens of all ages in every county.