

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.

Solutions

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.

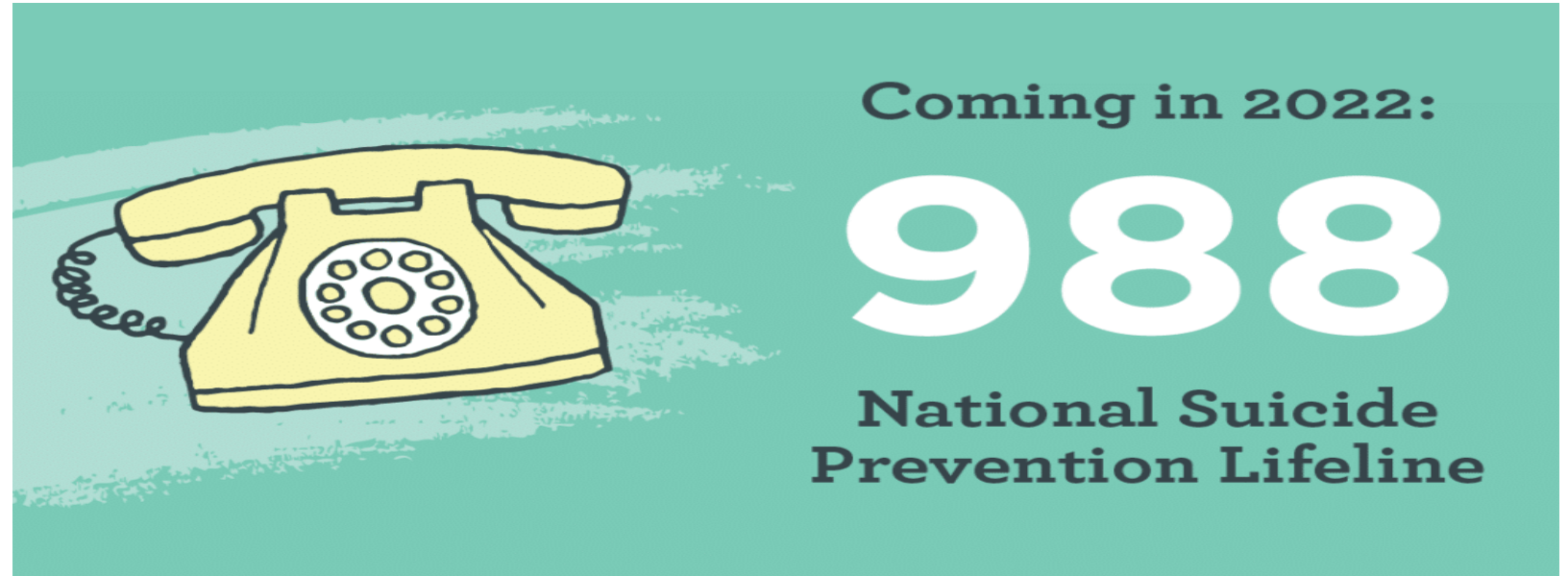
Starting in July of 2022, **988 will expand the National Suicide Prevention Lifeline** to include **mental health crisis**. Having a robust crisis and sub-acute crisis systems will be critical to the success of 988.

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.



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.

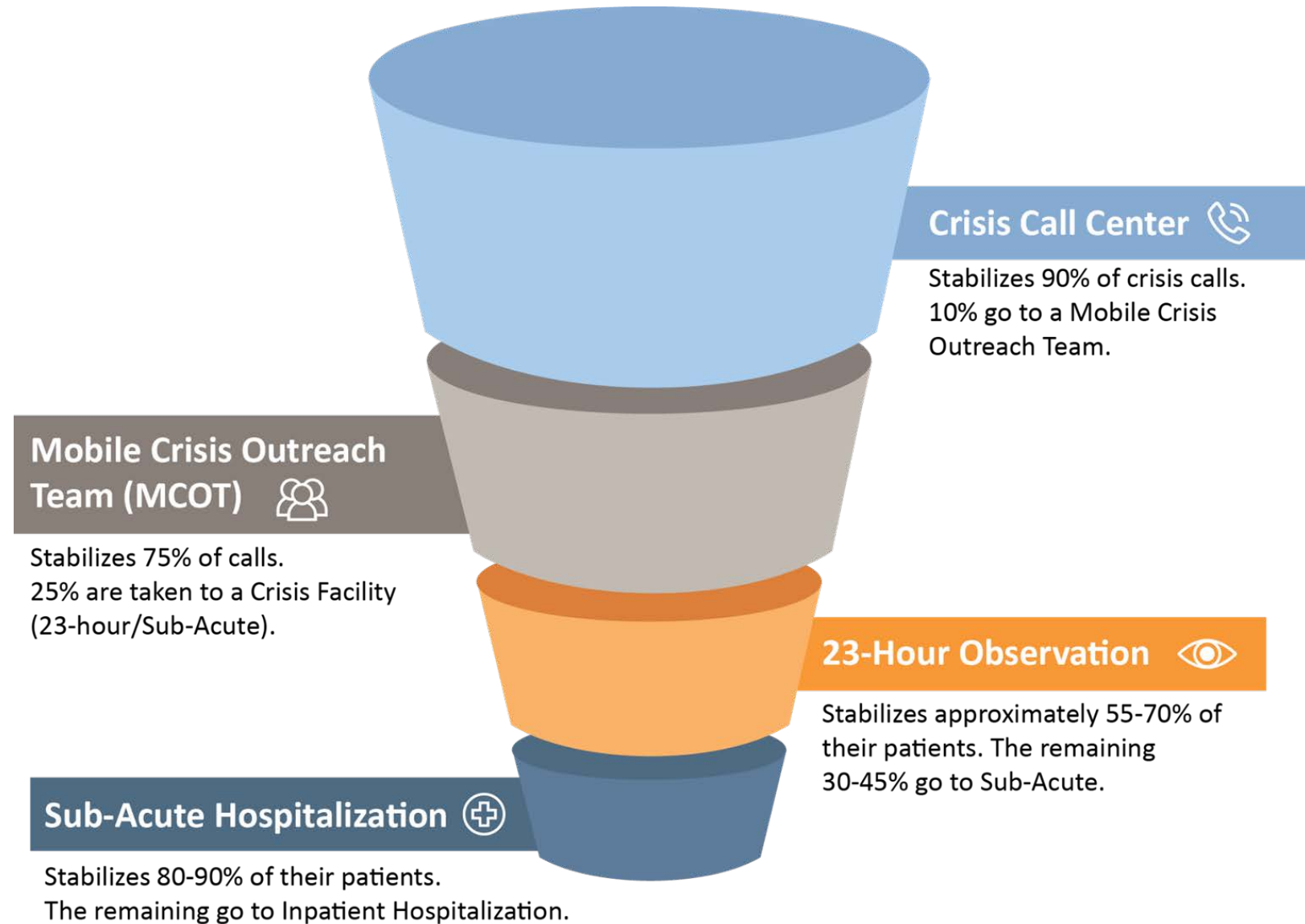
25% are taken or referred to a sub-acute/crisis facility.

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](#)



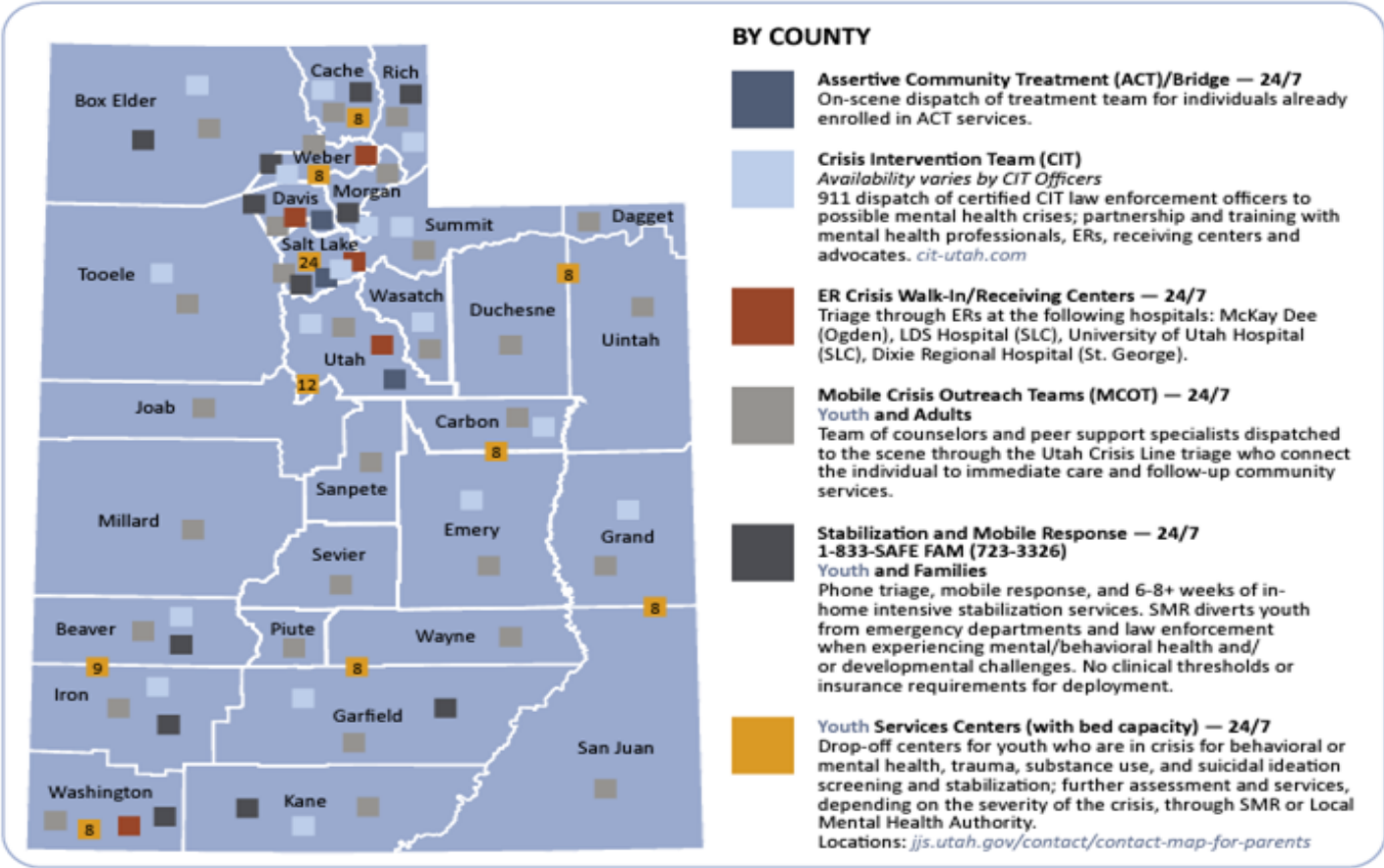
CRISIS SERVICES

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 de-escalate a scene and connect an individual to clinical help.

[Mental Health Crisis Resources for Law Enforcement PDF](#)

CURRENT AVAILABLE CRISIS SERVICES:



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.