

## Sonoma County Department of Health Services – Mental Health/Alcohol and Other Drug Services Division Mental Health Services Act funds the following crisis response programs

Sonoma County Department of Health Services – Mental Health/Alcohol and Other Drug Services Division (MH/AOD) has used Mental Health Services Act dollars to fund a comprehensive response to crisis that may occur in the community. These components include:

- Crisis Intervention Training for Law Enforcement
- Mobile Support Team
- Crisis Assessment, Prevention and Education Team for Transitional Age Youth Ages 16-25
- Guidelines for Effective Communication with 911 Dispatch

A key approach for MHD/AOD is to develop strategies to train community members to recognize signs and symptoms of mental illness and how to effectively intervene when a crisis occurs.

### Crisis Intervention Training for Law Enforcement Personnel

In March 2008, the Sonoma County Sheriff's Department and the Department of Health Services Mental Health/Alcohol and Other Drug Division conducted the first Crisis Intervention Training (CIT) Academy for Law Enforcement. The 4 day 32 hour training academy is designed to increase officers' skills to intervene with mental health consumers, individuals with substance use issues, and individuals in crisis.

The CIT Academy is conducted twice each year. The goals of CIT include:

- Ensure the safety of officers and civilians;
- Increase officer understanding of mental illness;
- Improve relationships with the community, particularly with mental health professionals, people with mental illness, and family members.

The CIT for Law Enforcement concept is based on a successful crisis intervention program that began in Memphis, Tennessee. Officers are trained to de-escalate potentially violent situations and ensure the safety and diversion of the mental health consumer to a treatment center.

CIT trains law enforcement officers to become more adept at dealing with mental health consumers, individuals with substance abuse issues, and individuals in crisis. CIT is useful in domestic violence cases and in contacts with youth, elderly citizens, and the general public.

CIT is conducted by specially trained law enforcement personnel, mental health professionals, mental health consumers and family advocates. The training includes identification of types of mental illness, verbal skills for de-escalation of potentially violent situations, specifics on suicide intervention, and a mental health system overview.

As of 2010, six CIT Academies have trained 184 law enforcement personnel, including officers from Sonoma County Sheriff's Department and police departments from Santa Rosa, Petaluma, Cotati, Sonoma Valley, Sebastopol, Cloverdale, Windsor, Healdsburg, Santa Rosa Junior College.

Two Academies are scheduled for FY 10-11 – week of March 7, 2011 and week of June 27, 2011.

### Mobile Support Team

In December 2010, Sonoma County Board of Supervisors approved the implementation of a Mobile Support Team (MST). Implementation will be in early 2012. The MST is the second phase to the Crisis Intervention Training Model. After training, the CIT Model promotes a specialized field response once a crisis occurs.

The MST will be operated by MHD/AOD and staffed by specially trained licensed behavioral health professionals, graduate interns, a certified substance use specialist and volunteers. The MST will operate during peak activity hours and days as informed by ongoing data review and coordination with law enforcement agencies.

MST staff will respond to law enforcement requests. Once the scene of the scene is secured, the MST will provide mental health intervention to individuals experiencing a behavioral health crisis, including assessment, and placing the individual on an involuntary hold, if needed. MH/AOD staff will provide crisis intervention, support and referrals to medical and social services as needed. Staff will also provide prevention and follow up services to individuals and conduct follow up support visits to individuals and their families in an effort to mitigate future crisis.

### Crisis Assessment, Prevention and Education Team for Transitional Age Youth Ages 16-25

The CAPE Team is an early intervention prevention strategy specifically designed to intervene with transitional age youth who are at risk of or are experiencing first onset of mental illness and its multiple issues and risk factors (substance use, trauma, depression, anxiety, self harm, and suicide risk). The CAPE Team is aimed at preventing the occurrence and severity of mental health problems for transitional youth. The CAPE Team will be staffed by Sonoma County Mental Health (SCMH) licensed clinical staff and located in several high schools and at Santa Rosa Junior College to guarantee reaching the largest group of transition age youth (TAY), ages 16 to 25 years, in Sonoma County.

The CAPE Team contains 5 core components:

- **Mobile Response** by licensed staff are available in school-based settings to provide services to TAY at-risk of or experiencing first onset of serious psychiatric illness
- **Training** for selected teachers, faculty, parents, counselors and law enforcement personnel to recognize the warning signs of mental illness and refer to the CAPE Team.
- **Screening and Assessment of at-risk youth** in high schools and colleges.
- **Peer-based services** including youth training and counseling and support groups for at-risk youth and families.
- **Educational Activities** for Faculty, families, and youth, related to mental health education and awareness.

The CAPE Team implementation partners include, National Alliance on Mental Illness (NAMI) – Sonoma County, Santa Rosa Junior College (SRJC), Sonoma County Office of Education, college faculty, school administrators, school teachers, mental health counselors, health and social service agencies, law enforcement agencies, and community-based organizations. The setting for this project will focus on school based sites. Sonoma County Mental Health staff participates on the S RJC Crisis Response Team and also work closely with Santa Rosa Police Department–School Resource Officers located in Santa Rosa high schools.

The CAPE Team will make direct referral and linkage to SCMH’s Psychiatric Emergency Services and streamline access to SCMH follow up services including the range of services offered to minor youth and their family through SCMH Youth and Family Section and the Transitional Age Youth (TAY) Program to youth ages 18 to 25 years old.

### Guidelines for Effective Communication with 911 Dispatch

In October 2010, MH/AOD published *Guidelines for Effective Communication with 911 Dispatch*. This brochure was developed by MH/AOD community partners in an effort to provide family members and loved ones with language to communicate to law enforcement officers that a mental health crisis was in progress.

The brochure provides a variety of scripts that communicate the severity and the circumstances of the mental health crisis. It assists the user to communicate important information about the person experiencing the mental health crisis. It informs the caller how to call and how to ask for assistance. It also prepares the caller with information about the law, their rights, and how the officers might respond.

The goal of *Guidelines for Effective Communication with 911 Dispatch* is to prepare both law enforcement and family members for responding to a mental health crisis in hopes of increasing public safety and decreasing poor outcomes.