# Cleveland Crisis Intervention Team Program: Cleveland Co Responder Program

Cleveland Division of Police in Collaboration with the ADAMHS Board

October 24, 2022

# C.I.T. Program

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- Since 2004, the Cleveland Division of Police has made significant progress in the development of crisis intervention policies and training, and has effectively implemented strategic responses to crisis incidents.

- The CIT program provides resources and develops collaborative partnerships with the community, behavioral health care systems, and advocacy groups to improve CDP's relationship with the community. The CIT program shall reflect the values of the community it serves.

- The Division of Police began developing policies and training members on the tenets of Crisis Intervention in the early 2000s.

- The goal of the CIT Program is to encourage and enhance responses to mental health crisis with the behavioral health system, and to lower the amount of people in crisis taken to local emergency rooms.
- Since 2004, approximately 648 members of the Cleveland Division of Police have been certified as crisis intervention team members.
- Since 2020, 107 members of the Cleveland Division of Police have been certified as Specialized Crisis Intervention Team members. Of that number, 91 are still with the department.
- The December 2022 Specialized CIT class is scheduled with 20 officers.
- Currently, police academy recruits receive 24 hours of instruction on crisis intervention.

# Role of the ADAMHS Board

- ADAMHS Board is the behavioral health funder in Cuyahoga County.
- ADAMHS Board has been the facilitator of CIT Training in collaboration with the CDP since 2004.
- ADAMHS Board also serves as the co funder for Cleveland Co Responder Team.

# Cleveland Co-Responder Team Goals

**To enhance capacity of the program to engage individuals withserious mental illness and refer and link them with community-based care:**

- The City is hopeful that funding will be appropriated to add CIT officers and licensed counselors, as well as a mental health dispatcher, through ARPA funds.
- Co-Responder teams received 3,399 CIT referrals for 2,722 individuals
- Teams were able to make contact with 1,387 individuals.
- 887 individuals accepted referrals or were re-linked with services

# Cleveland Co-Responder Team Goals

**To increase public safety and reduce recidivism among high-risk people with mental illness.**

- 404 (15%) individuals had multiple Cr-Responder calls for service.
- 2,976 (88%) referrals resulted in conveyance to Emergency Departments (EDs).
  - For incidents where a Co-Responder was **on scene** at the time of crisis, only 53% were conveyed to emergency rooms.
- 32 individuals were arrested by responding CIT officers.
- 0 use of deadly force incidents by CIT officers.

# Where we are now

- In 2021, officers responded to approximately 4,988 crisis intervention incidents.
  - 98% of the incidents were resolved without an arrest.
  - 97.5% of the incidents had no use of force used.
  - 97.2% of incidents resulted in no injuries to the person in crisis.
  - 85% of incidents were handled without the use of handcuffs.

# Where we are now…continued

- For all CIT incidents city wide, individuals are conveyed to the emergency room approximately 90% of the time.
- For CIT incidents where a Co-Responder is on-site at the time of crisis (live call), that number drops down to 53% being conveyed to emergency rooms.
- In live calls with Co-Responders, 26% of the time the individual is not conveyed anywhere, and their crisis is resolved on scene.
- In live calls with Co-Responders, 13% of individuals were diverted away from emergency rooms and brought to the Crisis Stabilization Unit or Diversion Center.

# Alternatives to jail/hospital emergency rooms

- The goal is to keep people with mental illness out of jail and in treatment, on the road to recovery.
- The Stricklin Crisis Stabilization Unit
  - Voluntary treatment center which includes free food, room and board
    - 24 individuals conveyed in 2021
    - 22 individuals conveyed in 2022 (As of 10/23/22)
- Cuyahoga County Diversion Center
  - Treatment center as an alternative to jail for low-level, non violent offenders.
    - 15 individuals conveyed in 2021
    - 51 individuals conveyed in 2022 (As of 10/23/22)

# Final Disposition

| | Live Calls (n = 329) | Follow-Up Calls (n = 2,932) |
|---|---|---|
| Admitted to inpatient hospital | 118 (35.9%) | 835 (28.5%) |
| Admitted to CSU | 27 (8.2%) | 14 (0.5%) |
| Admitted to the Diversion Center | 12 (3.7%) | 13 (0.4%) |
| Could not contact/connect with client | 48 (14.6%) | 1333 (45.5%) |
| Referred to MH/SUD services (not currently linked) | 23 (7.0%) | 122 (4.2%) |
| Re-linked with their current MH/SUD provider | 84 (25.5%) | 619 (21.1%) |
| Referred to additional services (housing, food, etc.) | 16 (4.9%) | 51 (1.8%) |
| Referred to services, client refused | 38 (11.6%) | 300 (10.2%) |
| Client remains in jail | 4 (1.2%) | 19 (0.6%) |
| Referral/re-linkage facilitated by outside agency | 67 (20.4%) | 452 (15.4%) |
| Co-Responder participated in development of community care plan | 27 (8.2%) | 46 (1.6%) |
| Client lives outside city of Cleveland (outside scope of program) | 8 (2.4%) | 74 (2.5%) |
| Other | 38 (11.6%) | 167 (5.7%) |

# Where People were Conveyed (Co-Responder)

| | Count (N = 3,399) | % |
|---|---|---|
| Hospital | 2,566 | 75.5% |
| Children's Hospital | 141 | 4.1% |
| Crisis Stabilization Unit | 25 | 0.7% |
| Diversion Center | 25 | 0.7% |
| VA Medical Center | 28 | 0.8% |
| Other | 61 | 1.8% |
| Client Not Conveyed | 313 | 9.2% |
| Missing Data | 240 | 7.1% |

# Repeat Utilizers of Co-Responder Services

| Co-Responder Utilization Frequency | Number of Unique Clients | % | Total Number of Co-Responder Incidents | % |
|---|---|---|---|---|
| 18 | 1 | <0.1% | 18 | 0.5% |
| 13 | 1 | <0.1% | 13 | 0.4% |
| 10 | 1 | <0.1% | 10 | 0.3% |
| 8 | 3 | 0.1% | 24 | 0.7% |
| 7 | 2 | <0.1% | 14 | 0.4% |
| 6 | 5 | 0.2% | 30 | 0.9% |
| 5 | 16 | 0.6% | 80 | 2.4% |
| 4 | 32 | 1.2% | 128 | 3.8% |
| 3 | 78 | 2.9% | 234 | 6.9% |
| 2 | 265 | 9.7% | 530 | 15.6% |
| 1 | 2,318 | 85.2% | 2,318 | 68.2% |

Repeat utilizers (2 or more calls) made up **14.8%** of all individuals but **31.8%** of all Co-Responder calls.

# Is it working???

- Since 2020, attempts to de-escalate when addressing individuals in crisis has measurably increased.
  - Reported instances of listening and interacting in conversations increased 205%.
  - Requests for Specialized Crisis Intervention Team officers increased 392%
- CIT Brazos Forms (Filled out every time there is a verified crisis intervention call.)
  - 3,946 forms filled out in 2020
  - 4,996 forms filled out in 2021
  - 4,067 forms filled out in 2022 (As of 10/23/22)

# How will ARPA dollars expand and improve these services?

- The program is currently set up for 1 Co-Responder team (1 officer and 1 licensed clinician) in each of the five Police Districts.
- The teams currently work 12:00 pm to 10:00 pm.
- Funding would provide coverage for a total of 10-12 teams to work both day shift and afternoon shift, where the majority of the crisis intervention calls come in.
- Funding would provide for a mental health dispatcher who would be able to triage calls regarding persons in crisis, and possibly provide for a referral to an agency without dispatching officers.
- Funding would assign 1-2 Co-Responder teams to Downtown Cleveland to focus on the homeless population in crisis.

# How will ARPA dollars expand and improve these services?- continued

- Funding would help hire a mental health strategist and additional licensed social workers.
- Produce cost savings with the use of diversion centers- For example, in Detroit, an inmate with mental illness in jail costs $31,000/year, compared to $10,000.
- Increase Co-Responders handling live calls for all five districts in order to reduce the utilization of hospital emergency rooms.
- Require officers to coordinate a response with the team as indicated.
- New protocols have been institutionalized. Policies and trainings are re-assessed and upgraded.
- The Division must continue to review best practices to ensure we are providing exemplary services to the citizens of Cleveland.

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QUESTIONS