



2020 Cities Thrive Mental Health Coalition Monthly Call Series

Tuesday, July 21st

2:15-3:15pm/Eastern Time

Mental Health Crisis Response – Strategies to Assist Our Most Vulnerable Community Members

Call-In: 347-719-7789 (No Pin)

AGENDA

- **2:15-2:20pm:** Opening Remarks
- **2:20pm:** Introduction of Dr. Michael McRae
- **2:20-2:30pm:** City of New York Presentation – *Dr. Michael McRae*
- **2:30-2:35pm:** Q&A for New York City
- **2:35pm:** Introduction of Tim Black
- **2:35-2:45pm:** C.A.H.O.O.T.S Presentation – *Tim Black*
- **2:45-2:50pm:** Q&A for C.A.H.O.O.T.S
- **2:50pm:** Introduction of M.H First Sacramento
- **2:50-3:00pm:** Sacramento, CA Presentation – *Asantewaa Boyki*
- **3:00-3:05pm:** Q&A for Sacramento, CA
- **3:05-3:10pm:** Closing Remarks

PARTICIPANTS

City of New York, NY – Mobile Crisis Teams and Health Engagement Assessment Teams (HEAT)

Presenter: Dr. Michael McRae, Assistant Commissioner, Bureau of Health and Promotion for Justice-Impacted Populations at the Department of Health and Mental Hygiene

Description: Mobile Crisis Teams (MCT) are dispatched by NYC Well, NYC's 24/7 mental health helpline, to respond to urgent mental health needs, often serving adults and children in their homes. Teams can include nurses, social workers, psychologists and psychiatrists, community liaisons and peers. Services include assessment, crisis counseling, and referral to ongoing care and social services. Teams can provide limited follow-up services. MCTs operate seven days a week with extended business hours & respond in 2-48 hours, depending on the situation's urgency. NYC's MCT's receive about 20,000 referrals annually. Health Engagement Assessment Teams (HEAT) are composed of one clinician and one peer (a person with lived experience in mental health, substance use, or justice system). HEAT teams proactively engage people at risk of mental health crisis, connecting them to community-based care and social services.

Eugene, OR – Crisis Assistance Helping Out On The Streets (C.A.H.O.O.T.S)

Presenter: Tim Black, Director of Consulting, The White Bird Clinic

Description: 31 years ago, the City of Eugene, Oregon developed an innovative community-based public safety system to provide mental health first response for crises involving mental illness, homelessness, and addiction. White Bird Clinic launched CAHOOTS (Crisis Assistance Helping Out On The Streets) as a community policing initiative in 1989. The program mobilizes two-person teams consisting of a medic (a nurse, paramedic,



or EMT) and a crisis worker who has substantial training and experience in the mental health field. The CAHOOTS teams deal with a wide range of mental health related crises, including conflict resolution, welfare checks, substance abuse, suicide threats, and more, relying on trauma-informed de-escalation and harm reduction techniques. CAHOOTS staff are not law enforcement officers and do not carry weapons; their training and experience are the tools they use to ensure a non-violent resolution of crisis situations. They also handle non-emergent medical issues, avoiding costly ambulance transport and emergency room treatment. A November 2016 study published in the American Journal of Preventative Medicine estimated that 20% to 50% of fatal encounters with law enforcement involved an individual with a mental illness. The CAHOOTS model demonstrates that these fatal encounters are not inevitable. Last year, out of a total of roughly 24,000 CAHOOTS calls, police backup was requested only 150 times. The cost savings are considerable. The CAHOOTS program budget is about \$2.1 million annually, while the combined annual budgets for the Eugene and Springfield police departments are \$90 million. In 2017, the CAHOOTS teams answered 17% of the Eugene Police Department's overall call volume. The program saves the city of Eugene an estimated \$8.5 million in public safety spending annually. CAHOOTS calls come to Eugene's 911 system or the police non-emergency number. Dispatchers are trained to recognize non-violent situations with a behavioral health component, and route those calls to CAHOOTS. A team will respond, assess the situation and provide immediate stabilization in case of urgent medical need or psychological crisis, assessment, information, referral, advocacy and, when warranted, transportation to the next step in treatment. White Bird's CAHOOTS provides consulting and strategic guidance to communities across the nation that are seeking to replicate CAHOOTS' model.

Sacramento, CA – M.H. First Sacramento

Presenter: Asantewaa Boyki, RN

Description: MH First, a project of Anti Police-Terror Project Sacramento, is a cutting-edge new model for non-police response to mental health crisis. The goal of MH First is to respond to mental health crises including, but not limited to, psychiatric emergencies, substance use disorder support, and domestic violence situations that require victim extraction. Our purpose is to interrupt and eliminate the need for law enforcement in mental health crisis first response by providing mobile peer support, de-escalation assistance, and non-punitive and life-affirming interventions, therefore decriminalizing emotional and psychological crises and decreasing the stigma around mental health, substance use, and domestic violence.