

**Mental Health Response Advisory Committee
3rd Year Crisis Intervention Work Plan (FINAL DRAFT 2/20/18)**

DEVELOPMENT OF ANNUAL CRISIS INTERVENTION WORK PLAN: 3rd Year

Overarching Goal of Work Plan: Address gaps in resources, knowledge and infrastructure regarding crisis intervention.

1. The Mental Health Response Advisory Committee will meet regularly and provide guidance to assist CDP in improving, expanding, and sustaining its Crisis Intervention Program.

Goal	Action Step(s)	Responsible Party	Deliverable/Outcome	Timeline/Deadline
MHRAC Annual Crisis Intervention Work Plan	<ul style="list-style-type: none"> • MHRAC and CDP will work collaboratively to develop a 3rd Year Annual Crisis Intervention Work Plan. • MHRAC will review, discuss and approve 3rd Year Annual Crisis Intervention Work Plan for submission to the Parties and the Monitoring Team. • MHRAC will submit 3rd Year Work Plan to the Parties and the Monitoring Team. 	ADAMHS, CDP & MHRAC	3 rd Year Work Plan	February 9, 2018

**Mental Health Response Advisory Committee
3rd Year Crisis Intervention Work Plan**

Quality Improvement Committee

Overarching Goal of Work Plan: Address gaps in resources, knowledge and infrastructure regarding crisis intervention.

1. MHRAC will review and address service utilization, policies, access to services, etc., in order to improve continuity of care for individuals encountered by police.

Goal	Action Step(s)	Responsible Party	Deliverable/Outcome	Timeline/Deadline
Review of data to identify issues, gaps in service, as well as positive outcomes of CIT interactions.	<ul style="list-style-type: none"> • Review CIT stat sheets and aggregate CIT interactions to measure effectiveness and implementation of CIT policies and plans. • Review CIT Definition Policy, CIT Program Policy and CIT Response Policy with CDP and CIT Officers to measure success and/or make recommendations for possible edits. • Review training evaluation feedback in conjunction with the Training Sub-committee to identify what's working and potential areas for improvement in CIT 8-hour and 40-hour training, and/or updates to the CIT policy. • Discuss issues identified by police officers, providers, stakeholders and clients to make improvements and/or recognize success. • Assist in identifying gaps in services and assist in the development of 	ADAMHS/QI Sub-committee & MHRAC	Identified issues and recommendations for discussions with MHRAC	Ongoing

	possible solutions and recommendations for crisis and ongoing services provided by the community mental health and addiction treatment and recovery services system.			
	<ul style="list-style-type: none"> Develop and recommend Final Set of Data Points to be monitored by the QI Committee and approved by MHRAC. 	QI Sub-committee	MHRAC Approval of Final Set of Data Points.	January 8, 2018
	<ul style="list-style-type: none"> Assist the ADAMHS Board and other organizations with identifying and recognition the good work of outstanding CIT Officers. 	QI Sub-committee	Submission of possible CIT officer(s) for recognition at ADAMHS Board Annual Meeting, NAMI Greater Cleveland Annual Meeting and other organizations	January 1 – March 30, 2018
	<ul style="list-style-type: none"> Review of the Community Mental Health Response Team Pilot Program in CDP 2nd District. 	ADAMHS, CDP & QI Sub-committee	Monthly Report	Ongoing

**Mental Health Response Advisory Committee
3rd Year Crisis Intervention Work Plan**

CLEVELAND DIVISION OF POLICE SPECIALIZED CRISIS INTERVENTION PLAN & CIT OFFICER SELECTION PROCESS

Overarching Goal of Work Plan: Address gaps in resources, knowledge and infrastructure regarding crisis intervention.

- 1. CDP CIT Coordinator will continue to implement specialized crisis intervention plan (“Specialized Crisis Intervention Plan”) as described in ¶ 152 of the agreement and approved by the Monitors in 2017.**
- 2. CDP CIT Coordinator will implement the Selection Process for the 40-Hour Specialized Training that was approved by the Monitors in 2017 to select specialized CIT Officers.**

Goal	Action Step(s)	Responsible Party	Deliverable/Outcome	Timeline/Deadline
Continued Implementation of the CDP Specialized Crisis Intervention Plan	<ul style="list-style-type: none"> • Continued assessment of the number of Officers necessary to ensure coverage of all calls for an individual in crisis across all shifts and all Districts. • Following the established procedures for identification of any gaps in coverage. • Following established mechanisms that CDP will use to fill gaps in coverage. • Continued analysis of barriers to full coverage and possible steps to overcome these barriers. • Following the established and approved Selection Process to identify officers who are appropriate and suitability to be specialized CIT Officers. 	CDP	Continued monitoring of the CDP CIT Program	Ongoing

Selection of CDP Officer to participate in the Special 40-hour Crisis Intervention	<ul style="list-style-type: none"> • CDP CIT Coordinator will issue Departmental Notice requesting interest for Specialized Crisis Team Officers. • CDP CIT Coordinator review of applicants and interview process. 	CDP	Identified list of acceptable candidates to participate in the 40-hour Specialized CIT Officer training	
	<ul style="list-style-type: none"> • CDP CIT Coordinator will make available the names, experience, performance history and assessments of the CDP Officers recommended to serve as Specialized CIT Officers. • As a courtesy, the CDP CIT Coordinator will share the final list of Officers that will participate in the 40-hour Specialized CIT Officer training. 	CDP/DOJ & Monitors	Final List of Officers to participate in the 40-hour Specialized CIT Officer training	

**Mental Health Response Advisory Committee
3rd Year Crisis Intervention Work Plan**

8-HOUR ANNUAL CRISIS TRAINING & 40-HOUR SPECIALIZED CRISIS INTERVENTION TEAM TRAINING

Overarching Goal of Work Plan: Address gaps in resources, knowledge and infrastructure regarding crisis intervention.

- 1. CDP will continue to work with the MHRAC to develop the Annual 8-hour Crisis Training for all CDP Officers to be provided in 2018.**
- 2. CDP works with the MHRAC to revise the Proposed Final Draft of the Crisis Intervention Specialized Training (a/k/a the “40-Hour Training”) to incorporate the Feedback and expectations of the Monitor, Parties, and community stakeholders and members.**
- 3. CDP will provide 40-hour specialized training to selected officers.**

Goal	Action Step(s)	Responsible Party	Deliverable/Outcome	Timeline/Deadline
Provide Annual 8-hour Crisis Training for all CDP Officers	<ul style="list-style-type: none"> • CDP CIT Coordinator will review the results of a department survey that was issued at the end of 2017 requesting officers for topics to be covered in the 2018 8-hour Crisis Training. The 2018 Crisis Training will be designed to cover several topics. • CDP CIT Coordinator will share results with the Training Sub-Committee to assist with the development of the First Draft of the 2018 Annual 8-Hour Crisis training curriculum. • Training Sub-committee will have communications with members of the 	CDP, Training Sub-committee & MHRAC	<ul style="list-style-type: none"> • First Draft of 2018 outline • First Draft of 2018 Annual 8-Hour Crisis training curriculum • Final 2018 Annual 8-Hour Crisis training curriculum • 2018 Annual 8-Hour Crisis training provided to all CDP Officers 	May 2018

	<p>Monitoring Team to discuss the 8-Hour Training outline.</p> <ul style="list-style-type: none"> • Training Sub-committee will submit the final draft of the 8-hour Crisis Training outline to the MHRAC for review and approval for submission to the parties. • Training Sub-committee will make changes as indicated from Monitors and develop a first and final draft of the complete 8-hour Crisis Training and submit to MHRAC for review and approval for submission to the parties. • Process to be developed to provide the 8-hour Crisis Training to all CDP Officers. 			
<p>Completion of Specialized 40-hour Crisis Intervention Training for selected CDP officers.</p>	<p><i>NOTE: The Training Sub-committee will complete the following action steps by sections of the 40-hour training to the MHRAC, rather than submitting the entire training at one time. The entire Final DRAFT will be submitted to the parties as one document.</i></p> <ul style="list-style-type: none"> • MHRAC Training Sub-committee to complete a first draft of the 40-hour Crisis intervention Training based on the outline that was approved with suggestions by the Monitors, including 	<p>CDP, Training Sub-committee & MHRAC</p>	<ul style="list-style-type: none"> • First Draft of Specialized 40-hour Crisis Intervention Training with power points, lesson plans and manuals - per section • Final Specialized 40-hour Crisis Intervention Training • Specialized 40-hour Crisis Intervention Training provided to select CDP Officers 	<p>TBD</p>

	<p>power points, lesson plans and manuals.</p> <ul style="list-style-type: none">• Training Sub-committee will submit first draft of 40-hour Crisis Intervention Training to MHRAC for review and approval prior to submitting to parties.• Training Sub-committee will make changes as indicated from Monitors and develop a final draft of 40-hour Crisis Intervention Training and submit to MHRAC for review and approval prior to submitting to parties.• Training Sub-committee will develop a CIT Presenter Review Checklist in order to agree upon presenters and materials.• CDP and Training Sub-committee will develop a plan for providing the Specialized 40-hour Crisis Intervention Training to selected officers.			
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**Mental Health Response Advisory Committee
3rd Year Crisis Intervention Work Plan**

DIVERSION

Overarching Goal of Work Plan: Address gaps in resources, knowledge and infrastructure regarding crisis intervention.

1. Community Mental Health and Addiction Treatment and Recovery Services System to develop diversion alternative(s) for the CDP to utilize for people living with mental illness and/or addictions other than the justice system or hospital.				
Goal	Action Step(s)	Responsible Party	Deliverable/Outcome	Timeline/Deadline
Continue to Identify/pursue a pilot program utilizing the existing Crisis Stabilization Unit as a diversion point.	<ul style="list-style-type: none"> Continue to convene meetings with significant partners for planning and follow-up purposes. 	ADAMHS Board/FrontLine Service & Diversion Sub-committee.	Review and discussion	Ongoing
Work with stakeholders to identify a diversion point for adolescents.	<ul style="list-style-type: none"> Meet with all stakeholders to further develop the concept. 	ADAMHS Board/FrontLine Service & Diversion Committee	Recommendations to MHRAC regarding diversion point for adolescents	Ongoing
Continue to work with the Greater Cleveland Congregations, the County and system partners on the development of two crisis centers in the County.	<ul style="list-style-type: none"> Continue to meet with all stakeholders to further develop the concept, locations and funding of the two crisis centers. Gather information from other community Crisis/Diversion sites across the country to determine operations and appropriate staffing/security levels. 	ADAMHS/System Partners/Diversion Sub-committee.	Draft of Plan to develop and operate Crisis/Diversion Centers	Ongoing

Provide community stakeholders with information regarding Crisis/Diversion Centers once operating.	<ul style="list-style-type: none"> Work with community partners, city council, neighborhood groups, development groups, etc. to provide education and support for Crisis/Diversion concept 	ADAMHS/System Partners & Diversion Sub-committee.	Community Support	Ongoing
Work with behavioral health partners to identify capacity issues that could impact ability for clients utilizing the Diversion site to access timely clinical services.	<ul style="list-style-type: none"> Meet with contract agencies to discuss expectations for individuals using the Diversion site. Diversion site provider to track referral/transition to community provider prior to/at discharge. 	ADAMHS/System Partners & Diversion Sub-committee.	Documented expectations of behavioral health agency's to contact/follow-up with diverted clients.	Ongoing
Coordination between the Veterans Health Administration and the community mental health and addiction treatment and recovery services system.	<ul style="list-style-type: none"> Meet with subgroup and identify issues related to transports to VA hospital. 	ADAMHS/System Partners & Diversion Sub-committee.		

**Mental Health Response Advisory Committee
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Community Engagement

Overarching Goal of Work Plan: Address gaps in resources, knowledge and infrastructure regarding crisis intervention.

- 1. Increase public awareness and understanding about the CIT Program and Officers, as well as the MHRAC.**
- 2. Continue to foster relationships between the Cleveland Division of Police and the community.**

Goal	Action Step(s)	Responsible Party	Deliverable/Outcome	Timeline/Deadline
Community members are well-informed about the CIT Program.	<ul style="list-style-type: none"> • Feedback from the MHRAC on the Draft informative presentation developed at the end of 2017 that will be used to inform community groups about the CIT Program, officers and its benefits to individuals, families and the community, as well as what to do in a mental health emergency. 	Community Engagement Sub-committee, ADAMHS & CDP	<ul style="list-style-type: none"> • Feedback on the draft of the Speakers Bureau PowerPoint Presentation 	January 8, 2018
	<ul style="list-style-type: none"> • Completion of the informative presentation. • Training of the Speakers Bureau volunteers. • Development of a strategy to publicize the availability of the presentation to community groups, as well as to schedule to presentations/volunteers. • Implementation of Speakers Bureau utilizing members of MHRAC and other community representatives to make presentations for community groups and public forums. 	Community Engagement Sub-committee, ADAMHS & CDP	<ul style="list-style-type: none"> • Final presentation. • Speakers Bureau prepared to present to the community. • Various Promotional Materials 	April 30, 2018

	<ul style="list-style-type: none"> Development of promotional materials: <ul style="list-style-type: none"> CIT Brochure including CIT FAQ section CIT specific page on www.adamhsc.org and CDP web page Give-a-way items with CIT information, such as magnet specific to CDP CIT Program 	Community Engagement Sub-committee, ADAMHS & CDP		
Community members will have the opportunity to provide feedback on the CIT program and comment on the Specialized 40-hour Crisis Intervention Training.	<ul style="list-style-type: none"> Hold public forums to gather the community's feedback in relation to ongoing MHRAC activities, including the Specialized 40-hour Crisis Intervention Training. 	Community Engagement Sub-committee, ADAMHS & CDP	Review and make recommendations	TBD
Continue to provide CDP officers with updated system resources.	<ul style="list-style-type: none"> Follow-up with officers on effectiveness of Community Resource Cards no less than once every year Update resource cards if necessary in conjunction with the Diversion Sub-committee to ensure accuracy of information Reprint and redistribute if necessary 	Community Engagement Sub-committee, ADAMHS & CDP	Review and make recommendations	Ongoing at least once per year
Collaborate with the Cleveland Police Commission so that both the MHRAC and the Commission are updated on each group's progress, as well as a means to communicate with the community.	<ul style="list-style-type: none"> Liaison with MHRAC to provide updates to both groups. Encourage members of both groups to participate in the other groups meetings and activities. 	Community Engagement Sub-committee, ADAMHS, CDP and Community Police Commission	Updates and partnership between the Cleveland Police Commission and MHRAC	Ongoing