Crisis: When and How to Call 911

MENTAL HEALTH RESPONSE ADVISORY COMMITTEE
COMMUNITY ENGAGEMENT COMMITTEE 2019
Mental Health Response Advisory Committee (MHRAC)

- MHRAC is a collaboration of interdisciplinary professionals and lay professionals who formed a committee to work in collaboration with the Cleveland Division of Police.
- This presentation was developed by the members of the Community Engagement Committee which is a sub committee of MHRAC.
Goal of the Training

- The purpose of the presentation is to inform the community about When and How to Call 911 and the Crisis Intervention Team Program.
- Contact non-emergency police number to find out if you have a CIT officer in your community.
When to Call 911

Call 911 to:

- Report a crime.
- Request assistance with a problem.
- Request support with an illness and or injury.
When to Call 911

- Report smoke and/or fire in the area.
- Request assistance with a mental health emergency.
- Request assistance with behavior that is scary and or frightening to the caller.
What is a Mental Health Emergency?

- Child, adult and/or elderly person at risk due to crisis.
- Person presents a danger to self and others.
- Person is homicidal and/or suicidal.
What is a Mental Health Emergency?

- Person’s behavior is scary and/or frightening to others due to their mental illness.
- Person is not able to recognize reality.
- Person is in need of mental health assistance.

HELP!
Things to keep in mind when calling 911

- Dispatchers are busy – many calls coming in
- Dispatchers are trained to ask a series of questions in order to determine the nature of the call
- Dispatchers may ask you to repeat yourself
Things to keep in mind when calling 911

- In large urban areas like Cleveland, the caller takers answer the call from the community and the dispatcher communicates the information to the police.

- Every suburb and/or community may have a different type of communication center that coordinates 911 calls.
What information is needed by 911

- Name of the person calling
- Name of the person in crisis along with relationship
- Address you are calling from
- Address for the person in crisis
- Nature of the problem-specifics like, “person wants to hurt themselves, etc."
What information is needed by 911

- Does the person have any type of disability?
- Does the person speak English?
- Any medications the person is using for their mental illness.
- If person has stopped using medication for their mental illness and how long.
- Any alcohol or substances being used—either at the current time and/or recent use.
What information is needed by 911

- Access and/or use of weapons such as guns, knives, utensils, other objects that could wound and or hurt someone.
- Description of person-age, race, clothing, etc.
- Identify if the person in crisis is a child and/or youth-what age in addition to any specific history of behavioral issues.
- Any history of interactions with the police and especially if calling 911.
Crisis Intervention Team Program
The Crisis Intervention Team (CIT) Model is a solution focused community response to helping people with mental illness.

CIT programs bring stakeholders together from the law enforcement, behavioral health and advocacy sectors, along with people with lived experience with mental illness, to develop solutions for safely re-directing people in crisis away from the judicial system and into the health care system whenever appropriate.
Throughout Cuyahoga County, there are identified CIT Coordinators in various suburbs, hospitals, county related law enforcement agencies as well as colleges and universities.

When calling your local 911 system within the community, ask if there is a CIT officer available.

When calling the Cleveland Division of Police, dial 911 and/or 216-621-1234 for Non-emergencies.
Crisis Intervention Team Officer

- Designated basic patrol officer skilled at de-escalating crisis for people with mental health issues.
- The goal of the CIT Program is to have a CIT Officer for every shift throughout the day.
- Basic patrol officer who has been certified by its police department and wears a CIT Pin on their uniform.
Police dispatcher will attempt to identify a CIT Officer available in their district.

If no CIT Officer is available, all Basic Patrol Officers have had some training in interacting with the mental health issues.
The ADAMHS Board provides funding for services through Frontline Services:

- 24-Hour Suicide Prevention.

Mobile Crisis Team is available to talk with the community about resources for help.
You can also text "4HOPE" to 741741 for 24-hour Crisis assistance. A live, trained crisis counselor will respond within five minutes.

You can also Crisis Chat from 3:00 p.m. - 9:00 p.m. daily: https://www.frontlineservice.org/
Warm line: (440) 886-5950.

The warm line is a peer support line operated by trained peer support workers. Hours: 9:00 a.m. to 1:00 a.m. daily.
For more information or questions about CIT in your area, please contact:

Carole Ballard, Director of Training and Education, Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County, at 216-479-3307, or via e-mail to ballard@adamhsc.co.org
Questions?