

**Mental Health Response Advisory Committee  
4<sup>th</sup> Year Crisis Intervention Work Plan**

**DEVELOPMENT OF ANNUAL CRISIS INTERVENTION WORK PLAN: 4<sup>th</sup> Year**

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

<b>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.</b>				
<b>Goal</b>	<b>Action Step(s)</b>	<b>Responsible Party</b>	<b>Deliverable/Outcome</b>	<b>Timeline/Deadline</b>
<b>MHRAC Annual Crisis Intervention Work Plan</b>	<ul style="list-style-type: none"> <li>• MHRAC and CDP will work collaboratively to develop a 4<sup>th</sup> Year Annual Crisis Intervention Work Plan.</li> <li>• MHRAC will review, discuss and approve 4<sup>th</sup> Year Annual Crisis Intervention Work Plan for submission to the Parties and the Monitoring Team.</li> <li>• MHRAC will submit 4<sup>th</sup> Year Work Plan to the Parties and the Monitoring Team.</li> </ul>	ADAMHS, CDP & MHRAC	4 <sup>th</sup> Year Work Plan	3/30/19

**Mental Health Response Advisory Committee  
4<sup>th</sup> 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
<p><b>To make recommendations to CDP and ADAMHS Board to improve communication and coordination of services between all parties.</b></p>	<ul style="list-style-type: none"> <li>• Develop a mechanism to evaluate the effectiveness of the CIT Policies from 2018: CIT Definition Policy, CIT Program Policy and CIT Response Policy.</li> <li>• Develop a mechanism to gather CDP officer input on the effectiveness of the CIT Policies and Procedures.</li> <li>• Develop a strategy on how to determine gaps in the systems in order to make recommendations to the stakeholders.</li> <li>• Develop a mechanism to review and analyze data from the CIT stat sheets and sample, along with developing an ongoing mechanism to gather data directly from the CDP, to be used to make improvements to both the CDP and the behavioral health system.</li> <li>• Develop a dialogue with existing committees within the behavioral</li> </ul>	<p>ADAMHS/QI Subcommittee &amp; MHRAC</p>	<p>Evaluation of the effectiveness of the CIT Policies</p> <p>CDP officer input on effectiveness of CIT Policies.</p> <p>Identified gaps in the system and recommendations to fill the gaps.</p> <p>Analysis of the data from the CIT Stat Sheets and sample cases.</p> <p>New Members from existing committees within the behavioral health system and/or ADAMHS Board on the QI Committee and/or ways to share information</p>	<p>Ongoing</p>

	health system which intersect with the police, including the monthly Emergency Providers Committee.		between the QI and the system committees.	
--	---	--	---	--

**Mental Health Response Advisory Committee  
4<sup>th</sup> 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
<b>Continued Implementation of the CDP Specialized Crisis Intervention Plan</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Following the established procedures for identification of any gaps in coverage.</li> <li>• Following established mechanisms that CDP will use to fill gaps in coverage.</li> <li>• Continued analysis of barriers to full coverage and possible steps to overcome these barriers.</li> </ul>	CDP	Continued monitoring of the CDP CIT Program	Ongoing

<b>Selection of CDP Officer to participate in the Special 40hour Crisis Intervention</b>	<ul style="list-style-type: none"> <li>• CDP CIT Coordinator will issue Departmental Notice requesting interest for Specialized Crisis Team Officers.</li> <li>• CDP CIT Coordinator review of applicants and interview process.</li> <li>• Following the established and approved Selection Process to identify officers who are appropriate and suitability to be specialized CIT Officers.</li> </ul>	CDP	Notice Issued  Identified list of acceptable candidates to participate in the 40-hour Specialized CIT Officer training	TBD
	<ul style="list-style-type: none"> <li>• CDP CIT Coordinator will make available the names, experience, performance history and assessments of the CDP Officers recommended to serve as Specialized CIT Officers.</li> <li>• 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.</li> </ul>	CDP/DOJ & Monitors	Final List of Officers to participate in the 40-hour Specialized CIT Officer training	TBD

**Mental Health Response Advisory Committee**  
**4<sup>th</sup> Year Crisis Intervention Work Plan**  
**Training Committee**

**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 and implement for in-service to all CDP officers in 2019.
2. CDP works with the MHRAC to implement the 40 Hour Specialized CIT Training to voluntary selected CDP officers.
3. CDP will provide develop and implement in-service Dispatch training in 2019.

Goal	Action Step(s)	Responsible Party	Deliverable/Outcome	Timeline/Deadline
<b>To Provide Annual CIT In-Service training to all CDP officers on selected topics.</b>	Gather feedback from CDP officers and others regarding suggested topics related to behavioral health for annual in-service training. <ul style="list-style-type: none"> <li>• Develop training outline - including youth and related issues/topics - for review and discussion with MHRAC.</li> <li>• Develop draft training presentation along with instructor's manual for the in-service training.</li> </ul>	CDP, Training Sub-committee & MHRAC	CIT In- Service Training	Completion before July, 2018 Start Date

	<ul style="list-style-type: none"> <li>• Gather feedback from MHRAC regarding the training power points, materials and instructor's manual.</li> <li>• Gain approval from MHRAC regarding materials to be submitted to the Monitors for in-service training.</li> <li>• Submit final draft of the materials to City of Cleveland, Monitors and DOJ representatives for approval.</li> <li>• Develop training outline and process for delivering the training.</li> </ul>			
<b>Completion of Specialized 40-hour Crisis Intervention Training for selected CDP officers.</b>	<ul style="list-style-type: none"> <li>• Review and revise CIT training materials i.e., power points, lesson plans, instructor's manuals and role plays in order to prepare for submission to the Monitors.</li> <li>• Submit final draft of revised CIT training materials i.e., power points, lesson plans, instructor's manuals and role plays to the City of Cleveland, Monitors and DOJ for approval.</li> <li>• Develop a process i.e., timeline for scheduling the first Specialized CIT training.</li> </ul>	CDP, Training Sub-committee & MHRAC	Specialized CIT 40-hour Training	TBD

<p><b>Provide In-service Training to Dispatch workers</b></p>	<ul style="list-style-type: none"> <li>• Develop an outline for Dispatch training based upon worker feedback and needs.</li> <li>• Submit outline for the Dispatch training for approval from MHRAC.</li> <li>• Develop instructor's outline and manual for Dispatch training.</li> <li>• Submit all Dispatch training materials to MHRAC for review and approval.</li> <li>• Submit all approved Dispatch materials to the City of Cleveland, Monitors and DOJ for approval.</li> <li>• Develop a process and timeline for implementation of the training.</li> </ul>	<p>CDP, Training Sub-committee &amp; MHRAC</p>	<p>Proposed Dispatch Worker In-service Training</p>	<p>DRAFT by June 20, 2019 MHRAC Meeting for September, 2019 Training</p>
---	--	--	---	--



**Mental Health Response Advisory Committee  
4<sup>th</sup> Year Crisis Intervention Work Plan**

**DIVERSION Committee**

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

<b>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.</b>				
<b>Goal</b>	<b>Action Step(s)</b>	<b>Responsible Party</b>	<b>Deliverable/Outcome</b>	<b>Timeline/Deadline</b>
<b>Identify diversion strategies throughout the state and country for high risk population.</b>	<ul style="list-style-type: none"> <li>• Gather information from other community Crisis/Diversion sites across the country to determine operations and appropriate staffing/security levels.</li> </ul>	Diversion Sub-committee; ADAMHS Board	Identified Diversion Strategies	Ongoing
<b>Make recommendations on ways to improve diversion strategies currently in use in the community.</b>	<ul style="list-style-type: none"> <li>• MHRAC Diversion Committee Member on the SAMHSA Jail Diversion Advisory Committee.</li> <li>• Review the progress on the ADAMHS Board new SAMHSA 3-year Jail Diversion Grant at the Crisis Stabilization Unit.</li> </ul>	Diversion Sub-committee; ADAMHS Board	Progress Reports	Ongoing
<b>Gather information on the current diversion strategies for juveniles i.e., Project CALM, the Intervention Center, etc.</b>	<ul style="list-style-type: none"> <li>• Member of Juvenile Justice System to be member of the MHRAC Diversion Committee.</li> <li>• Review the progress on the ADAMHS Board new SAMHSA 3-year Jail Diversion Grant at the Crisis Stabilization Unit.</li> </ul>	Diversion Sub-committee; ADAMHS Board	Progress Reports	Ongoing

<b>Offer recommendations on proposed County Diversion Initiatives.</b>	<ul style="list-style-type: none"> <li>• Receive updates on proposed County Diversion Initiatives.</li> <li>• Offer recommendations on proposed County Diversion Initiatives.</li> </ul>	ADAMHS Board	Progress Reports and Recommendations	Ongoing
--	--	--------------	--------------------------------------	---------

**Mental Health Response Advisory Committee  
4<sup>th</sup> Year Crisis Intervention Work Plan  
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
<b>Community members are well-informed about the CIT Program.</b>	<ul style="list-style-type: none"> <li>• Identify and develop opportunities to present in conferences, meetings and workshops on the work of the MHRAC.</li> </ul>	Community Engagement Subcommittee, ADAMHS & CDP	Number of conference, meeting and workshop opportunities	Ongoing
<b>Review and Make recommendations regarding the Cleveland Police Resource Cards and explore electronic means/apps.</b>	<ul style="list-style-type: none"> <li>• Review and discuss other alternatives to the Community Resource Cards.</li> <li>• Review current Community Resource Cards to determine any updates.</li> <li>• Make recommendations to MHRAC.</li> </ul>	Community Engagement Subcommittee, ADAMHS & CDP	Recommendations	Ongoing

<b>Review and make recommendations regarding utilization of Social Media formats.</b>	<ul style="list-style-type: none"> <li>• Make recommendations regarding messaging, format and audience.</li> </ul>	Community Engagement Subcommittee, ADAMHS & CDP	Recommendations	Ongoing
<b>Identify potential opportunities to engage officers in order to gather feedback about how they view their relationship with citizens in the community.</b>	<ul style="list-style-type: none"> <li>• Develop a survey to gather feedback from officers regarding relationship with the behavioral health community.</li> <li>• Identify community events where CIT Officers and the public can interact with each other.</li> </ul>	Community Engagement Subcommittee, ADAMHS & CDP	Creation and implementation of Officer Survey, gather feedback and provide to MHRAC QI Committee for analysis.  Identification and recommendations of Community Events for CIT and community to interact.	Ongoing