

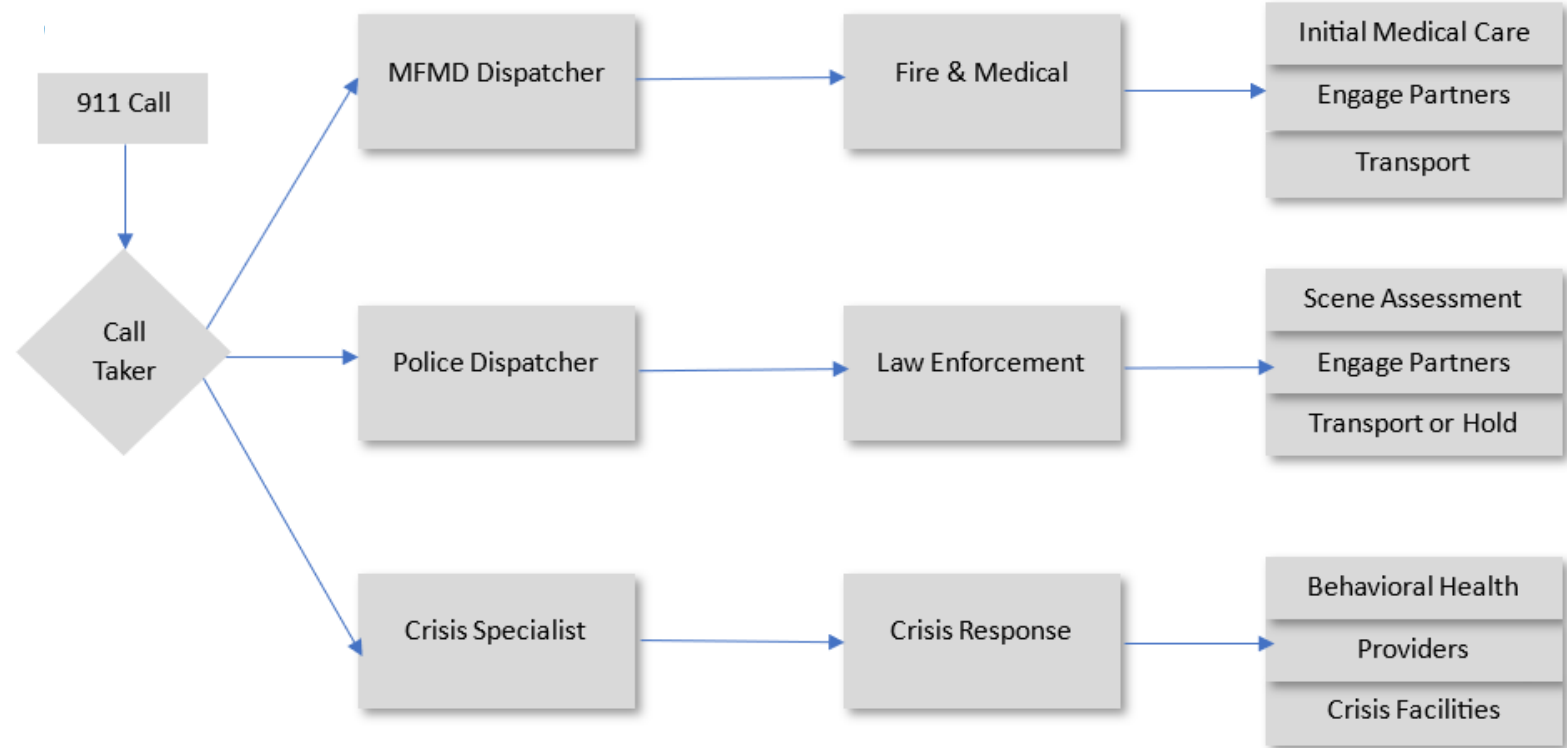
911 Mental Health Response

Agenda

2

- ▶ Big picture
- ▶ Part 1 – Call diversion
- ▶ Part 2 – Mesa Crisis Teams
- ▶ Moving Forward/ Staff Recommendation

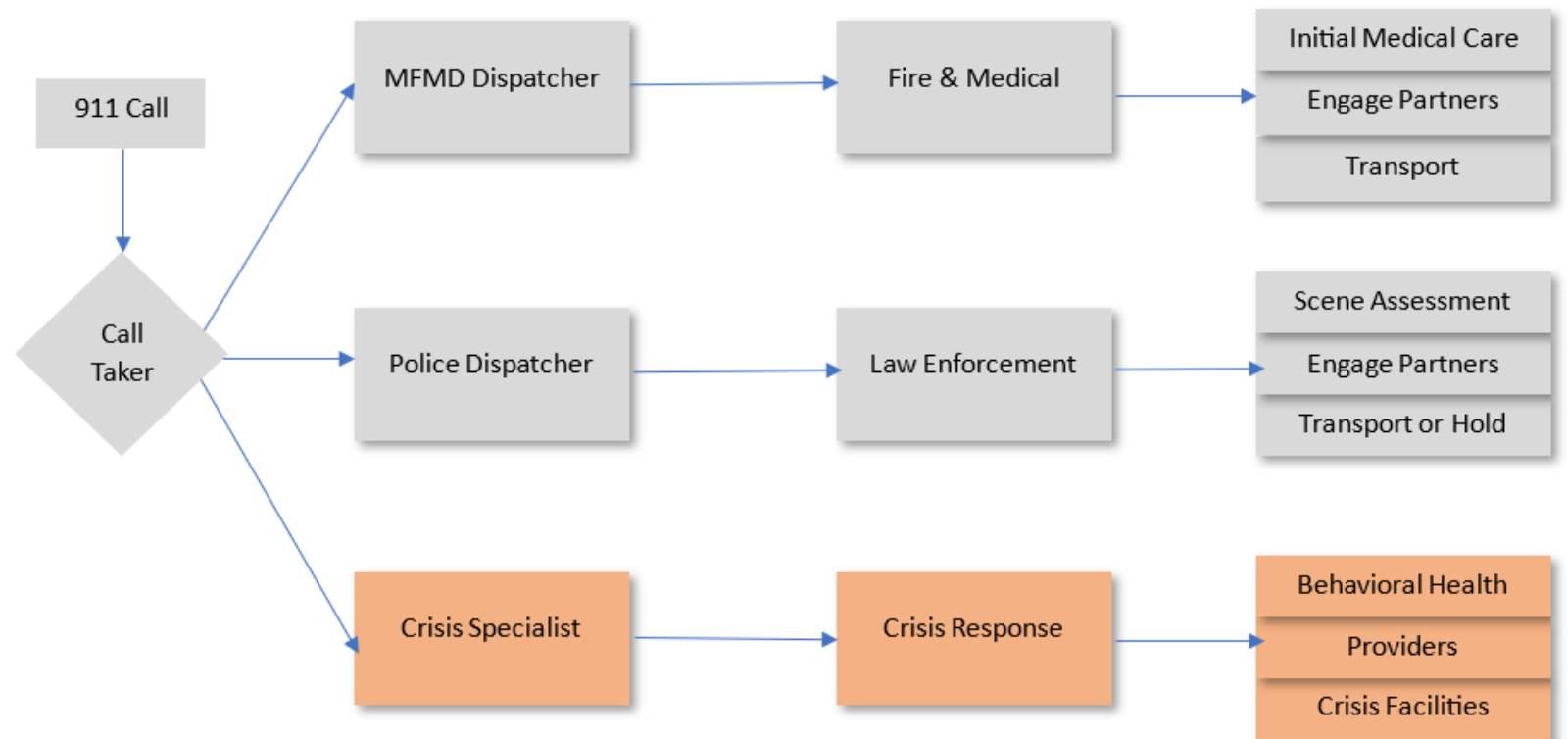
Big Picture



Part 1: Call Diversion

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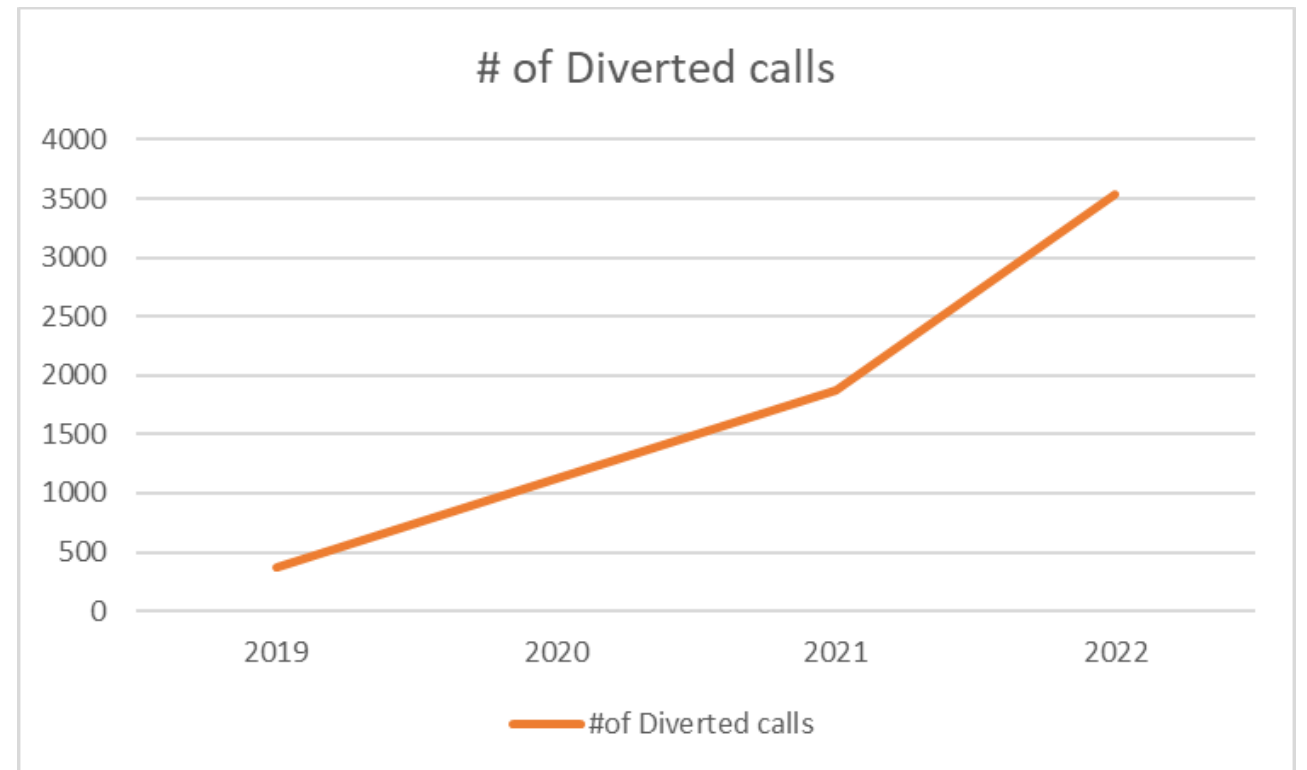
- ▶ Diverted calls = 911 calls sent straight to crisis
- ▶ PD and/or Fire do NOT get dispatched
- ▶ Calls are handled solely by the crisis system
- ▶ No Mesa resource is sent



Part 1: Call Diversion

5

- ▶ From 2021 to 2022 diverted calls increased by 90%
- ▶ 100% of PD communications staff received specialized training.
- ▶ Crisis Liaison staff are co-located in PD communications 40 hours per week



Part 2: Mesa Crisis Teams

6

-Teams through Community Bridges and EMPACT are available for response for mental health crisis, substance use, other related calls and follow-ups.

-Teams include a behavioral health technician and EMT.



Part 2: Mesa Crisis Teams

7

►-PD and Fire requests the teams through their communication centers.

►-Teams are available 70 hours a week.

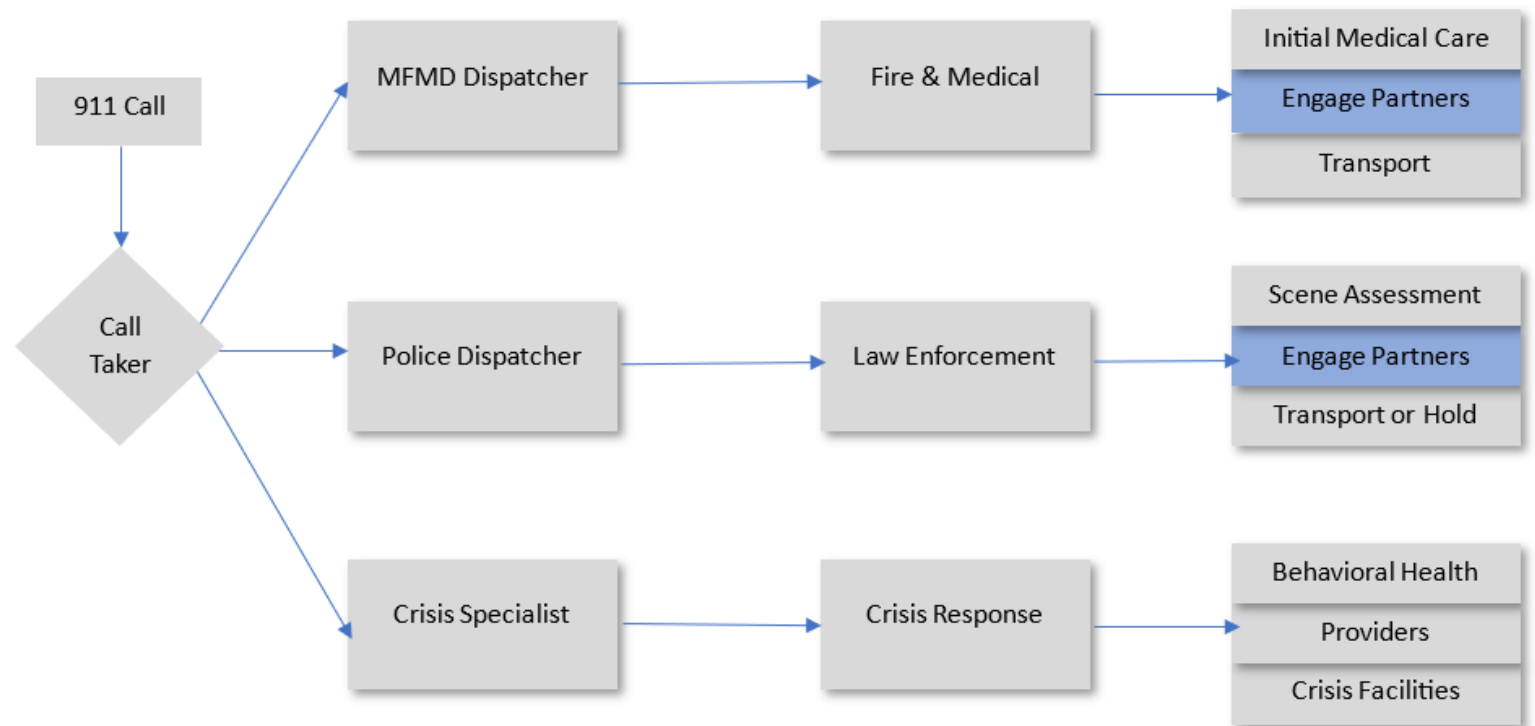
►-Service is available from 10am-10pm 7 days a week.

►-Measures of interest are:

Response time

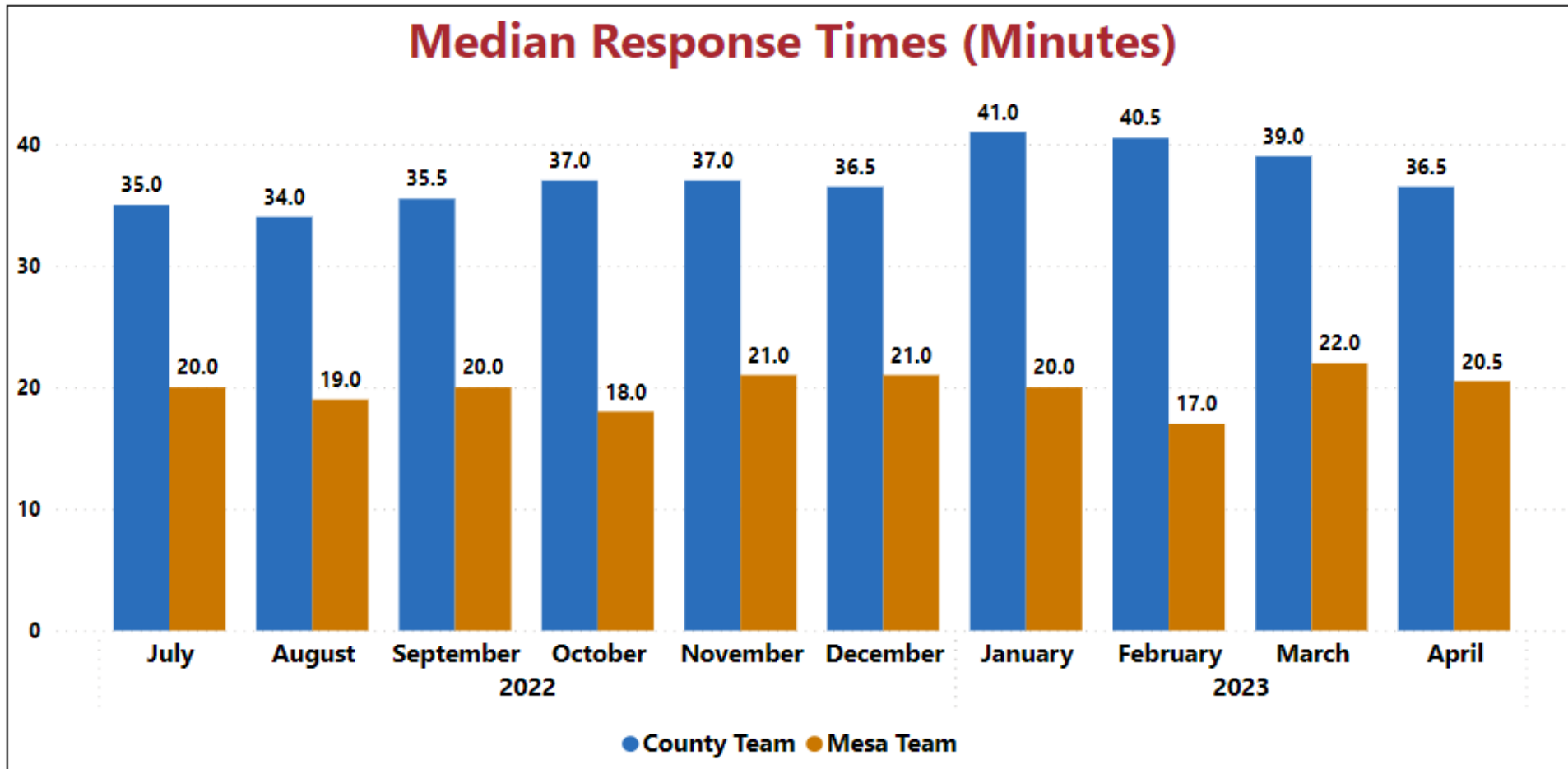
Top 5 call types

Monthly requests



Response time

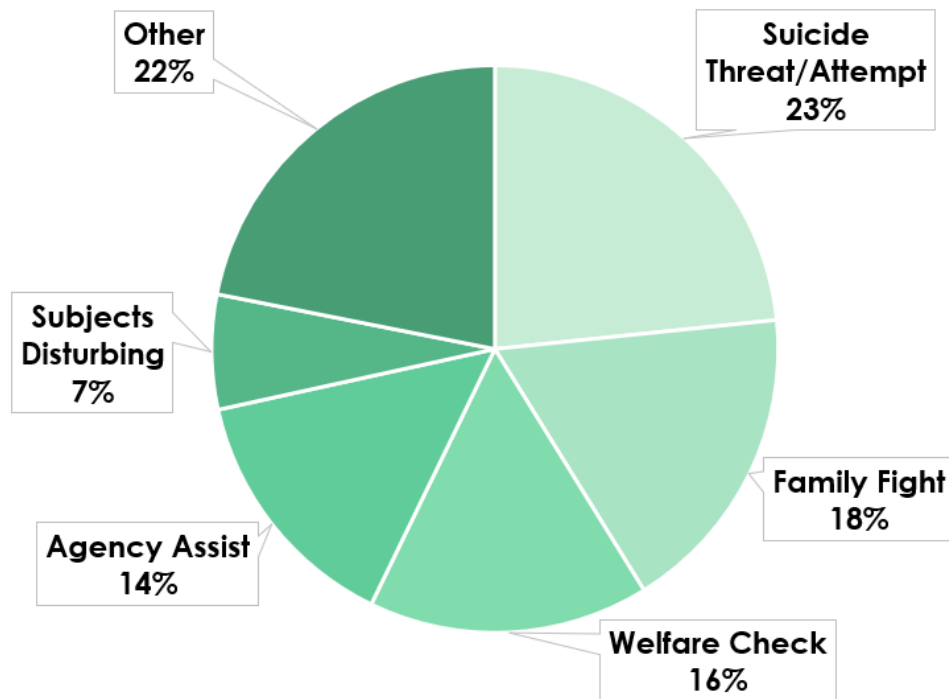
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Team usage

9

How: % of calls by initial call type



How often: Teams are being requested an average of

80

times per month

Moving forward

10

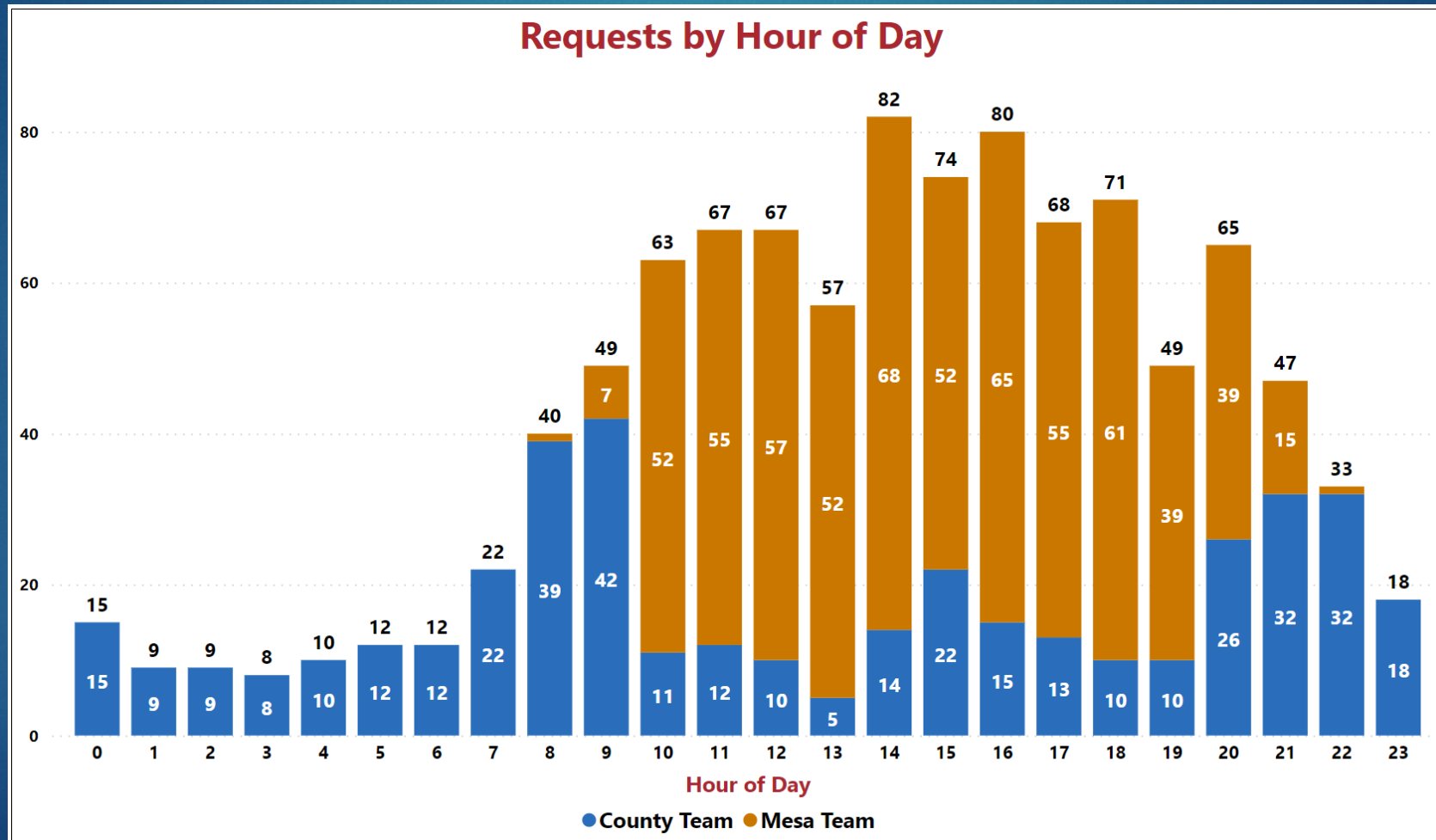
Continue to integrate
crisis teams into Mesa PD
and Fire

Ongoing
communication/training

Expanding Mesa Crisis
teams

Requests for Teams by hour of day

11



Staff Recommendation

12

- ▶ Add an additional 2 crisis teams
- ▶ Total of 4 Mesa Crisis Teams
- ▶ Scheduling will be based on data
 - ▶ Peak times, current usage
- ▶ Scheduling will be flexible

Annual Budget		
Current		\$1.2M
2 Additional Teams		\$900K
Total		\$2.1M

Questions?



mesa·az