

# Mental Health Response



Council Study Session  
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# Today's Agenda

- Problem Statement
- Current Approach
- Future Expectation
- Questions

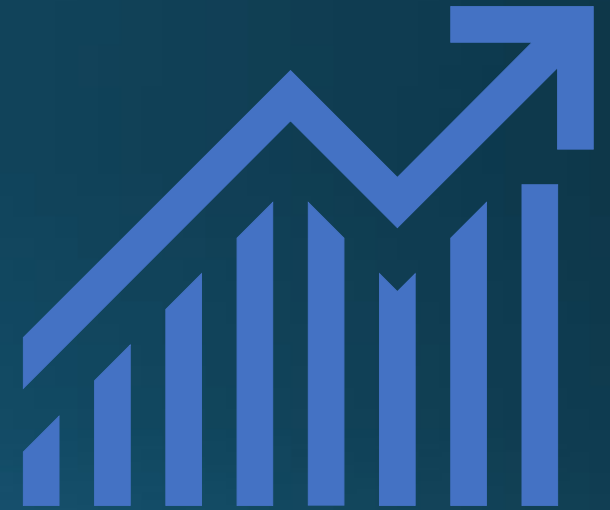
# Problem Statement

Mental health crisis is not a crime, but crime solvers are providing the primary response.

Priority - Connecting those in crisis to resources specific to their needs

Priority - Reduce recidivism, unnecessary jail/court burden, hospital burden

Priority - Reduce sworn police officers as the primary response tool; reduce use of force incidents



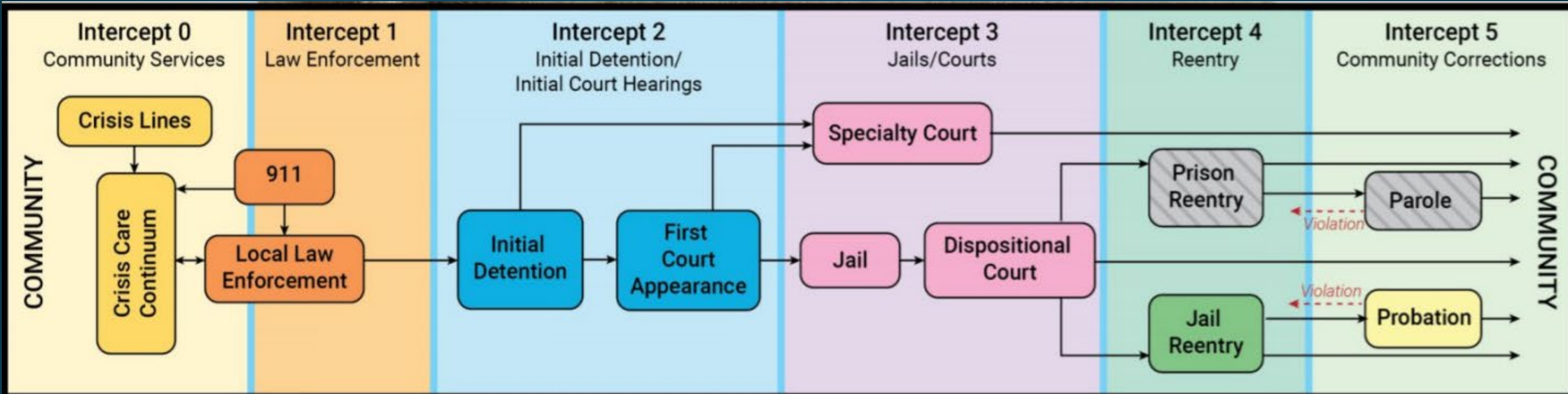
# Care Fragmentation

- Challenging financing mechanisms, conflicting policies, and institutionalization bias in our health care system.
- Reliance upon law enforcement to respond to individuals experiencing a behavioral health crisis represents a fundamental systems misalignment in many communities.

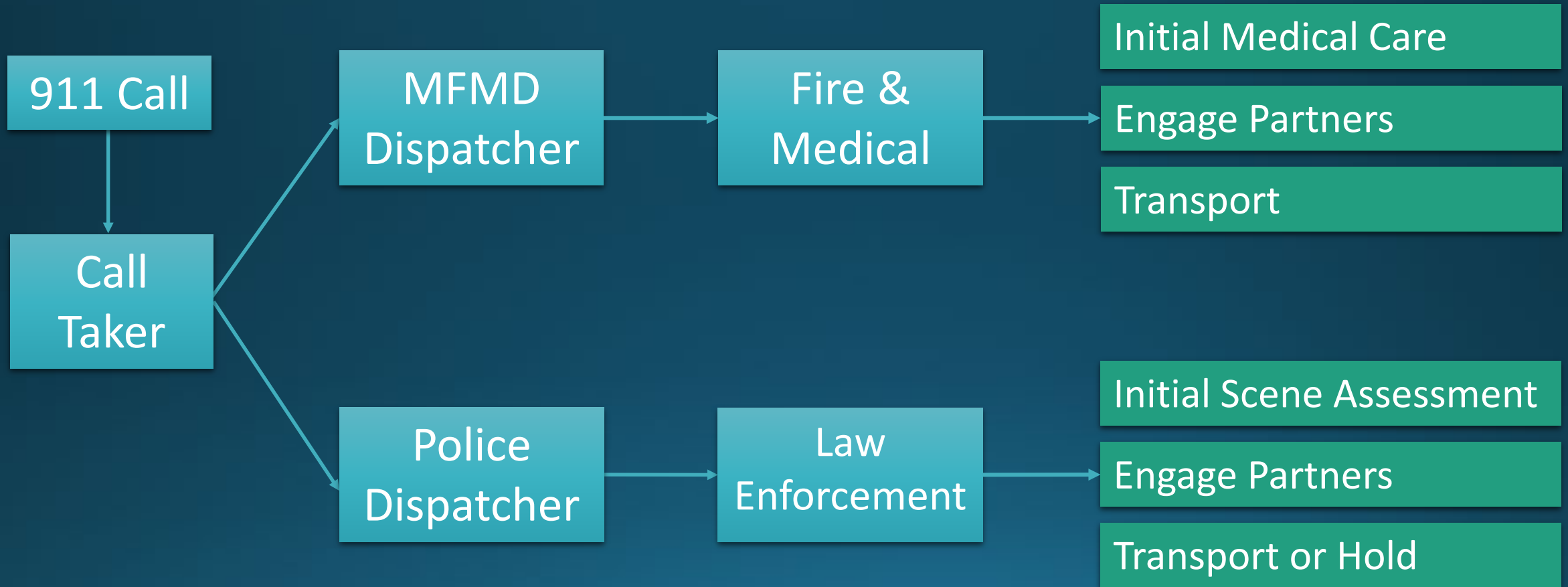
# Care Fragmentation

- One example of systems misalignment is 911 emergency dispatch center becoming the first point of contact for many individuals and families experiencing behavioral health crises.
- Preponderance of the community calls to 911 emergency dispatch center related to behavioral health crises do not require law enforcement involvement, which is typically the only option available for 911 dispatchers.

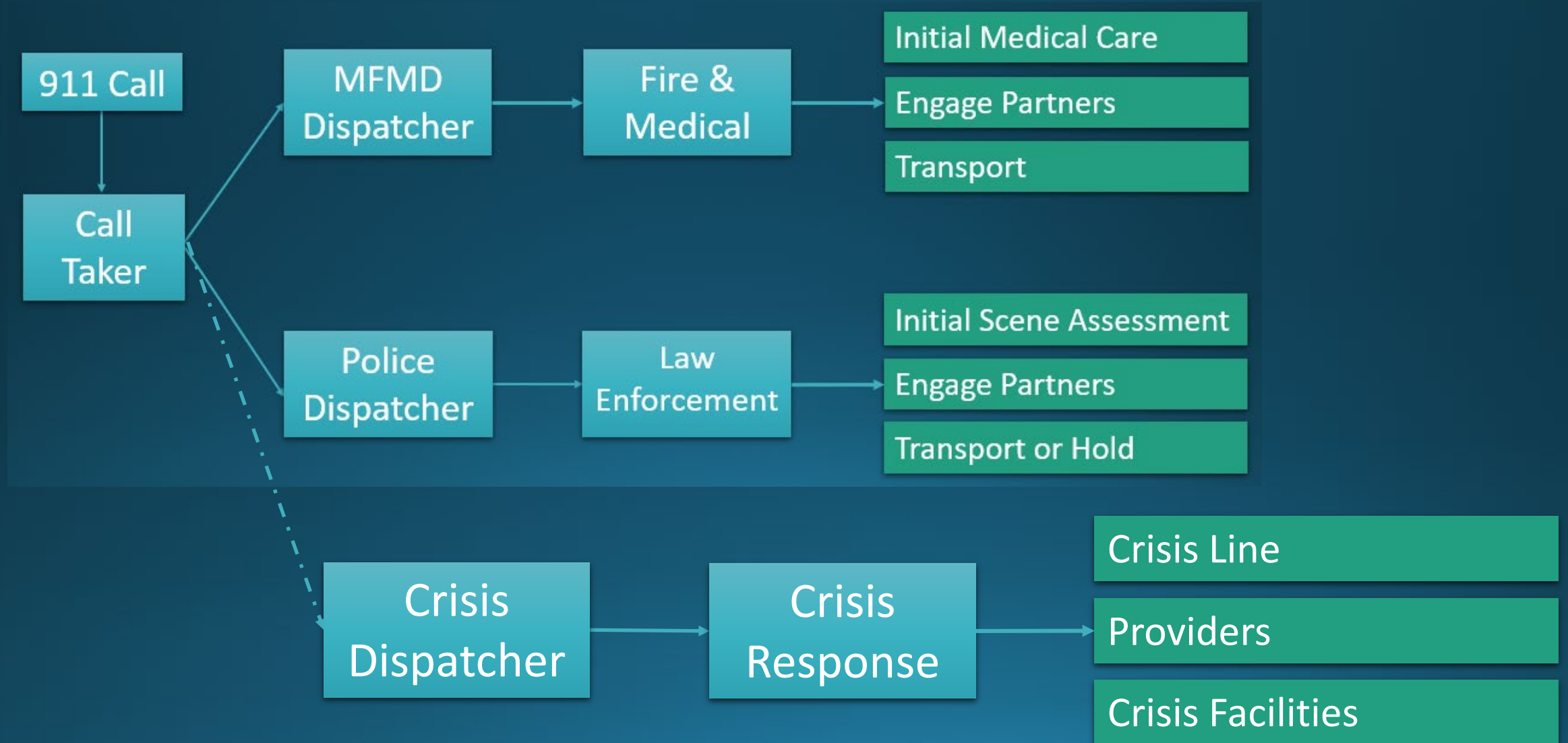
# Sequential Intercept Model



# How Calls Are Handled Today



# How Calls Are Handled Tomorrow







**Solari Crisis & Human Services** is an award-winning non-profit organization. We partner with communities to provide solutions that improve public access to local services and resources.

Solari also provides direct crisis and human services through their two divisions of services: **Crisis Response Network** and **Community Support Network**.



# The Right Approach

## Diversion

- Helps individuals upstream
- Utilizes existing resources
- Requires a robust crisis system/line

## Co-Responders

- Joint approach
- Merges two systems
- Can be an expensive or duplicative approach if services already exist

# Recommended Approach

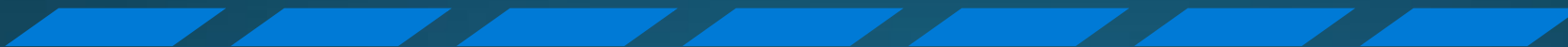
Co-located Mental Health Specialist @ Mesa Dispatch Center



Specialized Training for City staff



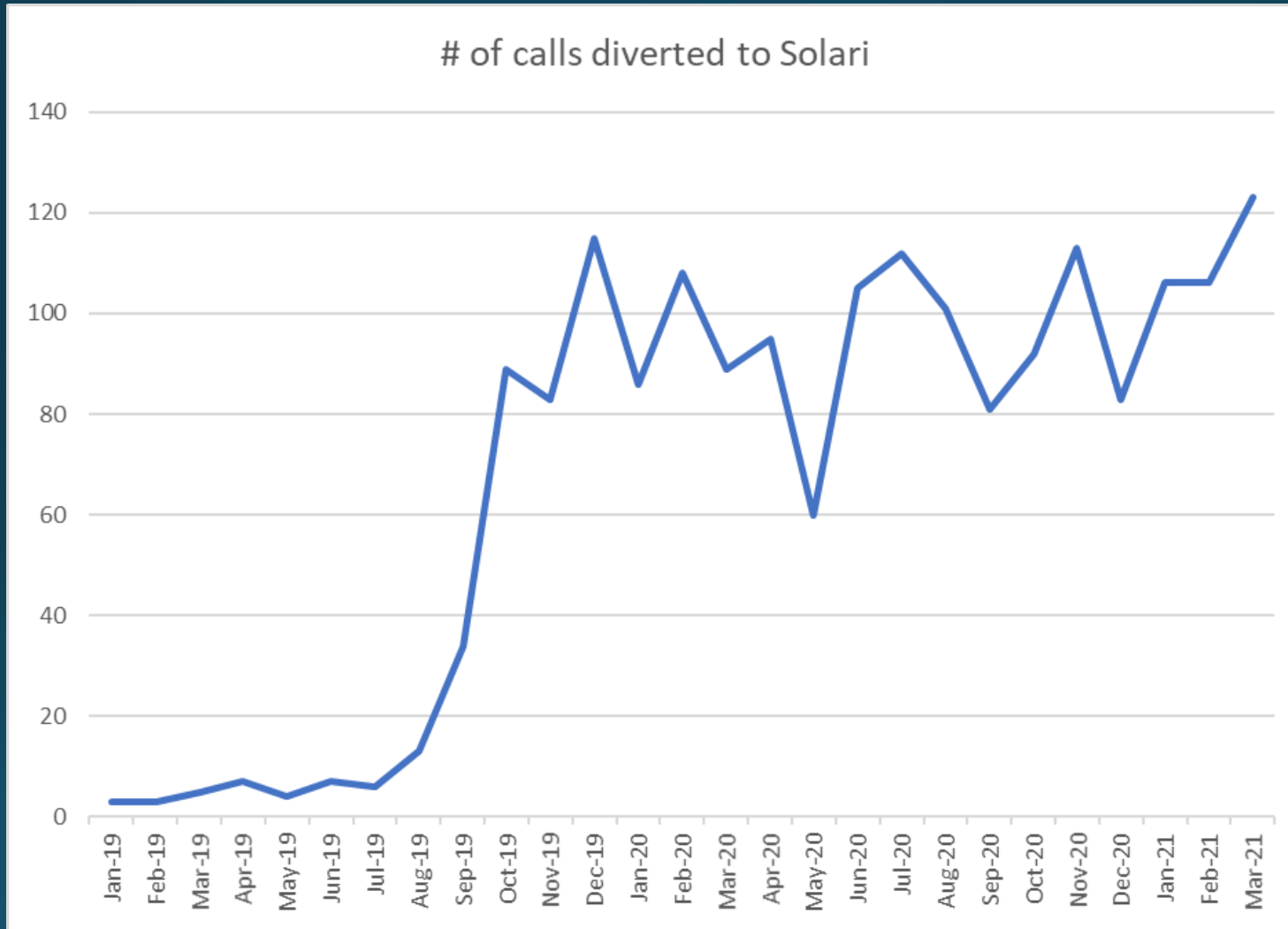
Identify and expand Call Diversion Policy



# AZ Crisis System



# Current Numbers



# Results

## COMPARISON

In a similar project, Solari helped drive the diversion rate to an increase of 142% in one year when compared to the previous year.

## EXPECTED RESULTS

We expect to see at least 100% increase in diversion over one year and 50% increase after 6 months as results will continue to strengthen over time and increased collaboration and training.



# Questions