

911 Crisis Call Diversion

Supporting callers in need of mental health care without law enforcement or EMS response

The Harris Center at a Glance



Transforming Lives

21.8K Adult
Mental Health

5K Children/Adolescent
Mental Health

21K IDD
& Autism

17K Psychiatric
Crisis

4K Forensic
Mental Health

19K Harris County
Jail

274K+ Prescriptions
Filled

126K Crisis Line
Calls

1.8K Diverted
from Jail



P.E.E.R.S. House



Law Enforcement Collaborations



Early Childhood Intervention



Day Habilitation for Persons with IDD



Crisis Call Diversion



Neuropsychiatric Center



Four Behavioral Clinics



52 School-based co-locations



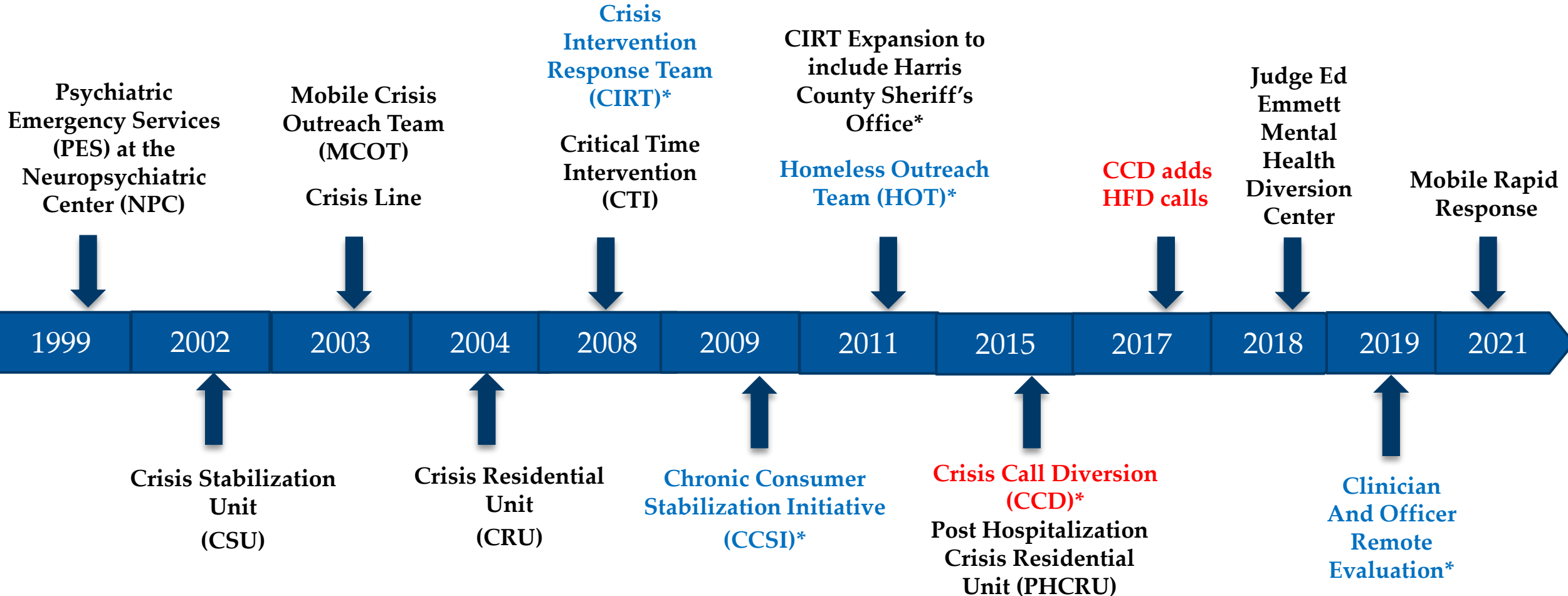
Crisis Residential Unit (18 beds)



Judge Ed Emmett Mental Health Diversion Center

80% of the people we serve have household incomes at or below the Federal Poverty Level.

Crisis and Law Enforcement Partnership Timeline

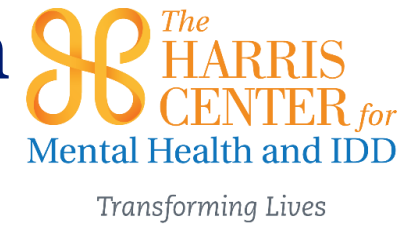


The Behavioral Health Access Hub



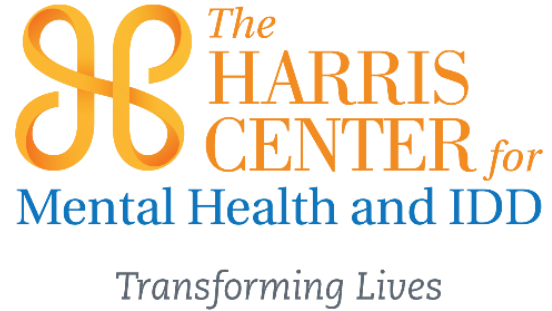
- Available 24/7/365
- Answers approx. 23,000 calls a month for 36 Texas counties
- 43 full time degreed Crisis Line Specialists
- 11 full time Access Line Specialists
- 15 full time COVID Line Responders
- Serves as the National Suicide Prevention Lifeline responder for 20 Texas counties
- Will be the 988 Hub for 40 Texas counties

The Crisis Line as a Diversion Program



- In October 2019 The Crisis Line updated its coercive intervention policy to further decrease caller interactions with law enforcement.
- For all callers receiving an assessment, our rate was already fairly low at 7% of call volume receiving a law enforcement intervention.
- After the policy update we are now at a 3% law enforcement interaction rate for callers to the Harris Center Crisis Line.

Crisis Call Diversion Stakeholders



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CCD Referral Sources

Referrals to CCD can be made via:

- **Direct call transfer**
 - **Call back request**
 - **Self-initiated call back**
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- 911 Call Takers
 - HFD Call Takers
 - HPD Dispatchers
 - Watch Command / Dispatch Supervisors
 - Police Desk Unit
 - Teleserve
 - Patrol
 - Computer Aided Dispatch (CAD)

911 Call Taker

Triage Questions for CCD Eligibility

- 911 Call Taker – for Codes 2 and up only
 - ✓ Are you aware of or do they appear to have mental issues? (Has to be a “Yes” response)
 - ✓ Is this call in reference to their mental state? (Has to be a “Yes” response)

Mental Health Call Codes

There are 27 MH Call Codes. CCD is authorized to assist on the following:

CIT Call Codes:

- 2150 – SUICID/JUST OCC/WPN UNK/CIT
- 2151 – SUICID/JST OCC/NO WPN/CIT
- 2841 – WELFARE CK/THT SUICID/CIT
- 2842 – WELFARE CHECK/URGENT/CIT
- 3041 – DISTURBANCE/CIT
- 3052 – TRESPASSER/PROWLER/CIT
- 3082 – SUSPICIOUS PERSON/CIT
- 3842 – WELFARE CHECK/CIT

Non-CIT Call Codes:

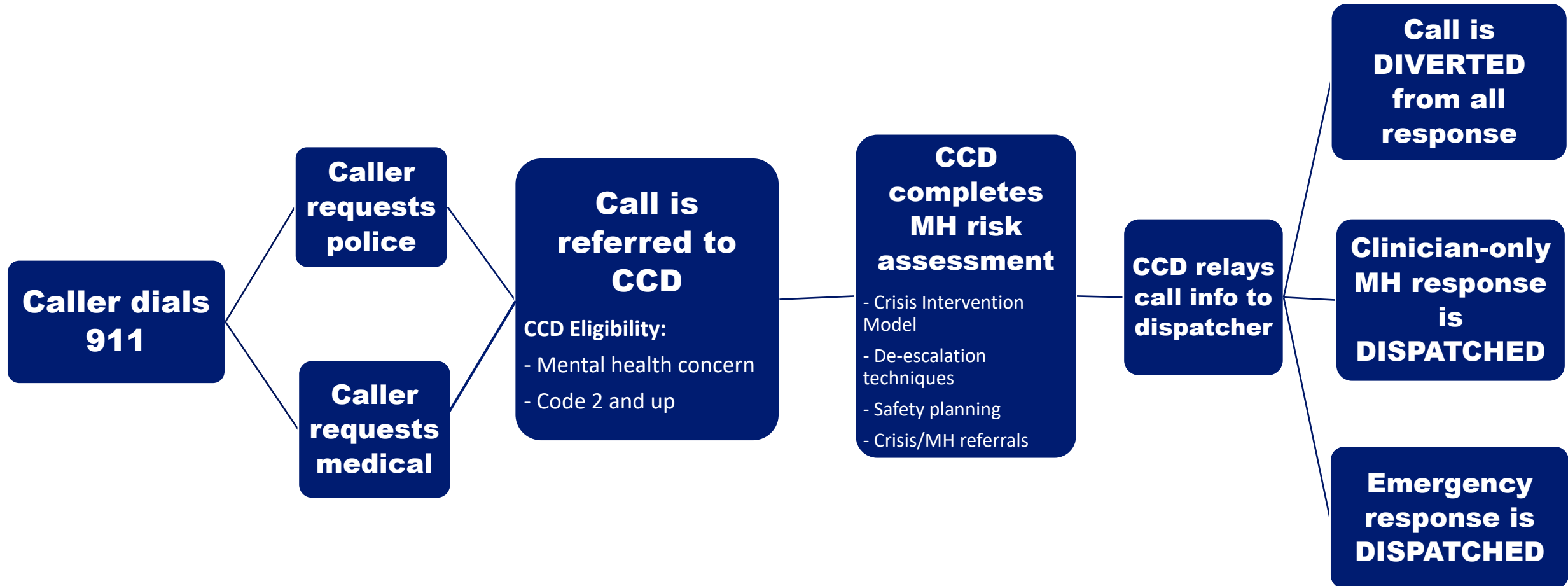
- 3040 – DISTURBANCE/UNK WEAPON
- 3044 – DISTURBANCE/FAMILY
- 3050 – TRESPASSER/PROWLER
- 3080 – SUSPICIOUS PERSON
- 4089 – SUSPICIOUS EVENT
- 5030 – SEE COMPLAINTANT/UNK

***CCD may only assist on these non-CIT call codes if a MH concern is also documented in the call slip's notes.**

Houston Fire Department Dispatcher

- Triage Questions for CCD Eligibility
- HFD Call Taker – for calls endorsing mental health concerns
 - ✓ Are you currently attempting to kill or harm yourself or anyone else? (Has to be “No” or “Unknown” response)
 - ✓ Are there any weapons involved? (Has to be “No” or “Unknown” response)
 - ✓ Awake Now? (Has to be “Yes” or “Unknown” response)
 - ✓ Is there any bleeding? (Has to be “No” or “Unknown” response)
 - ✓ Is this call within CCD’s operating hours? (Has to be “Yes” to transfer to CCD)

The CCD Call Flow



De-Escalation Techniques & Safety Planning

- Empathetic listening and non-judgment
- Psychoeducation, alternative coping skills, distraction methods
- Breathing and grounding techniques
- Means restriction
- Reach out calls directly to person in crisis
- Follow up calls after the initial contact
- Referral and linkage to mental health and community services

Mobile Crisis Outreach Team Rapid Response

As of March 2021, CCD collaborated with the Harris Center's Mobile Crisis Outreach Team (MCOT) and the Houston Police Department to automatically dispatch a mental health clinician as an alternative response to law enforcement for non-violent, non-criminal calls for service to 911 involving a mental health concern and could not be diverted by CCD over the phone.



Mobile Rapid Response Eligibility Criteria

Appropriate for Rapid Response:	NOT Appropriate for Rapid Response:
<ul style="list-style-type: none">• Client is at least age 3+• Client is currently experiencing a mental health crisis OR at risk for experiencing a mental health crisis• Client has mental health needs and experiences significant barriers to accessing mental health services independently• Client is physically located in Harris County• Client has ability to maintain safety until MCOT arrives on scene	<ul style="list-style-type: none">• Any risk of violence to MCOT staff: aggressive behavior, threat of violence/HI, hx of violence• Client is currently intoxicated• Inappropriate sexual behavior• Weapons/drug use present that client refuses to secure• Any criminal matters involved in call• Any medical emergencies, including suicide in progress

CCD Program Funding

- Original Funding for the pilot program was provided for 3 years by:

HOUSTON ENDOWMENT INC.

A PHILANTHROPY ENDOWED BY JESSE H. AND MARY GIBBS JONES



- Current Funding is provided by:



TEXAS
Health and Human Services

House Bill 13 Community Mental Health Grant

Crisis Call Diversion Successes to Date

8,352 calls diverted
from law enforcement
response
(March 2016-Aug
2021)

Equivalent of
12,528 hours
of police time
and \$2,292,624

3,568 calls diverted
from fire department
response
(June 2017 – Aug
2021)

With an
estimate of
\$1404 per
response,
\$5,009,472 in
savings.

3,249 community
referrals

Mental health/
substance use
treatment,
primary
medical care,
basic needs,
and others

Identified 1,384 callers
who were current
clients of The Harris
Center

Alerted their
treatment
teams to the
911 interaction

Completed 2,743
safety plans with
callers

Concrete
strategies that
include coping
skills and steps
to take to
reach out for
appropriate
help

2020 Data

- In FY21 CCD talked to 5,486 callers to City of Houston 911
- **CCD COMPLETELY diverted 2,764 of these callers away from HPD/HFD**
 - 1,733 of these were HFD calls for service
 - 1,031 of these were HPD calls for service
- For every HPD call diverted the cost deferment is \$183 (317,139)
- For every HFD call diverted the cost deferment is \$1404 (1,447,524)
- That is \$1,764,663 costs deferred back to first responders.
- Even after the City of Houston contributes the expanded \$502,140 annually to CCD that leaves \$1,262,523 of first responder resources deferred back to the community.

What the callers had to say about CCD:

- “Wow! Thank you so much for this information. I am so glad the call taker put you on the phone.”
- “I appreciate your time and encouragement. I appreciate, I really do. Thank you so much. You are an angel. I didn’t know these options were out there.”
- “Thank you so much. I really appreciate this. I don’t think you understand the magnitude of what you’ve done for me tonight.”
- “Thank you for calling back and checking in. Nobody ever does that!”
- “This is the most help we have ever gotten. Thank you.”
- “Thank you so much. I feel like you’re the only person who cares about me.”
- “Thank you. Talking to you helped a lot.”