

Mobile Crisis Intervention Services (MCIS)

A New Model for First Response

What It Is

Supportive Service First Response

Mobile Crisis Intervention Services is a non-emergency first response to residents experiencing mental health, substance use, and homelessness related crises.

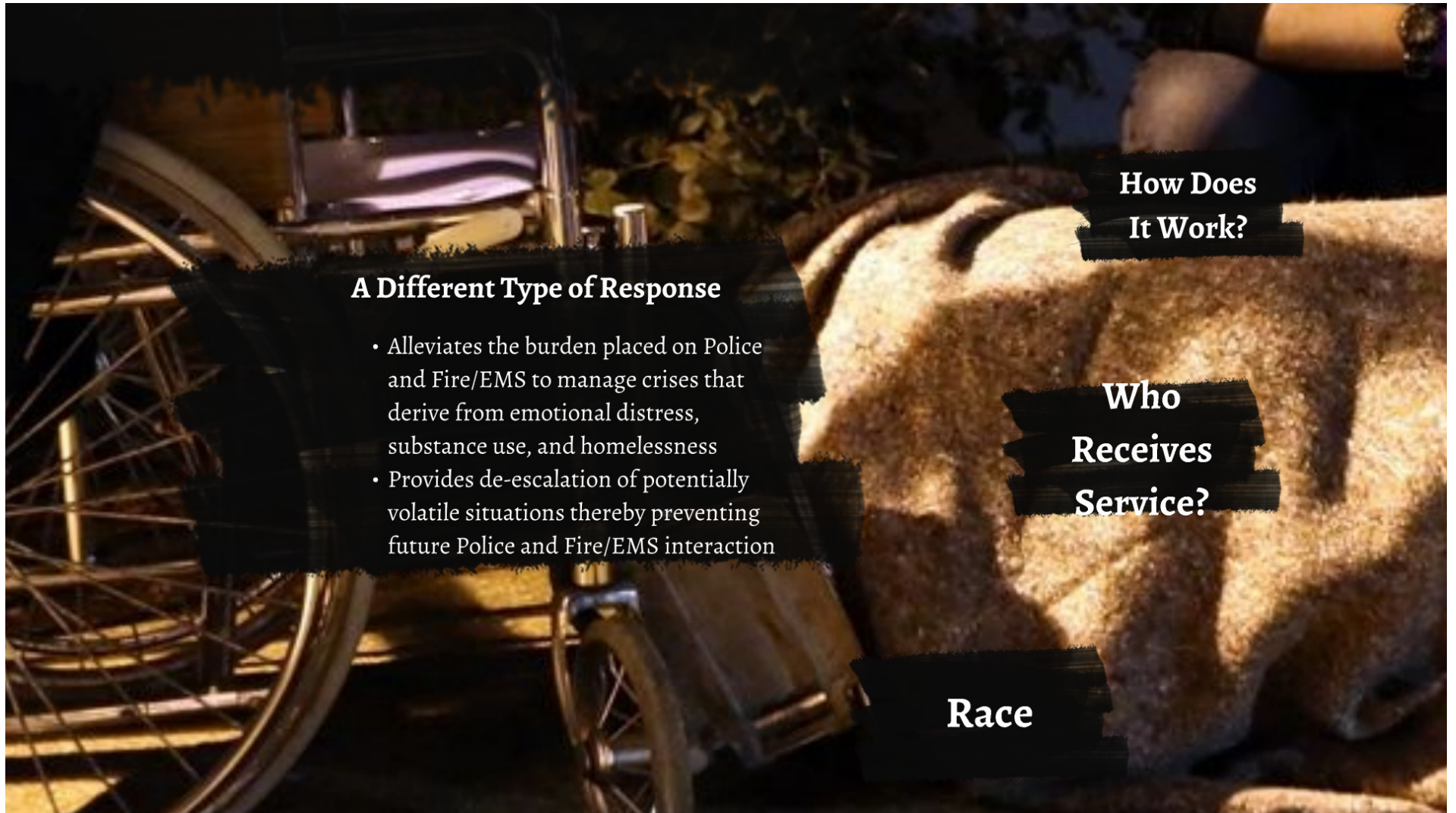


What Does
MCIS Do?

Comparisons

Numbers

Outcomes



**How Does
It Work?**

A Different Type of Response

- Alleviates the burden placed on Police and Fire/EMS to manage crises that derive from emotional distress, substance use, and homelessness
- Provides de-escalation of potentially volatile situations thereby preventing future Police and Fire/EMS interaction

**Who
Receives
Service?**

Race

The Team

- Each unit has two staff
- A Crisis Counselor and an EMT
 - Counselor provides de-escalation and social work interventions
 - EMT rules out physical health, provides medical evaluations, and leads emergency situations
- The training process lasts from 3-6 months



Access



Accessing MCIS

- Anyone, including PD and FD, can request MCIS via 911 or non-emergency number
- Call takers receive the requests
- Dispatchers qualify and prioritize the requests then dispatch the team
- The dispatchers can be either police or fire dispatchers



Example

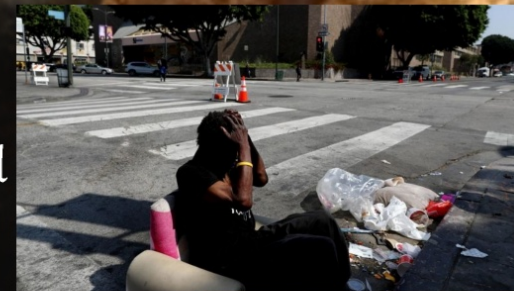
The Wellness Check

- Sleeping in the park?
- Not returning phone calls?
- Vague suicidal statements via text or social media?
- Unseen by neighbors with building mail?
- Screaming at no one on the corner?



Everyone!

- People living on the street
- People experiencing psychosis or mania
- People with suicidal ideation
- Family members in a dispute
- Minor medical issues such as wound care, blood sugar, body aches, etc.
- People who have fallen out of touch with loved ones
- People living in shelters, permanent supportive housing, group homes, board and care, etc.
- Intoxicated people





MCIS and Race

- MCIS prevents police interactions with BIPOC people who are in distress
- MCIS does not rely on Western model
- MCIS enables exciting community work and good paying jobs without joining police

Common Interventions

- Crisis de-escalation
- Medical evaluations
- Transport to staffed services
- Referrals to ongoing care
- Conflict mediation
- Wellness checks on subjects down, suicidal individuals, and elderly adults
- Provide food and supplies to unhoused



Police
Diversions

Medical
Outcomes

MCIS and Police

- Eugene Police estimate that CAHOOTS diverts between 8-10% of all police calls
- That is between 4,000-5,000 calls in Culver City
- Of the ~18,000 dispatched calls in 2019, only 24 required Code 3 police response
- CY 2018: 86% of responses involved no police; 13% were requests to assist police
- Patrol love MCIS



**Suicidal
Subjects**

Responses to Suicidality

- CY 2018: 69% of CAHOOTS suicide interventions were CAHOOTS only
 - 64% did not involve hospital visits
 - 25% included police
- CY 2019: 7% of CAHOOTS calls involved suicidal ideation of some kind
- If multiplied to match LA, this would be 42,00 calls/year



Medical Component of MCIS

- CY 2017: Just under 3,000 ER diversions and over 2,000 ambulance diversions
- CY 2017: Just under 4,000 medical calls for service
- 36% of suicidal patients transported to ER
- 6% of suicidal patients had EMS present





Calls for Service

- Eugene/Springfield population = ~230,00
- Eugene/Springfield = 6 x Culver City
- CAHOOTS responded to 29,087 calls in calendar year 2019
 - 22,496 in Eugene; 6591 in Springfield
 - Two 24-hour units and a 7-hour unit
- < 1% required police to respond

**Cost
Comparison**

**Time
Savings**

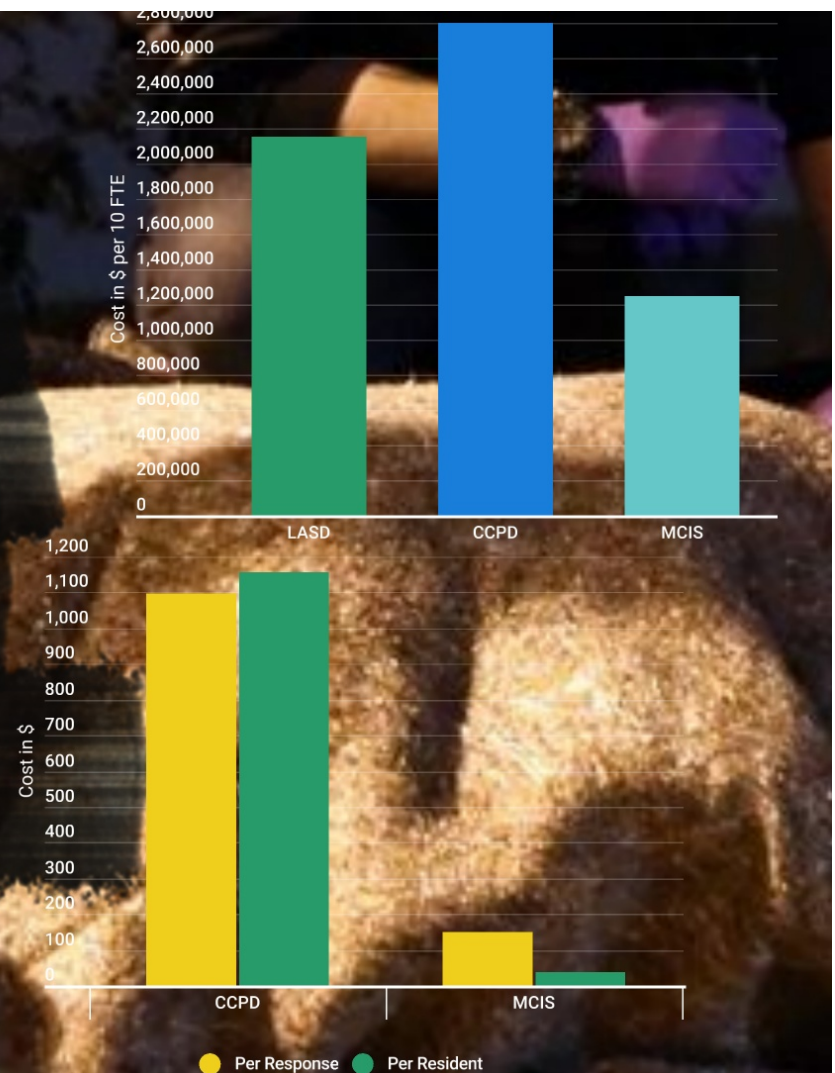
Time Savings

- With 5,000 diverted calls, this would reduce ~50 responses/year/officer
- This will increase ability to respond to and cover for emergency calls
- It will decrease burn out from mental health and homelessness related calls
- Additionally, it will divert EMS from non-emergency calls



Cost Comparison

- CCPD: \$2.8 million/10 FTE
- LASD: \$2.15 million/10 FTE
- MCIS: \$1.25 million/10 FTE
- CCPD: \$1097/response
- MCIS: \$150/response
- CCPD: \$1,156/resident
- MCIS: \$38/resident



Other Models

How does MCIS stack up against other models for crisis response?

MEU

LEAD

MET

TTV

LAPD MEU

- MCIS is not law enforcement
- MCIS is not coercive
- MCIS is cheaper
- MCIS is capable of a wider range of services
- MCIS diverts unnecessary responses from Fire/EMS as well as Police



Law Enforcement Assisted Diversion

- MCIS is not law enforcement
- MCIS is not a program
- MCIS responds to anyone
- MCIS possesses a medical component
- MCIS is cheaper
- Greater flexibility and range



Mental Evaluation Team

- MCIS do
- MCIS is cheaper
- MCIS is more flexible and accomplishes much of what MET and HOST do plus adding medical capabilities



Example

Case Study

- MCIS could have handled this whole interaction independently
- This would have saved a patrol unit, an engine, and an ambulance
- By LASD's own estimations, MCIS would have saved ~\$3750



A screenshot of a Facebook post from the West Hollywood Sheriff's Station, dated April 10. The post features the station's star logo and three dots for more options. The text describes a recent incident where a deputy encountered a 65-year-old man living on the streets, who had been evicted from his apartment in West Hollywood after a family member's death. The deputy requested the Mental Evaluation Team (MET Team) for assistance. The post concludes by stating that the man was transported to Cedars Sinai Hospital, received heart surgery, and is now housed and healthy.

West Hollywood Sheriff's Station ...
April 10 · 🌐

A few months ago, a West Hollywood Deputy encountered a 65 year old man who was living on the streets. A couple family members had died over the previous year, and, soon after, he was evicted from his apartment in West Hollywood, where he had lived for more than 30 years.

The Deputy requested the Mental Evaluation Team (MET Team) to respond and provide assistance and resources for the man. The Deputy notice the man was not feeling well, so the Deputy called the Los Angeles County Fire Department to check him out. The man was transported to Cedars Sinai Hospital and ended up having open heart surgery.

Meanwhile, the MET Team coordinated with the City of West Hollywood, Step Up On Second, and Cedars Sinai Hospital to get the man into housing upon his release from the hospital. After an outstanding team effort, one week ago, after his release from the hospital, the man got into permanent housing at a congregate housing site in West Hollywood. He signed a lease, pays a modest portion of the rent, and is back in West Hollywood in a stable and healthy situation.

Thanks to the wonderful partnership of West Hollywood Sheriff's Stations Deputies, the MET Team, the City of West Hollywood, Step Up on Second, and Cedars Sinai Hospital, the man is healthy, housed, and safe to live his life once again.

Mental Evaluation Team

- MCIS do
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Example

Therapeutic Transport Vehicle

- MCIS is 2/3rds the cost while providing more coverage
- MCIS is non-coercive
- MCIS operates independent of LEA
- MCIS is dispatched by central communications
- MCIS has medical capabilities

