

# Neighborhood Social Services: Mobile Crisis Response (MCR) Right Response Unit (RRU)



**Kerith Palletti, LPCC**

MCR Program Manager

**Marian Stuckey, LISW-S, MBA, TRCC II**

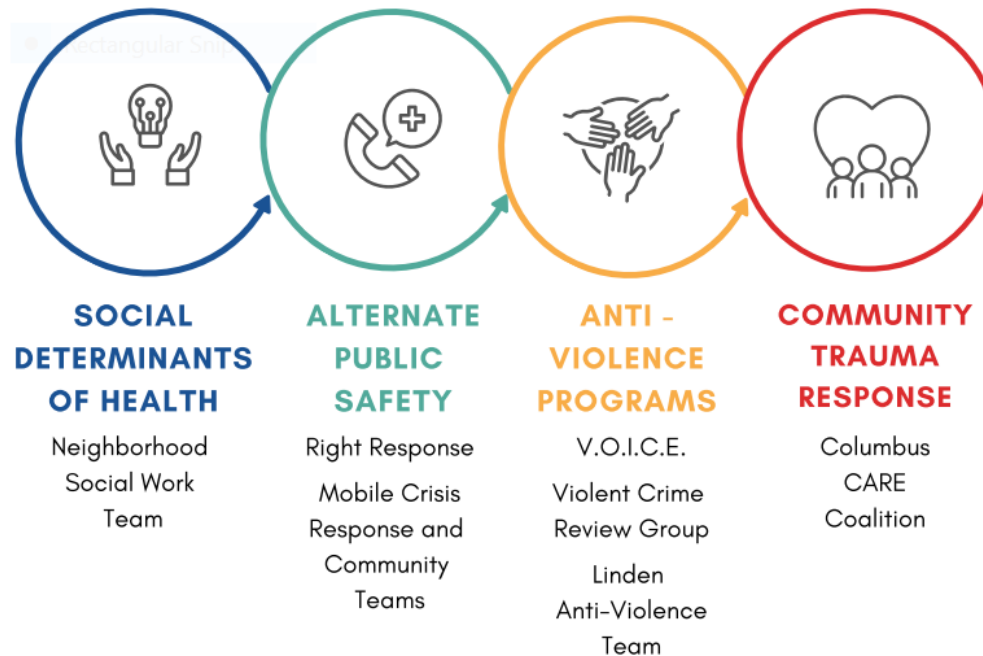
Section Chief, Neighborhood Social Services



THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR

COLUMBUS  
PUBLIC HEALTH

# Neighborhood Social Services



# Goals of Alternative Response Units

Connect individuals in crisis with the right resource in the right amount of time

Reduce the reliance on patrol and EMS for crisis response

Continually improve and innovate the way Public Safety and Columbus Public Health respond to mental health calls for service

Right Response Unit initiated June 7, 2021, noon to 4 pm, Monday – Friday

Currently operating 8:30-4:30 Monday-Friday

Fall of 2022-Expand hours of operation until midnight when additional staff are hired

# Alternative Response Units

Response Team	Personnel	Primary/ Secondary Response	Specialization	Goal of Interaction with Residents
Right Response Unit (RRU)	<ul style="list-style-type: none"> <li>911 Dispatcher</li> <li>CPH Social Worker/Clinician</li> </ul>	Primary	Mental Health / Substance Use Disorder	De-escalate crisis situation Connect patient with appropriate resource to resolve crisis situation
Mobile Crisis Response (MCR)	<ul style="list-style-type: none"> <li>Division of Fire Paramedic</li> <li>Crisis Intervention Trained Police Officer</li> <li>Clinician that specializes in mental health or substance use disorder (SUD) treatment</li> </ul>	Primary	Mental Health / Substance Use Disorder	De-escalate and stabilize crisis situation, conduct thorough needs assessment, connect or transport patient to appropriate resource. Refer to appropriate follow-up service including secondary response teams.

# Right Response Unit (RRU)

**Connecting 911 callers to appropriate mental health and Substance Abuse Disorder (SUD) resources**



## **How it works:**

- Caller contacts 911 or self directs via the non emergency line (4545)
- Dispatcher determines if situation involves a potential mental health and/or SUD crisis
- Call takers obtain resident's permission to connect them with the Right Response Unit
- Caller is transferred to the RRU Clinician
- Clinicians conduct an assessment, attempt to stabilize and de-escalate the situation
- If needed, clinicians work with 911 Dispatchers and CFD Paramedics to dispatch the appropriate Public Safety personnel to the scene



ANDREW J. GINTHER, MAYOR

# What is MCR?

---

- MCR is a partnership between the Columbus Division of Police and Columbus Public Health.
- The program pairs CIT officers with mental health clinicians who utilize the co-responder model to provide assistance to those experiencing behavioral health and substance use crises throughout the City of Columbus and its suburbs.

# What is MCR?

- Comprised of five co-responder units that respond city-wide to 911 calls
- Provide coverage 7 days per week from 10am-12am
- De-escalate and stabilize crisis situations, conduct thorough lethality and needs assessments, connect or transport to appropriate resources.
- Refer to appropriate follow-up services including secondary response teams.

# History of MCR

---

- Pilot program began June 2018
- Started by Commander Dennis Jeffrey of CPD due to uptick in mental health calls
- Became a permanent unit in August 2019
- Acquired by Columbus Public Health in December 2021
- New teams live in the cars July 2022



# MCR 2021 Statistics



## Mobile Crisis Response Unit

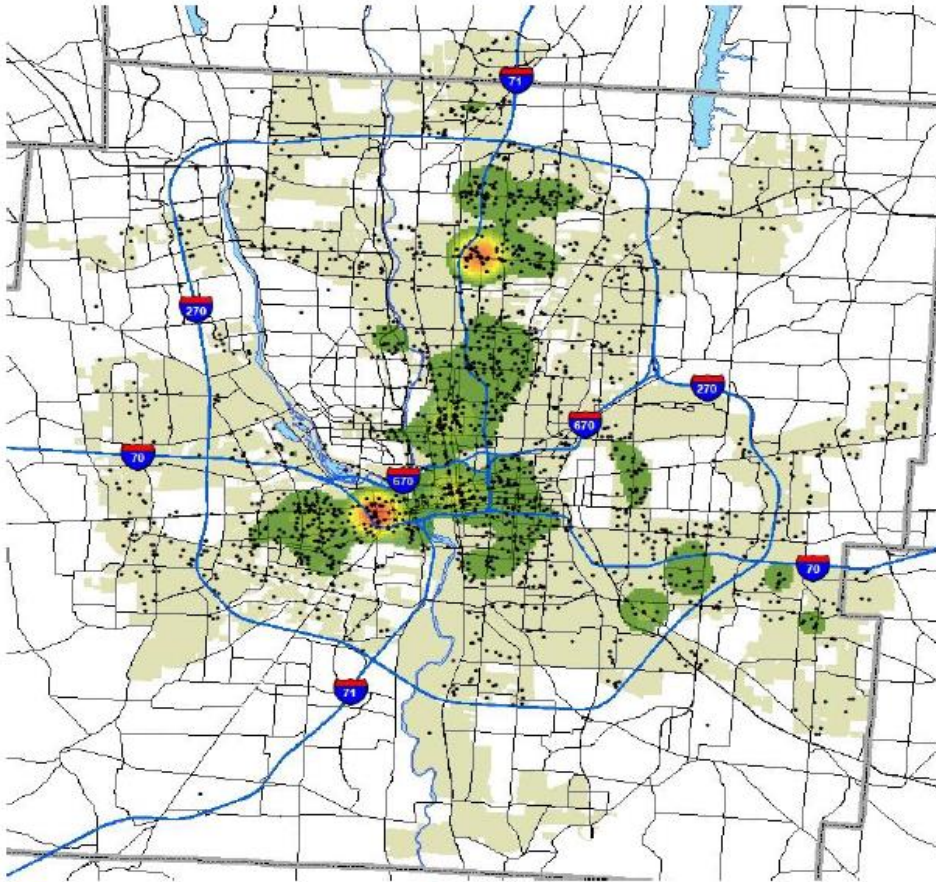
2021 Annual Summary Report

January 1, 2021 through December 31, 2021

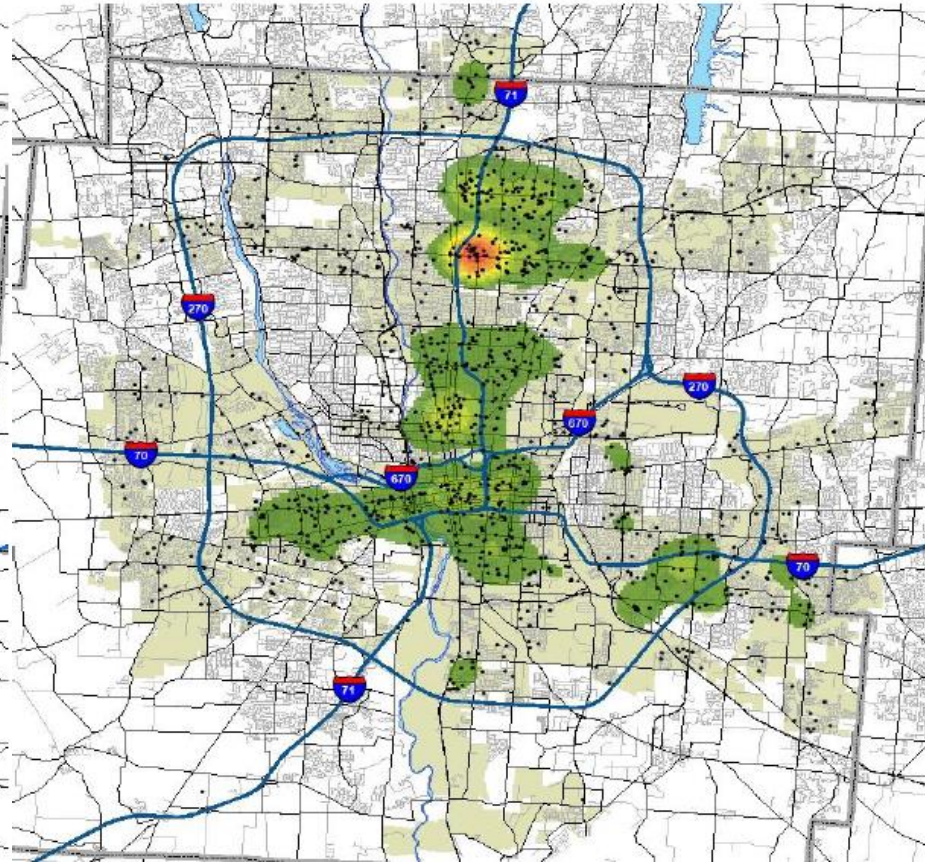
Calls for Service	Unit MCR SGT	Unit MCR1	Unit MCR2	Unit MCR3	Unit MCR4	Unit MCR5	Grand Total
Total Number of Dispatched Calls for Service	338	643	290	210	406	488	2,375
Total Number of Self-Initiated Events	63	402	146	75	150	324	1,160
Grand Total	401	1,045	436	285	556	812	3,535

# MCR 2021/2022 Statistics

Density of Events where a MCR Unit was assigned



Density of Events where a MCR Unit was assigned



# MCR 2022 Statistics



THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR  
DEPARTMENT OF  
PUBLIC SAFETY

**Mobile Crisis Response Unit**  
Year to Date Summary Report  
January 1, 2022 through July 31, 2022

Calls for Service	Unit MCR SGT	Unit MCR1	Unit MCR2	Unit MCR3	Unit MCR4	Unit MCR5	Grand Total
Total Number of Dispatched Calls for Service	224	314	222	263	255	263	1,541
Total Number of Self-Initiated Events	43	188	109	49	55	135	579
<b>Grand Total</b>	<b>267</b>	<b>502</b>	<b>331</b>	<b>312</b>	<b>310</b>	<b>398</b>	<b>2,120</b>

# MCR Statistics

---

- Grand total of 1,170 transports to higher levels of care out of 3,535 calls in 2021
- 605 transports thus far in 2022 of 2,120 calls
- The City averages almost 23,000 mental health calls per year for the past three years
- Calls for service in which an MCR unit responds rarely results in use-of-force or arrest
- No officers engaged with MCR units have ever used deadly force

# MCR Training

---

- Officers receive Crisis Intervention Training (CIT); Advanced CIT; International CIT Conference; internal trainings with CPH and various other entities (Building Better Lives)
- Clinicians are licensed and also receive specialized staff development training including DTU and Legal training; 1:1s weekly; vicarious trauma training and support
- Teams debrief and process after runs



# Please, Make it a 'Right Response'!

- Co-responder model allows for a clinician to be present on scene of crisis to engage the person in crisis and assess needs
- MCR has special uniforms to appear more accepting and less intimidating
- Provide compassionate, trauma-informed approach as MCR meets people on their worst days, not their best

# How MCR is dispatched

- Calls come in directly from 911 Dispatch and RRU (Right Response Unit)
- Requests from Patrol to assist
- Internal and external referrals
- Units assess level of acuity and respond according to most acute
- Accessible to the public by calling 911 or non-emergency 645-4545
- Option 3 on non-emergency number contacts RRU

# Testimonials

---

- “We want to thank you for listening to me and never giving up on Kyle. You saved a life, one of many who is suffering with mental illness right now. So continue to do what you are doing. It matters! You all are a very good example of how to execute the first step towards helping the severely mentally ill.”



# Testimonials

---

- “Tracy stated the officers responded due to her mental crisis and she was so pleased with how kind and caring they were to her. She stated that she ‘talked their ears off’ but they were very patient with her. She also appreciated that officers agreed to walk her out the back of her residence versus the front to avoid being embarrassed by neighbors.”

# Still evolving...what we've learned...

- MCR's use of co-responder model has been beneficial in assisting those in crisis and also in reducing demands on Patrol, helping free them to serve other needs in the community
- Limited number of units to help respond to these calls – expansion of MCR to better meet the volume of 911 calls and diversity of needs
- Need for community response teams to assist with follow ups after MCR has de-escalated

# Mobile Crisis Response

- Questions?

