

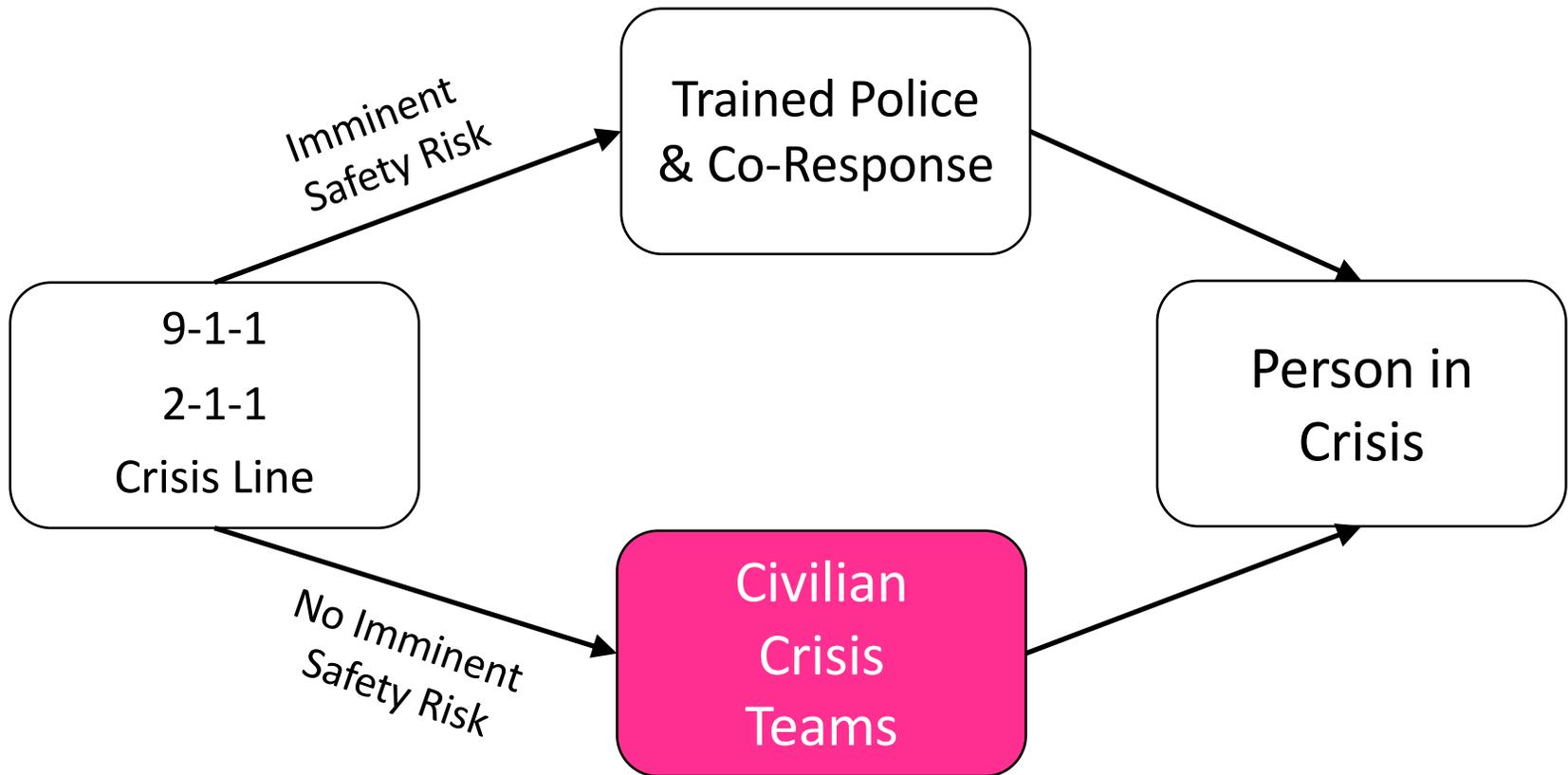
Civilian Mental Health Mobile Crisis Services

Jamie Livingston Ph.D.
Department of Criminology
Saint Mary's University
Halifax, Nova Scotia, Canada
Jamie.Livingston@smu.ca

Police-Centric Mental Health Mobile Crisis Service Model

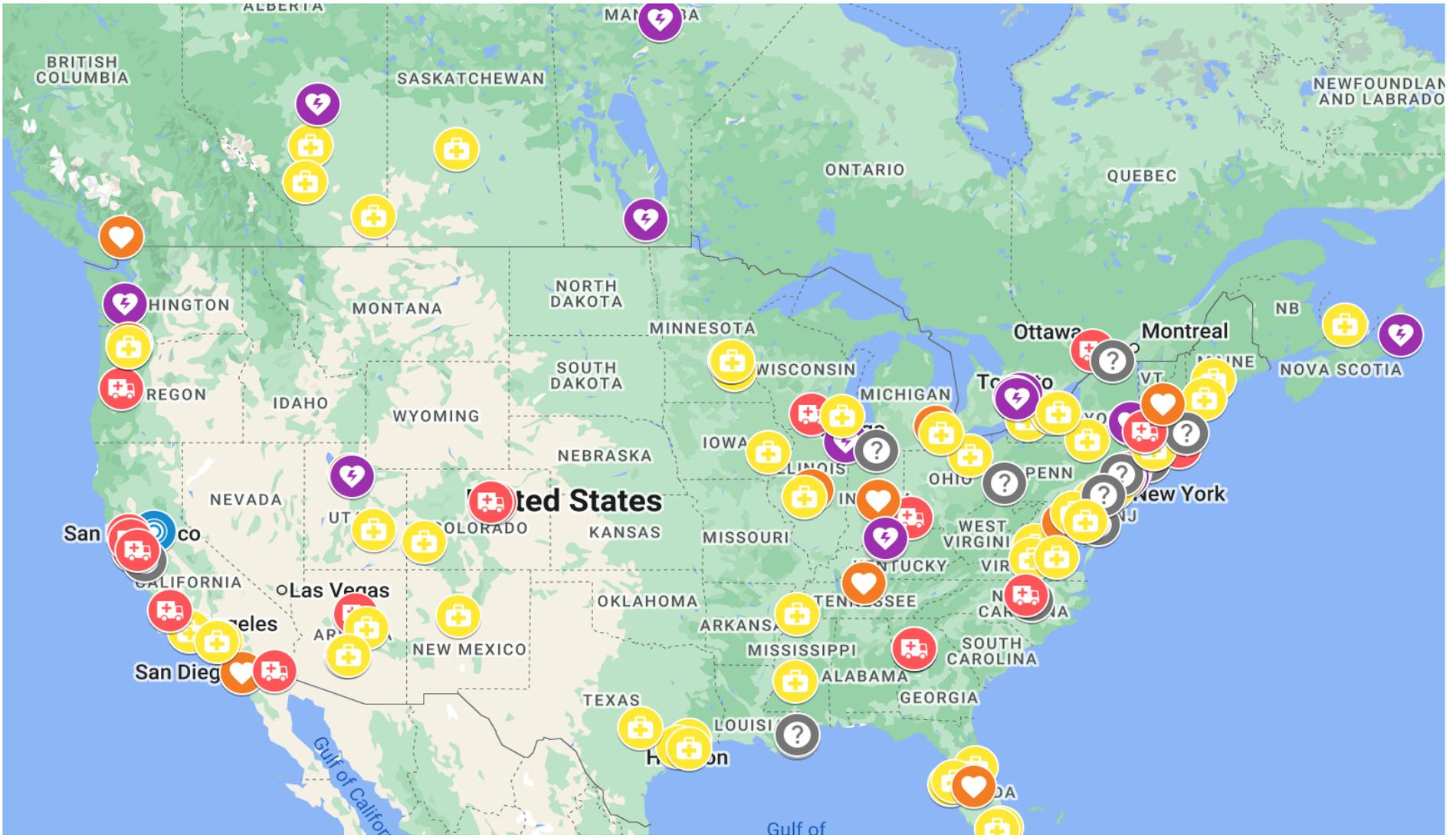


Civilian-Centric Mental Health Mobile Crisis Service Model



**Why
Respond
without the
Police?**

1. Best practices call for it
2. Stigma reduction requires it
3. Communities need it
4. People want it
5. Health equity depends on it
6. Care quality is improved by it
7. Costs are reduced by it
8. Harms are prevented by it
9. It's the right thing to do
10. It can be done



Clinician



Medic+



Crisis Worker



Peer+



Mutual Aid

Red Deer's Social Diversion Team

- Launched Jan 2021
- Run by an NGO
- Team is a practical nurse w/ mental health and substance use specialist
- Dispatched through 2-1-1
- Operates 7am-7pm
- Non-emergency calls for people in distress
- Help people in mental health & substance use crisis as well as those with social needs
- Responds to 6 calls/day



Hundreds of mental health, addictions calls diverted from 911 in Red Deer, Alta.



Pilot program which diverts calls from RCMP, EMS made permanent

[Jade Markus](#) · CBC News · Posted: Jan 13, 2022 6:00 AM MT | Last Updated: January 13



Diana Hurley, social diversion worker, left, and Melody Holland, social diversion nurse, right. Both are staff at Red Deer's Social Diversion Team, which receives 170 calls a month. (Supplied by Diana Hurley)

Denver's Support Team Assistance Response

- Launched 2020
- Run by City
- Team of EMT & Behavioral Health Clinicians
- Dispatched through 9-1-1
- Operates 6am to 10pm
- Low risk, low level crisis calls
- Mental health crises, intoxication, welfare checks, trespassing
- Responds to 9 calls/day or around 3% of 9-1-1 calls



nbc NEWS Denver's mental health approach to low-level 911 calls helped reduce minor crimes, researchers find SHARE & SAVE [f](#) [t](#) [e](#) [...](#)

U. S. NEWS

Denver's mental health approach to low-level 911 calls helped reduce minor crimes, researchers find

The Support Team Assistance Response program, which dispatches crisis intervention specialists to nonviolent incidents, showed a 34 percent decrease in crime, a new report shows.



— The STAR program in Denver rolled out as the nation was expressing outrage at the death of George Floyd under the knee of police officer Derek Chauvin in Minneapolis. NBC News

Toronto's Community Crisis Services

- Launched Mar-Jul 2022
- Run by City. Delivered by 4 NGOs
- Team of 2 Crisis Workers
- Dispatched through 9-1-1 or 2-1-1
- Operates 24/7
- Non-violent, non-emergency calls
- Mental health crises, wellness checks, distressing/disorderly behaviour
- 438 mobile team dispatches (Mar 31-Jun 18)



'We've got to do better': Toronto readies to launch non-police crisis response pilot



\$11M project will involve community-based nurses, harm-reduction workers and others trained in de-escalation



[Sylvia Thomson](#) · CBC News · Posted: Jun 29, 2021 4:00 AM ET | Last Updated: June 30, 2021



Fairbank's Mobile Crisis Team

- Launched Oct 2021
- Run by City
- Team of a peer support specialist and licensed clinician
- Dispatched through 9-1-1 or 9-8-8
- Operates 24/7
- Non-violent, non-emergency calls
- Mental health crises
- 76% resolved on site; 22% resolved at hospital; 2% resolved with police



TV ▾ RADIO ▾ NEWS ▾ EDUCATION ▾ SUPPORT ▾ ABOUT ▾ → DONOR PORTAL



A new crisis team in Fairbanks is responding to mental health calls and freeing up other emergency resources

By Anne Hillman, special to Alaska Public Media - December 10, 2021



Members of Fairbanks Mobile Crisis Team (left to right) Cassandra Ball, Heather Roberts-Kelley, Mistie Laurence, Jasminne Johnson-Conley, and Troy Jackson. (Anne Hillman/Alaska Public Media)



ALBUQUERQUE COMMUNITY SAFETY

ONE
ALBUQUE
RQUE

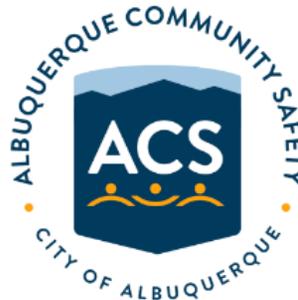
Home / Albuquerque Community Safety / Our Response



Albuquerque's First Responder System



Law enforcement and
violent/life-threatening situations



Mental health, substance use, and
homelessness issues



Fires and emergency
medical needs

Just Mental Health

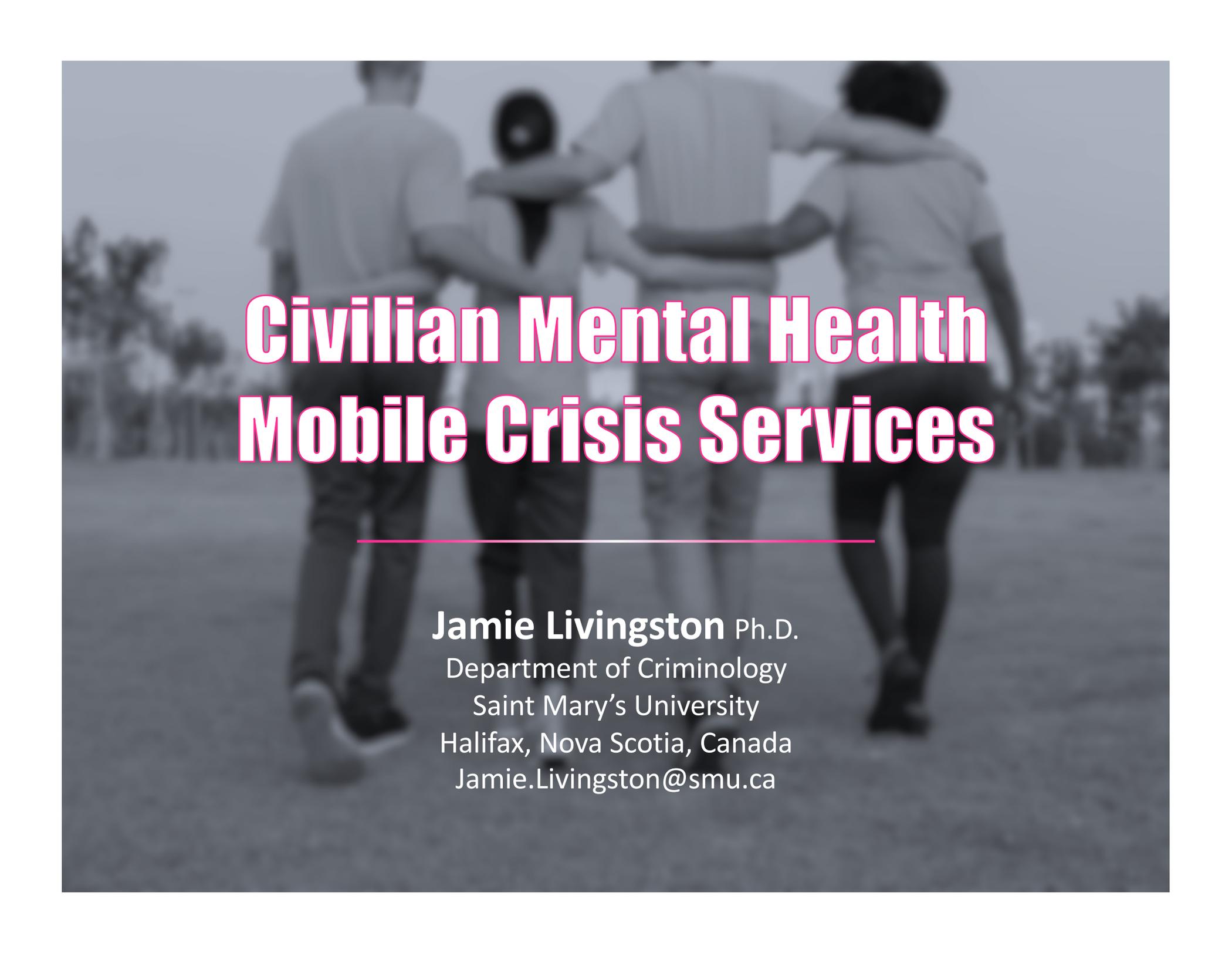
Mental Health Mobile Crisis Response without the Police



“In many communities ... the absence of sufficient & well-integrated mental health crisis care has made local law enforcement the de facto mental health mobile crisis system. **This is unacceptable & unsafe**” ([SAMHSA 2020](#))



A growing number of communities are realizing the need for civilian mental health crisis services. This website was created to support advocacy efforts by compiling and sharing existing work focused on decoupling police from mental health crises.



Civilian Mental Health Mobile Crisis Services

Jamie Livingston Ph.D.
Department of Criminology
Saint Mary's University
Halifax, Nova Scotia, Canada
Jamie.Livingston@smu.ca