

# CRISIS RESPONSE TEAM



CITY OF MADISON PUBLIC SAFETY INITIATIVE

# Background

- ▶ Historically, the City of Madison's mental health crisis response model has been primarily law-enforcement driven.
- ▶ In 2019, MPD estimates it received approximately 7,000 calls related to mental health crises.
- ▶ In researching national best-practices around mental health response, the model found to be most patient-centered is one that incorporates unarmed first responders with mental health providers.

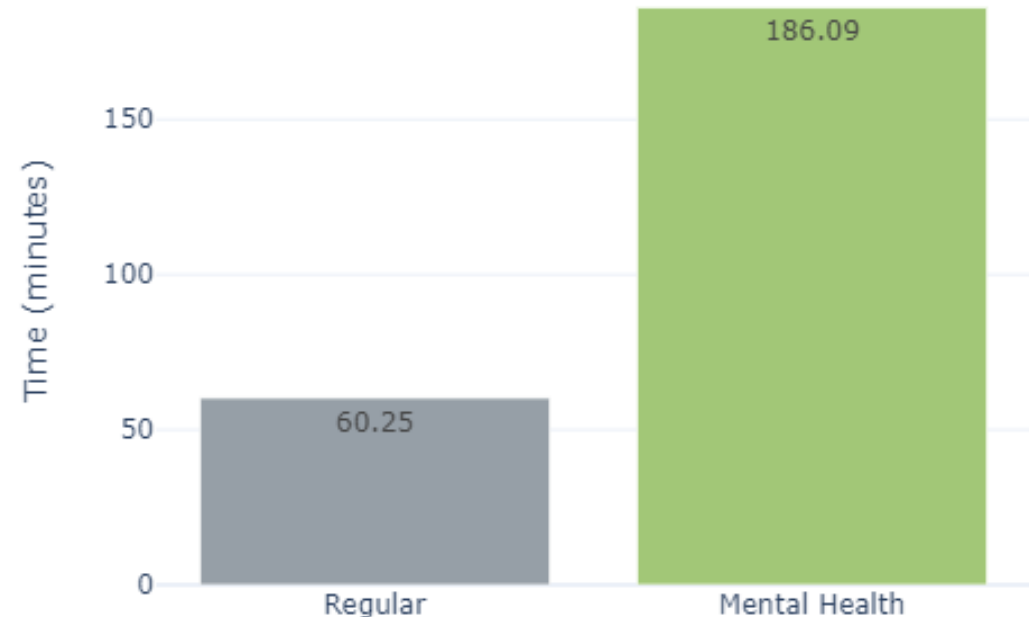
# Objectives

- ▶ In an effort to reimagine public safety, the Mayor and the Council asked the MFD to develop a mobile crisis response team in the 2021 budget to respond to a wide range of non-violent, mental health related crisis.
- ▶ And to ensure that medical and behavioral health care is integrated from the onset of intervention, increasing patient satisfaction and diverting people away from emergency departments and jails.

# Madison Police Officer Time Spent on Calls

Total Time Spent (hours)	2018	2019	2020
Regular	146,415.8	147,146.2	128,393.2
Mental Health	15,492.1	19,496.7	19,256.6

Average Time Spent on Calls by MPD Officers



# Estimated MPD Mental-Health Related Calls for service

7,162  
per year

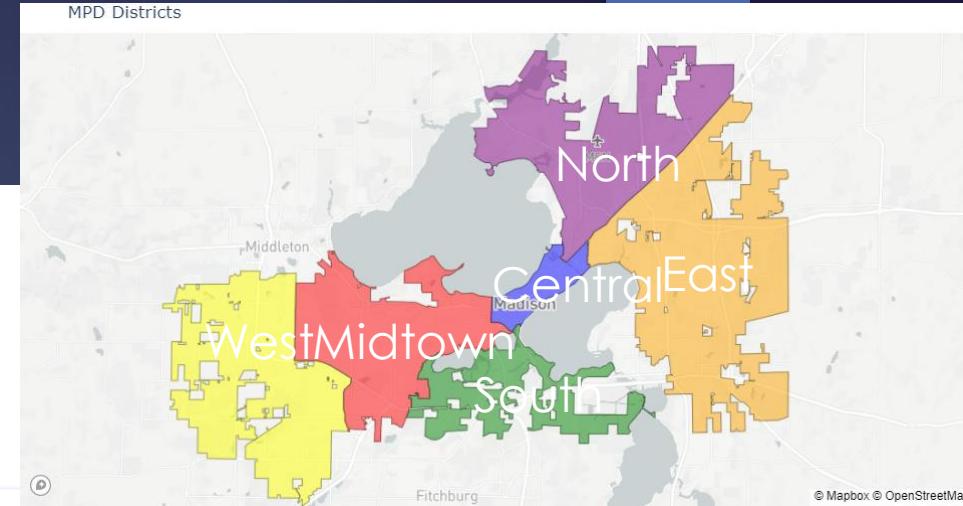
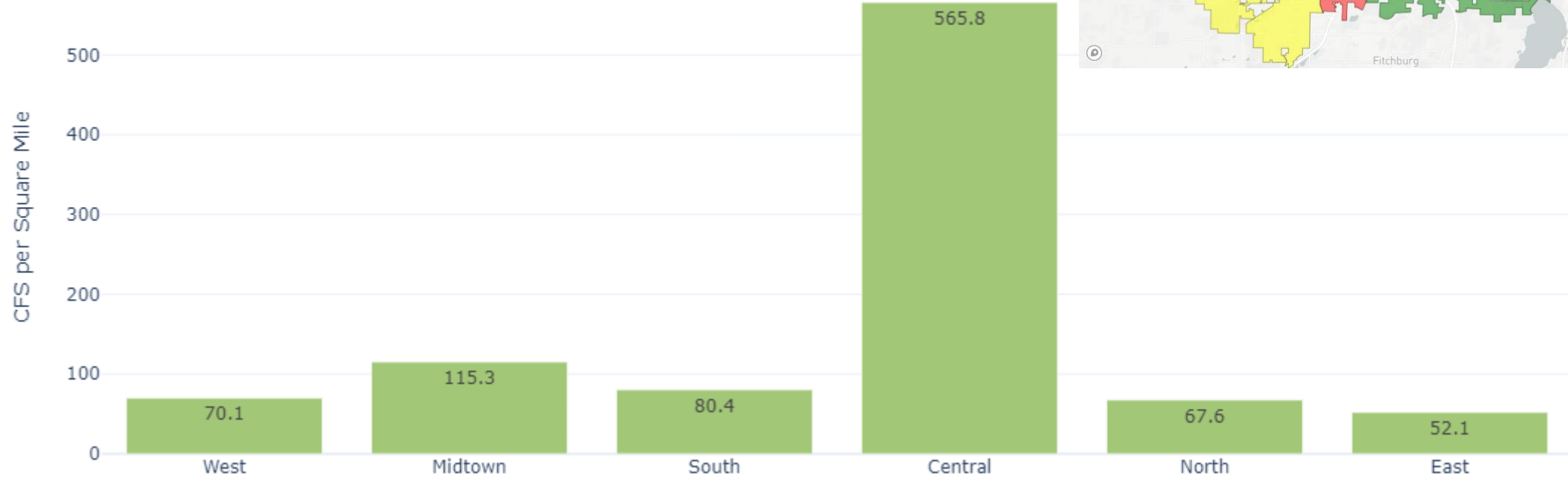
19.6  
per day

4.1%  
of all calls for  
service

Source: Madison Police Department estimated mental health-related calls for service, 2018-20

# Where?

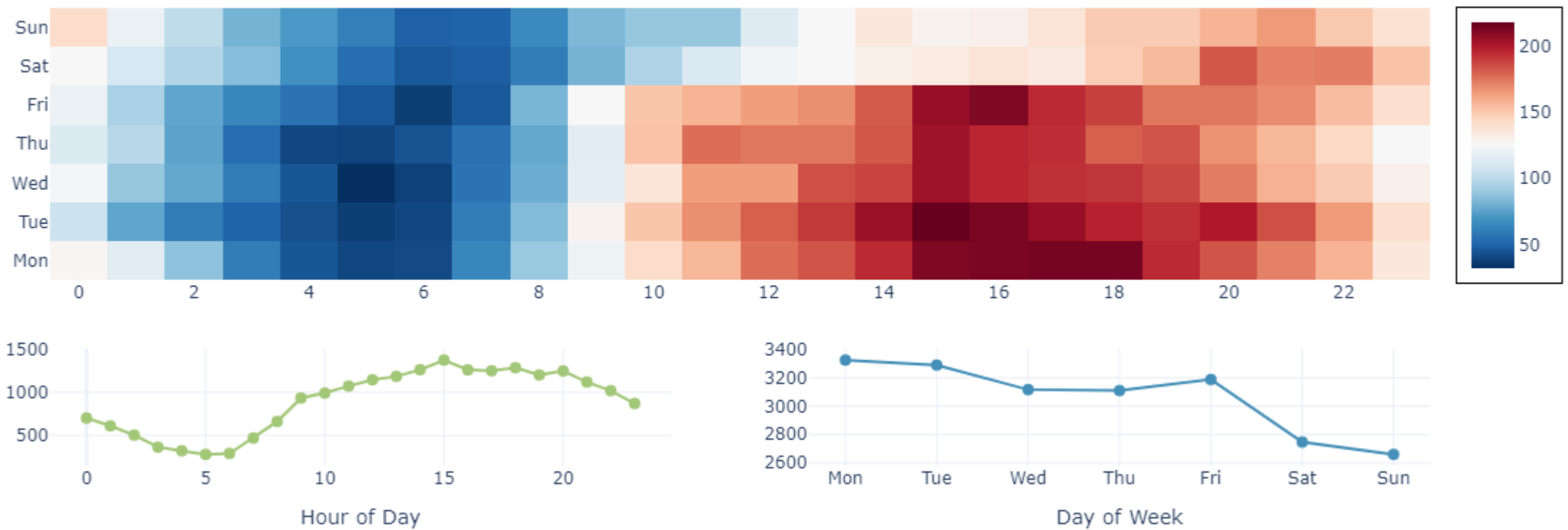
Average Yearly Mental Health Related CFS by District Area (sq mile)



Source: Madison Police Department estimated mental health-related calls for service, 2018-20

# When?

Relative Frequency of Mental Health Related CFS by Day of Week and Hour

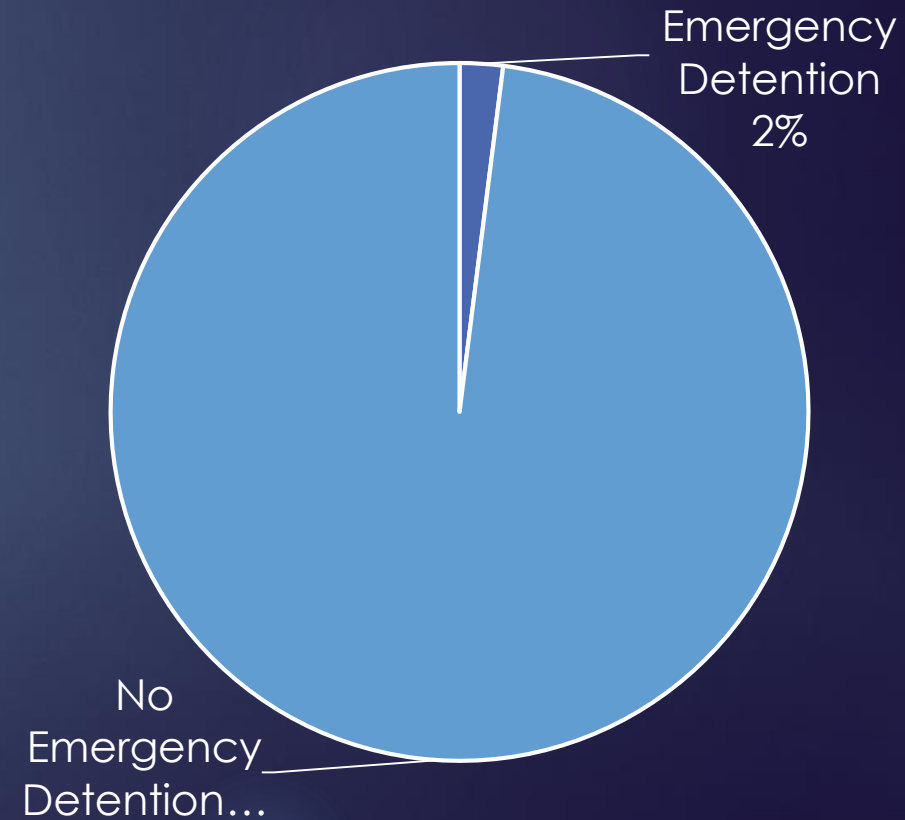
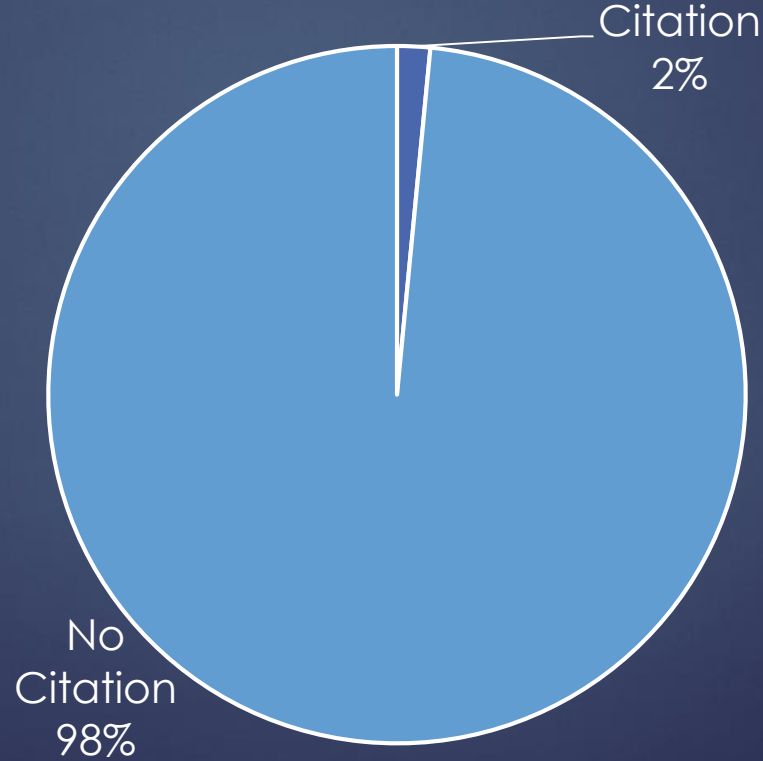
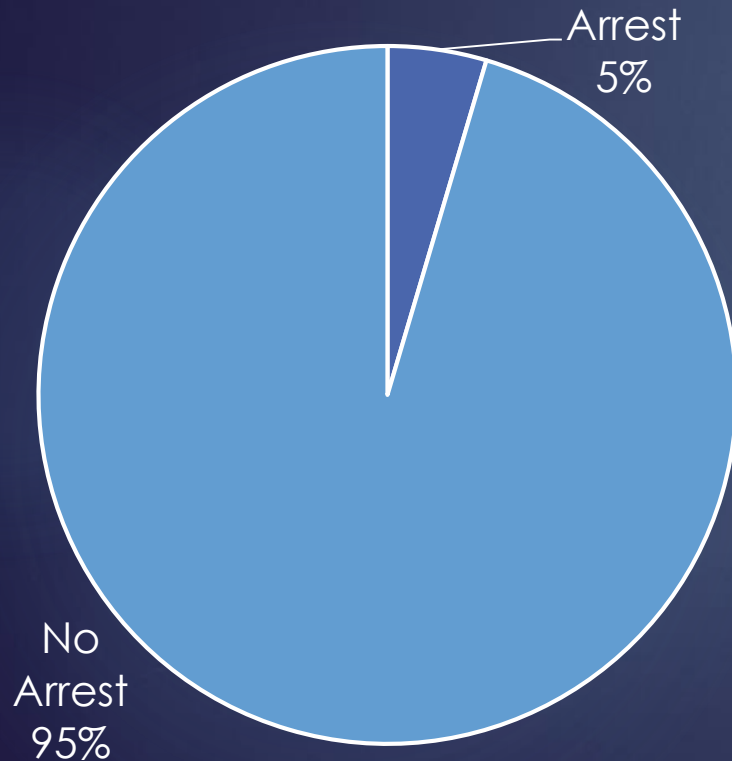


Source: Madison Police Department estimated mental health-related calls for service, 2018-20

# What Happened?

## Law Enforcement Contacts by Outcome:

Total Estimated Incidents: 21,486



Source: Madison Police Department estimated mental health-related calls for service, 2018-20



# New Models of Mobile Crisis Response Emerging

(Click on city name for more information)

[Eugene, OR](#)



[Denver, CO](#)



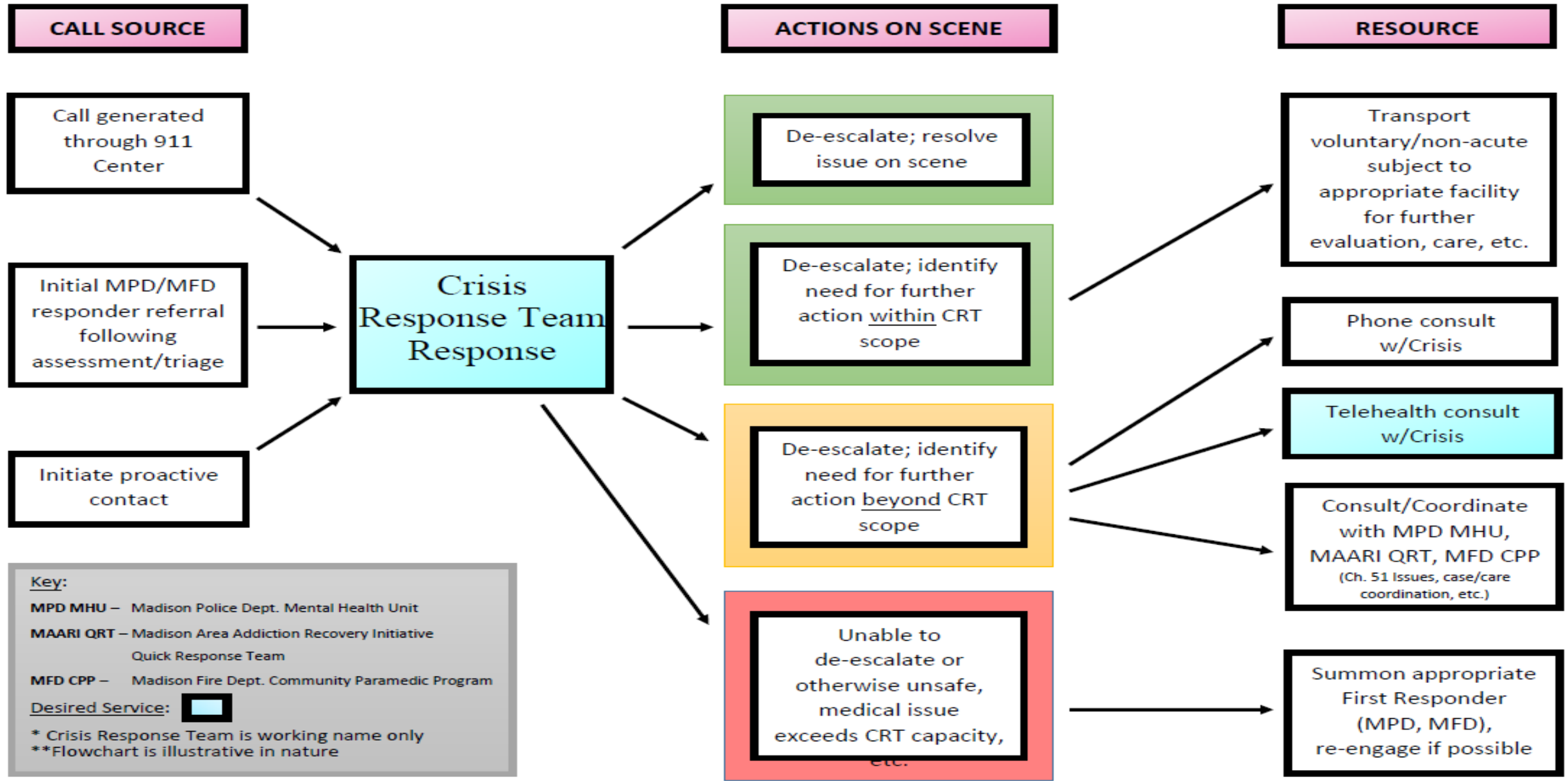
[San Francisco, CA](#)



# Current Progress (as of 1/20/2020)

- ▶ The City of Madison has approved \$600,000 annually for the CRT Program.
- ▶ Partnerships have been established with Dane County Health and Human Services and Journey Mental Health.
- ▶ Dane County 9-1-1 Center is preparing a call triage process to identify situations where the CRT is needed.
- ▶ The MFD is currently hiring two more community paramedics specifically for the CRT and Journey Mental Health has agreed to hire two additional crisis workers.

# CRISIS RESPONSE TEAM (CRT)\* - WORK FLOW



# In Progress...

- ▶ Continue to review data from recent years.
- ▶ Develop effective training, evaluation & billing systems.
- ▶ Develop contract language with Dane County HHS and Journey Mental Health.
- ▶ Develop Phase 1 pilot program days, times, location.
- ▶ Develop a timeline for hiring, training and program implementation with partner organizations.
- ▶ Evaluate types of calls for service that are appropriate for the CRT and when law-enforcement may still be needed.