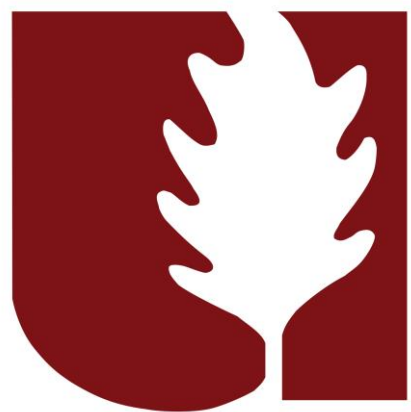


# INTEGRATING DATA INTO POLICE RESPONSES TO MENTAL HEALTH CRISES

BUILDING A COMMUNITY RESPONSE TO INDIVIDUALS IN CRISIS



CITY OF  
URBANA

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# CHAMPAIGN COUNTY, ILLINOIS



University of Illinois  
Urbana Campus  
UIUC supports  
45,000 students  
13,000 employees

4 Cities with a  
population of 12,000  
to 95,000

207,000  
county  
population

Five Police  
Departments  
with sworn force  
between 57 to  
120 officers



# PRIMARY CRISIS RESPONSE IS THE RESPONSIBILITY OF LAW ENFORCEMENT



## Crisis Team

- Crisis Line
- Hospital/jail crisis assessment
- Officer initiated follow-up/case management

## Triage Stabilization

- OSF Hospital
- Carle Hospital
- County Jail
- Resolve at scene

## Crisis Residential

- Requires
  - Crisis evaluation
  - Voluntary participation

## Jail Diversion

- CU at Home
  - Transportation
  - Outreach
  - The Phoenix
  - Available T-F, 12-3

## Damp Shelter

- Men's' shelter
- Austin's place
- Shelters currently are not 365

- System primarily serves Tier 2
- Limited resources exist for Tier 1
- Connecting Tier 1 consumers to providers is difficult and not timely
- Police contacts with tier 1 individuals continue to increase and police struggle to identify solutions
- The Tier 1 enter a revolving door at local emergency departments and the jail



# THE VULNERABILITY “V”

## At Risk

- Less stable income (paycheck to paycheck)
- Paying rent but not always on time
- Moderate support system (few strong supports)
- Managing any MI/SA issues, possibly involved in specific programming
- Can only focus on a couple of weeks in the future due to income status
- Money management and independent living skills begin to decline



## Stable

- Steady income/pays rent/possible homeowner
- Involved in groups/other support connections, strong support system
- No MI/SA issues and able to be managed if present
- Future oriented thinking present
- Independent living skills present

## Volatile

- Living paycheck to paycheck/no assurance of ongoing-long term employment
- Little to no strong support system
- Connections with housing programs such as PSH or TH
- Involved in MI/SA programming, lacking full engagement
- Lacking self-sufficiency
- Making poor choices due to need for income
- Sporadic involvement with police

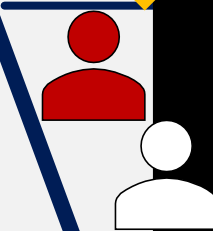


# THE VULNERABILITY “V”

## Imminent

- Possible income, no address of their own
- Most likely couch surfing to avoid a bad living situation
- Moderate MI/SA issues going untreated
- Unable to receive treatment at resources due to lack of compliance
- Possibly receiving an SSI/SSDI check
- Frequent interaction with police for petty crimes (theft, trespassing, possession of controlled substance, etc.)

Vulnerability “V”  
Tier I



## Dire

- No housing of their own,
- Only income due to SSI/SSDI check or panhandling
- Not involved in any housing programs due to bans or other offenses
- Couch surfing from one bad situation to another
- Severe MI/SA issues going untreated
- Only supports are living on the streets
- Severe lack of trust is present, survival skills take over
- Daily/weekly interaction with law enforcement for crimes ranging from trespassing, aggressive panhandling, possession of controlled substance, etc.
- In need of lots of engagement/large amounts of time and energy to rebuild trust & functional relationships



# CONSEQUENCES OF A PRIMARY LAW ENFORCEMENT CRISIS RESPONSE



**“People with mental illness are overrepresented in criminal justice settings in the United States, including jails, prisons, probation, and parole**

(Prins, 2014)

**“Twenty-five percent of individuals with a mental illness have been arrested at some point in their lifetime**

(Livingston, 2016)

**“One in four officer-involved shootings kills an individual with a mental illness”**

(Fuller, Lamb, Biasotti, and Snook, 2016)

**“One in ten individuals’ pathway to mental health treatment involved the police”**

(Livingston, 2016)

**“Officers are more likely to use force against an individual who has a mental illness than against someone who does not”**

(Rossler and Terrill, 2017)



# OBSTACLES TO CHANGE



## Police

- Stakeholder collaboration is required
- Law Enforcement cannot arrest its way out of the situation

## Providers

- Mental health funding reduction and loss of services

## Dispositions

- Police have three dispositional options
- 1. Jail
- 2. Hospital
- 3. Resolve at the scene



# CHAMPAIGN COUNTY LAW ENFORCEMENT SOLUTION



## Crisis Intervention Team, 2002

CIT was merely advanced training

Limited collaboration between law enforcement  
and stakeholders

No response difference between CIT and Non-CIT





# ENHANCING CIT EFFECTIVENESS



## 2012 asked if CIT could be enhanced

Convened meeting  
with stakeholders

Used data to  
demonstrate needs

CIT Steering  
Committee



# CHAMPAIGN COUNTY LAW ENFORCEMENT SOLUTION



## Steering Committee

Enlightened funding sources

Funders re-directed priorities

Providers integrated criminal justice focused programs into treatment portfolios



# COLLABORATION ACHIEVEMENTS



## Culture Change

Developed a culture of assistance, not enforcement

Created a proactive response to crisis

Identified training needs



# OFFICERS' INITIAL RESPONSE TO CHANGE





# REAL LIFE APPLICATION



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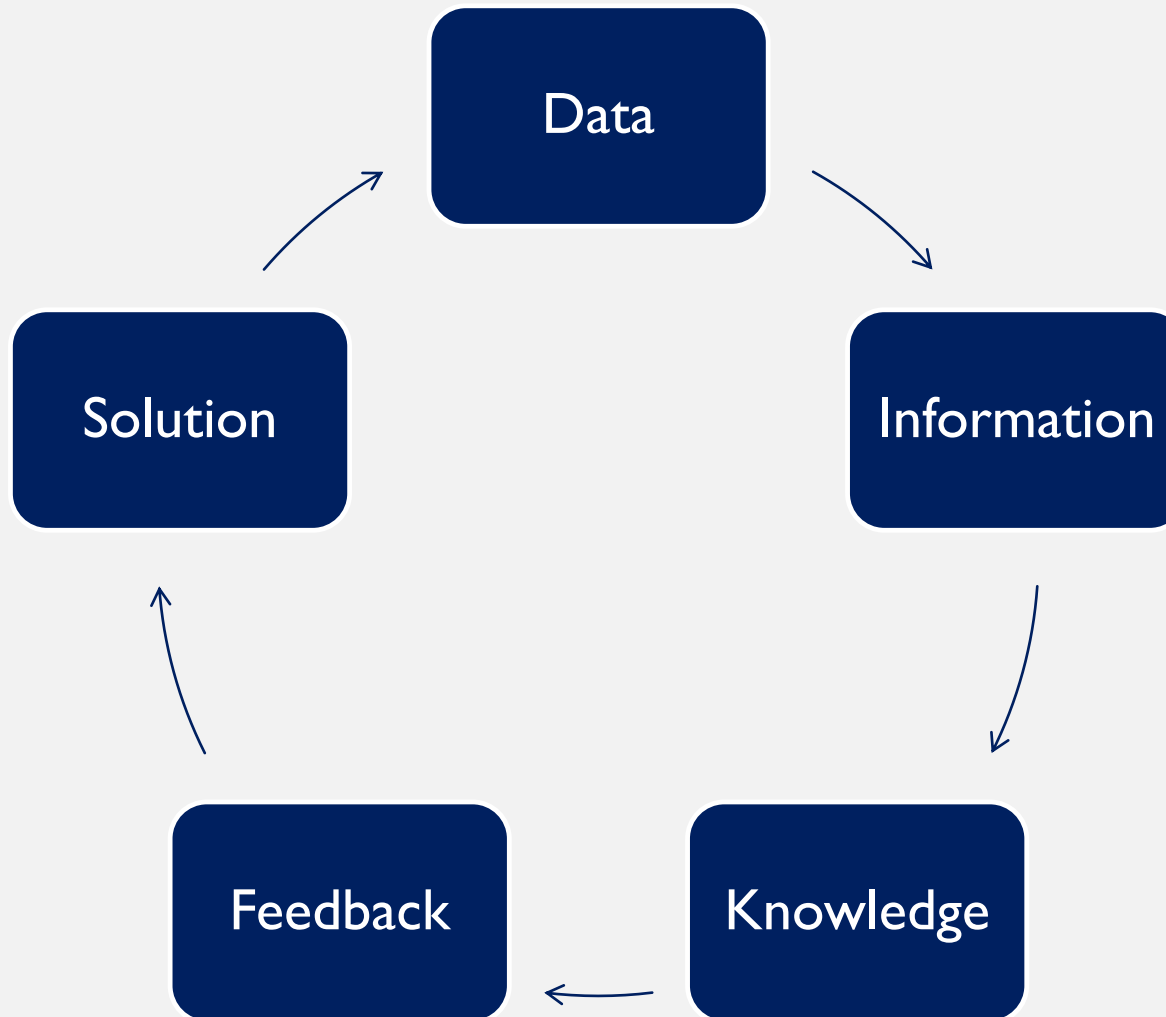


# THE DATA





# CRISIS INTERVENTION TEAM (CIT) DATA







**BEFORE**



I DON'T KNOW HOW  
TO DO STATISTICS BUT  
IT DOESN'T MATTER  
BECAUSE I DIDN'T  
HAVE DATA.







# NEW DATA COLLECTION



Showing Symptoms:  YES  NO

If Non-Symptomatic, check No and fill out down to the line (Not allowed for Referral or Petition), otherwise check Yes and fill out both pages.

Disposition:

(Rqd if Disp is Referral)

(Rqd if Disp is Arrest or NTA)

Referral Location:

Crime:

CIT on Scene?:  YES  NO

CIT Badge (4 digit):

Crisis Response Requested?:  YES  NO

Crisis Response Action:

CIT Event Type:

Military Service?:  YES  NO  UNKNOWN

Medication Prescribed?:  YES  NO  UNKNOWN

U of I Affiliated?:  YES  NO  UNKNOWN

Homeless?:  YES  NO  UNKNOWN

Add F10 Entry?:  YES  NO

F10 Info:

METCAD Premise Alert:  YES  NO

Pr. Alert Info:

Subject Injured Due to CIT Issues  YES  NO

Officer Injured Due to CIT Issues  YES  NO

Caretaker:

Provider Name:

Provider Name - Other:



# NEW DATA COLLECTION



Choose all that apply from each column, at least one from each.

## Symptoms

- Agitated
- Uncooperative
- Yelling
- Violent Behavior
- Sweating
- Hallucinating
- Delusional
- Drug Use
- Intoxication
- Unclothed
- Suicidal
- None
- Other - Please Specify

## Nature of Incident

- Excited Delirium
- Disorderly/Disruptive Behavior
- Neglect of Self-Care
- Public Intoxication
- Nuisance(Loitering, Panhandling, Trespass)
- Theft / Other Property Crime
- Drug-Related Offenses
- Suicide Threat or Attempt
- Threats of Violence to Others
- No Information
- Other - Please Specify

REPORT WITH CIT	UU1905352	UF1901253	UU1905335	UU1905349	SYMPTOM_VIOLENT_BEH			Y	
DATE OCCURRED	10/22/2019	10/21/2019	10/21/2019	10/21/2019	SYMPTOM_SWEATING				
OCCURRED	00:05	08:05	10:50	20:45	SYMPTOM_HALLUCINATI				
TYPE DESC	RESIDENCE-PRIVATE	GOLF COURSE	STREET	APARTMENT	SYMPTOM_DELUSIONAL			Y	
RACE	W	B	W	B	SYMPTOM_DRUG_USE	Y			
SEX	M	M	M	F	CITSYMPPTOM_INTOXICA	Y			
SYMPTOMS	Y	Y	Y	Y	SYMPTOM_UNCLOTHED				
DISPOSITION	PET	RAS	PET	PET	SYMPTOM_SUICIDAL	Y			Y
LOCATION				CARLE ED	SYMPTOM_PARANOIA				
INVOLVED?	N	Y	Y	Y	SYMPTOM_CRYING				
CALLED?	N	N	N	N	SYMPTOM_DEPRESSION				
RESPONSE ACTION	.	.	.	.	SYMPTOM_OTHER		Y		
SERVICE?	U	U	U	N	SYMPTOM_OTHER_TEXT		TRESPASSING		
PRESCRIBED?	U	U	U	Y	SYMPTOM_NONE				
UI AFFILIATED?	U	U	U	N	NOI_EXCITED_DELIRIUM				
HOMELESS?	N	N	N	N	NOI_DISORDERLY_DISR			Y	Y
FOID_TEXT_CIT	N	U	U	U	NOI_NEGLECT_OF_SELF				
F10 INFO INCLUDED?	N	N	Y	N	NOI_PUBLIC_INTOXICATI	Y			
F10 INFO TEXT			NIC		NOI_NUISANCE_LOITERI		Y		
DUE TO CIT ISSUES?	N	N	N	N	NOI_THEFT_OTHER_PRO				
DUE TO CIT ISSUES?	N	N	N	N	NOI_DRUG_RELATED_OF				
CARETAKER		UNKNOWN	SELF		NOI_SUICIDE_THREAT_O	Y			Y
PROVIDER	CARLE	UNKNOWN	NONE	CARLE	NOI_THREATS_OF_VIOLE			Y	
SYMPTOM_AGITATED	Y		Y	Y	NOI_DOMESTIC				
SYMPTOM_UNCOOPERAT			Y	Y	NOI_OTHER				
SYMPTOM_YELLING			Y		NOI_OTHER_TEXT				



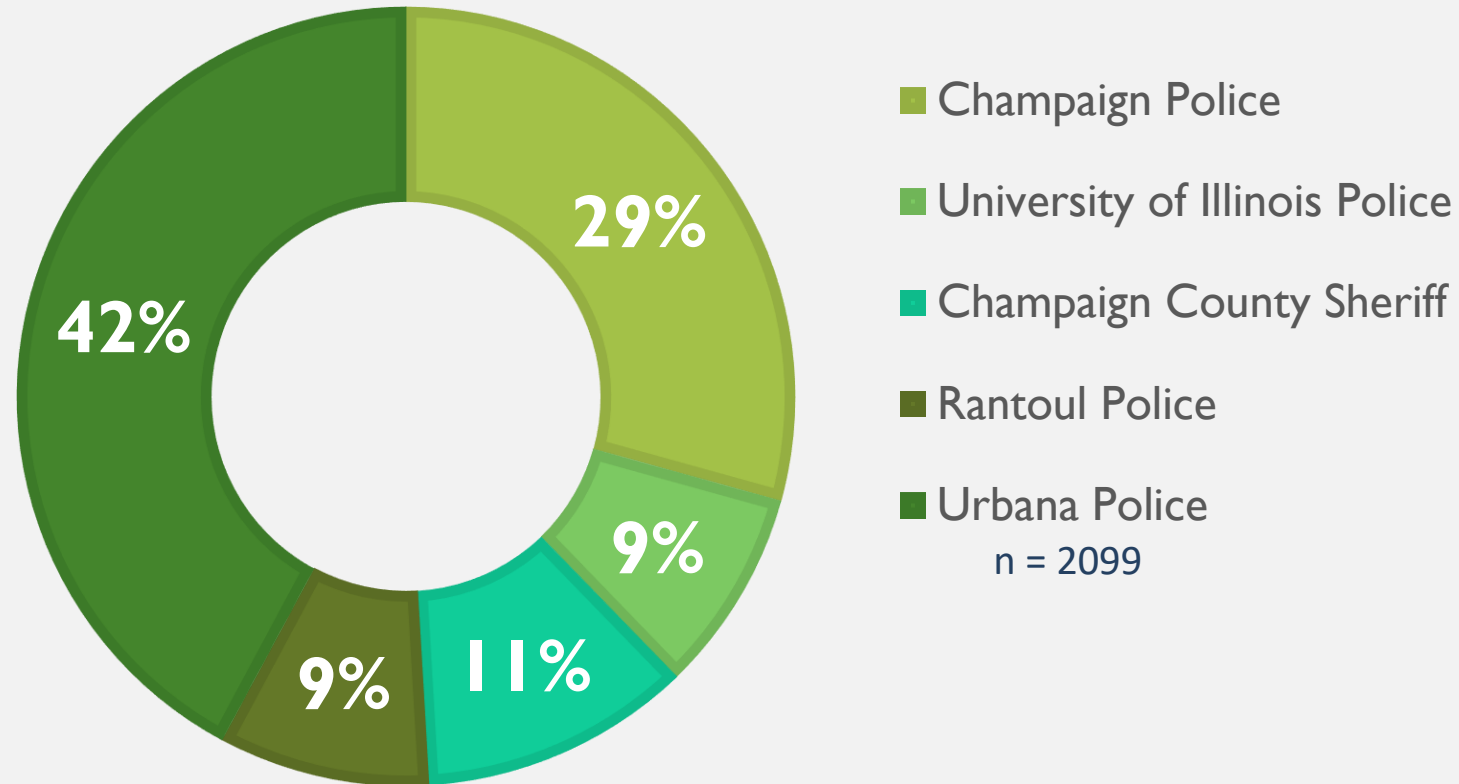
# LOGISTICS



- Staffing
- Crisis response resource allocation
- Locations of contacts



## CIT Contacts by Agency September 1, 2018 to August 31, 2019

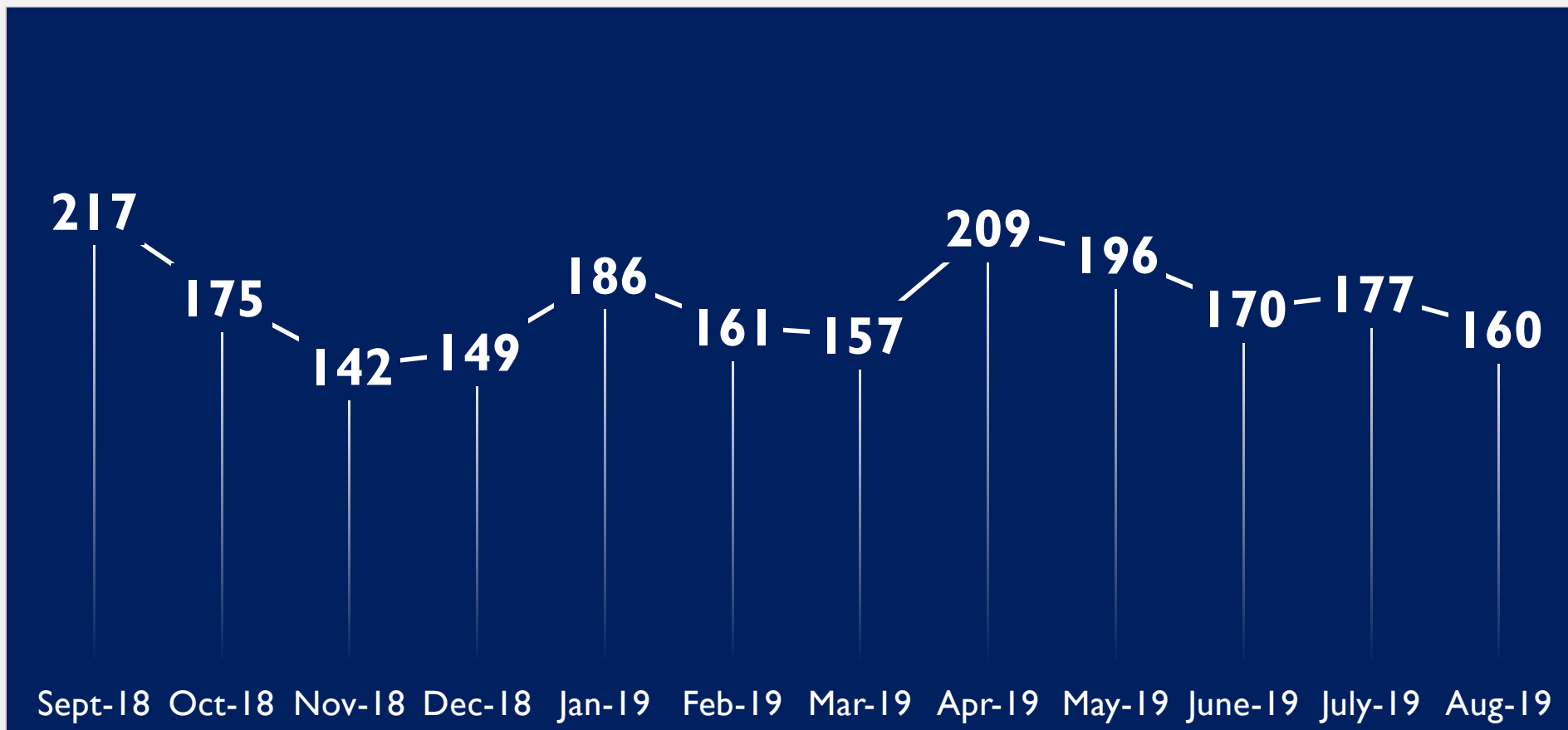




# LOGISTICS



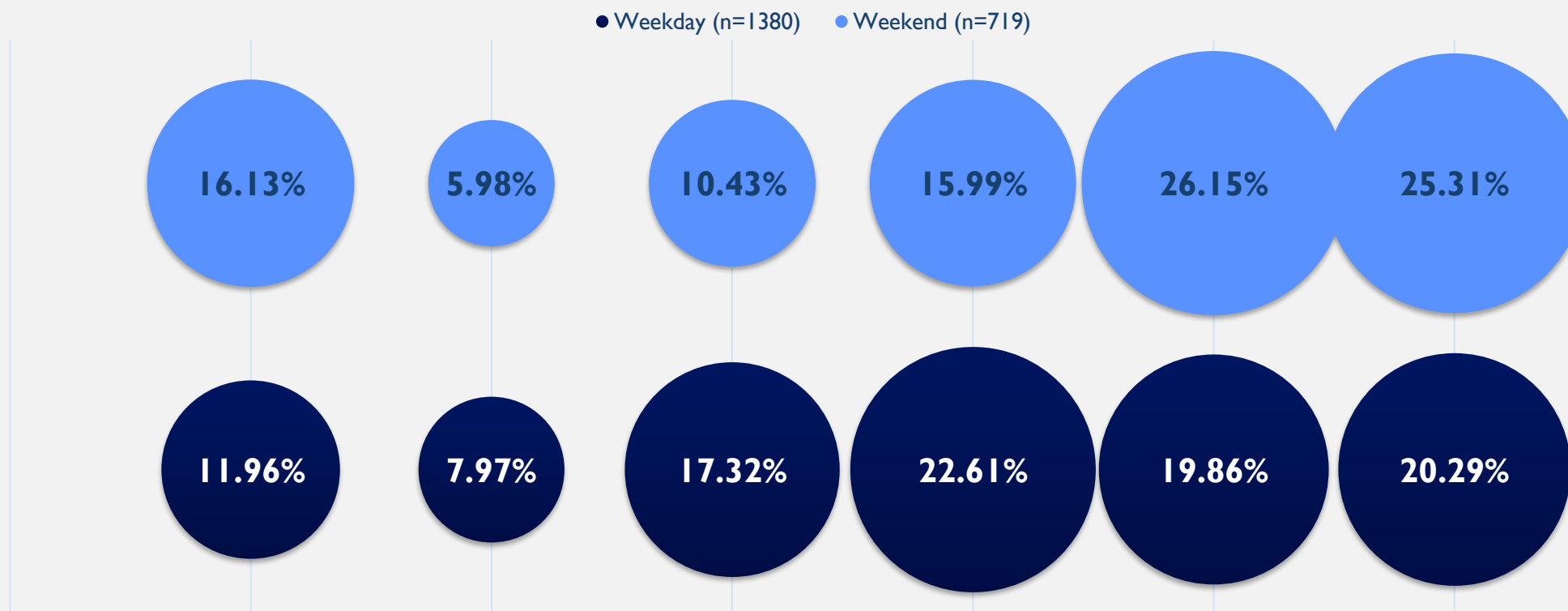
## CIT Contacts by Month



n = 2099



## CIT Contacts by Time of Day and Day of Week



Weekdays are defined as 4:00am Monday through 3:59pm Friday, and weekends are from 4:00 pm Friday through 3:59 am Monday.





# LOGISTICS



## Spatial Distribution of CIT Contacts







# TRAINING



- Symptoms displayed
- Nature of incidents
- Outcomes

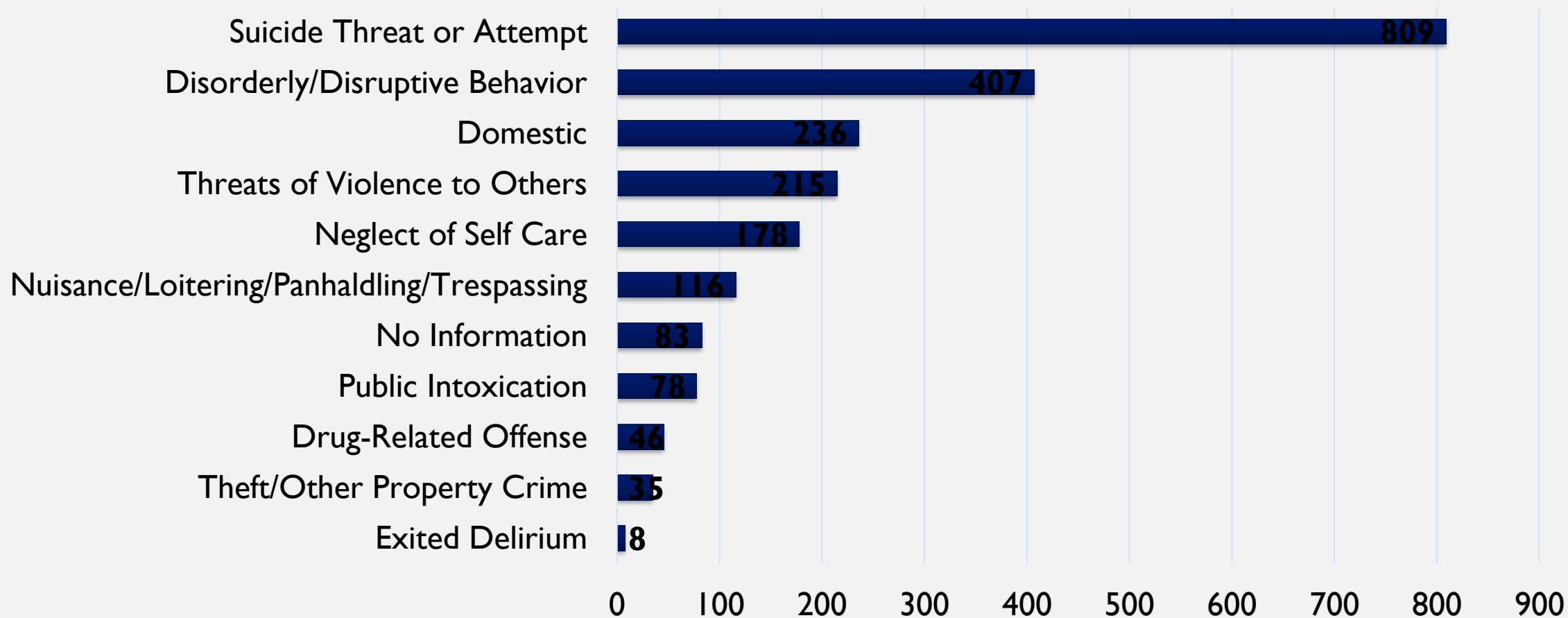




# TRAINING



## Nature of Incident





# TRAINING



## “Other” Symptoms Displayed

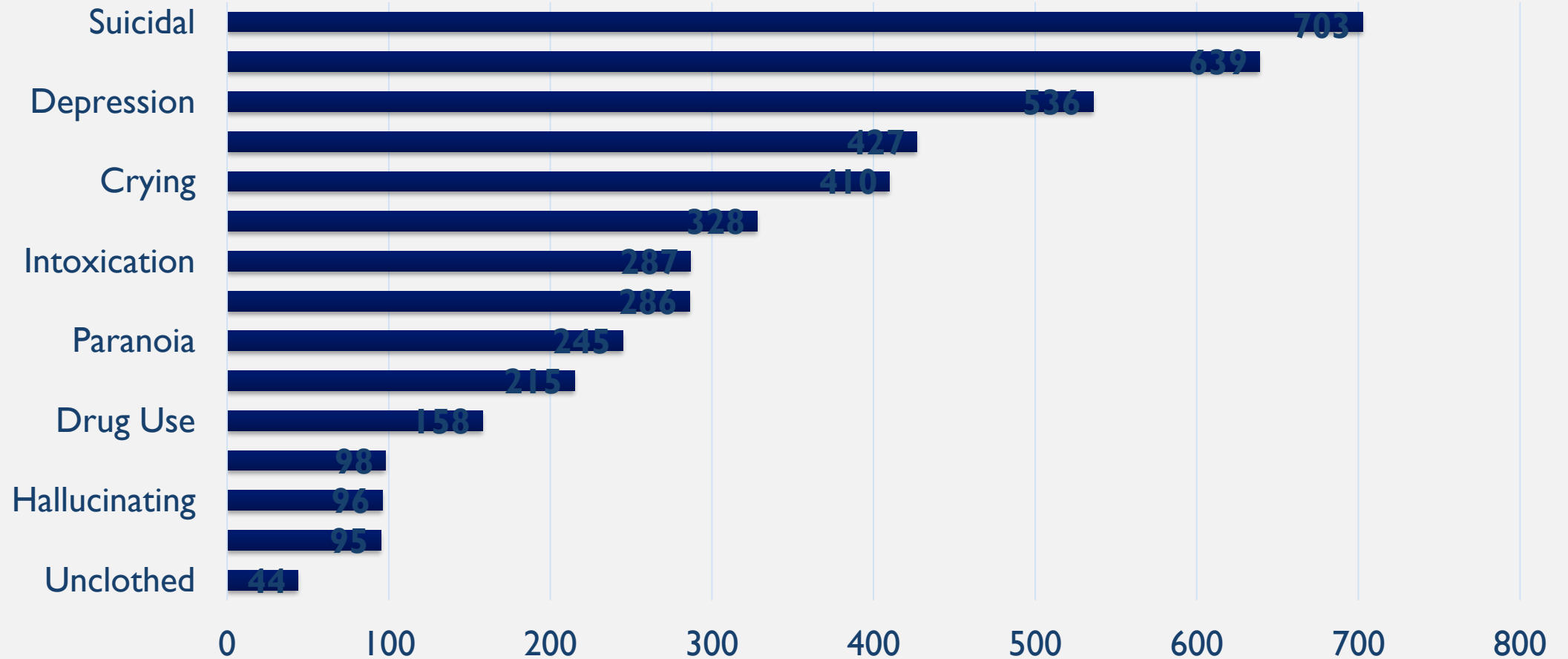




# TRAINING

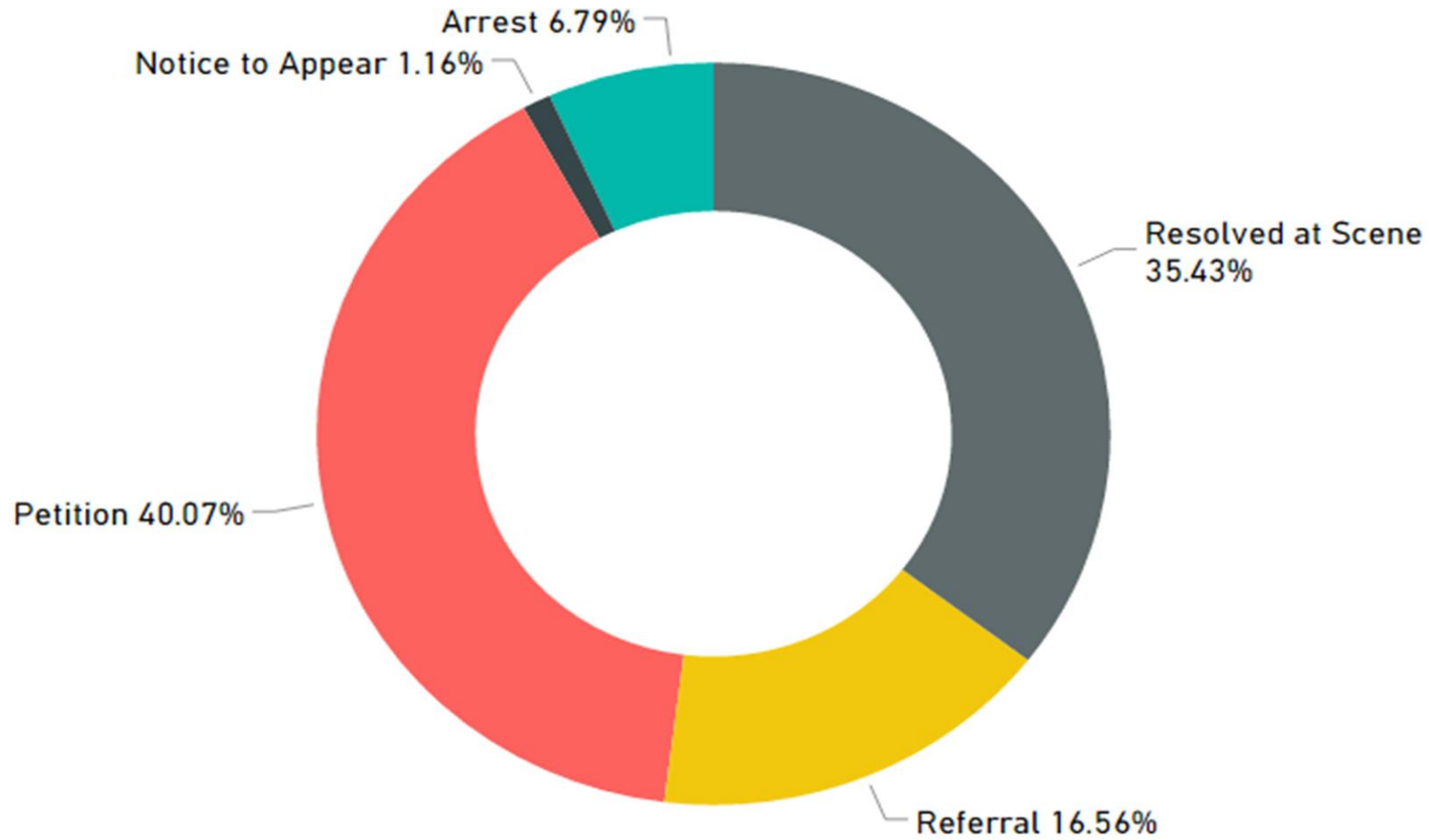


## Symptoms Displayed





# OUTCOMES





## TARGETED SERVICES



- Repeat contacts
- Future use
  - Super-utilizers
  - Resource allocation for service providers



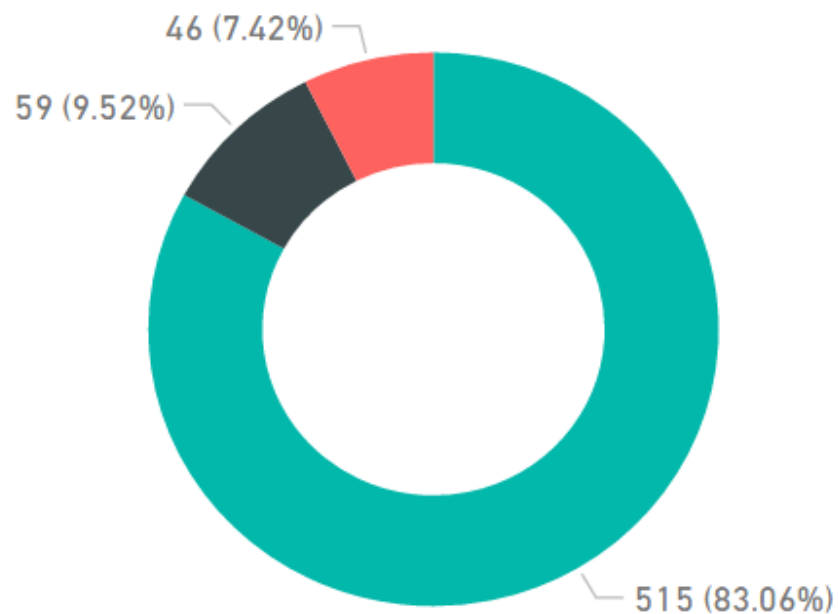
# TARGETED SERVICES



## Repeat Contacts

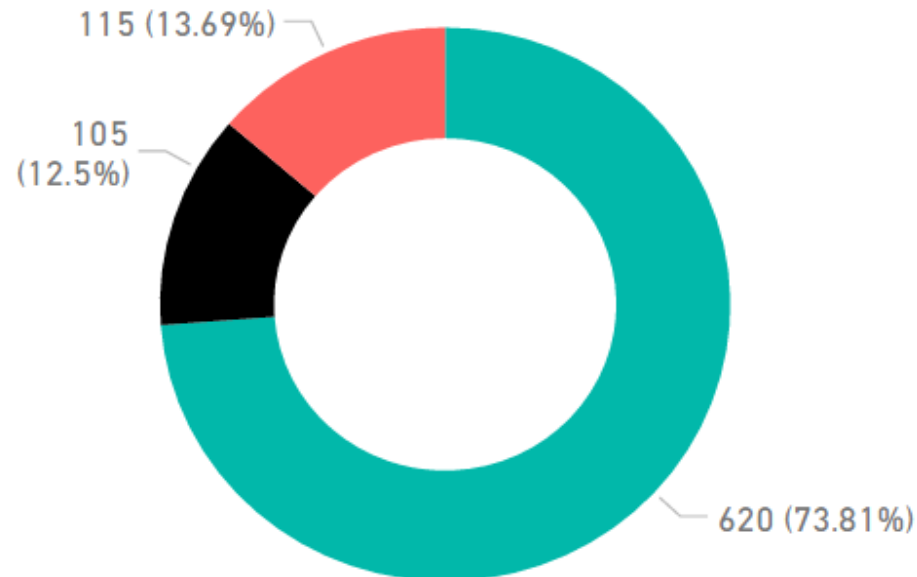
Repeat Individuals, Feb - Aug

● One Contact ● Two Contacts ● Three or More Contacts



Repeat Contacts, Feb - Aug

● First Contact ● Second Contact ● Third Contact or More



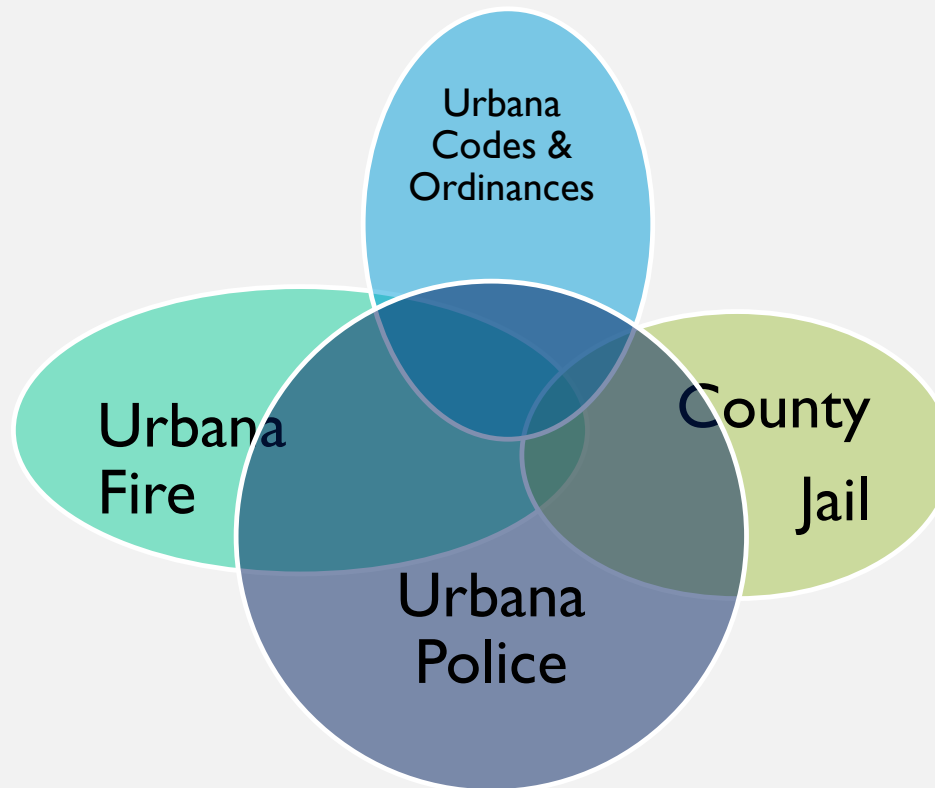




# TARGETED SERVICES



## Super-Utilizers





# WHERE WE ARE HEADED – ONE DOOR

## One Door is a:

1. Service to citizens in an active crisis
2. Alternative dispositional option for law enforcement
3. Resource for the community's most vulnerable, Tier I, consumers

## One Door will:

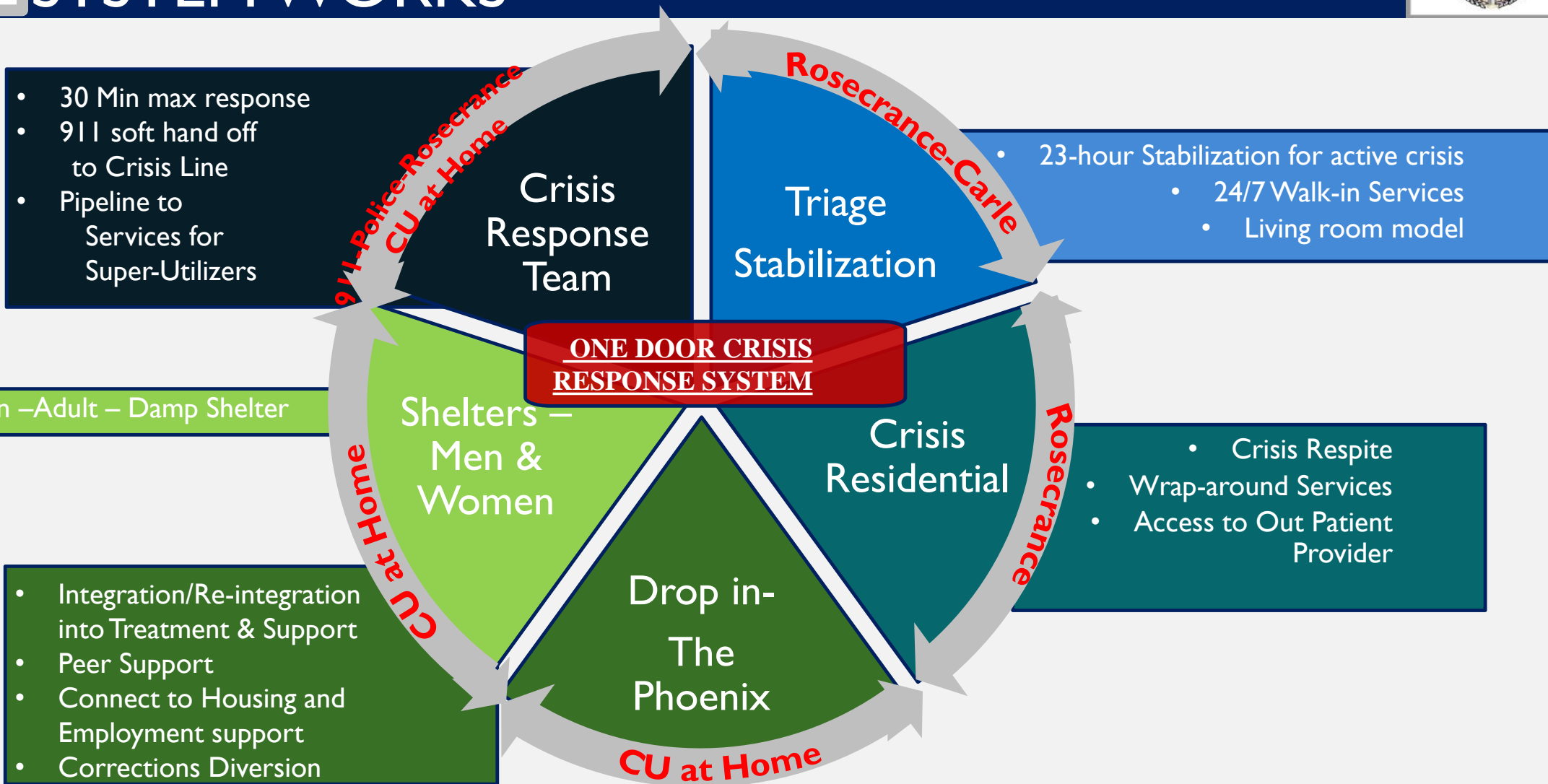
1. Enhance, not replace current resources
2. Strengthen collaboration between law enforcement and stakeholders and consumers
3. Offer consumers a path forward
4. Be available to the community

## Success will:

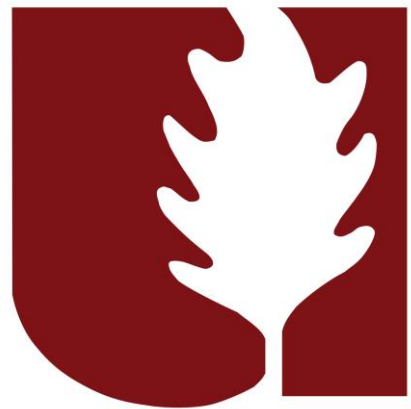
1. Reduce emergency department visits
2. Lower jail census
3. Decrease police contacts
4. Improve Officer and Consumer Safety



# HOW THE ONE DOOR CRISIS RESPONSE SYSTEM WORKS



# QUESTIONS?



CITY OF  
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