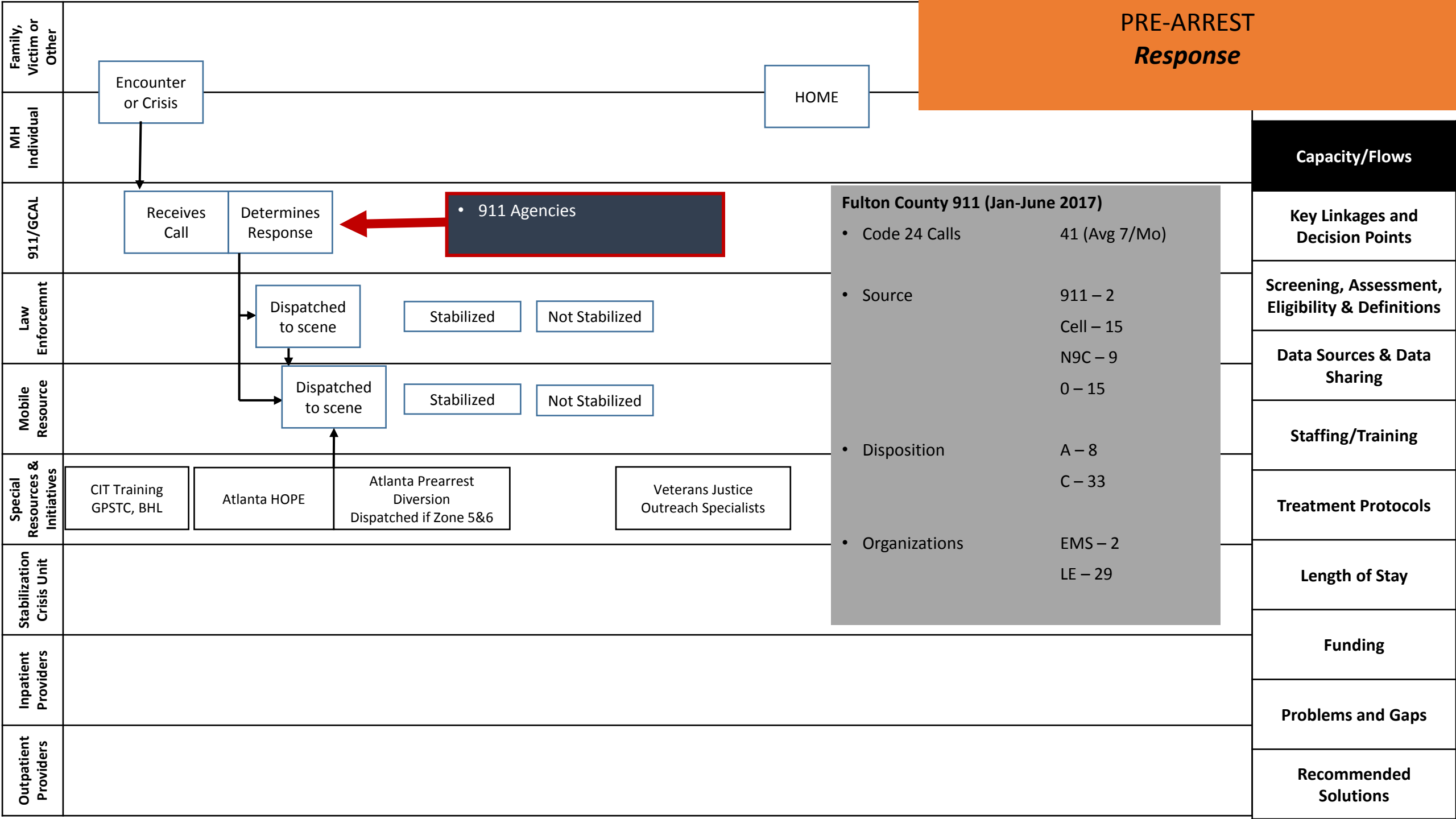


**PRE-ARREST  
Response**



Encounter or Crisis

HOME

**PRE-ARREST  
Response**

Receives Call

Determines Response

• 911 Agencies

**Fulton County 911 (Jan-June 2017)**

- Code 24 Calls 41 (Avg 7/Mo)
- Source 911 – 2  
Cell – 15  
N9C – 9  
0 – 15
- Disposition A – 8  
C – 33
- Organizations EMS – 2  
LE – 29

Dispatched to scene

Stabilized

Not Stabilized

Dispatched to scene

Stabilized

Not Stabilized

CIT Training  
GPSTC, BHL

Atlanta HOPE

Atlanta Prearrest  
Diversion  
Dispatched if Zone 5&6

Veterans Justice  
Outreach Specialists

MH Individual

911/GCAL

Law Enforcement

Mobile Resource

Special Resources & Initiatives

Stabilization Crisis Unit

Inpatient Providers

Outpatient Providers

Capacity/Flows

Key Linkages and Decision Points

Screening, Assessment, Eligibility & Definitions

Data Sources & Data Sharing

Staffing/Training

Treatment Protocols

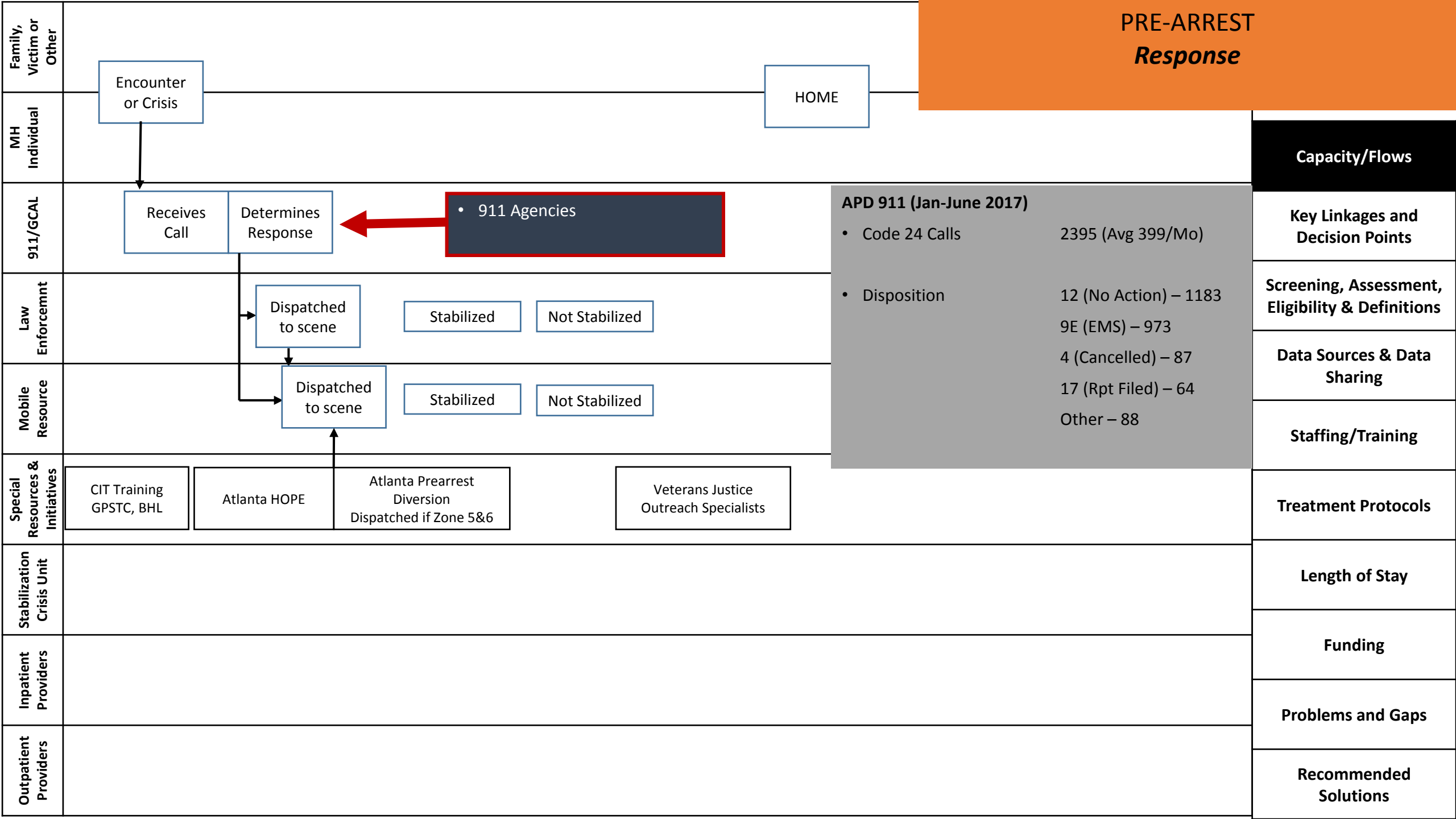
Length of Stay

Funding

Problems and Gaps

Recommended Solutions

**PRE-ARREST  
Response**



**Capacity/Flows**

**Key Linkages and Decision Points**

**Screening, Assessment, Eligibility & Definitions**

**Data Sources & Data Sharing**

**Staffing/Training**

**Treatment Protocols**

**Length of Stay**

**Funding**

**Problems and Gaps**

**Recommended Solutions**

**APD 911 (Jan-June 2017)**

- Code 24 Calls: 2395 (Avg 399/Mo)
- Disposition:
  - 12 (No Action) – 1183
  - 9E (EMS) – 973
  - 4 (Cancelled) – 87
  - 17 (Rpt Filed) – 64
  - Other – 88

• 911 Agencies

Encounter or Crisis

HOME

Receives Call

Determines Response

Dispatched to scene

Stabilized

Not Stabilized

Dispatched to scene

Stabilized

Not Stabilized

CIT Training  
GPSTC, BHL

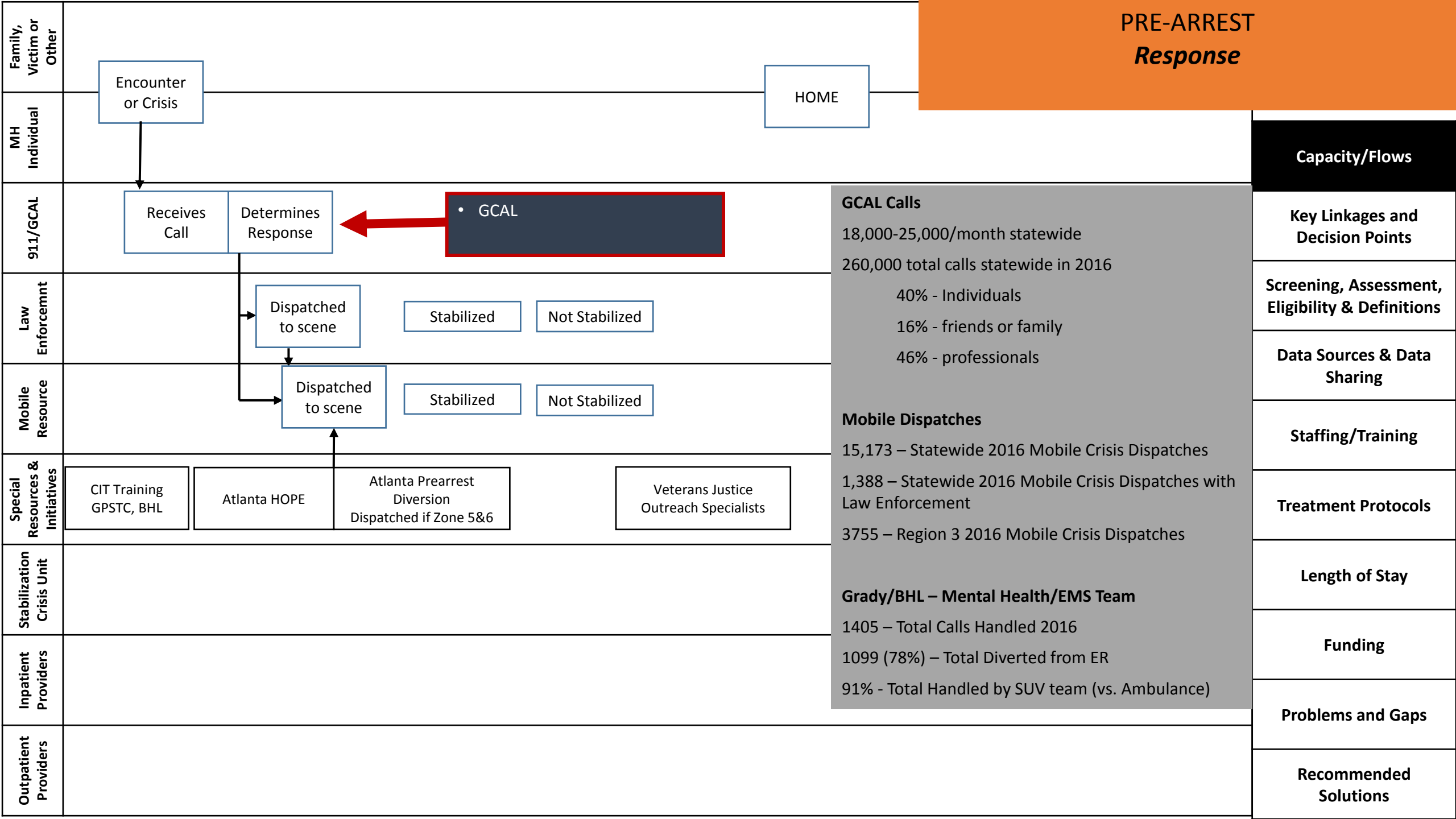
Atlanta HOPE

Atlanta Prearrest  
Diversion  
Dispatched if Zone 5&6

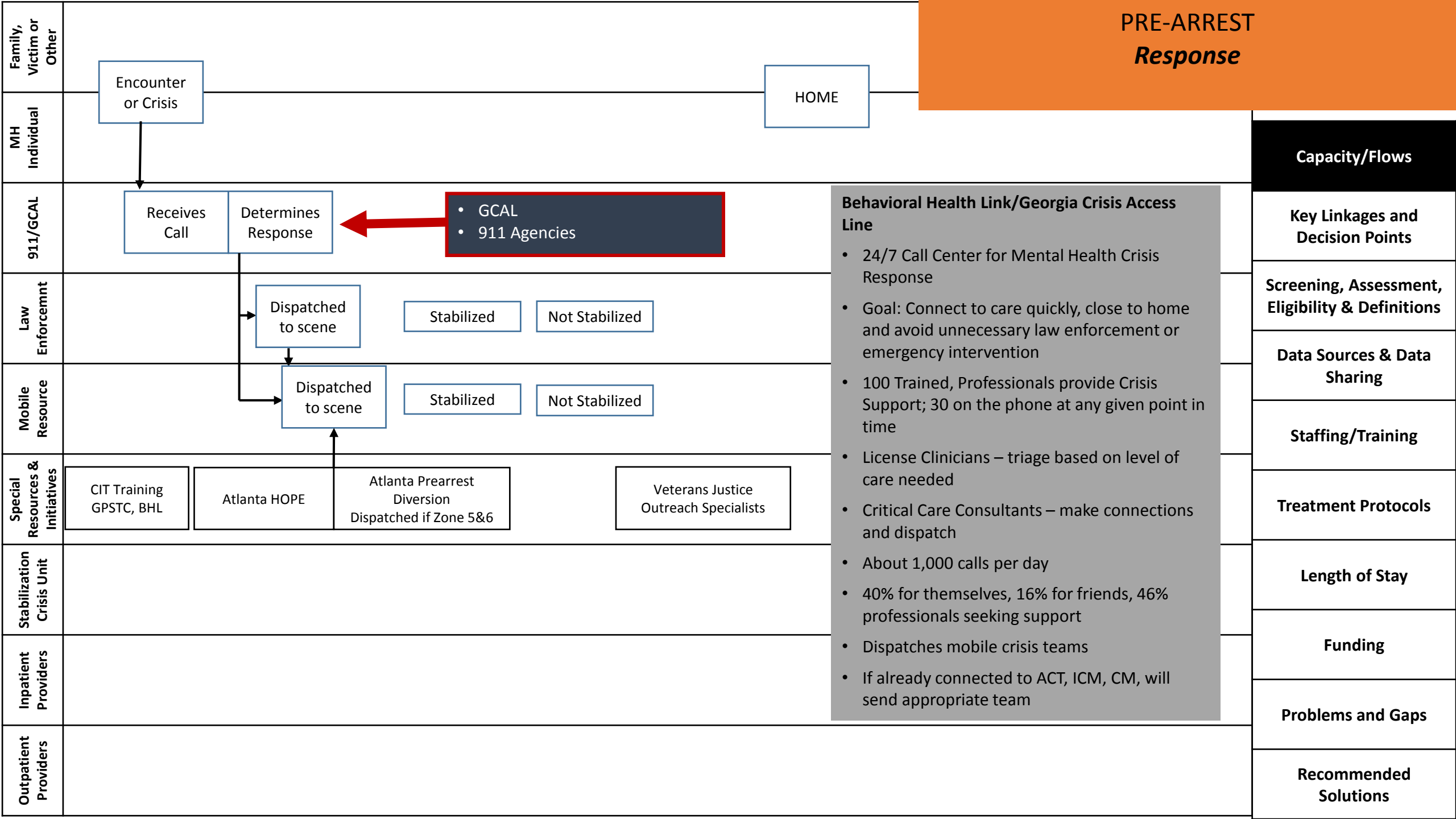
Veterans Justice  
Outreach Specialists

Family, Victim or Other  
MH Individual  
911/GCAL  
Law Enforcement  
Mobile Resource  
Special Resources & Initiatives  
Stabilization Crisis Unit  
Inpatient Providers  
Outpatient Providers





**PRE-ARREST  
Response**



Family, Victim or Other  
MH Individual  
911/GCAL  
Law Enforcement  
Mobile Resource  
Special Resources & Initiatives  
Stabilization Crisis Unit  
Inpatient Providers  
Outpatient Providers

Encounter or Crisis

HOME

Receives Call

Determines Response

- GCAL
- 911 Agencies

**Behavioral Health Link/Georgia Crisis Access Line**

- 24/7 Call Center for Mental Health Crisis Response
- Goal: Connect to care quickly, close to home and avoid unnecessary law enforcement or emergency intervention
- 100 Trained, Professionals provide Crisis Support; 30 on the phone at any given point in time
- License Clinicians – triage based on level of care needed
- Critical Care Consultants – make connections and dispatch
- About 1,000 calls per day
- 40% for themselves, 16% for friends, 46% professionals seeking support
- Dispatches mobile crisis teams
- If already connected to ACT, ICM, CM, will send appropriate team

Dispatched to scene

Stabilized

Not Stabilized

Dispatched to scene

Stabilized

Not Stabilized

CIT Training  
GPSTC, BHL

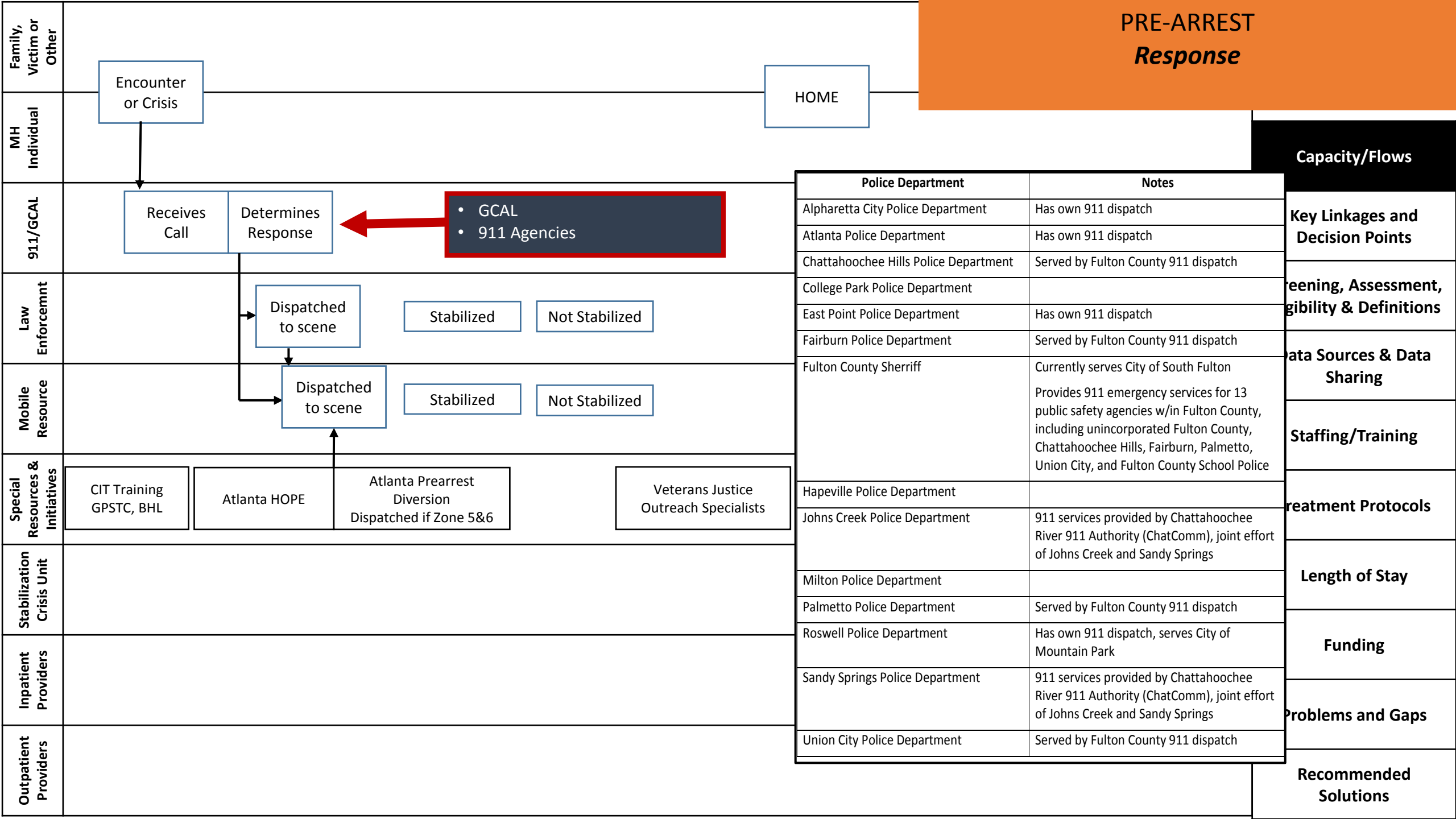
Atlanta HOPE

Atlanta Prearrest  
Diversion  
Dispatched if Zone 5&6

Veterans Justice  
Outreach Specialists

Capacity/Flows  
Key Linkages and Decision Points  
Screening, Assessment, Eligibility & Definitions  
Data Sources & Data Sharing  
Staffing/Training  
Treatment Protocols  
Length of Stay  
Funding  
Problems and Gaps  
Recommended Solutions

# PRE-ARREST Response



Encounter or Crisis

HOME

Receives Call

Determines Response

- GCAL
- 911 Agencies

Dispatched to scene

Stabilized

Not Stabilized

Dispatched to scene

Stabilized

Not Stabilized

CIT Training  
GPSTC, BHL

Atlanta HOPE

Atlanta Prearrest  
Diversion  
Dispatched if Zone 5&6

Veterans Justice  
Outreach Specialists

Police Department	Notes
Alpharetta City Police Department	Has own 911 dispatch
Atlanta Police Department	Has own 911 dispatch
Chattahoochee Hills Police Department	Served by Fulton County 911 dispatch
College Park Police Department	
East Point Police Department	Has own 911 dispatch
Fairburn Police Department	Served by Fulton County 911 dispatch
Fulton County Sherriff	Currently serves City of South Fulton Provides 911 emergency services for 13 public safety agencies w/in Fulton County, including unincorporated Fulton County, Chattahoochee Hills, Fairburn, Palmetto, Union City, and Fulton County School Police
Hapeville Police Department	
Johns Creek Police Department	911 services provided by Chattahoochee River 911 Authority (ChatComm), joint effort of Johns Creek and Sandy Springs
Milton Police Department	
Palmetto Police Department	Served by Fulton County 911 dispatch
Roswell Police Department	Has own 911 dispatch, serves City of Mountain Park
Sandy Springs Police Department	911 services provided by Chattahoochee River 911 Authority (ChatComm), joint effort of Johns Creek and Sandy Springs
Union City Police Department	Served by Fulton County 911 dispatch

Capacity/Flows

Key Linkages and Decision Points

Screening, Assessment, Eligibility & Definitions

Data Sources & Data Sharing

Staffing/Training

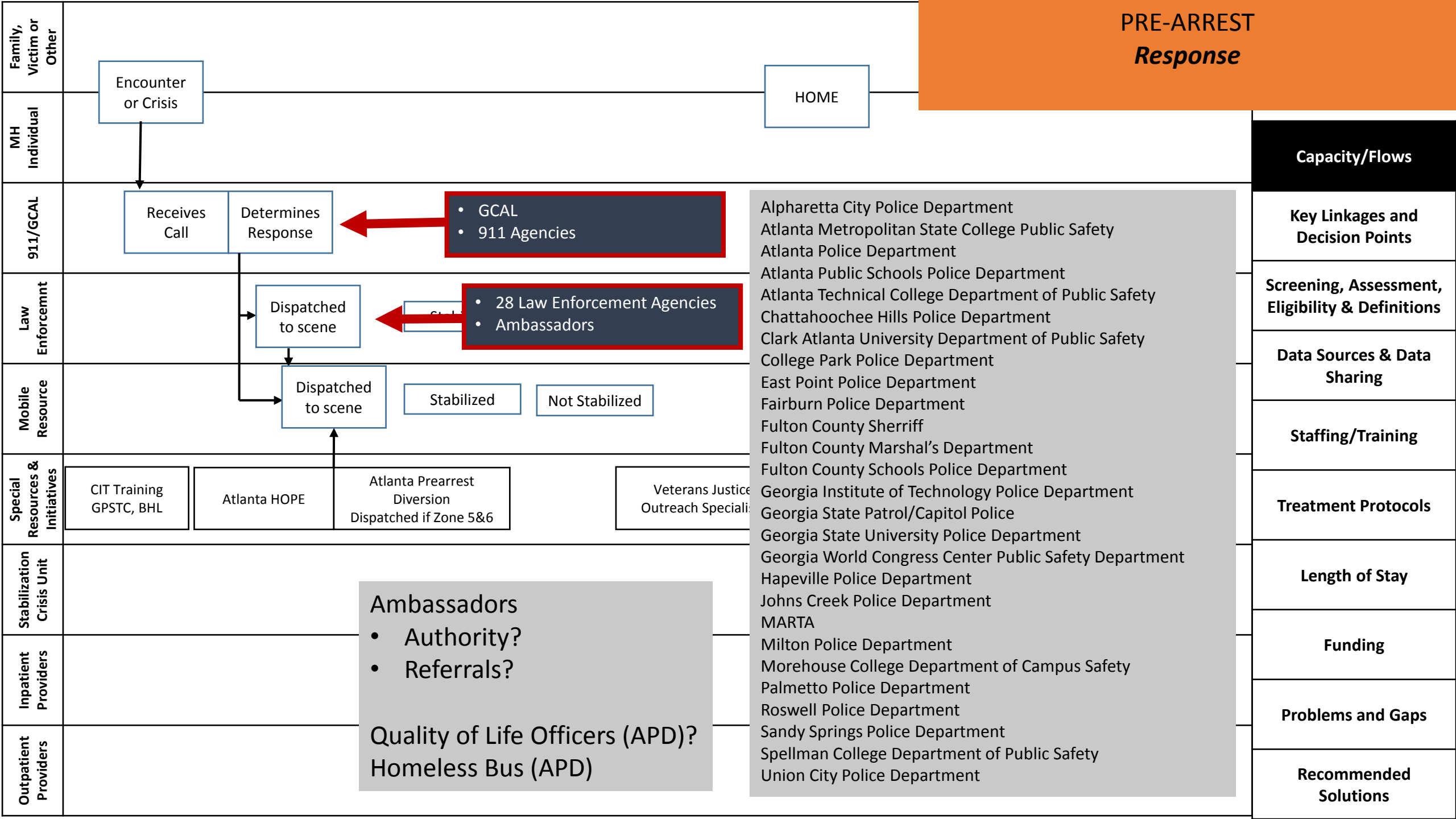
Treatment Protocols

Length of Stay

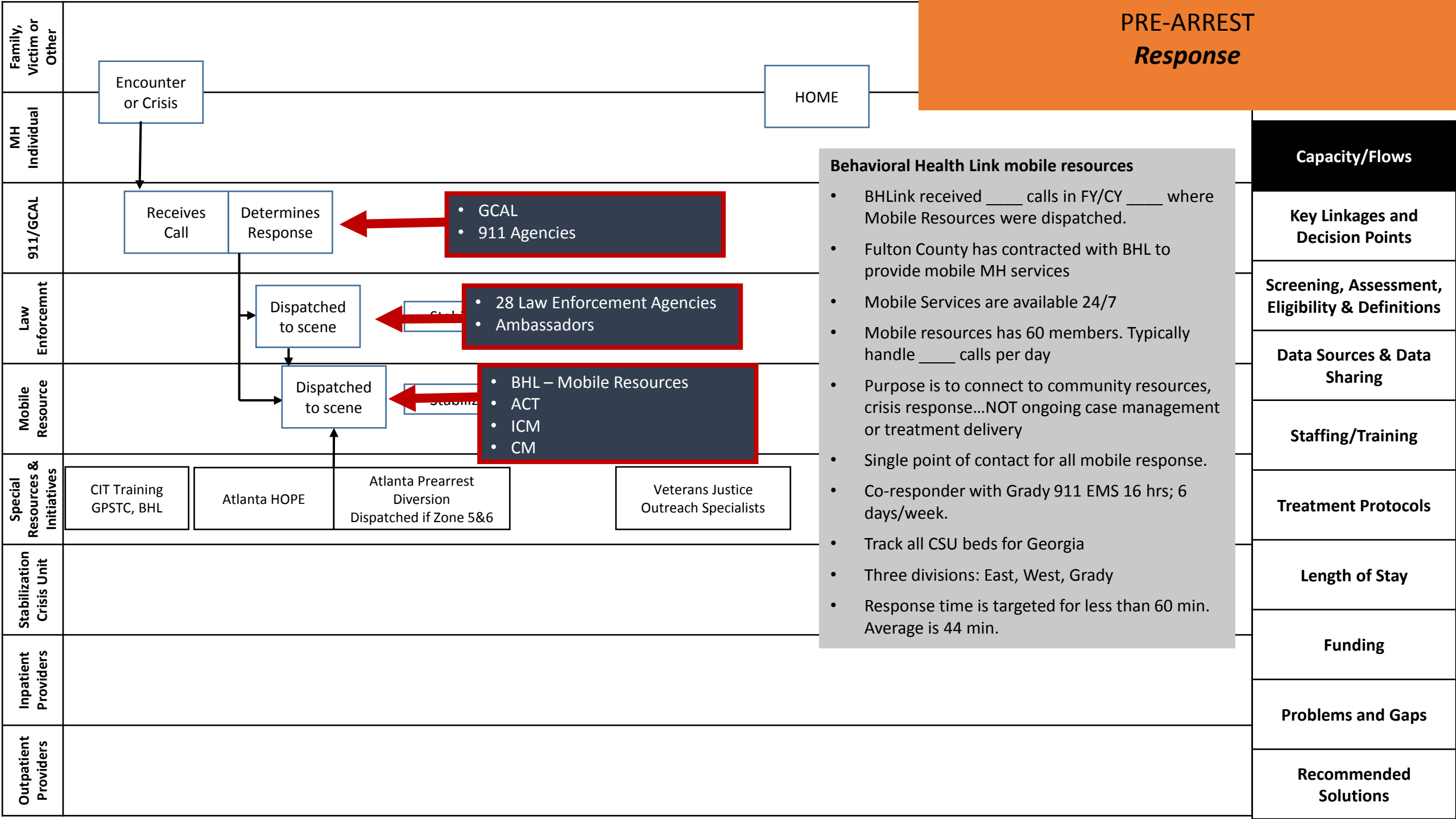
Funding

Problems and Gaps

Recommended Solutions



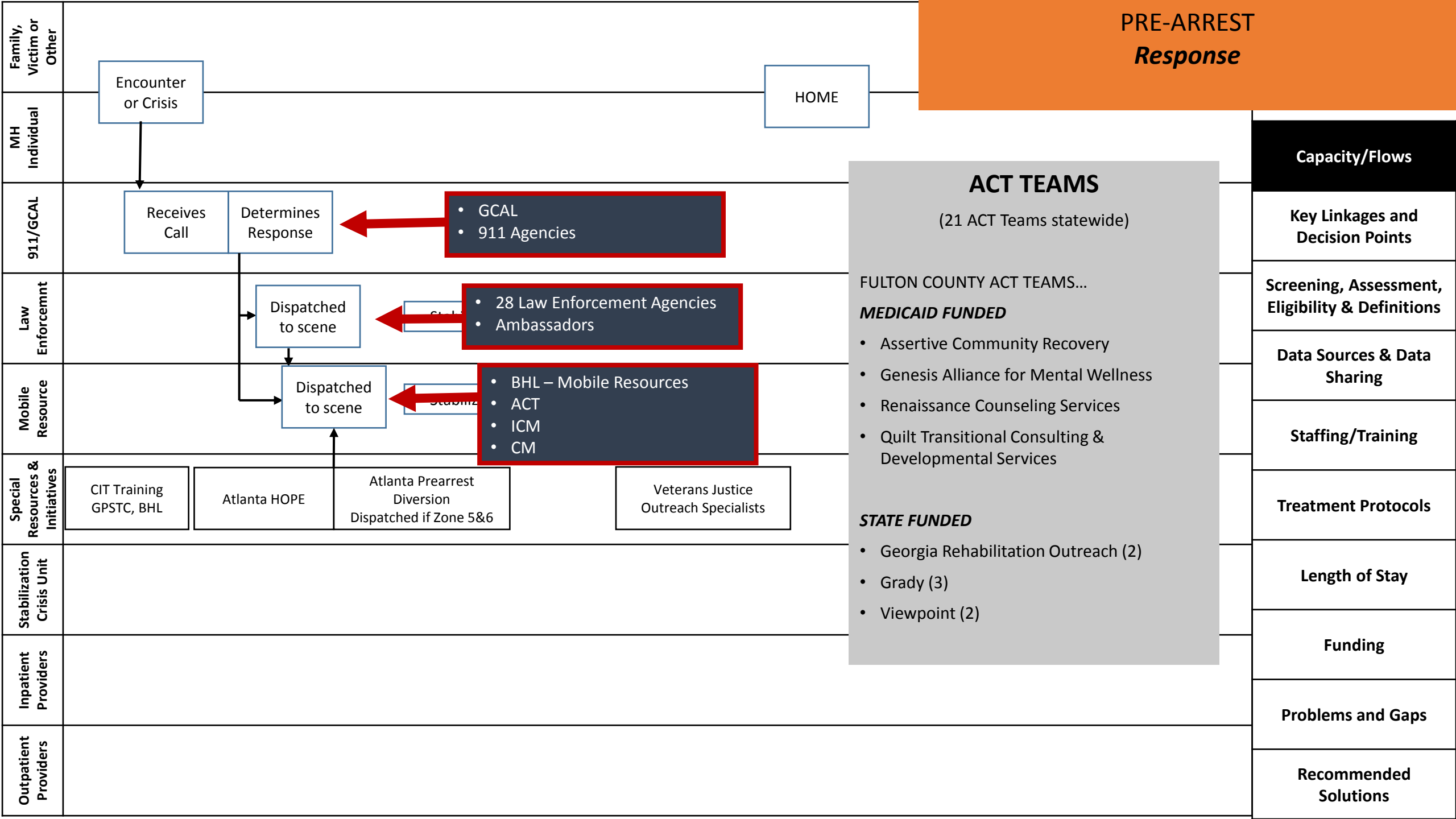
# PRE-ARREST Response

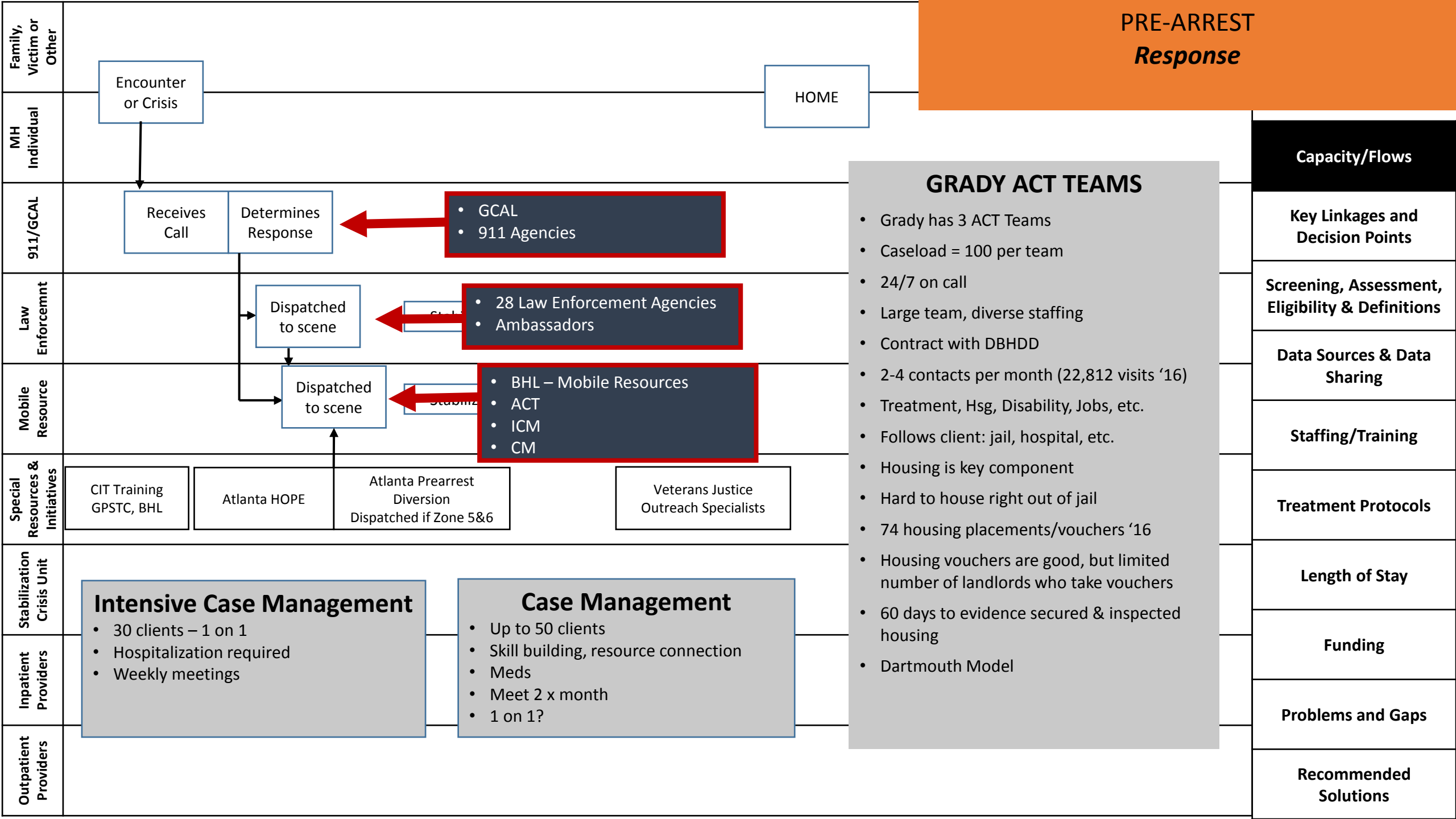


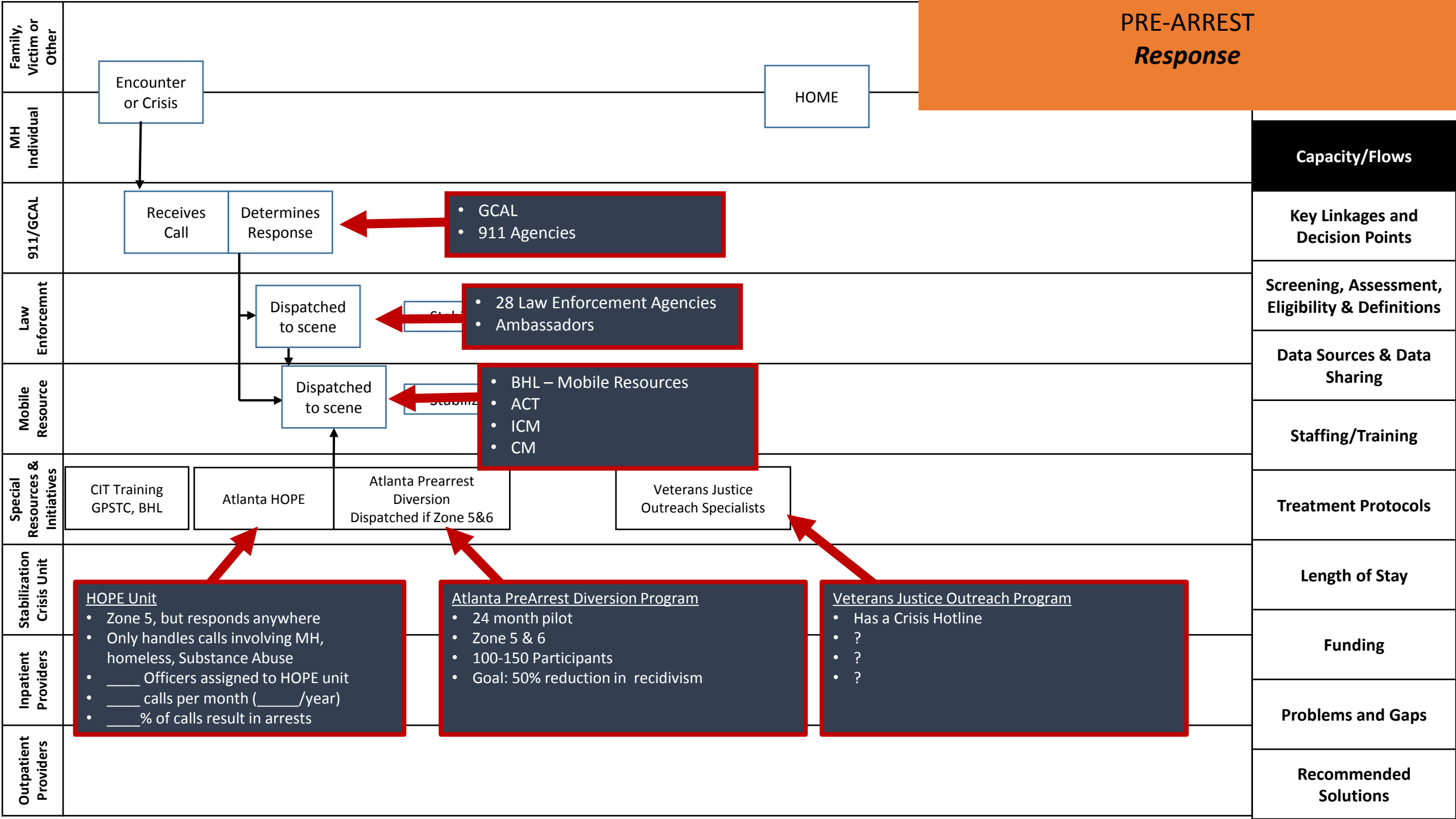
**Behavioral Health Link mobile resources**

- BHLink received \_\_\_ calls in FY/CY \_\_\_ where Mobile Resources were dispatched.
- Fulton County has contracted with BHL to provide mobile MH services
- Mobile Services are available 24/7
- Mobile resources has 60 members. Typically handle \_\_\_ calls per day
- Purpose is to connect to community resources, crisis response...NOT ongoing case management or treatment delivery
- Single point of contact for all mobile response.
- Co-responder with Grady 911 EMS 16 hrs; 6 days/week.
- Track all CSU beds for Georgia
- Three divisions: East, West, Grady
- Response time is targeted for less than 60 min. Average is 44 min.

Capacity/Flows
Key Linkages and Decision Points
Screening, Assessment, Eligibility & Definitions
Data Sources & Data Sharing
Staffing/Training
Treatment Protocols
Length of Stay
Funding
Problems and Gaps
Recommended Solutions

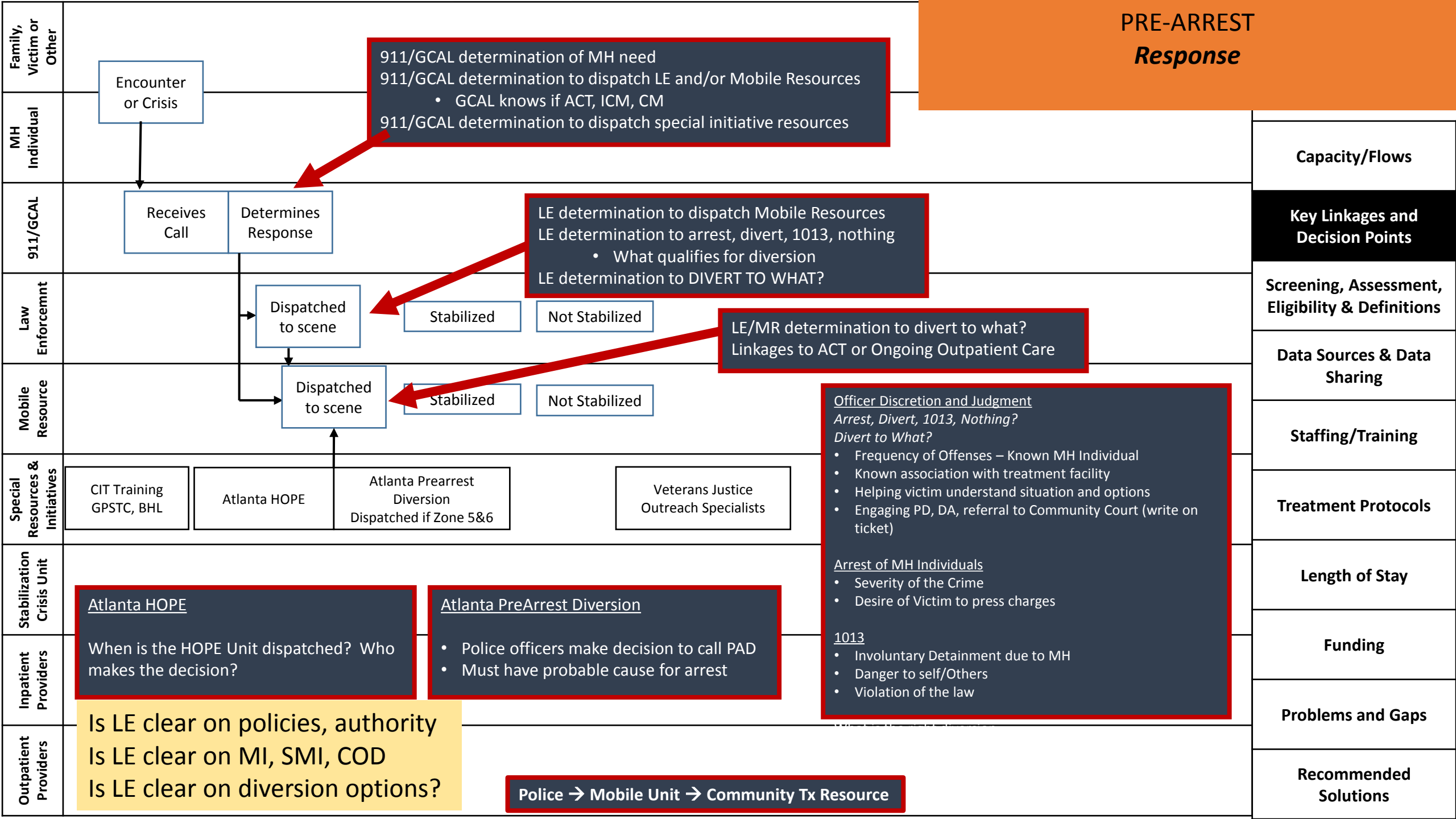




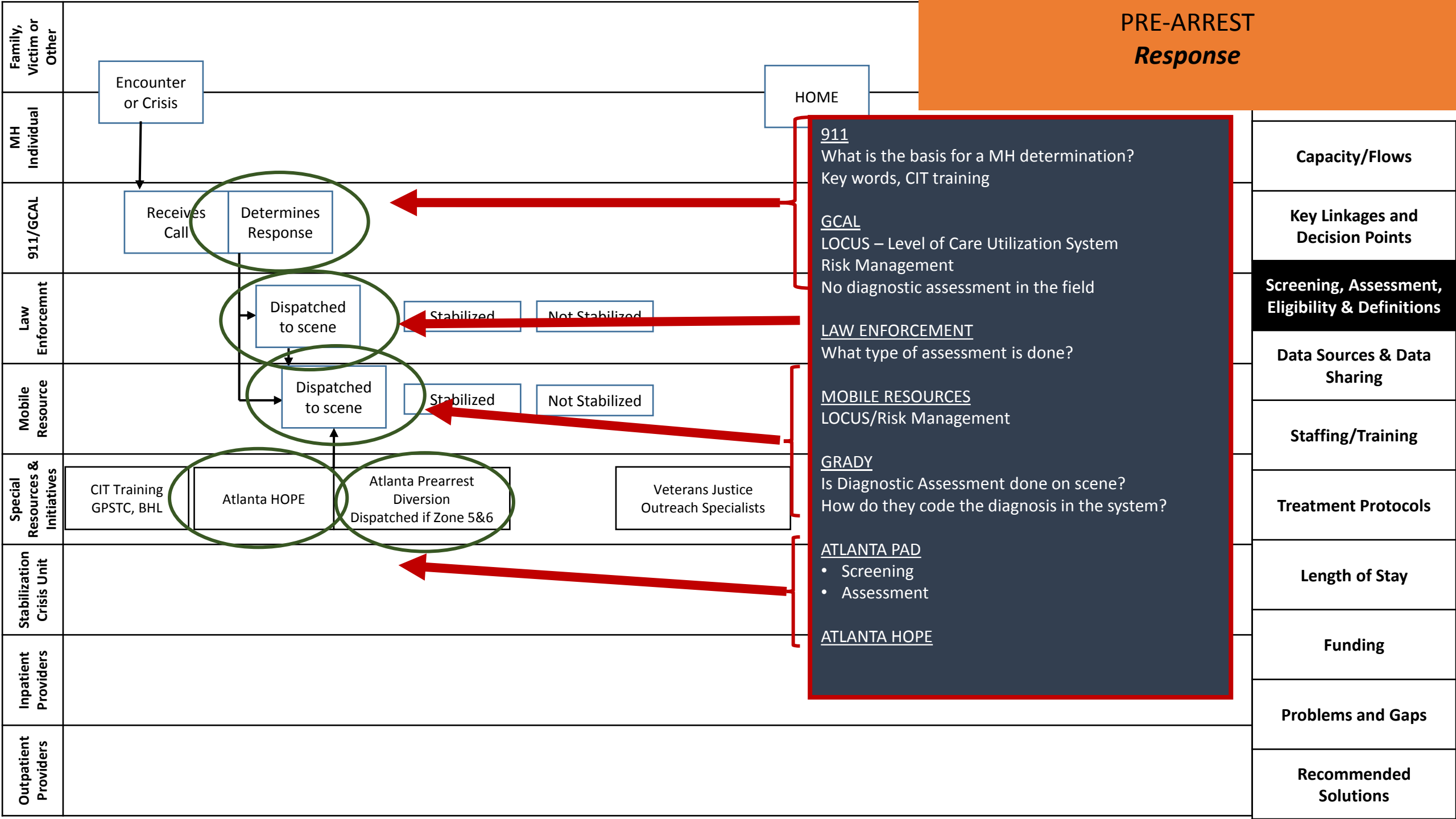




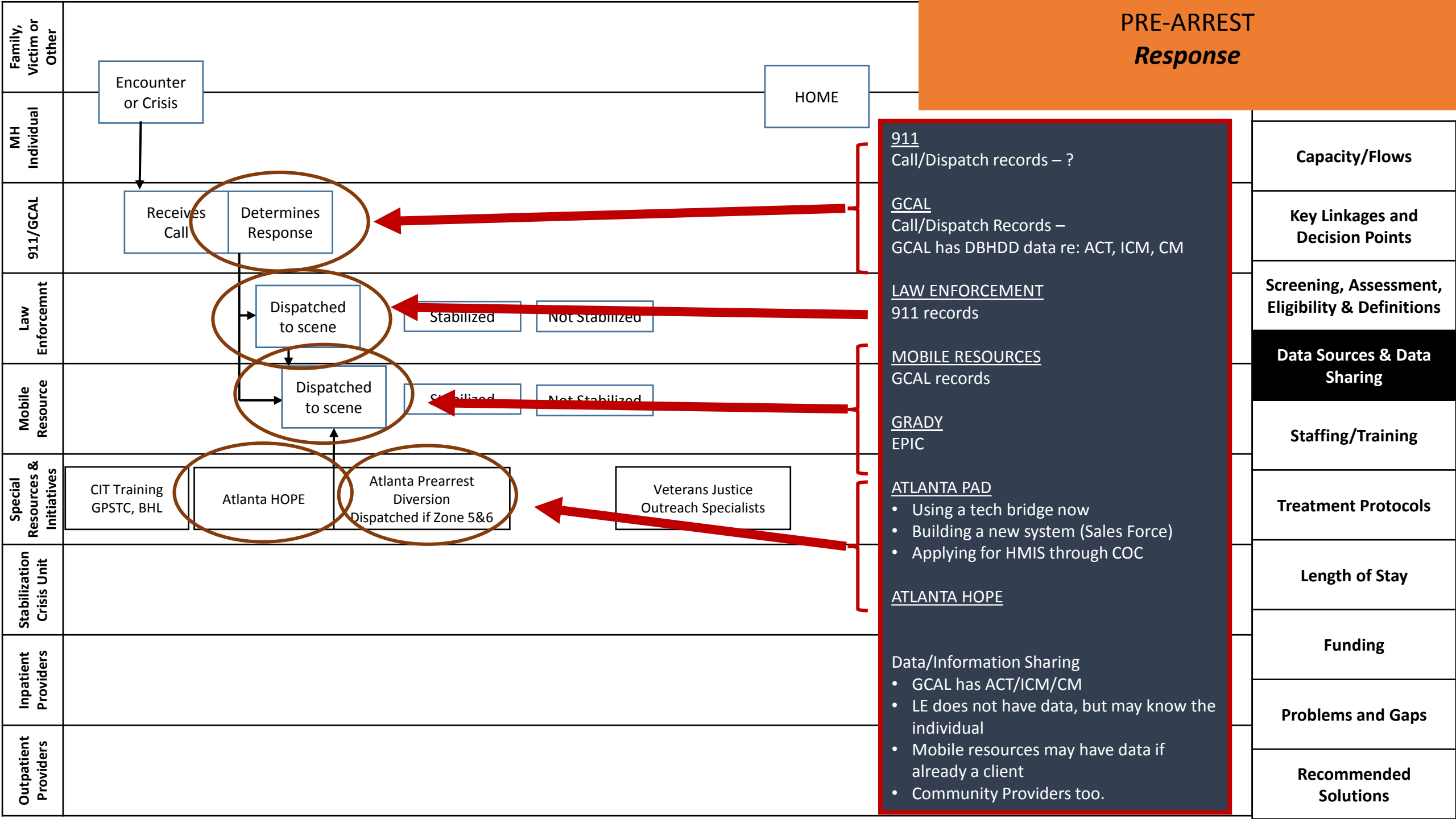
**PRE-ARREST  
Response**



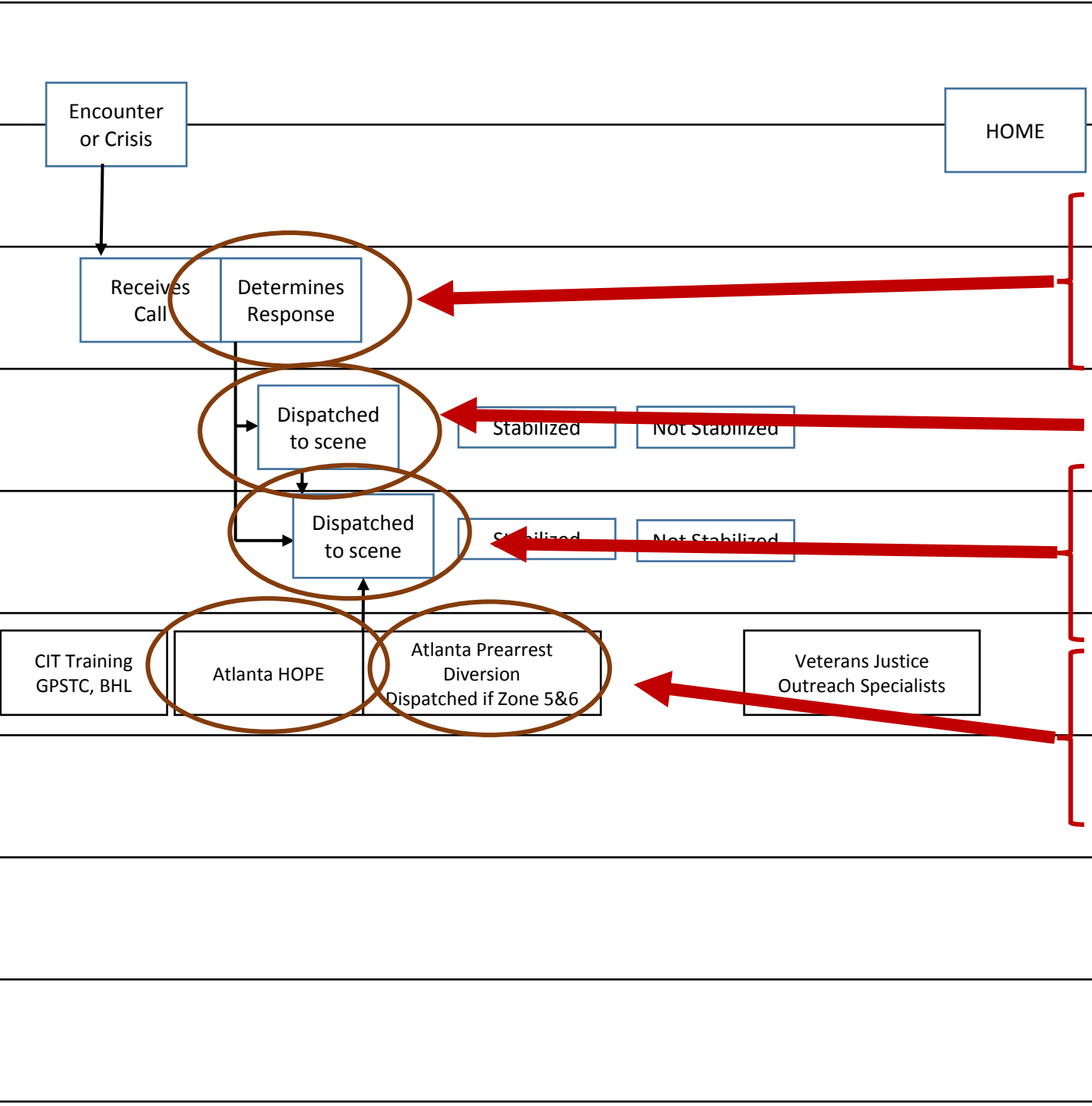
**PRE-ARREST  
Response**



**PRE-ARREST  
Response**



Family, Victim or Other  
MH Individual  
911/GCAL  
Law Enforcement  
Mobile Resource  
Special Resources & Initiatives  
Stabilization Crisis Unit  
Inpatient Providers  
Outpatient Providers



911  
Call/Dispatch records – ?

GCAL  
Call/Dispatch Records –  
GCAL has DBHDD data re: ACT, ICM, CM

LAW ENFORCEMENT  
911 records

MOBILE RESOURCES  
GCAL records

GRADY  
EPIC

ATLANTA PAD

- Using a tech bridge now
- Building a new system (Sales Force)
- Applying for HMIS through COC

ATLANTA HOPE

Data/Information Sharing

- GCAL has ACT/ICM/CM
- LE does not have data, but may know the individual
- Mobile resources may have data if already a client
- Community Providers too.

Capacity/Flows

Key Linkages and Decision Points

Screening, Assessment, Eligibility & Definitions

Data Sources & Data Sharing

Staffing/Training

Treatment Protocols

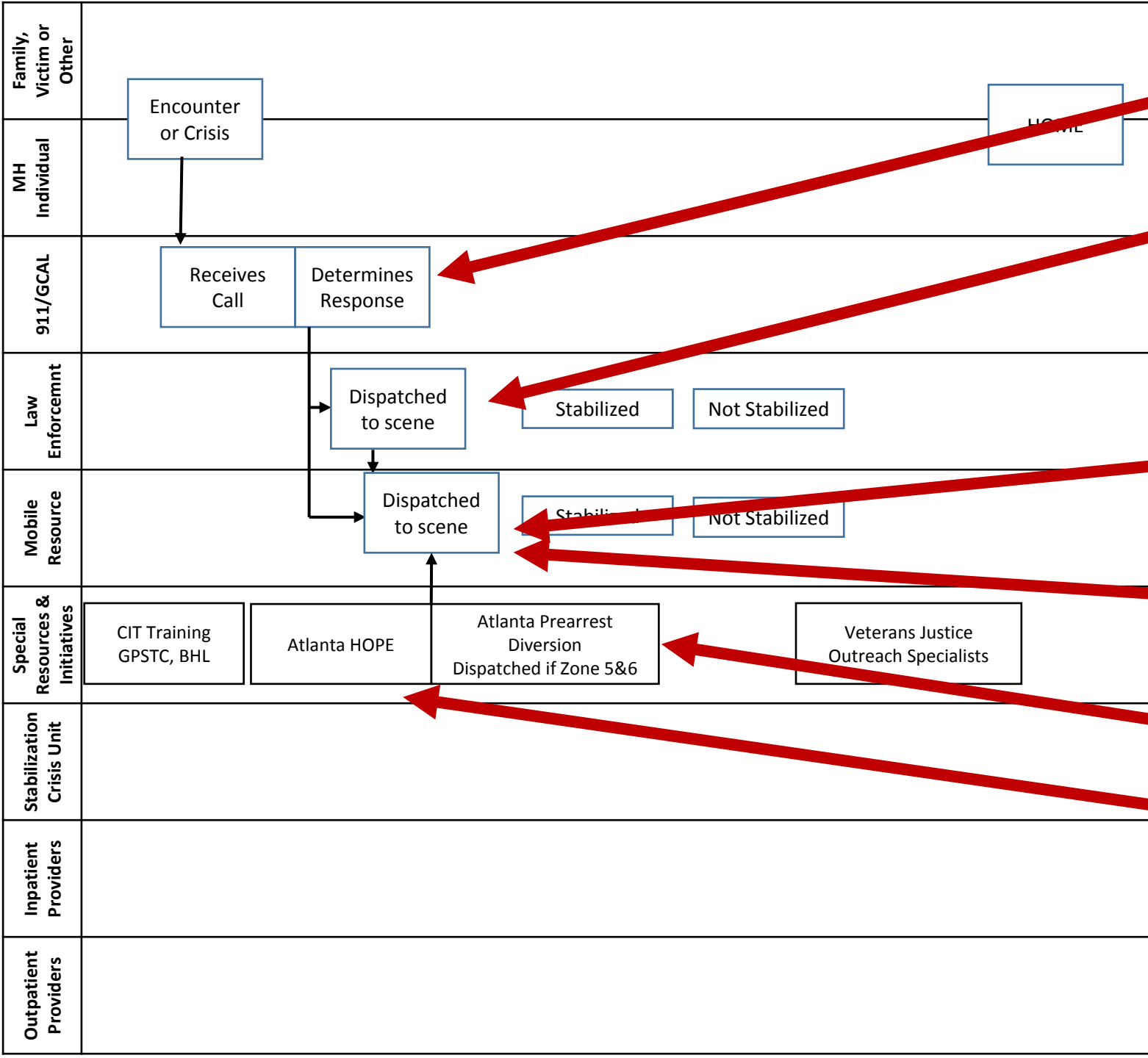
Length of Stay

Funding

Problems and Gaps

Recommended Solutions

# PRE-ARREST Response



**911**  
 \_\_\_ Call Takers in FC 911  
 \_\_\_ Call Takers in ATL 911  
 MH training...

**Law Enforcement**  
 • Approx. 500 of 1800 officers ATL PD CIT trained  
 • CIT Training part of Basic Training  
 • In-service training is opportunity to refresh CIT  
 • NAMI was provider; Now GPSTC  
 • GBI pays for some level of CIT training

**Mobile Crisis Unit**  
 60 Mobile Resources  
 100 Call center staff (Clinicians, Care Consultants, Peer Specialists)

**ACT, ICM, CM**  
 ACT – See chart  
 ICM - Clinicians  
 CM - Clinicians

**HOPE Unit**  
 • Training...

**Atlanta PreArrest Diversion Program**  
 1 Director  
 2 Care Navigators (Peers)  
 1 Resource Specialists  
 40 Trained APD, MARTA, FC, GSU officers  
 Coordinated Social Service Provider Network

CIT Training

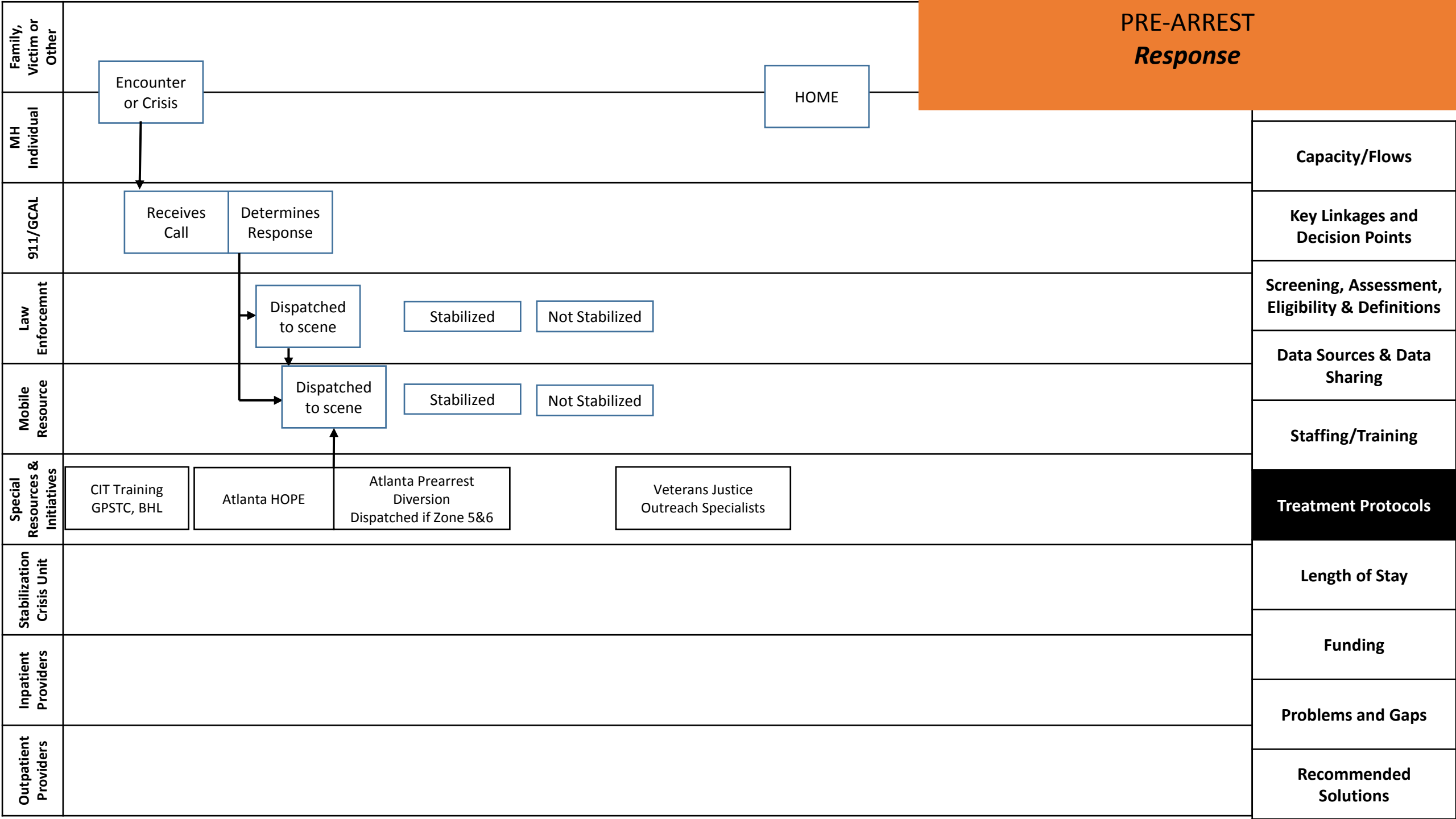
Capacity/Flows
Key Linkages and Decision Points
Screening, Assessment, Eligibility & Definitions
Data Sources & Data Sharing
Staffing/Training
Treatment Protocols
Length of Stay
Funding
Problems and Gaps
Recommended Solutions

## ACT Staffing Plan per maximum 100 Consumers served

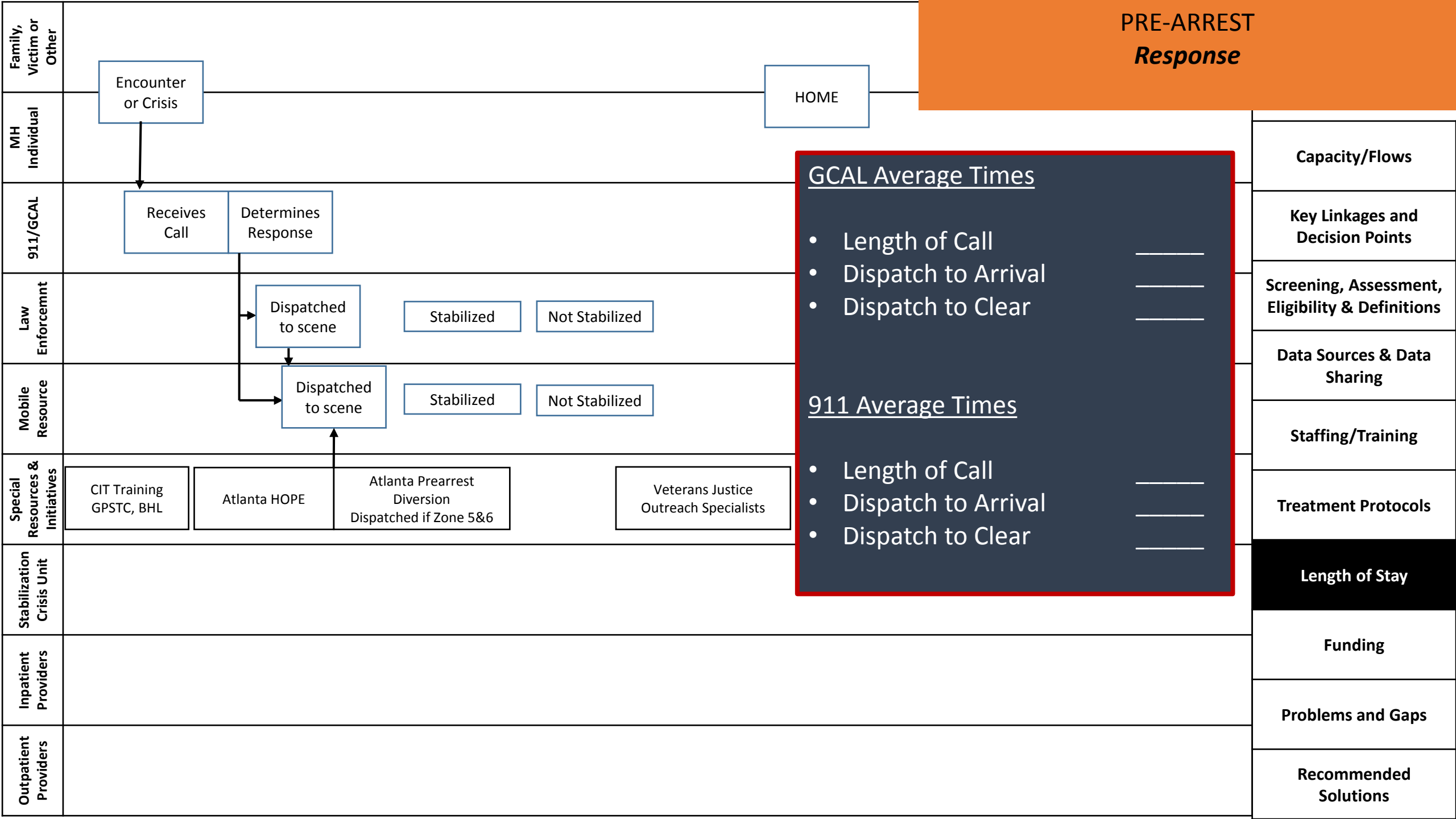
Position	FTE	Minimum Dedicated Hours per week	**Required Agency Employees	Consumer Capacity
Team Leader	1.0	32	X	
Psychiatrist	.75	24		51-75 = .75 MD >76 = 1 MD
RN	1.75	56	X	51-75 consumers = 1.75 RN >76 = 2 RNs
SA Practitioner	.5		X	> 50 consumers with a co-occurring Dx= 1 SA
Licensed or Associate-Licensed Clinician under supervision	1.0	32	X	75
CPS	1.0	32	X	1 > 50 consumers
Vocational Specialist	1.0	32	X	75
Para Professional	1.0	32	X	75
Other	1.5			75
Total	10			

\* **ACT teams are expected to maintain an average daily census of 75**

\*At least 2/3 staff must be Agency Employees (not contracted/1099).



**PRE-ARREST  
Response**



GCAL Average Times

- Length of Call \_\_\_\_\_
- Dispatch to Arrival \_\_\_\_\_
- Dispatch to Clear \_\_\_\_\_

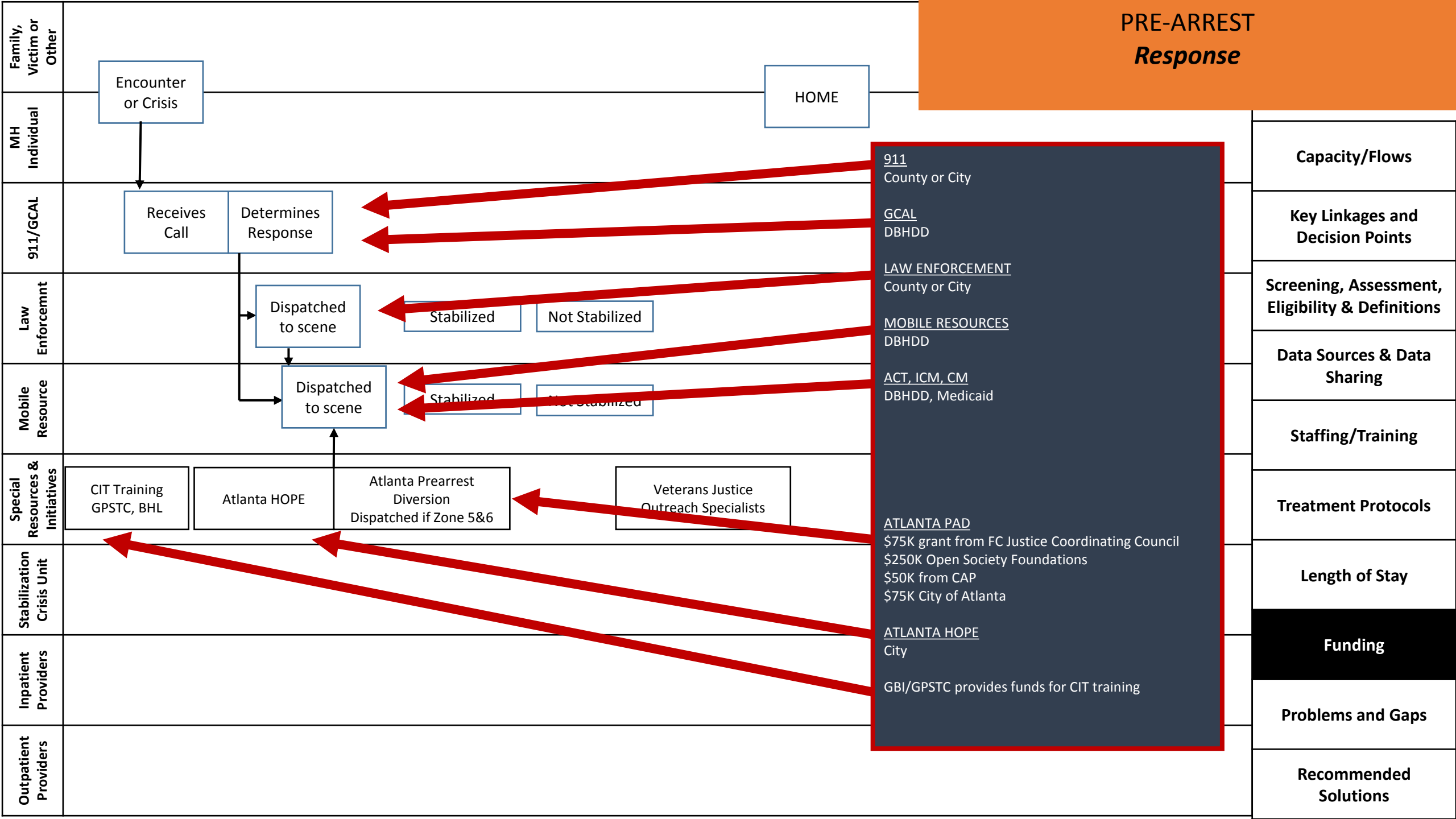
911 Average Times

- Length of Call \_\_\_\_\_
- Dispatch to Arrival \_\_\_\_\_
- Dispatch to Clear \_\_\_\_\_

Capacity/Flows
Key Linkages and Decision Points
Screening, Assessment, Eligibility & Definitions
Data Sources & Data Sharing
Staffing/Training
Treatment Protocols
Length of Stay
Funding
Problems and Gaps
Recommended Solutions

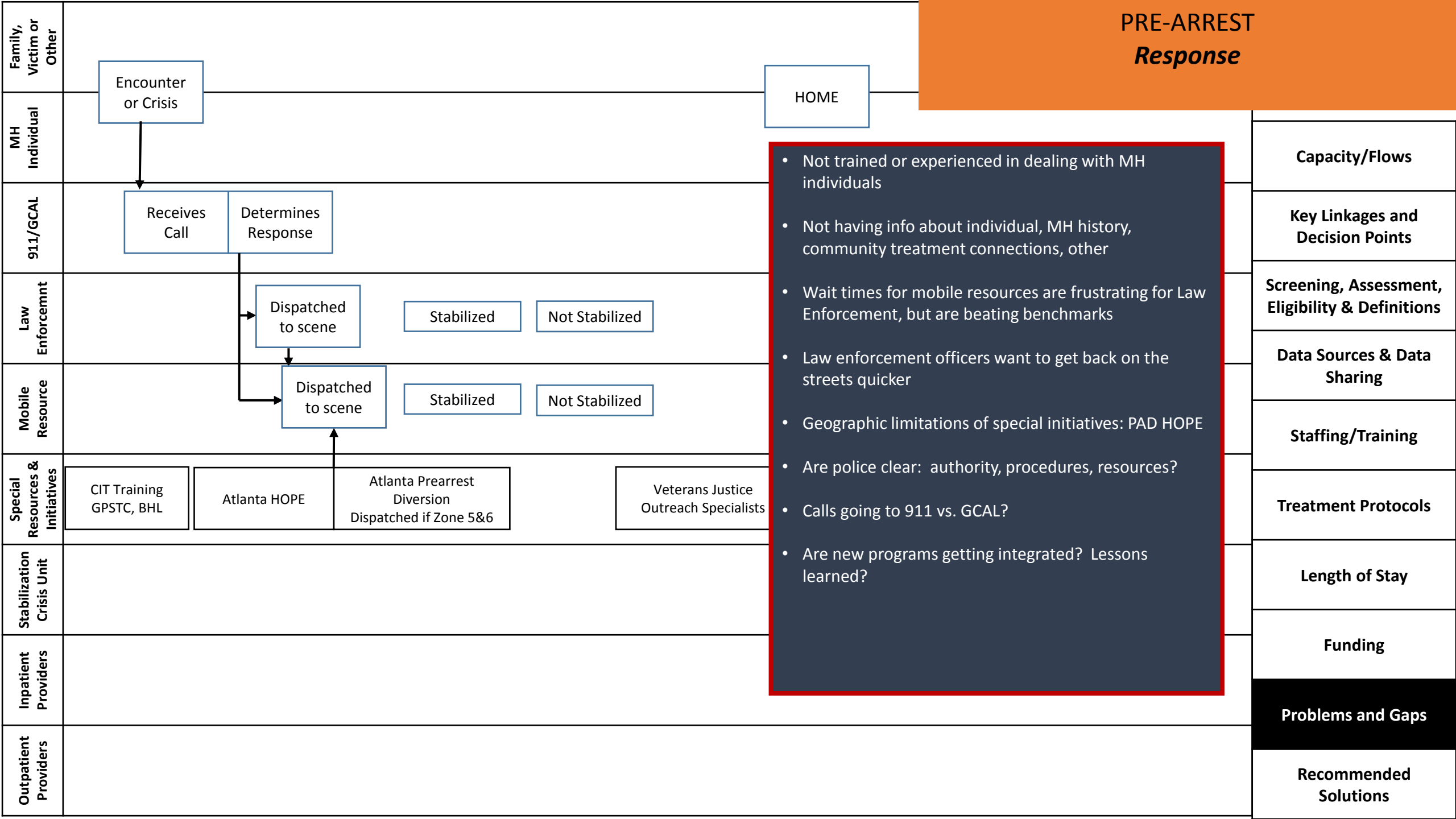
Family, Victim or Other
MH Individual
911/GCAL
Law Enforcement
Mobile Resource
Special Resources & Initiatives
Stabilization Crisis Unit
Inpatient Providers
Outpatient Providers

**PRE-ARREST  
Response**



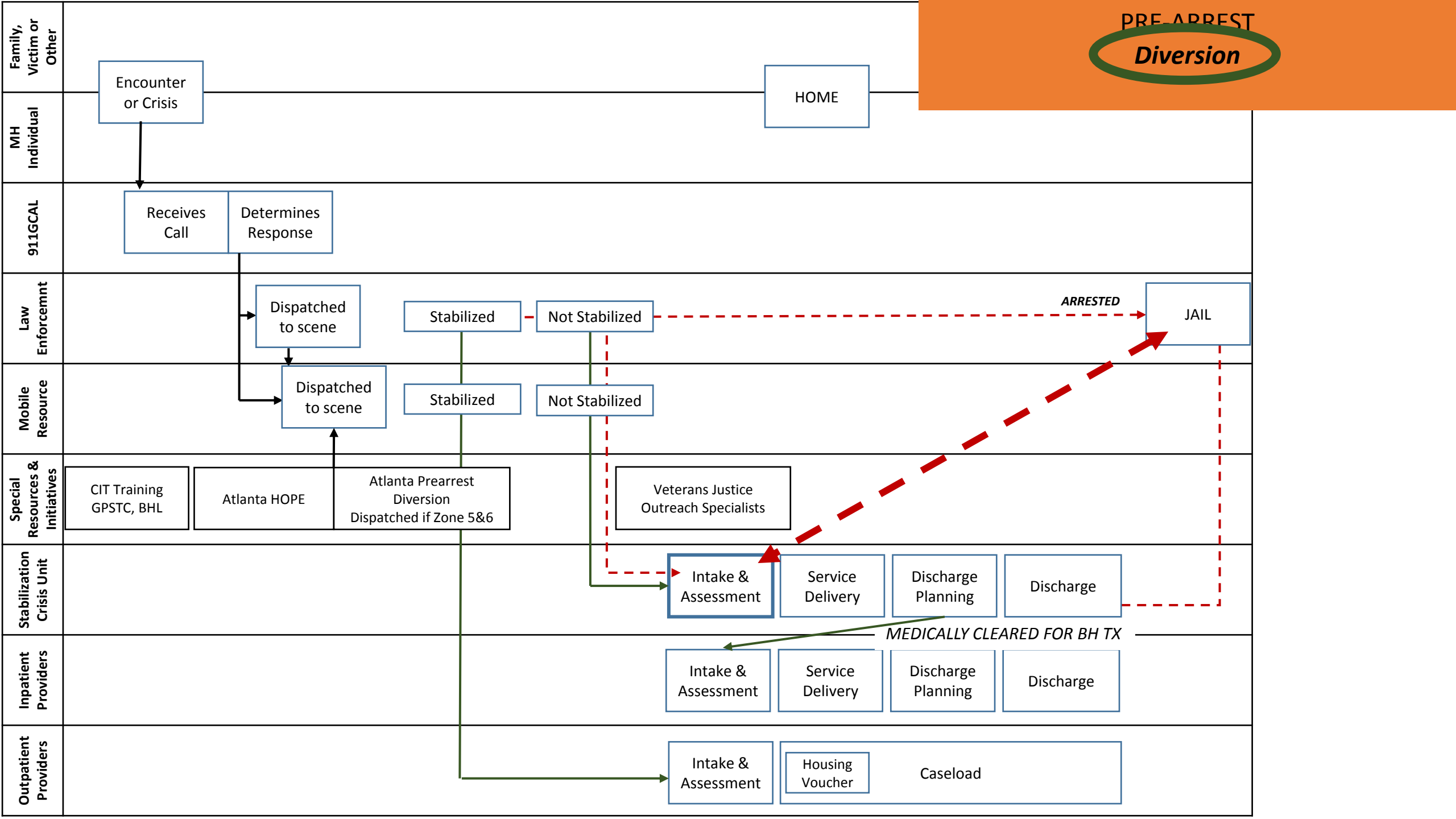


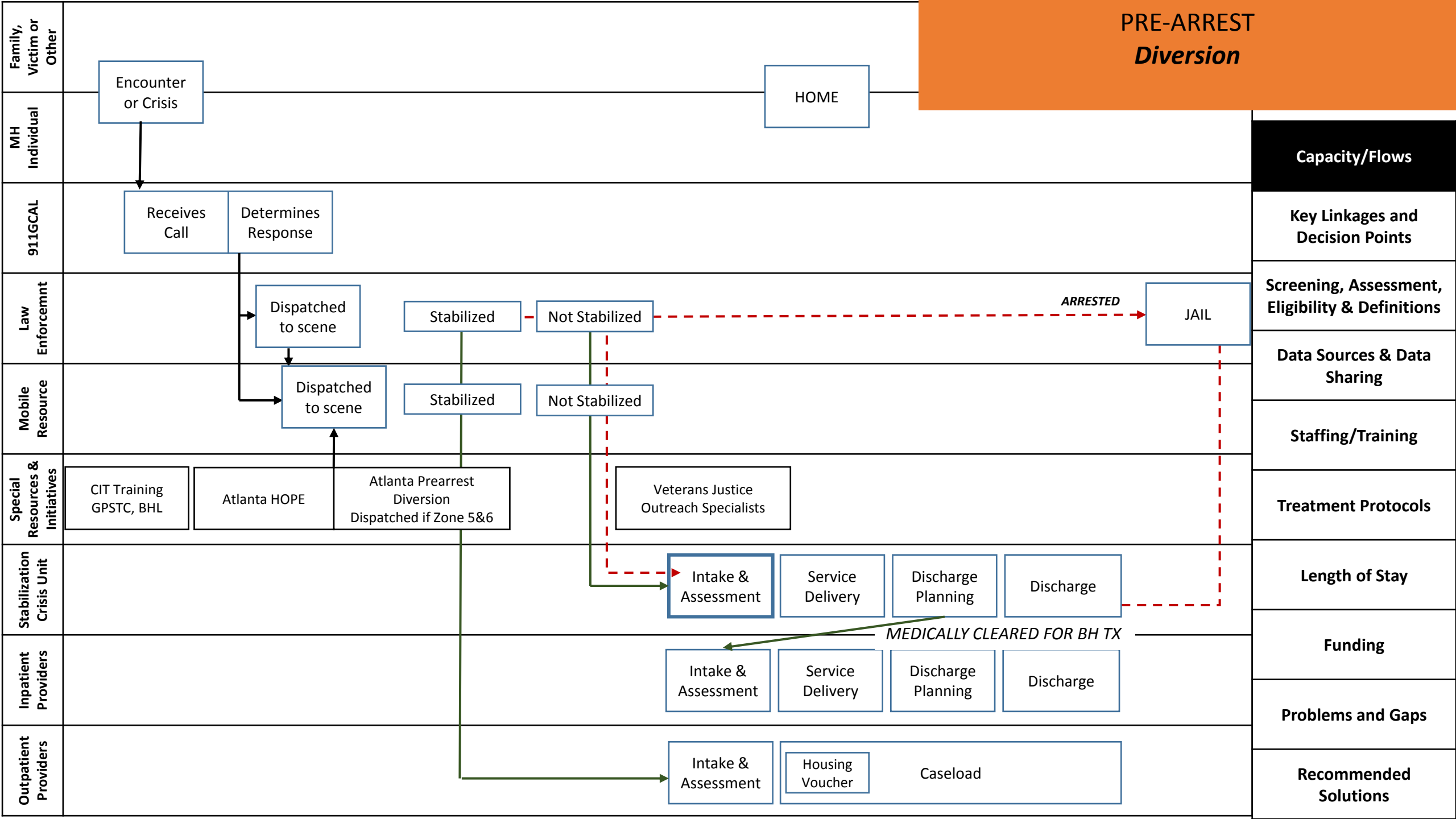
**PRE-ARREST  
Response**



- Not trained or experienced in dealing with MH individuals
- Not having info about individual, MH history, community treatment connections, other
- Wait times for mobile resources are frustrating for Law Enforcement, but are beating benchmarks
- Law enforcement officers want to get back on the streets quicker
- Geographic limitations of special initiatives: PAD HOPE
- Are police clear: authority, procedures, resources?
- Calls going to 911 vs. GCAL?
- Are new programs getting integrated? Lessons learned?

Capacity/Flows
Key Linkages and Decision Points
Screening, Assessment, Eligibility & Definitions
Data Sources & Data Sharing
Staffing/Training
Treatment Protocols
Length of Stay
Funding
Problems and Gaps
Recommended Solutions





**PRE-ARREST  
Diversion**

**Capacity/Flows**

**Key Linkages and  
Decision Points**

**Screening, Assessment,  
Eligibility & Definitions**

**Data Sources & Data  
Sharing**

**Staffing/Training**

**Treatment Protocols**

**Length of Stay**

**Funding**

**Problems and Gaps**

**Recommended  
Solutions**

Encounter  
or Crisis

HOME

Receives  
Call

Determines  
Response

Dispatched  
to scene

Stabilized

Not Stabilized

*ARRESTED*

JAIL

Dispatched  
to scene

Stabilized

Not Stabilized

CIT Training  
GPSTC, BHL

Atlanta HOPE

Atlanta Prearrest  
Diversion  
Dispatched if Zone 5&6

Veterans Justice  
Outreach Specialists

Intake &  
Assessment

Service  
Delivery

Discharge  
Planning

Discharge

*MEDICALLY CLEARED FOR BH TX*

Intake &  
Assessment

Service  
Delivery

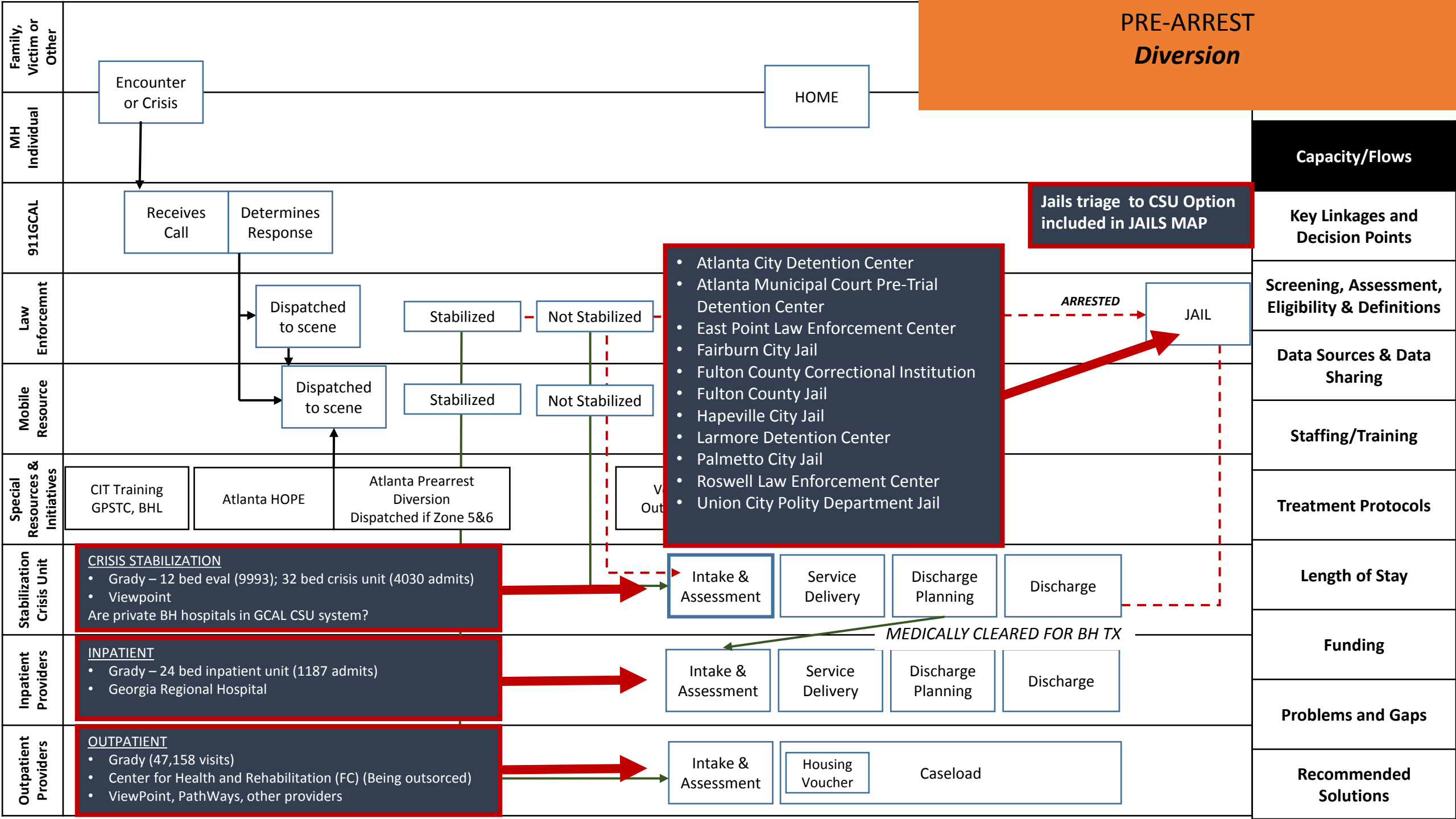
Discharge  
Planning

Discharge

Intake &  
Assessment

Housing  
Voucher

Caseload



**PRE-ARREST  
Diversion**

Family, Victim or Other  
MH Individual  
911GCAL  
Law Enforcement  
Mobile Resource  
Special Resources & Initiatives  
Stabilization Crisis Unit  
Inpatient Providers  
Outpatient Providers

Capacity/Flows  
Key Linkages and Decision Points  
Screening, Assessment, Eligibility & Definitions  
Data Sources & Data Sharing  
Staffing/Training  
Treatment Protocols  
Length of Stay  
Funding  
Problems and Gaps  
Recommended Solutions

Encounter or Crisis

HOME

Receives Call

Determines Response

Jails triage to CSU Option included in JAILS MAP

Dispatched to scene

Stabilized

Not Stabilized

Dispatched to scene

Stabilized

Not Stabilized

- Atlanta City Detention Center
- Atlanta Municipal Court Pre-Trial Detention Center
- East Point Law Enforcement Center
- Fairburn City Jail
- Fulton County Correctional Institution
- Fulton County Jail
- Hapeville City Jail
- Larmore Detention Center
- Palmetto City Jail
- Roswell Law Enforcement Center
- Union City Polity Department Jail

ARRESTED

JAIL

**CRISIS STABILIZATION**

- Grady – 12 bed eval (9993); 32 bed crisis unit (4030 admits)
- Viewpoint

Are private BH hospitals in GCAL CSU system?

Intake & Assessment

Service Delivery

Discharge Planning

Discharge

**INPATIENT**

- Grady – 24 bed inpatient unit (1187 admits)
- Georgia Regional Hospital

Intake & Assessment

Service Delivery

Discharge Planning

Discharge

**OUTPATIENT**

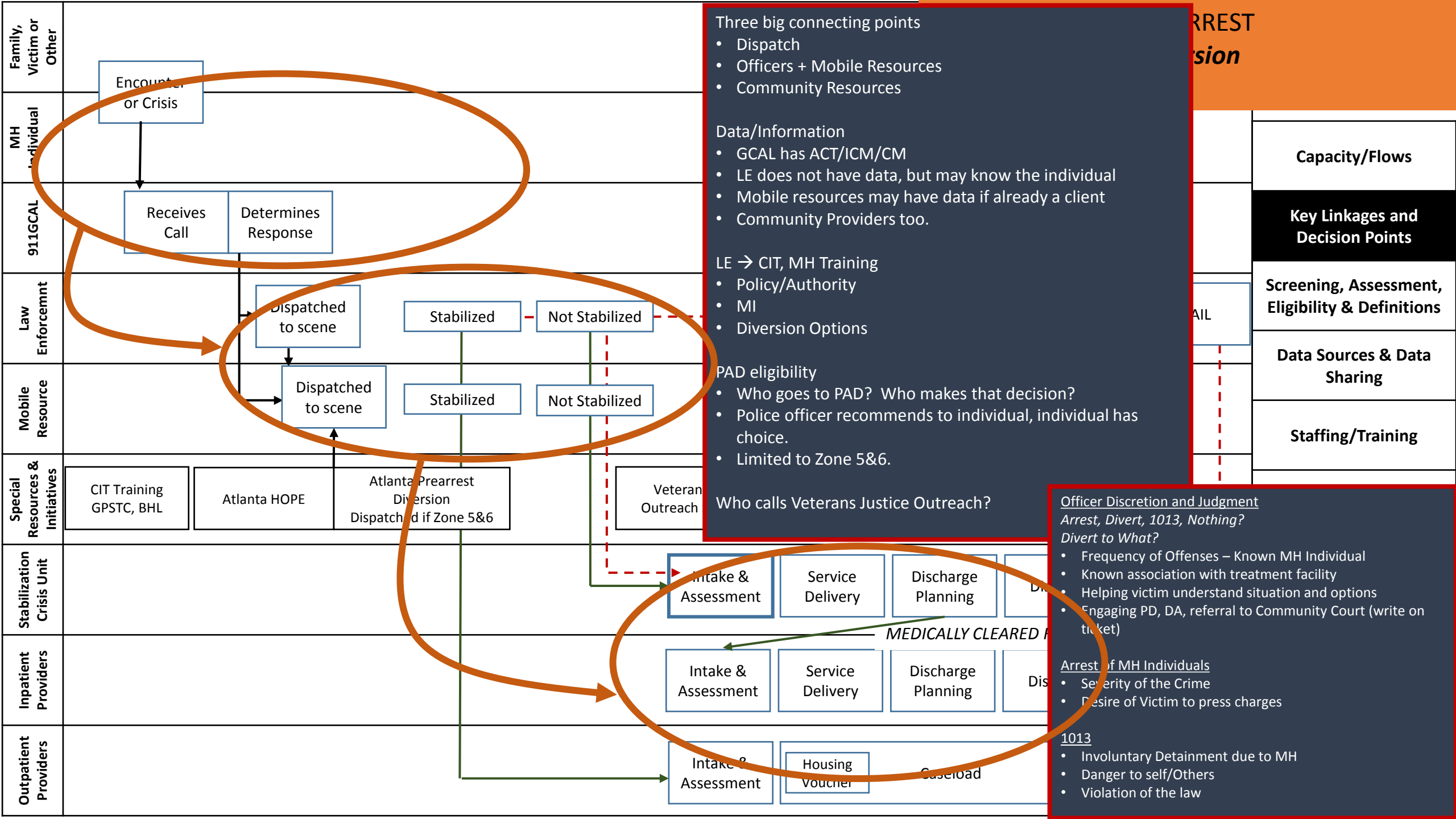
- Grady (47,158 visits)
- Center for Health and Rehabilitation (FC) (Being outsourced)
- ViewPoint, PathWays, other providers

Intake & Assessment

Housing Voucher

Caseload

MEDICALLY CLEARED FOR BH TX



Three big connecting points

- Dispatch
- Officers + Mobile Resources
- Community Resources

Data/Information

- GCAL has ACT/ICM/CM
- LE does not have data, but may know the individual
- Mobile resources may have data if already a client
- Community Providers too.

LE → CIT, MH Training

- Policy/Authority
- MI
- Diversion Options

PAD eligibility

- Who goes to PAD? Who makes that decision?
- Police officer recommends to individual, individual has choice.
- Limited to Zone 5&6.

Who calls Veterans Justice Outreach?

ARREST	
<i>Decision</i>	
	Capacity/Flows
	Key Linkages and Decision Points
AIL	Screening, Assessment, Eligibility & Definitions
	Data Sources & Data Sharing
	Staffing/Training

Officer Discretion and Judgment  
 Arrest, Divert, 1013, Nothing?  
 Divert to What?

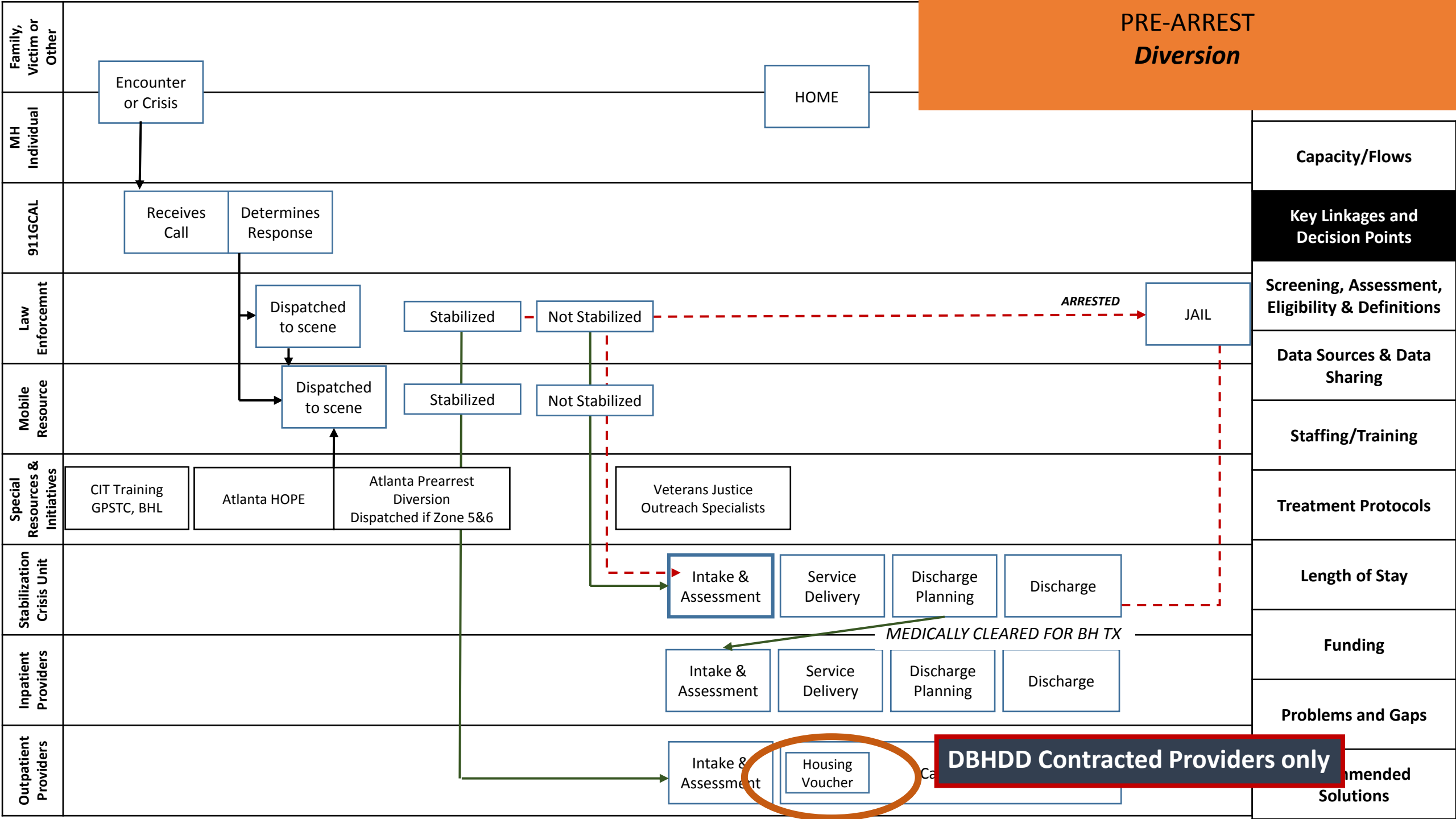
- Frequency of Offenses – Known MH Individual
- Known association with treatment facility
- Helping victim understand situation and options
- Engaging PD, DA, referral to Community Court (write on ticket)

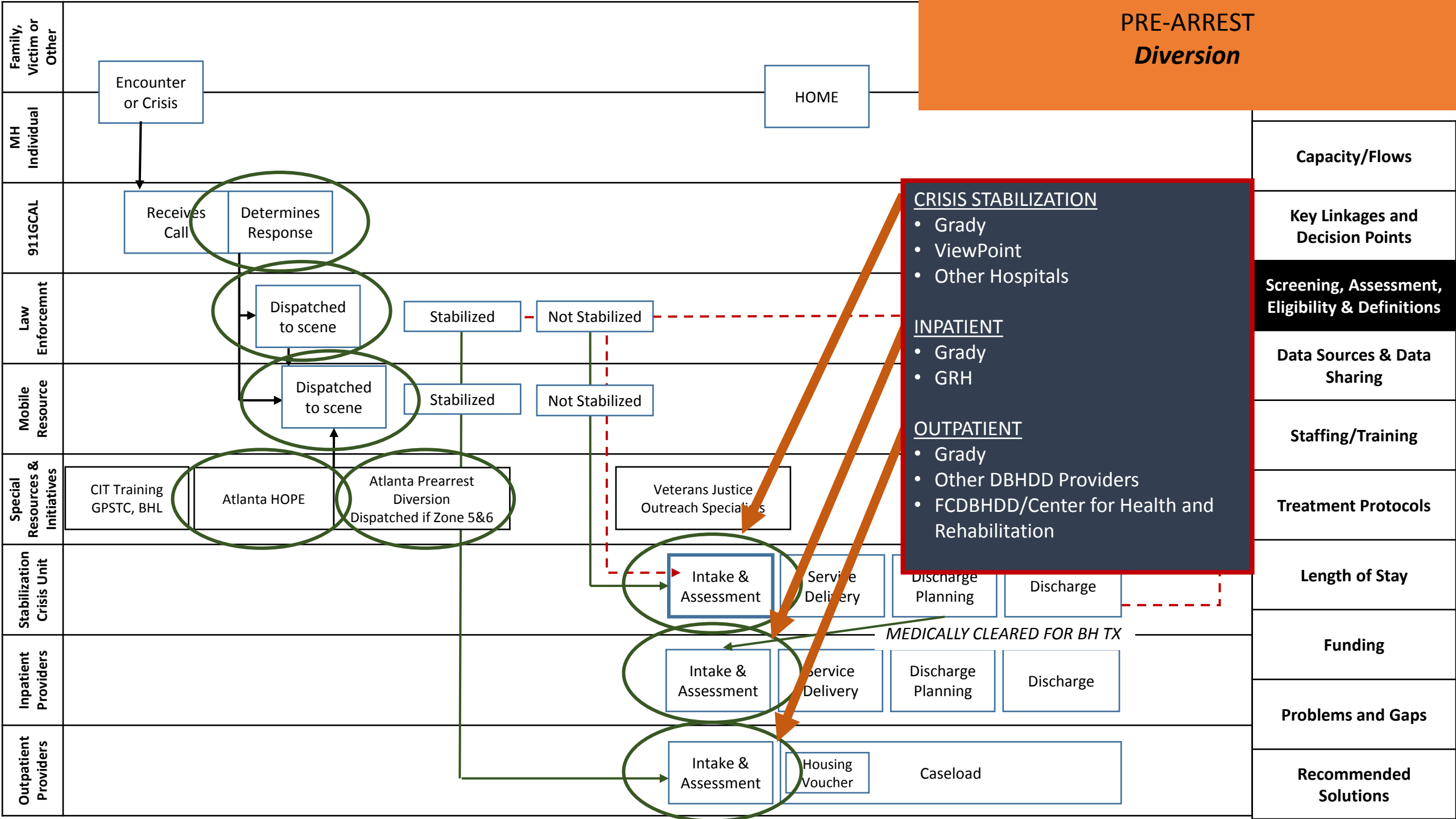
Arrest of MH Individuals

- Severity of the Crime
- Desire of Victim to press charges

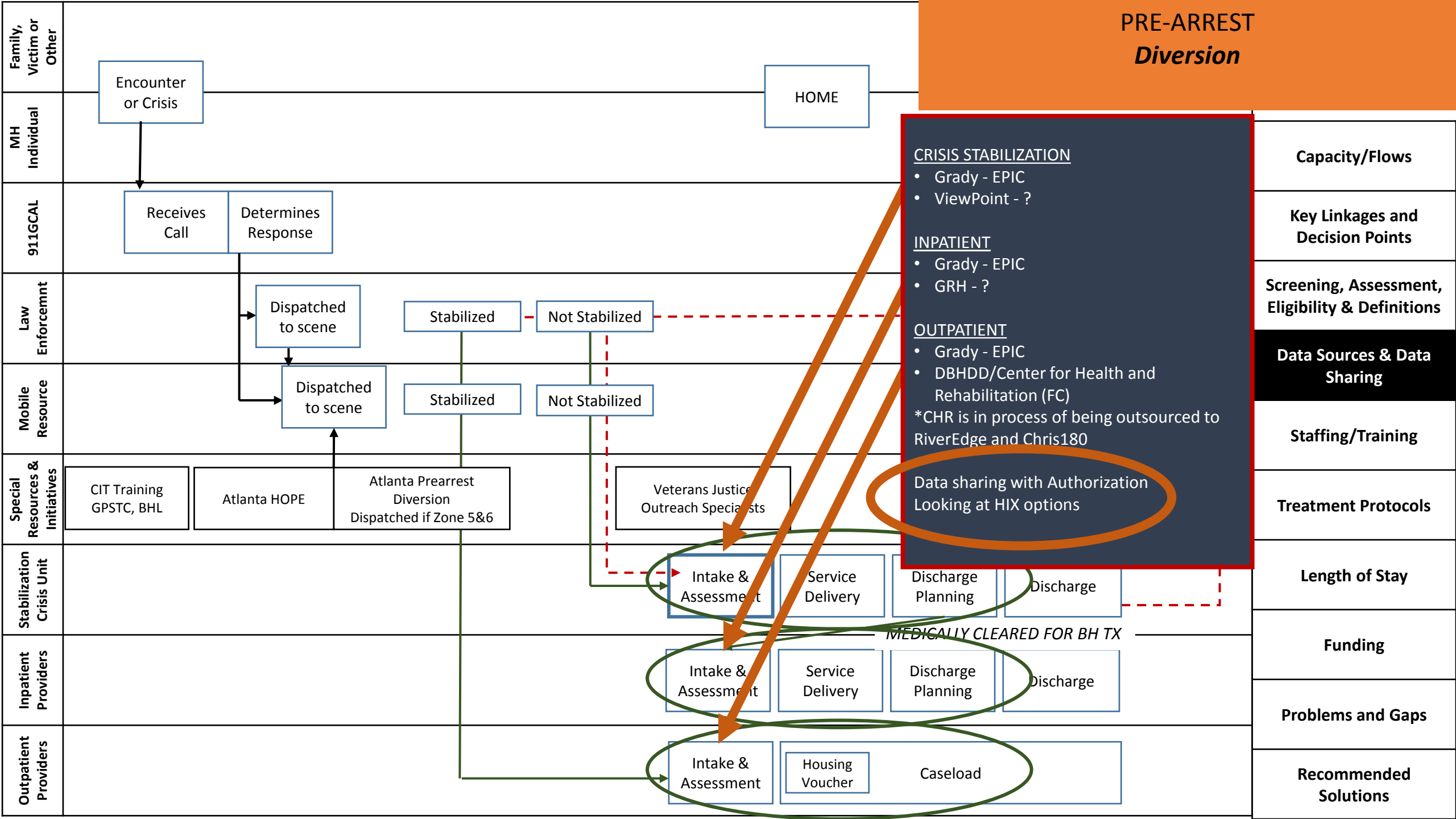
1013

- Involuntary Detainment due to MH
- Danger to self/Others
- Violation of the law





# PRE-ARREST Diversion



**CRISIS STABILIZATION**

- Grady - EPIC
- ViewPoint - ?

**INPATIENT**

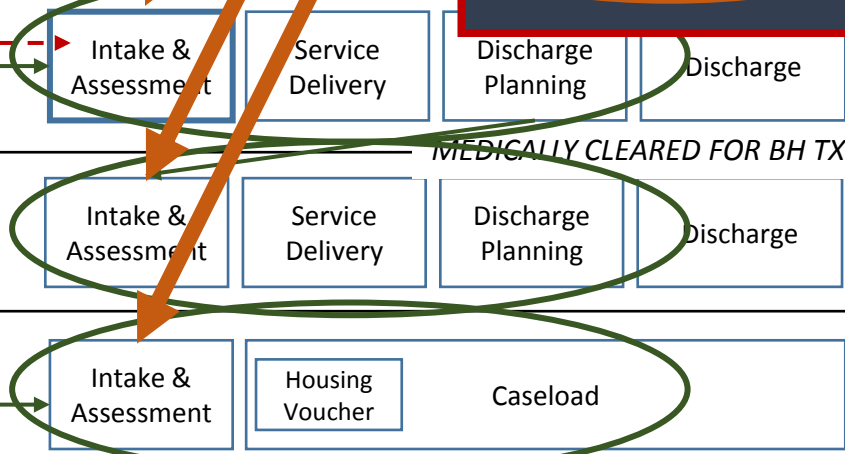
- Grady - EPIC
- GRH - ?

**OUTPATIENT**

- Grady - EPIC
- DBHDD/Center for Health and Rehabilitation (FC)

\*CHR is in process of being outsourced to RiverEdge and Chris180

**Data sharing with Authorization Looking at HIX options**



Encounter or Crisis

HOME

Receives Call  
Determines Response

Dispatched to scene

Stabilized

Not Stabilized

Dispatched to scene

Stabilized

Not Stabilized

CIT Training  
GPSTC, BHL

Atlanta HOPE

Atlanta Prearrest  
Diversion  
Dispatched if Zone 5&6

Veterans Justice  
Outreach Specialists

Intake & Assessment

Service Delivery

Discharge Planning

Discharge

Intake & Assessment

Service Delivery

Discharge Planning

Discharge

Intake & Assessment

Housing Voucher

Caseload

Capacity/Flows

Key Linkages and Decision Points

Screening, Assessment, Eligibility & Definitions

Data Sources & Data Sharing

Staffing/Training

Treatment Protocols

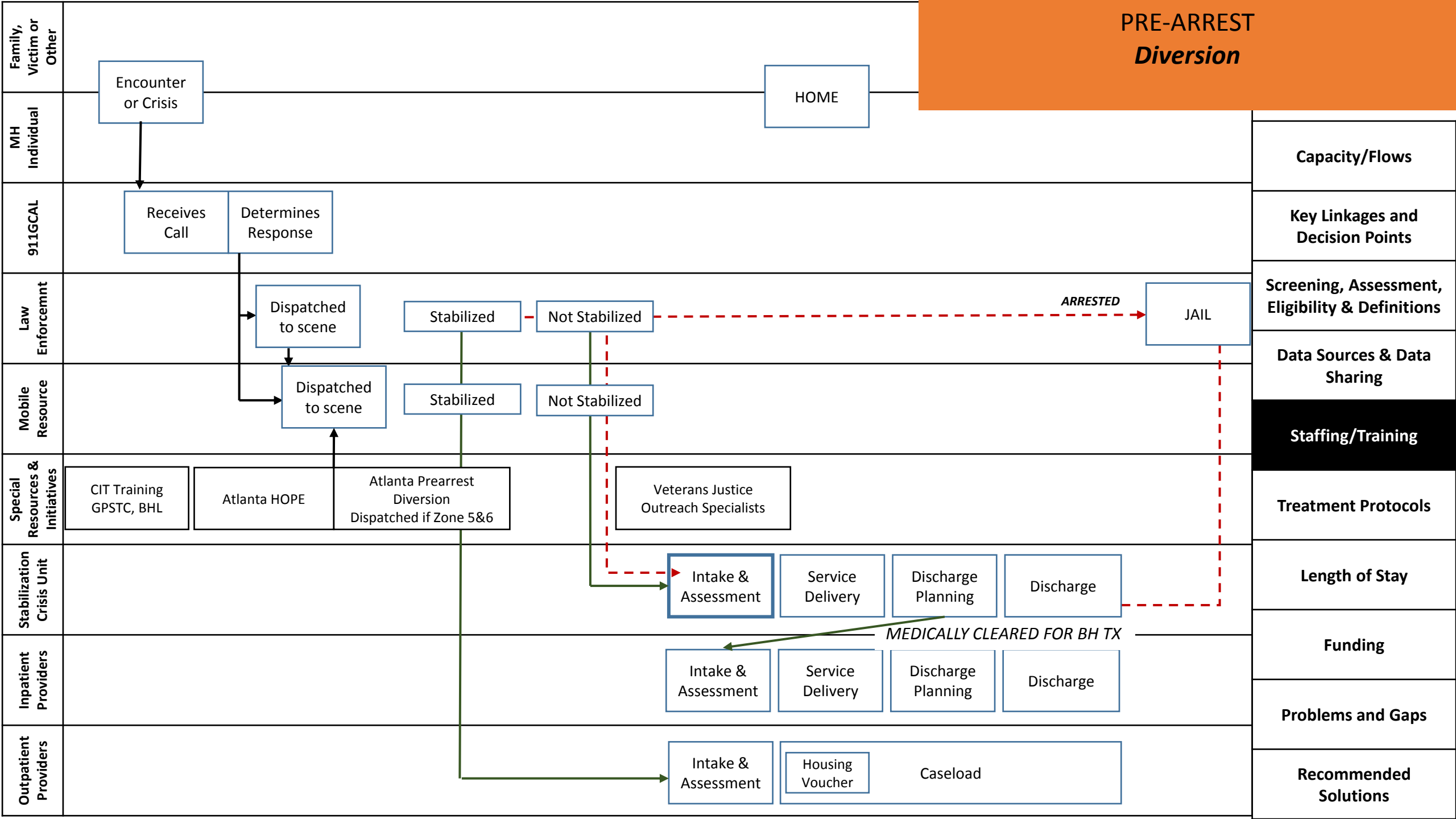
Length of Stay

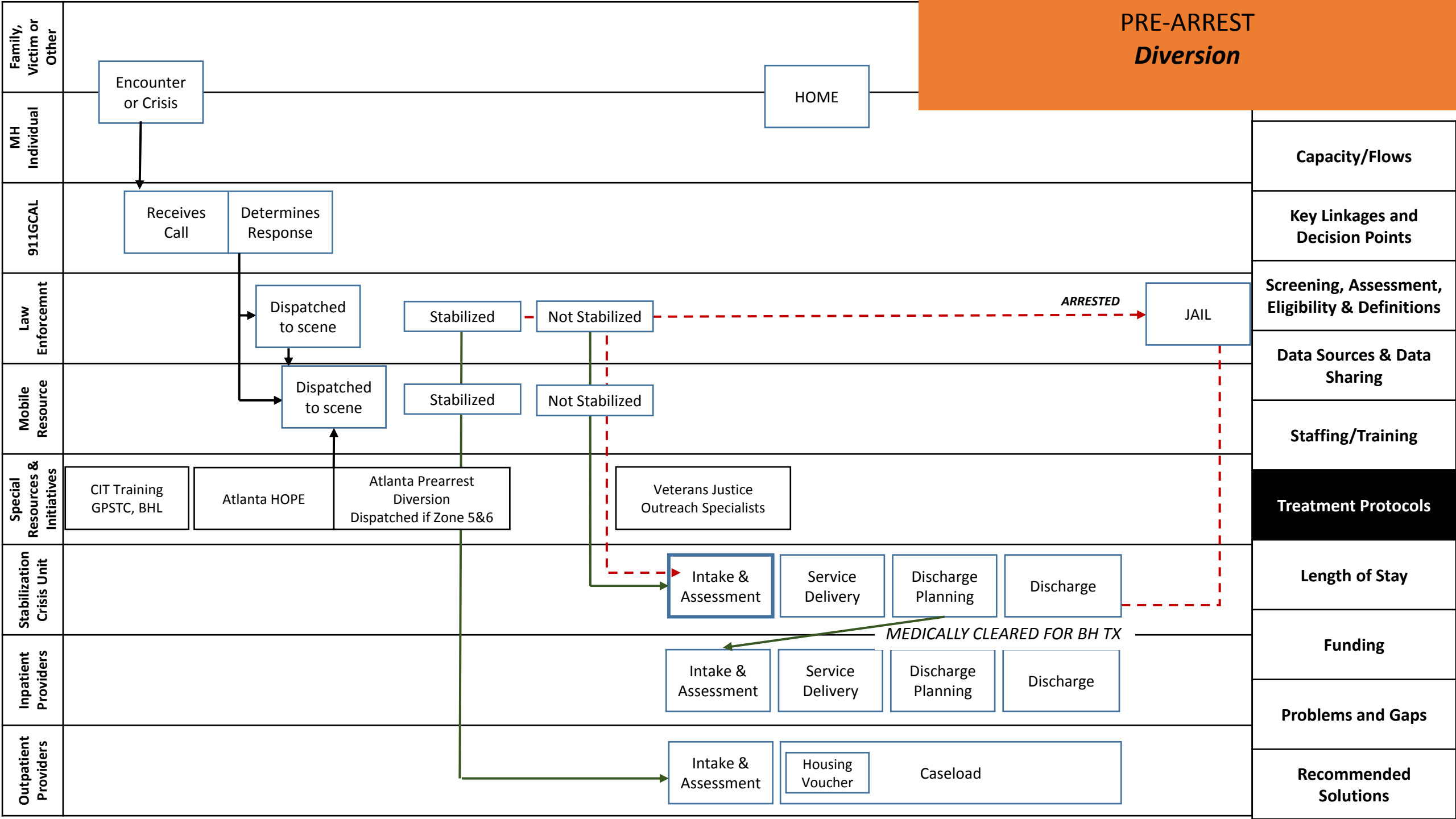
Funding

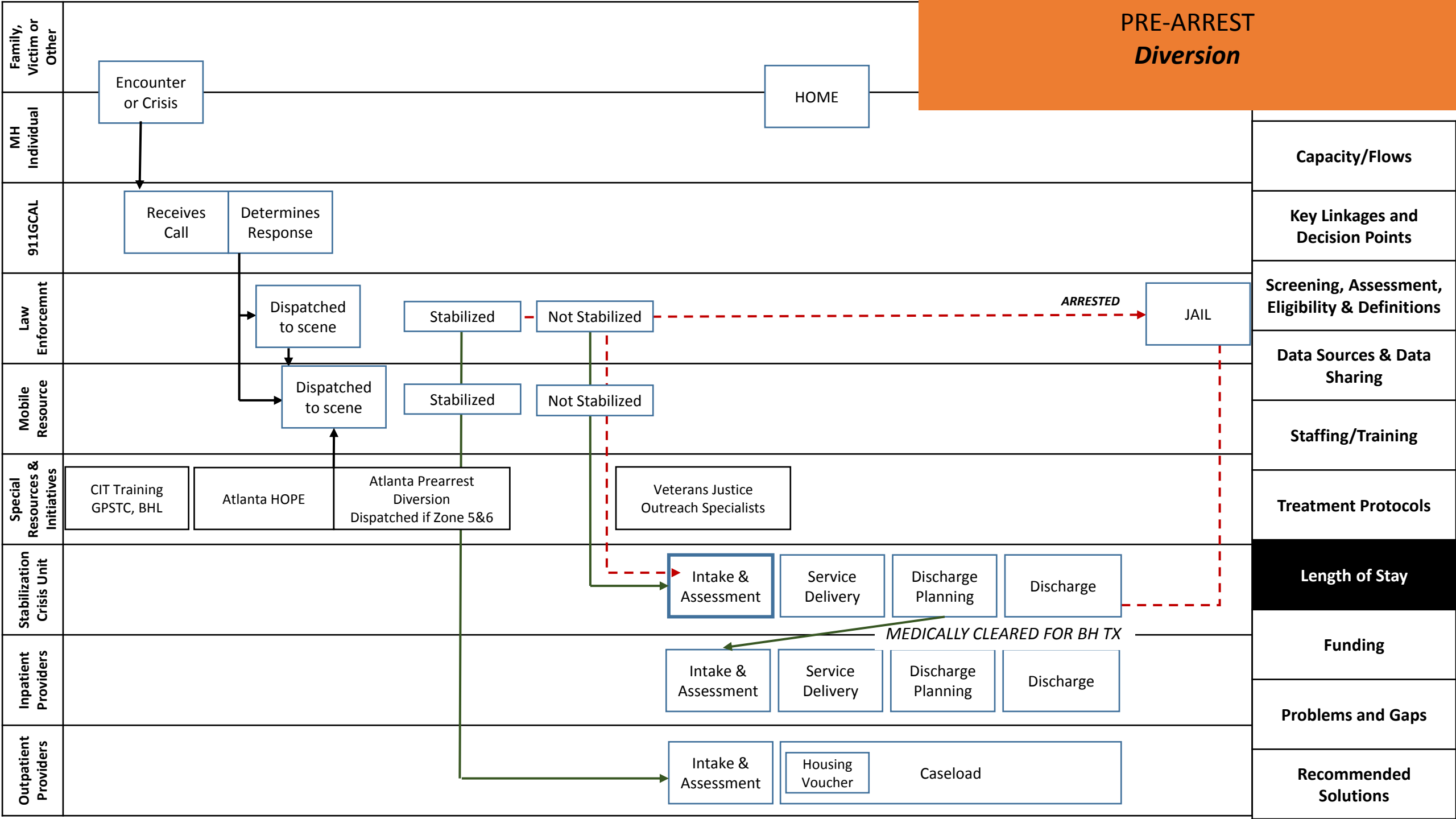
Problems and Gaps

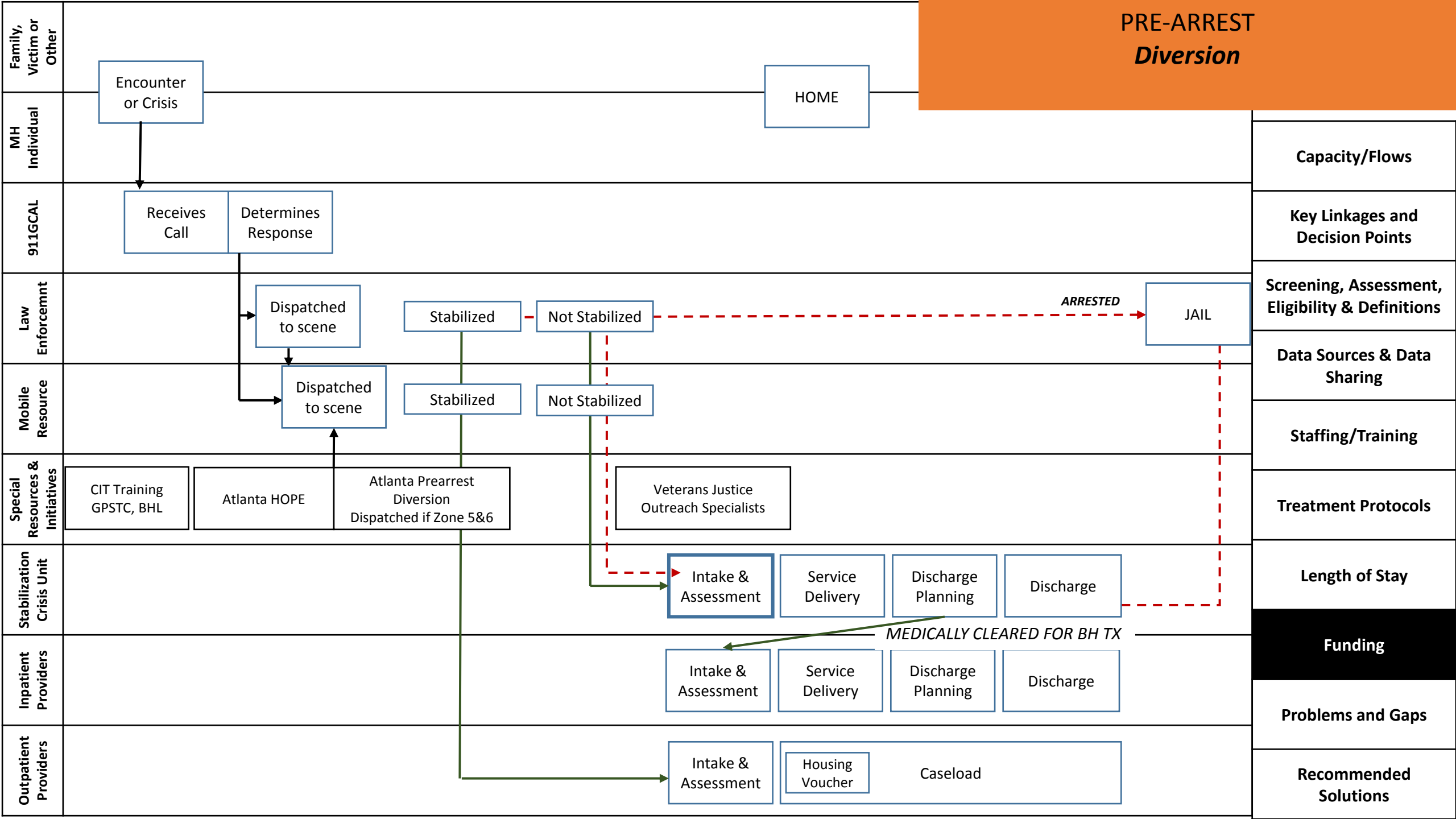
Recommended Solutions



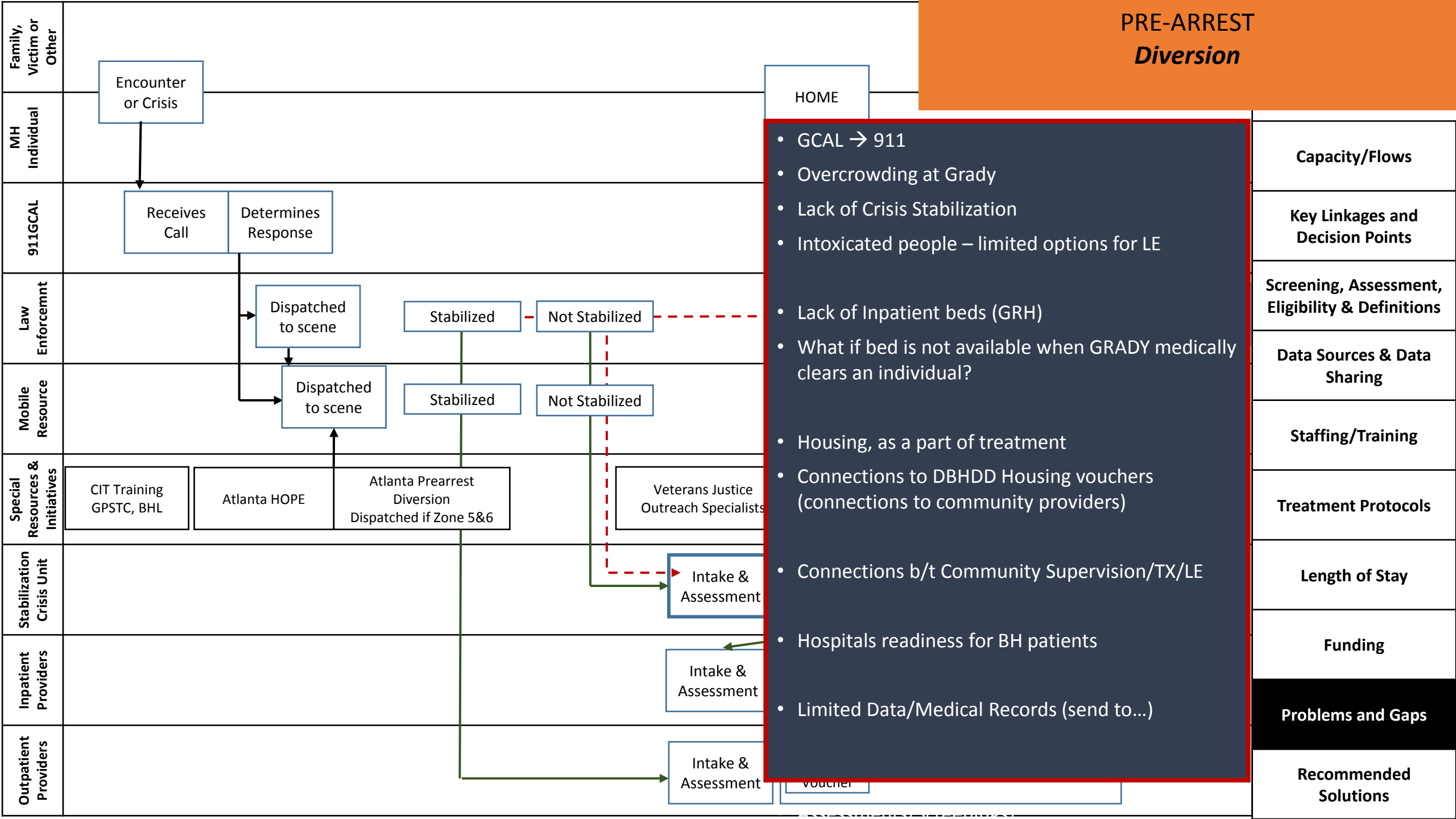








**PRE-ARREST  
Diversion**



Capacity/Flows

Key Linkages and Decision Points

Screening, Assessment, Eligibility & Definitions

Data Sources & Data Sharing

Staffing/Training

Treatment Protocols

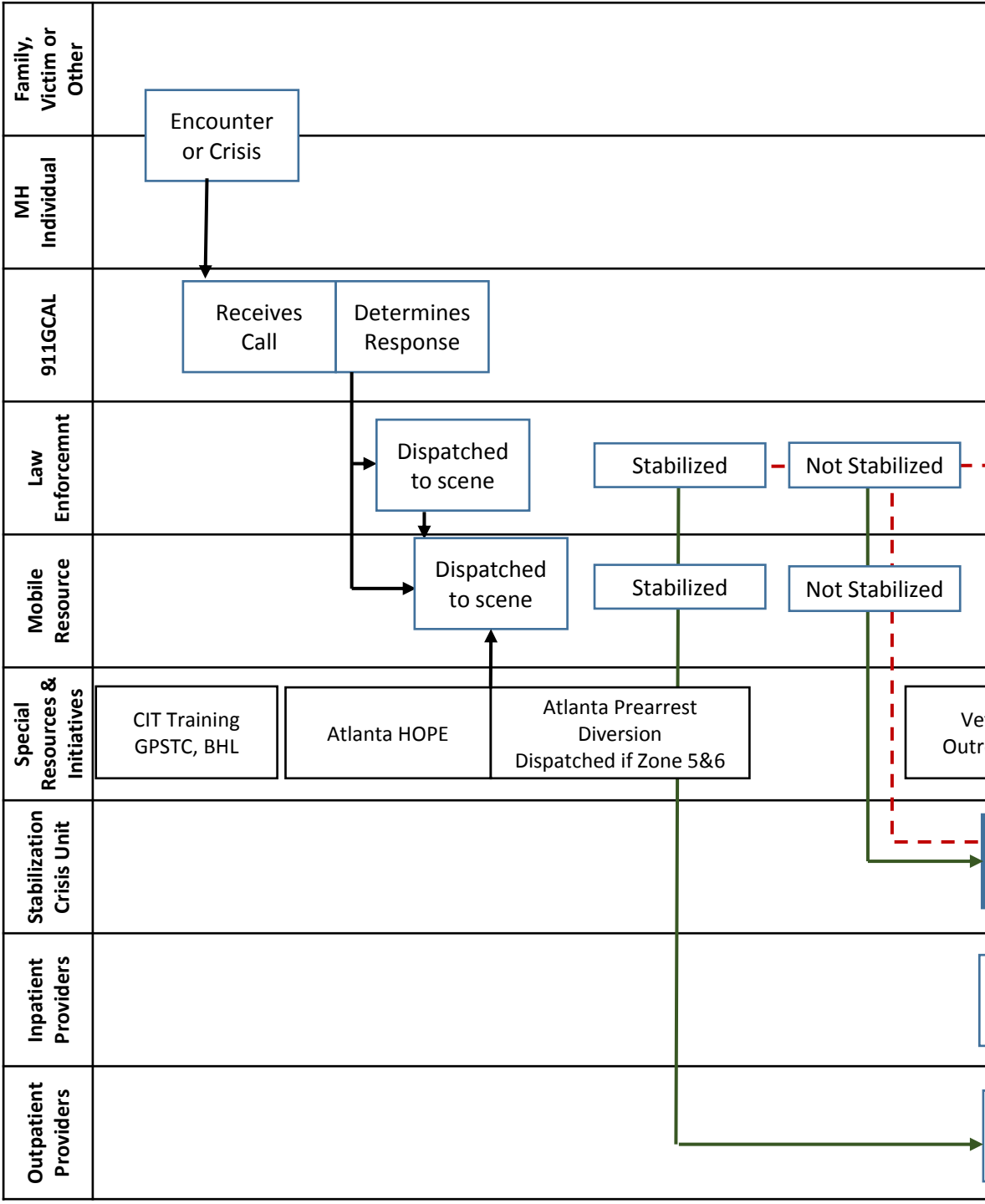
Length of Stay

Funding

Problems and Gaps

Recommended Solutions

**PRE-ARREST  
Diversion**



- Recommendations Related to Pre-Arrest/Intercept 1**
1. Develop and implement a standardized training plan aimed at training 100% of law enforcement officers using Crisis Intervention Training, trauma-informed responses, and other evidence-based crisis trainings.
  2. Integrate mental health professionals in 911 call centers and expand the Grady/GCAL co-responder model.
  3. Request access to Fulton County resources (housing, support services, etc.) to enhance the diversion of people from jail through the Atlanta/Fulton County Pre-Arrest Diversion Initiative Pilot.
  4. Establish a drop-off program site(s) with services that include critical care, referrals, and case management to give law enforcement options to divert individuals with SPMI from jail.
  5. Explore Police & Mental Health Collaborative Learning Sites that could be replicated in Atlanta through free technical assistance from the Council of State Governments.
  6. [also included in Community] Develop and implement a Fulton County Education and Community Outreach plan to interrupt the cycle of contacting police for a mental health crisis.

Capacity/Flows
Key Linkages and Decision Points
Screening, Assessment, Eligibility & Definitions
Data Sources & Data Sharing
Staffing/Training
Treatment Protocols
Length of Stay
Funding
Problems and Gaps
<b>Recommended Solutions</b>