



Module 2:

911 Diversion & 988 Protocols

Baltimore Police
Department

What is the 988 HelpLine?

A 24/7 free and confidential crisis and suicide hotline available to anyone in suicidal crisis or emotional distress.

The caller is routed to their nearest crisis center (BCRI) to receive immediate counseling from trained professionals and local mental health referrals.



We're here to help



Call 988 for emergency emotional support.
Safe, supportive, confidential. Available 24/7.

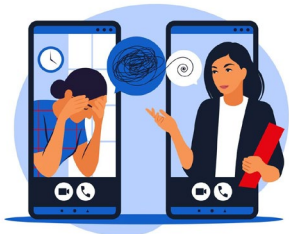
OBJECTIVES

Describe when to utilize 988 HelpLine and the responsibility of BPD members when responding to a behavioral health-related call.

Discuss BCRI's role in 988/911 diversion, planned expansion of the diversion program, and how this will affect the role that BPD plays in responding to BH-related calls.

Participate in practical scenarios to demonstrate knowledge of BPD responsibilities when responding to a behavioral health-related call.

Reasons to call 988



Drug use

Feeling depressed

Mental & physical illness

Loneliness

Trauma

Thoughts of suicide

Relationships

Economic worries

Anxiety

Issues around Sexual identity

Drinking too much

BCRI Resources:

- Specialized counselors
- Peer workers
- Local referral network for longer-term care
- Mobile Crisis Teams

911 Diversion Program Pilot

Current Eligible Call Types:

25A01

Caller is non-suicidal and alert

25A02

Caller is suicidal, non-threatening and alert

25B03

Caller is threatening suicide



Callers that are armed with a weapon or violent are not eligible for diversion



911 Diversion Program Pilot

Planned Expansion:

Youth Diversion Expansion

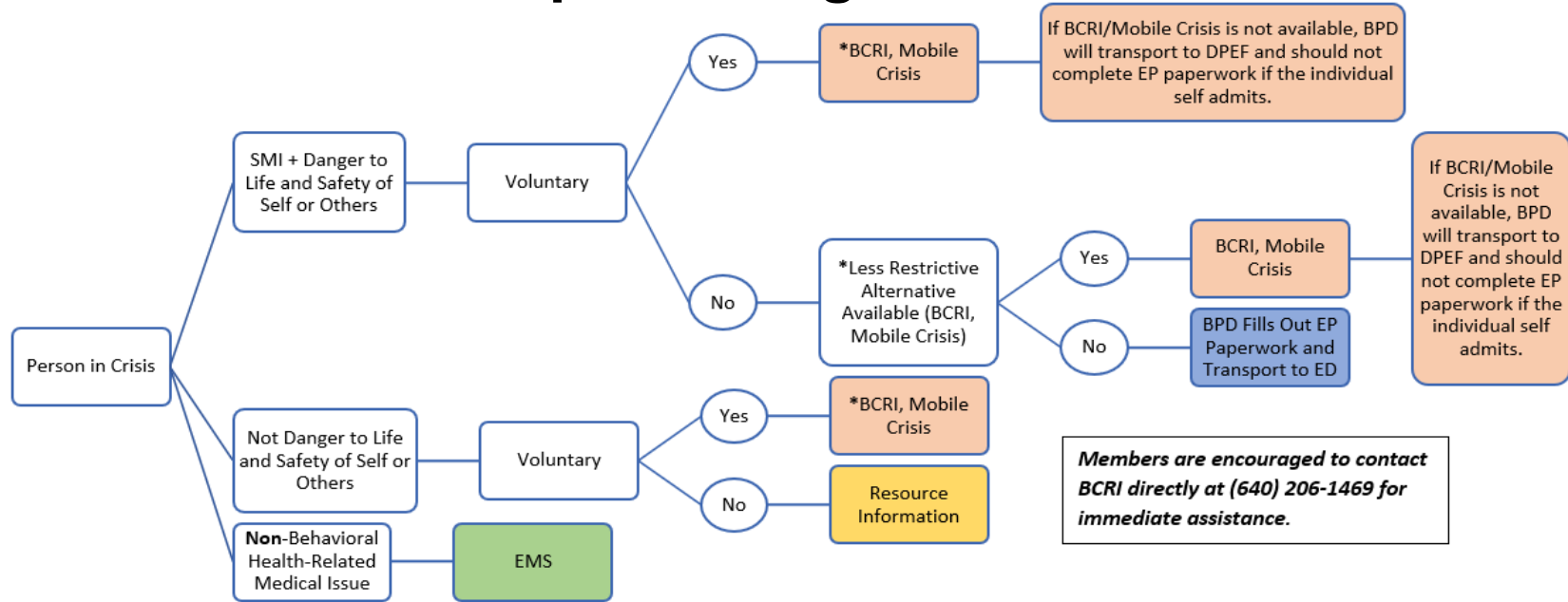
Adding a behavioral health
clinician to the 911 call center



**DIVERTING
911 CALLS TO
MENTAL HEALTH
PROFESSIONALS
RATHER THAN
POLICE**



Who Responds to People with SMI that are Experiencing Crises



Members are encouraged to contact BCRI directly at (640) 206-1469 for immediate assistance.

* The BPD member has the discretion to contact BCFD to request an EMS transport for a person who, in the member's judgment, consistent with the principles of this policy, would be better served by non-BPD transport. For instance, in cases where the person has co-existing medical issues requiring emergent intervention or has preexisting conditions that would prohibit police or MCT from transporting safely, EMS transport may be more appropriate. For someone with a history of trauma or other mental health concerns associated with police contact, an EMS transport may help de-escalate the situation, making this transport a reasonable accommodation to the needs of a person with a disability.

Homeless Encampment

Officers are dispatched to a homeless encampment for removal of property. City workers are requesting police because the last time they did an encampment removal they were threatened with violence. On arrival, most people have voluntarily left with their belongings. One female is refusing to take down her tent or remove her property.

When approached by city workers the woman became verbally abusive and stated, *"I know you're with the FBI! Stop following me. I've already contacted the President!"*

City workers have tried to tell her that they are not with the FBI but are unsuccessful in getting her to believe them. When they request her to move again, she then said, *"If I can't live here, I've got nowhere else to go and I might as well kill myself"*.

In your group, discuss the following...

1. What factors are the basis for officers' decision-making?
2. How will the "totality of circumstances" be applied in decision-making?
3. What are the safety considerations?
4. Are there any suspected or known special needs of the individual? If so, what?
5. Using the flowchart, describe the most logical response's sequence of events.



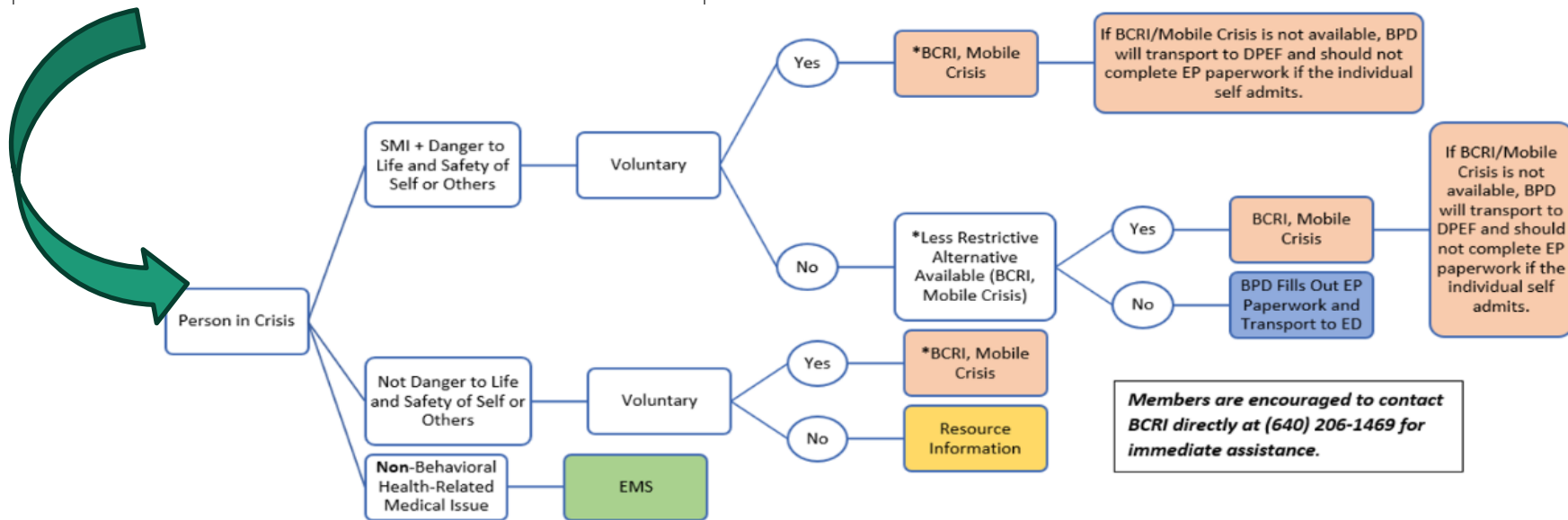
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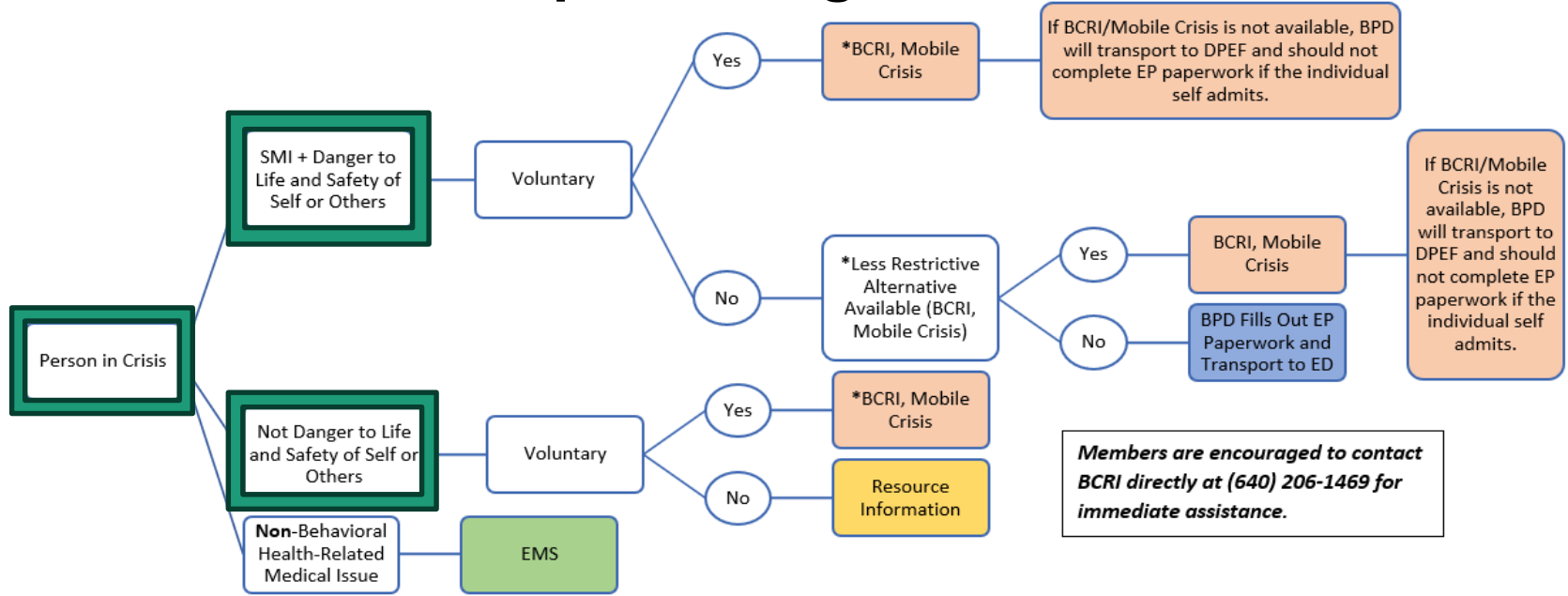
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Using the Flowchart



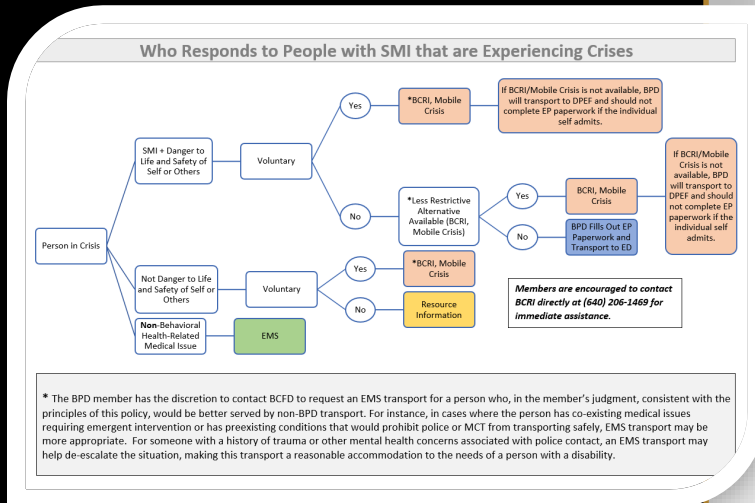
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Wrap Up

The flowchart synthesizes a number of factors covered in this training...



- ✓ BPD & BCFD responsibilities in responding to people with SMI who are in crisis.
- ✓ Officers' decision-points in fulfilling their roles.
- ✓ Officers' decision-making based upon the totality of circumstances, reasonable accommodations for people with disabilities, and BPD core values (e.g., *least police-involved intervention, civil rights, etc.*).
- ✓ BPD interface with BCRI/MC and other programs.

Questions?





Time for
a break