



# BEHAVIORAL HEALTH/CRISIS-RELATED CALL RESPONSE GUIDE

The **Baltimore Police Department's** policy regarding responding to behavioral health/crisis-related calls for service is to assist with the least police-involved response. This means diverting the individual in crisis to resources that can better assist them whenever possible. Here is a brief explanation of the process:



A behavioral health or crisis-related call comes in to 911. The 911 Call Specialist will determine the response to the call based on what the caller tells them.

The individual is alert, is not threatening harm to self and/or others, and does not have a weapon.

The 911 Call Specialist will transfer the call to BCRI's 24hr **Here2Help Hotline**. The Hotline, staffed by a licensed clinician, will further triage the call by assigning a **Mobile Crisis Team** to respond or by referring the caller to services.

The individual has a weapon, is threatening to harm themselves/others, or is in immediate danger.

The 911 Call Specialist will forward to police emergency dispatch. When a call comes in to police emergency dispatch that is coded as behavioral health or suicide-related, the dispatcher will assign the call to a CIT-certified officer that is working in the district of the call at that time.

**!** CIT officers receive 40 hours of advanced behavioral health and de-escalation training. BPD's goal is to staff 30% of its active duty district patrol membership with CIT-certified officers.



When the CIT officer arrives on the scene, it may be with a medic unit as well. The CIT officer will engage the individual and assess scene safety and next steps. CIT officers are trained to identify the signs and symptoms of specific behavioral health disabilities, and can communicate with the individual, family members on scene, caretakers, etc. in order to determine how to resolve the incident.

CIT officers strive for the least police-involved response to behavioral health-related calls for service, and they have a number of tools to achieve that. CIT officers can:

Refer an individual to services.

Call a **Mobile Crisis Team** to the scene.

Request the BPD's **Crisis Response Team (CRT)**.

**!** Crisis Response Team (CRT) is a BPD sworn officer with advanced CIT training who responds with a licensed clinician.