

# City of Greensboro Behavioral Health Response Team



# History

- 2019 - contracted 3<sup>rd</sup> party (The SEL Group) service providers to assist police on mental health calls
- The SEL Group functioned in an on-call capacity (24/7)
- Some work obstacles identified(information sharing legalities, response times/time spent on calls, perception of effectiveness)
- December 2020-The City of Greensboro's Office of Equity and Inclusion (OEI) hired crisis counselors/GPD created Behavioral Health Response Team (BHRT)

# Goals

- To divert individuals in mental crisis or with mental illness away from the criminal justice system when treatment services and follow up would be more appropriate.
- To reduce calls for police service by providing follow up assistance to individuals in obtaining and maintaining treatment services.



# Co-Response Model

- 1 Officer and 1 Counselor are paired to work as partners but flexible to interchange partners as needed
- Officer/Counselor pairs ride together
- Officers assess the scene for safety and make initial contact; as soon as practical counselors begin interaction



# Co-Response Model

- The BHRT units respond to calls for service involving individuals in mental crisis or having mental health issues, and provide follow-up assistance to those individuals for treatment services.
- The crisis counselor on-scene for a call takes lead on any future follow-up



# BHRT Team

## OEI Crisis Counselors

1 Lead Clinician  
6 Crisis Counselors  
1 Roster Outreach Coordinator

## GPD BHRT Squad

1 Sergeant  
1 Corporal  
7 Officers

The BHRT Squad dually function as GPD's Homeless Assistance Resource Team (HART)

# Knowledge and Experience

- All Crisis Counselors have Master's degrees in related fields (counseling, social work, etc.) and have a variety of related work experiences
- All Officers have extensive training in Crisis Intervention, De-Escalation, Integrating Communications and Tactics, and Interacting with the Mentally Ill
- BHRT Officers and Counselors have additional 40hrs of Crisis Intervention Co-Response Model training by SolutionPoint+
- Two Officers are also members of GPD Negotiations Team
- On-going team trainings around various mental health topics

# Outreach Coordinator

- A Roster Position was added mid-May 2021
- Currently working approx. 24 hours per week
- Current schedule is Mon, Wed, Fri 8am-5pm
- Focus is on following up on referrals and proactive follow-up for repeat callers
- Currently handling a majority of referrals from non-BHRT officers, but not all
- Follow-up can be via phone or in person
- Most follow-up is conducted independently





# BHRT Schedule

After analyzing call data, the following schedule was set to provide the most beneficial coverage based on call load.

BHRT Officers: Monday-Friday 9:00am-10:00pm staggered response

- 9:00am-5:00pm 1 Supervisor and 4 officers
- 2:00pm-10:00pm 1 Supervisor and 3 officers

BHRT Counselors: Monday-Friday 8:00-10:00 staggered response

- 8:00am-5:00pm Lead Clinician and 3 counselors
- 1:00pm-10:00pm 3 counselors

***Crisis Counselors work on-call overnight, weekends, and holidays***



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# 6 Month Program Summary

## January-June 2021

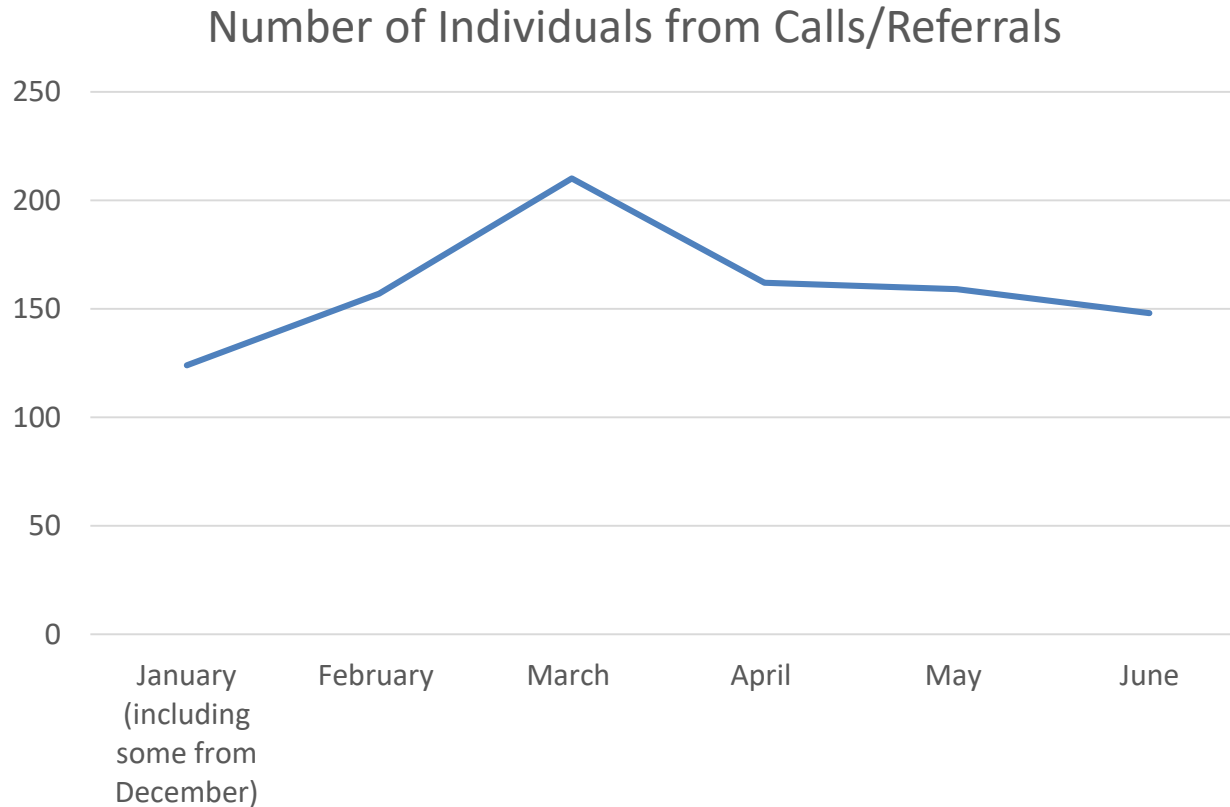
- BHRT responded to approx. 2,800 calls for service (more than 70% of all mental health calls)
- 961 distinct individuals (from calls and referrals)
- 739 follow-up meetings
  - 405 hours of case management
- 1,879 contact log entries
  - Contact attempts(phone calls/going by a residence) and/or contacts with collateral sources of information (friends, family, providers, etc.)

# 6 month Contact Summary (per shift)

## January-June 2021

- First Shift
  - 561 distinct contacts with clients
  - 459 hours 44 min of direct client contact
- Second Shift
  - 650 distinct contacts with clients
  - 688 hours 23 min of direct client contact
- Team Lead and Outreach Coordinator
  - 184 distinct contacts with clients
  - 97 hours and 55 minutes of direct client contact

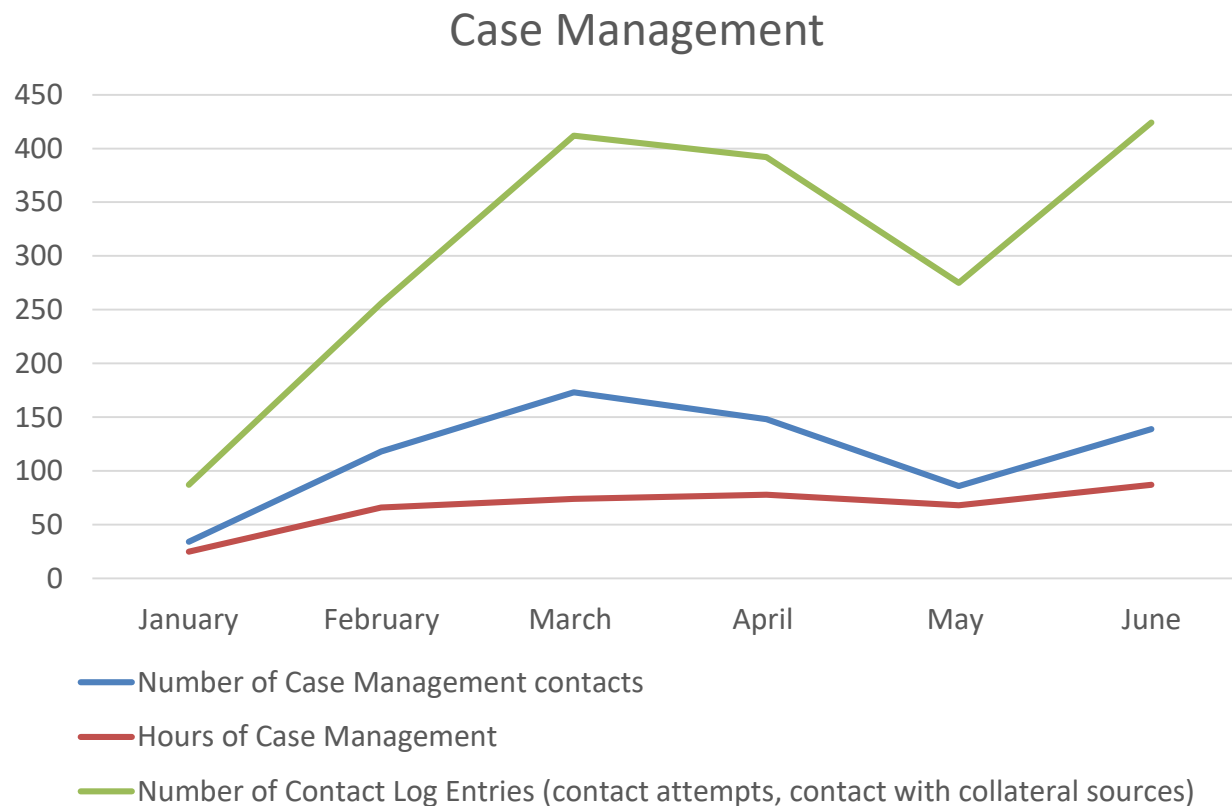
# 2021: Year To Date



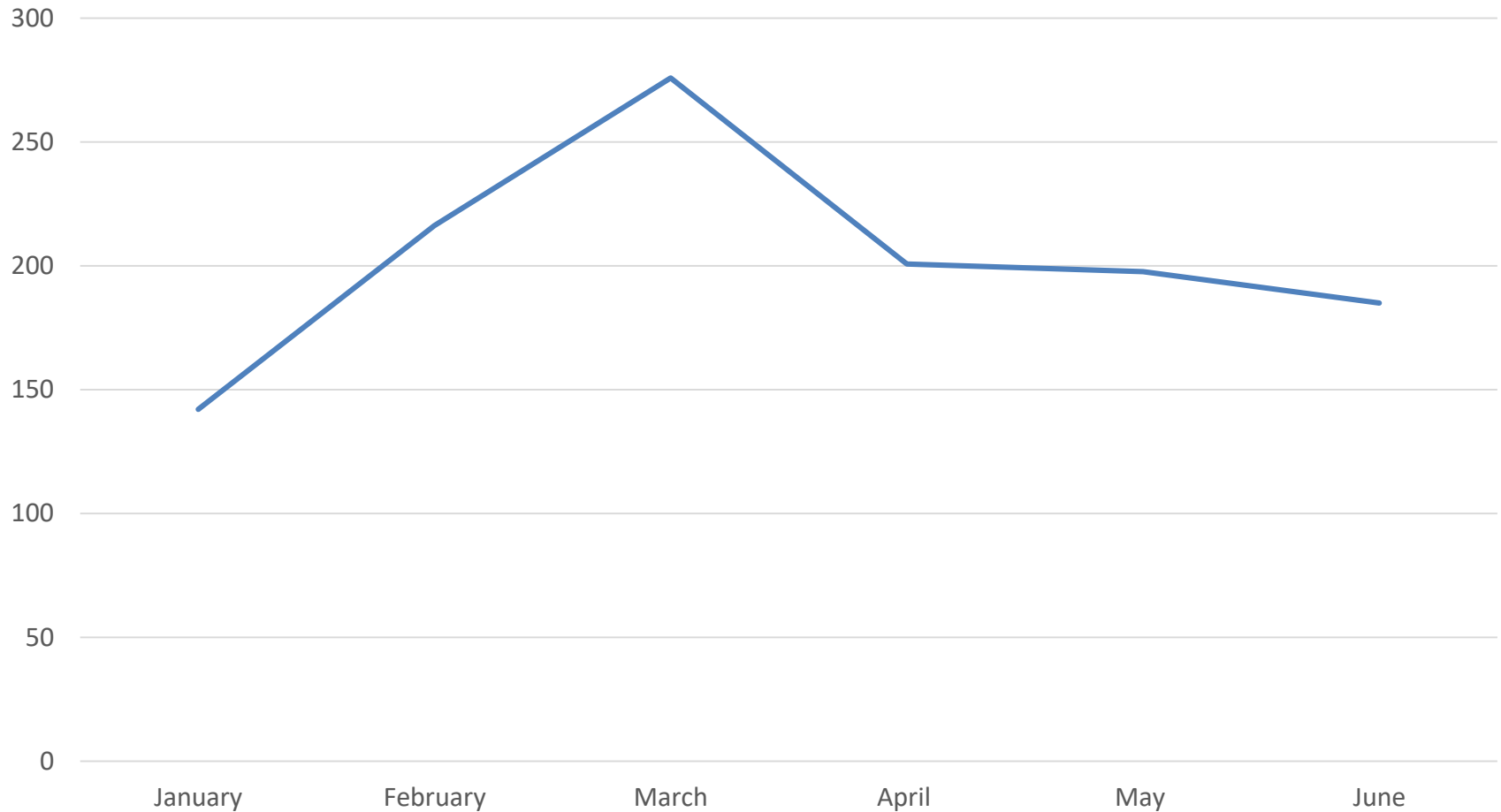
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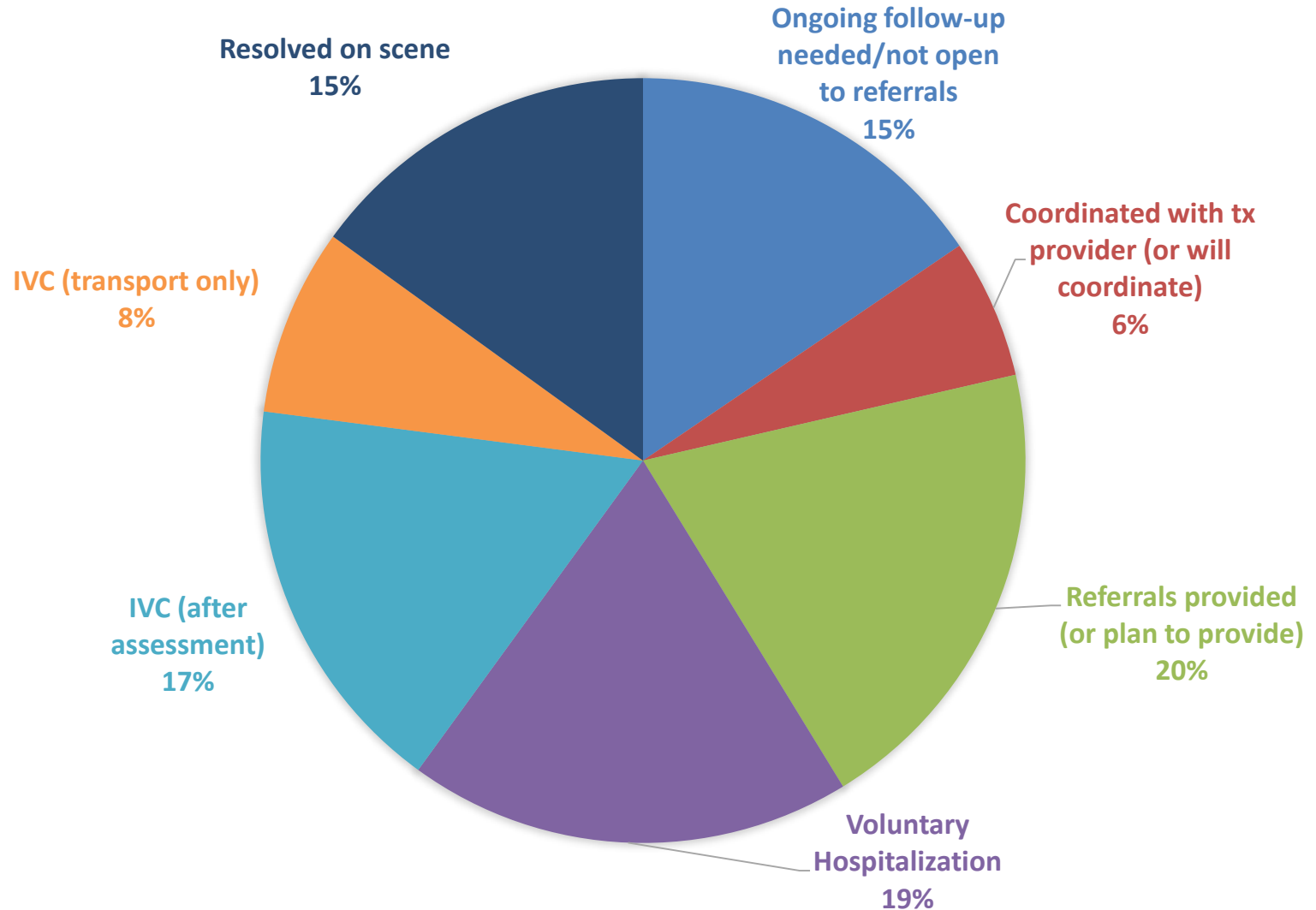
# 2021: Year To Date



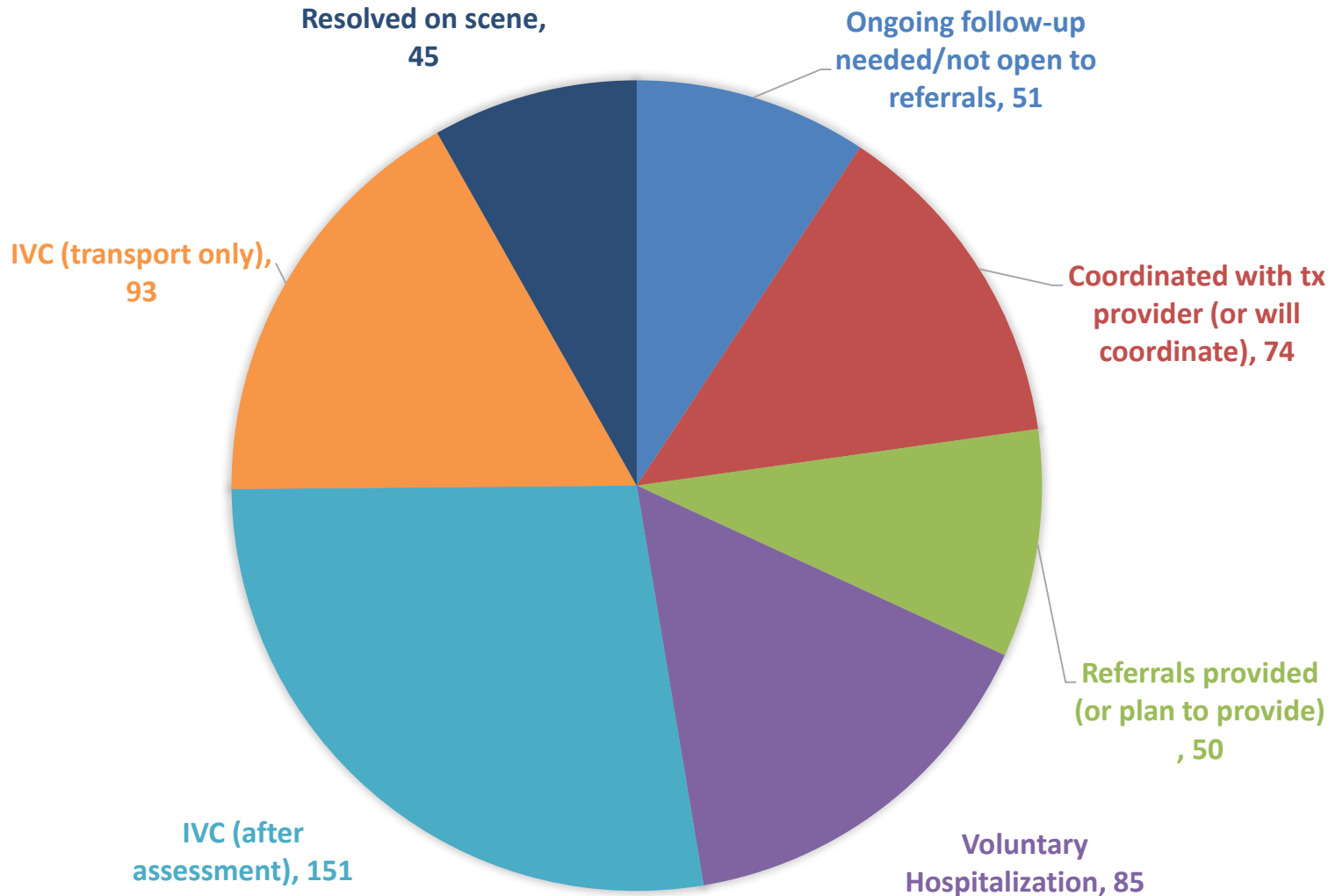
# Total time (in hours) spent on calls/follow-up each month



# Disposition After Initial Contact

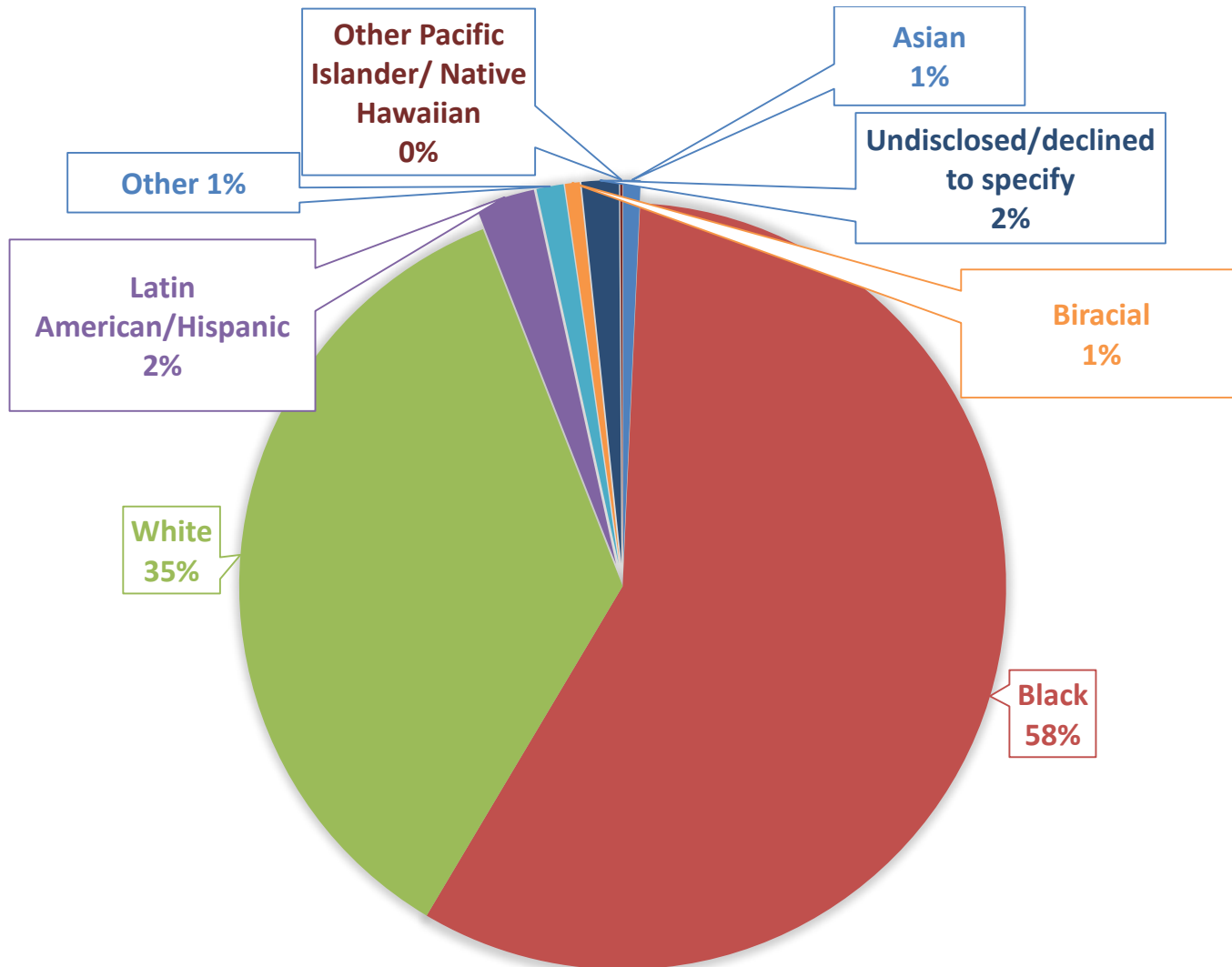


# Average Minutes on Scene

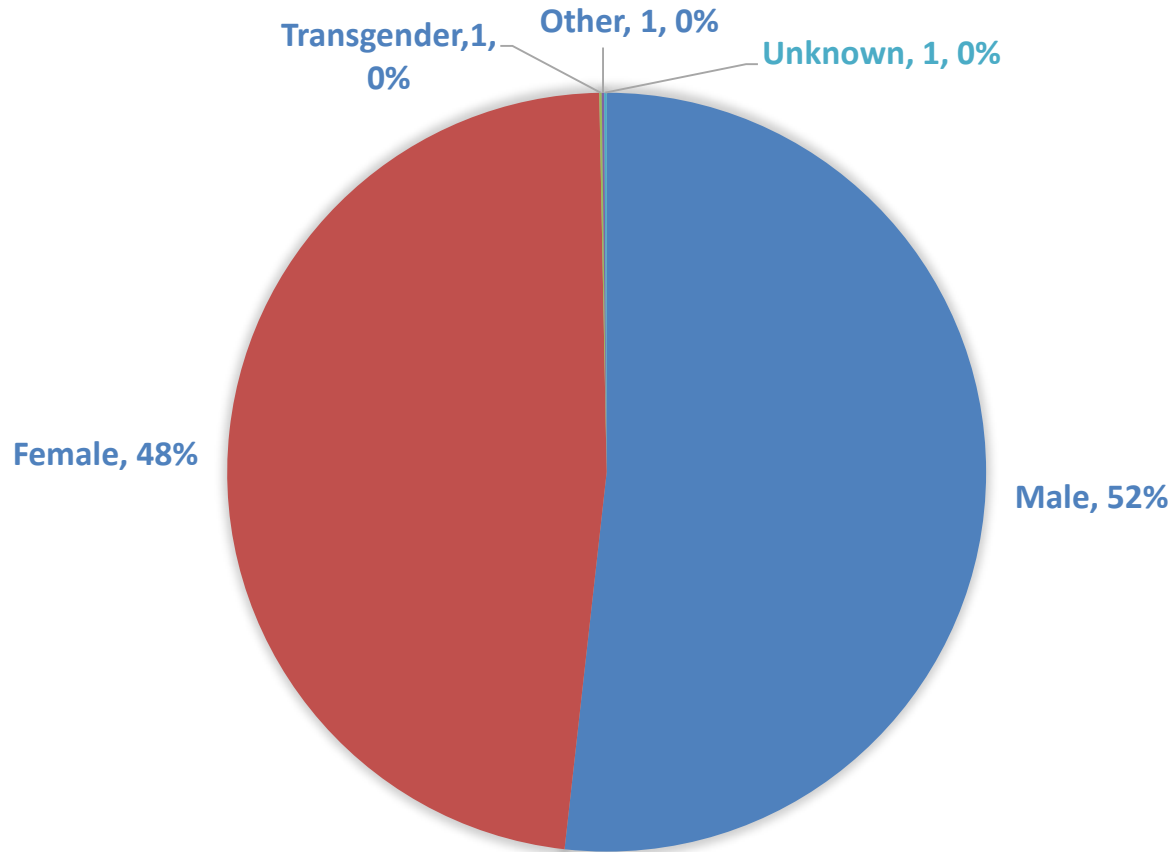




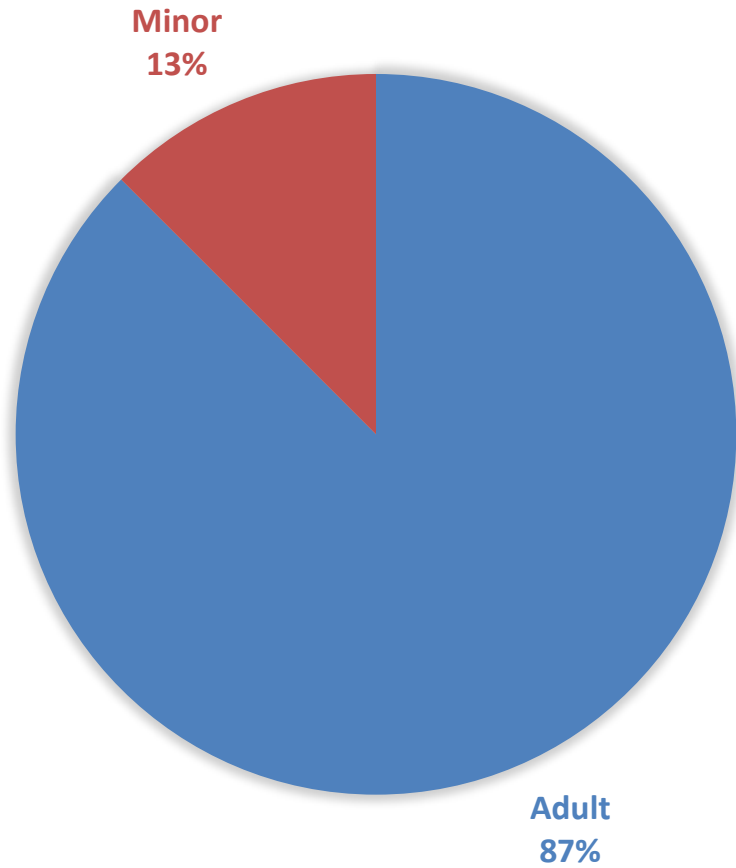
# Race



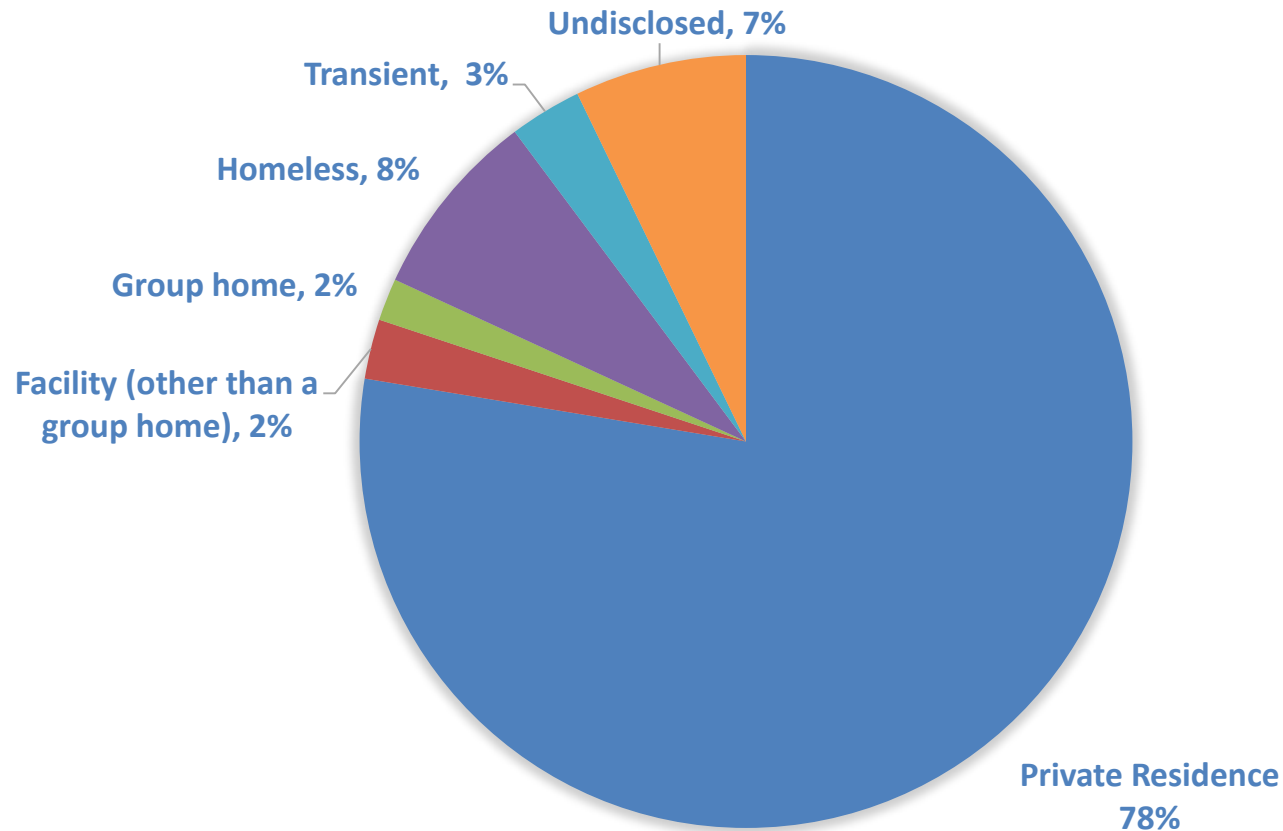
# Gender



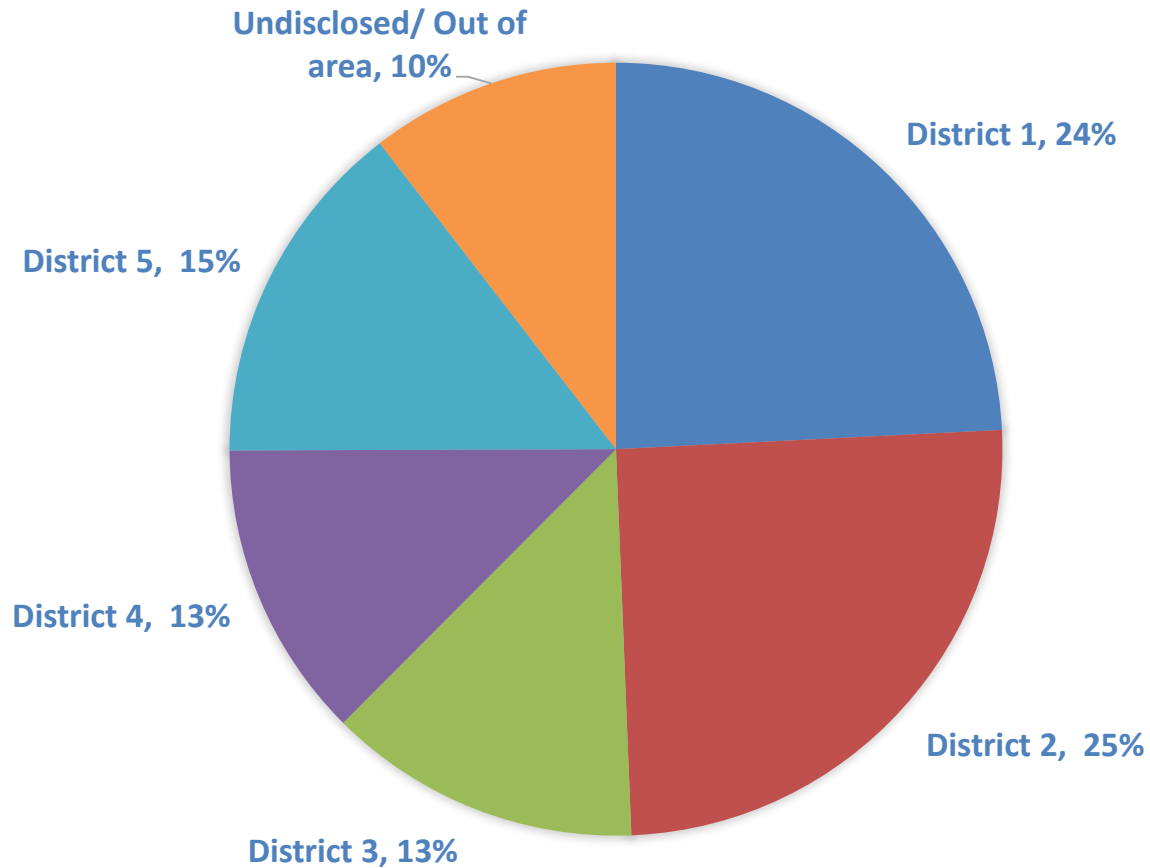
# Age



# Housing Status



# Council District



# Looking Forward

- Create a Senior Counselor position to assist 2<sup>nd</sup> shift with clinical functions
- Increase the Outreach Coordinator position to full time
- Increase awareness about BHRT to City of Greensboro employees and residents
- Continue working to build partnerships with other community resources and agencies



# Questions