



Program Brief

Multi-Agency Crisis Intervention Team (MACIT) - Delaware, Ohio

Problem Statement: The City of Delaware is the county seat for Delaware County and is considered a part of the Columbus Metropolitan area. Delaware has experienced a significant population growth over the past 20 years and has been the fastest growing county in Ohio for the past several years as well as one of the top 20 fastest growing counties in the country.

The Delaware Police Department identified a need to coordinate with mental health service providers and agencies in the county to address ongoing concerns and repeat contacts with individuals with mental illness and/or developmental disabilities. In 2012 the Multi-Agency Crisis Intervention Team (MACIT) formed. The formation of the team was intended to clearly identify roles to increase the efficiency of response to clients in crisis, and to divert potential crisis when possible. All agencies agreed to train and provide employees to work with the team, to share information and to support each other's efforts to protect clients from victimization and reduce the duration and intensity of their crisis.

Program Overview: MACIT formed under a Memorandum of Understanding (MoU) that allows for the sharing of confidential information across participating systems and service providers. When known clients are experiencing a crisis or need additional support, MACIT will convene a team that will share information and develop a plan of support for that client. This occurs only if the client agrees and signs an authorization (shared Release of Information form), which is revocable at any time. The team is specific to the client and can include law enforcement and any of the service providers or agencies that are engaged with the client. The team will communicate with the client on a regular basis, providing at-risk clients opportunity for the earliest possible intervention. In addition, this allows law enforcement the opportunity to engage with the service providers and agencies, which can benefit the client.

The ongoing MACIT relationship led the Police Department to volunteer for a Council of State Governments/Police Executive Research Forum mental health data collection project. The purpose of the project was to reduce the repeat law enforcement calls for individuals with mental illness and identify people at risk of becoming repeat callers by utilizing law enforcement data to provide close to "real" time information to mental health agencies; as a result, mental health providers would be immediately aware of an existing client's emerging issue or the potential for engaging a new client. Key changes were made resulting from the study and data collection project:

- The term "mental health" was replaced in all Delaware P.D. records with the code "BH" (Behavioral Health). The goal of this change was to reduce stigma for individuals identified in public records.
- A disposition code was created for any law enforcement call for service that may have been the result of a mental health concern. When closing a call, officers can contact dispatch and add the "CIT" disposition code for any call that he or she feels was related to a mental health crisis.
- The county dispatch center created programming that extracts all calls with the CIT (Crisis Intervention Team) disposition and automatically emails a report to a mental health agency every morning.
- The mental health agency reviews the list daily and contacts every individual listed on the report to offer services or assistance. The policy of the agency was for case managers to make face to face contact with

any clients identified on their caseload, and for the intake worker to make phone calls to all other individuals on the report.

- The P.D. used “flags” on CAD records to indicate helpful hints, individual needs for specific consumers.

Outcomes: This approach to collecting and sharing data has many advantages--to the police department, the mental health agency and the people in mental health crisis. It puts information in the hands of people who can reach out and offer support to those most in need. And, importantly, it does not infringe on privacy of individuals or strain agencies’ resources.

While the Council of State Governments/Police Executive Research Forum research was not fully completed due to issues external to Delaware’s project, there were some noted findings and outcomes associated with Delaware P.D. and the MACIT.

- Many of the individuals referred were already known to the mental health agencies. The mental health agencies did not have specific data to demonstrate outcomes for consumers with CIT involvement, but anecdotally reported improvements in follow through and compliance.
- The frequency and volume of law enforcement calls for service declined for those individuals known to the mental health agencies, i.e., there was a reduction in repeat contacts for known frequent consumers.
- The perceived severity of the crises involving law enforcement encounters for these known individuals decreased.
- CIT can be case-finding. Doing a good job may mean an overall increase in the number of calls for service, reinforcing the important role of the mental health system. Of the referred individuals new to the mental health agencies, outcomes ranged from denial of services, acceptance of services, and denial that later converted to acceptance of services.
- Relationships have improved and investment has increased across systems, making spontaneous MACIT meetings possible.

Since the conclusion of the data-sharing project, the Police Department has continued to utilize the CIT disposition and referral system. In addition, the Police Department now includes the Delaware County Board of Developmental Disabilities on the distribution report.

To access the Delaware County MACIT MoU, Authorization to Use and Disclose Protected Health Information and the Information to Be Used/Disclosed documents please go to <http://www.neomed.edu/cjccoe/sequential-intercept-mapping/resources-by-intercept>

To learn more about the Delaware County MACIT Program, please contact:

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