Overview

DBHIDS envisions a crisis system in which there is “no wrong door” to behavioral health treatment. Crisis services are available 24/7 to everyone, anywhere. Philadelphia’s approach to behavioral health crises is to develop a continuum of response options for the needs and circumstances of each 911 or Philadelphia Crisis Line call.

Community Mobile Crisis Response Teams (CMCRT)

CMCRTs consist of behavioral health professionals, a licensed practical nurse, and a certified peer or recovery specialist or a family member trained to provide crisis services within the community, with a focus on resolving or ameliorating the crisis. Staff will provide:

- short-term rapid response
- crisis stabilization
- case management services

CMCRT services are resolution-focused, with referrals to new services occurring as clinically indicated, as well as coordination with existing services.

In 2019 the existing CMCRT was dispatched 2,276 times across the city.

Expanding from 2 CMCRT providers to 4 full-time CMCRT providers, and enhancing the model, establishing 24/7 city-wide coverage.

Crisis Intervention Response Teams (CIRT)

Launched in April 2021, the CIRT pilot includes a behavioral health specialist paired with a Crisis Intervention Team (CIT)-trained police officer, who together respond to de-escalate behavioral health crisis-related incidents.

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In the initial pilot phase, CIRT Teams and CIRT Outreach Teams are operational within Regional Operations Command (ROC) North and ROC South.

The program also includes two peer-based follow-up teams.

### De-escalating Behavioral Health Crises
- Rapid response to all referrals from 911 dispatch, patrol officer request, or self-initiation.
- The Behavioral Health Professional will provide services to engage the individual in crisis.

### Reducing the use of force on and arrests of individuals with behavioral health challenges
- Prioritizes assisting individuals in obtaining relief and regaining a sense of understanding and control.
- Crisis stabilization through evidence-based/evidence-informed interventions.

### Increasing access to treatment and other services in the community
- Solution-based care coordination to connect individuals to appropriate levels of care, community services and supports.
- Outreach team assists in making referrals, scheduling appointments, and ensuring appointment attendance when indicated.

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**Proposed Expansion Overview**

**Emergency Response System**
- Call-Takers
  - Behavioral Health Navigator and modified CIT Training including de-escalation
- Fire/EMS Dispatch
- Police Dispatch Radio Band
- Fire/EMS
- Patrol Officers

**Behavioral Health Crisis Response System**
- Residents
  - 911
- Suicide and Crisis Protocol
- Philadelphia Crisis Line
- CIRT
- CMCRT

**New Enhancements**
- Police
- Medical
- Behavioral Health

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