

INNOVATIVE OPTIONS FOR CRISIS INTERVENTION

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What if you are someone in a behavioral health crisis that encounters law enforcement and it is pretty apparent that you need help, but don't need to be hospitalized or go to an ER? Police Drop Off Centers are one of the new Jail Diversion

Program (JDP) projects described in the most recent Request For Applications that DMH Forensic Services published on [CommBuys, for the State's procurement and purchasing activities](#).

[Behavioral Health Network, Inc.](#) (BHN) in Springfield became the first recipient of a DMH JDP grant for a Police Drop Off Center (PDOC). The PDOC may be used by up to 32 police departments in the Hampden and southern Hampshire County area. This Drop Off Center is co-located on the BHN large Liberty Street campus in Springfield with the Emergency Services and Respite programs. Individuals dropped off by the police are screened and supported by clinicians and, as necessary, peers. Clinicians help the individual to navigate needs for other services and short-term placements, many of which are located on the BHN campus, such as [The Living Room](#), [The Hope Center](#), [crisis services](#), to name a few.

Another feature of the PDOC is the [Community Crisis Response Team](#) (CCRT). Police may call and request field clinical assistance during the hours of the PDOC (16 hours a day.)

Additionally, there is a dedicated 24 hour phone line for police to call and consult with a clinician. The PDOC is being used with increased regularity by the local police departments as they discover how helpful and effective it can be in their work.

Police Drop Off Centers are designed to:

- 1) Assist someone who needs and voluntarily wants help;**
- 2) Intervene further upstream, instead of waiting for the crisis to fully percolate;**
- 3) Avoid using the ER, when the ER does not supply the appropriate treatment or solution, but does require a lot of waiting around; and**
- 4) Provide easy access to a clinician who can help the individual in a multitude of ways, rather than tying up a police officer's time.**

While the PDOC is available in the southern Pioneer Valley area, generally if you encounter someone in a serious mental health crisis, the first contact should be your local Emergency Services Program/Mobile Crisis Intervention*. Across the Commonwealth, law enforcement and crisis teams are working more closely together than ever.

***Emergency Services Program/Mobile Crisis Intervention (ESP/MCI) is available 24 hours a day, 7 days a week, 365 days a year. Anyone may contact ESP/MCI for assistance. Call toll-free at 1-877-382-1609, anytime, day or night, and enter your zip code. Have a pen or pencil and piece of paper handy. Once you enter your zip code, you will get the phone number of the closest Emergency Services Program/Mobile Crisis Intervention that serving your area. Mobile Crisis Intervention is the type of ESP that is designed for youth.**