ARRIVE TOGETHER:

A Game-Changer in Crisis Response Across New Jersey

At Bridgeway Behavioral Health Services, we know that mental health crises require more than just a quick response, they need the right response. That's why we're proud to be at the forefront of the ARRIVE initiative (Alternative Responses to Reduce Instances of Violence and Escalation), a groundbreaking program from the NJ Office of the Attorney General. ARRIVE teams law enforcement with mental health professionals to respond with compassion, care, and connection when individuals are in crisis.

ARRIVE is changing the way New Jersey responds to mental health emergencies—with the goal of reducing arrests, preventing the use of force, and building stronger, trust-based relationships between police and the communities they serve.

New in Hudson County: Two Models, One Mission for ARRIVE Together

In Hudson County, ARRIVE is in full swing through two powerful models:

- Hudson ARRIVE Together Co-Response model: Implemented by Jersey City Medical Center, this model puts a mental health professional in the field alongside law enforcement during 911 mental health crisis calls.
- Hudson ARRIVE Together Follow-Up model: Implemented by Bridgeway Behavioral Health Services, this model sends a mental health professional into the field as a follow-up to a referral from law enforcement regarding an individual experiencing a mental health crisis.

Within a designated time frame, often the same day, a Bridgeway clinician reaches out, offering care and connection. Our team works evenings and weekends, making sure individuals receive support during the moments they need it most.

Over a 30-day window, individuals are followed closely. They receive personalized support, multiple check-ins, and connections to critical services like therapy, housing, outpatient programs, and more. It's an approach that goes beyond the moment of crisis; it's care with continuity.

Spotlight on Somerset County: ARRIVE Together Shines Bright in Franklin

Bridgeway Behavioral Health Services has successfully led a full-time ARRIVE Together co-response model since 2023 in Somerset County, beginning with the Franklin Township Police Department and expanding to 7 additional departments in the county. Franklin Township Police have embraced the model as a vital tool in their toolbox, transforming high-stress moments into opportunities for support, not punishment. The program receives rave reviews within the county.

In just its first few months:

• More than 72% of calls were de-escalated without hospitalization
• Dozens of individuals were safely connected to services
• Officers and clinicians worked hand-in-hand to bring empathy and expertise to every scene

“The success of ARRIVE Together in Franklin demonstrates how valued the program is by both officers and our Bridgeway Clinicians” said Allison MacFadyen MS, LPC, ACS, Vice President of Emergency Services, Bridgeway Behavioral Health Services. “The strong partnership between clinician and law enforcement has produced meaningful outcomes—de-escalating more than 72% of crisis calls and connecting people to the care they need outside of the local emergency room,” she added.

ARRIVE Together Works—Because We Work Together

Whether it’s a co-response or a follow-up, ARRIVE saves lives, reduces trauma, and ensures people in crisis don’t face their struggles alone. Bridgeway is proud to play a leadership role in bringing this statewide vision to life, one community at a time.

To learn more about Bridgeway’s role in the ARRIVE Together program or to explore partnership opportunities, contact us at: contact us at:

Hudson ARRIVE Together Follow-up Model: **HudsonARRIVEmailgroup@bhs.org** or 862-284-7615

Somerset ARRIVE Together Co-Response Model: **Nicole.Crowley@bridgewaybhs.org** or 908-526-4100