



# CRISIS RESPONSE UNITS

A cooperative effort meeting the needs of MTA patrons.

Crisis Response Units respond to persons in crisis and persons in need of service.



# THE PARTNERSHIP LASD & DMH

A unit consists of a:

- Deputy Sheriff (LASD)
- Mental Health Clinician (DMH)

# Persons In Need of Service

A “Person In Need of Service” is defined as a person in **CRISIS** regarding:

- Mental Health
- Housing
- Medical
- Substance Abuse



# Contacts Originate from:

- MTA
- LASD
- DMH
- BOS
- Public
- CRU Observation



## Bus Stops

Bus stops are the responsibility of the law enforcement agency that patrols the area of the stop. This is the federal standard. They are not the responsibility of Transit Services Bureau deputies. But because bus stops affect MTA patron's perception of safety and quality of life, the Crisis Response Units have and will continue to take a proactive approach in trying to resolve problem locations. If the person in need of service refuses to accept services offered and does not meet criteria for involuntary hospitalization then any further law enforcement action will remain the responsibility of the local agency.

# CRU Protocol

- Introduction
- De-escalation
- Assessment
- Services / Linkages / Literature
- Transportation
- Documentation

# Education

- LASD
- MTA Security
- Contract Security Guards
- MTA Staff – Suicide Prevention
- Public

# Teaching Points

- What is Mental Illness?
  - Psychosis, Paranoid Schizophrenic, Bi-Polar, Anxiety, Depression
- Mental Health Law
  - 5150 - Explanation and Criteria
  - Detentions versus Arrest
- Intervention Techniques and Risk Factors
  - Mentally Ill
  - Homeless
  - Suicidal



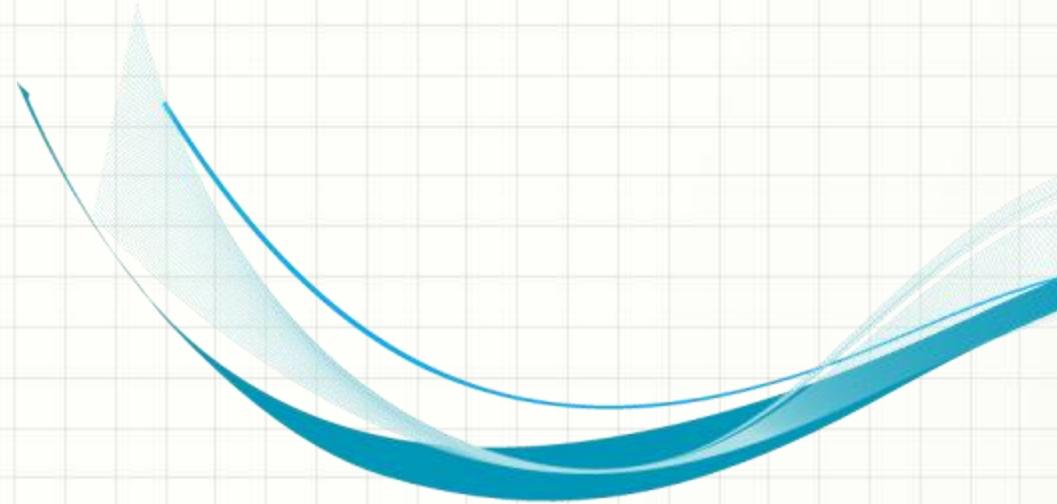


# **Survey and Experiential Findings**

# What should I do if I encounter a person acting unusual?

## Things to Consider:

- Each situation is unique
- Safety First
- Do I need to Intervene?
- Consider calling for help (911, other citizens)
- How can I help you? Tell me what's wrong.
- Listen



# Case Example



**QUESTIONS?**