



**mercy maricopa**  
integrated care

Doing the right thing for the  
right reason



# Community Collaboration: It's A Relationship

## CIT International Conference

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# Community Collaboration: It's a relationship

## Objectives:

Community partners work as a team

- The “T” in CIT stands for team

Team work benefits the whole community

- Working together to achieve a common goal

A relationship can exist in different systems

- Identify ways to build relationships within your system

# Crisis System Overview- Maricopa County

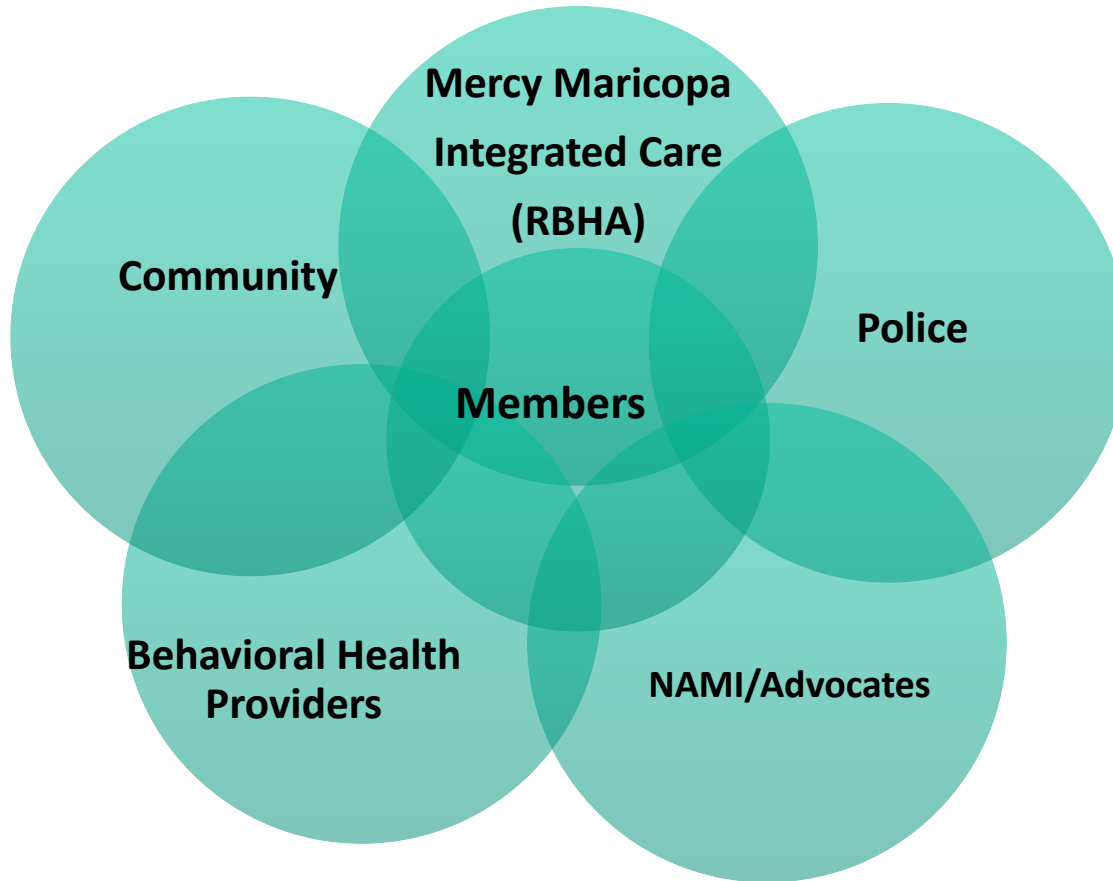
**Vibrant, robust, and accessible crisis system for all-**

- **Crisis Line**
- **Crisis Mobile Teams**
- **Crisis Facilities**
- **Detox Facilities**
- **Crisis Residential, 24/7 Outpatient, & Respite**
- **Crisis Transition Navigators**
- **Hospital Rapid Response**



# Crisis System Overview

## Multiple Relationships



# Community Collaboration

## 5 Legged Stool

**1- Police Training**

**2- Community Collaboration**

**3- Vibrant and Accessible Crisis System**

**4- Behavioral Health Staff Training**

**5- Family, Consumers, and Advocates Collaborate and Educate**



# Community Collaboration

## The Five Legged Stool: Leg #2

### Community Collaboration

- It is vitally important that integral community partners are identified and utilized by the CIT development team. Community partners play an important role in the CIT process, and it is important to develop community ownership. This ownership can be accomplished by including individuals and organizations within the community in **all phases** of the CIT program's development and implementation—initial planning, training curriculum development, ongoing feedback, and problem solving.

# Community Collaboration

## The Five Legged Stool: Leg #2

### Community Collaboration (cont.)

- Local professionals and agencies who volunteer their time to assist in the training of patrol officers help increase the sense of community ownership and networking for CIT. It is this **broad-based grassroots community collaboration** that makes a CIT program achievable and sustainable. In times of fiscal challenges, budgetary cuts, and other financial constraints, the collaborative nature of a healthy CIT program helps it weather potential fiscal and political storms and permits the program to endure, providing better outcomes for officers and those in crisis.



# Community Collaboration

## In Cop “Speak” please...

Think of community policing

- Having meetings or events to help the community feel empowered
- Proactive problem solving together

Except for CIT, it works best if you go beyond this model

- Community policing is knowing your contacts- CIT is maintaining a close relationship with those contacts
- It is making the intentional decision to nurture your key relationships with respect, trust, and time.
- CIT is community policing at its best!

# This is what it looks like for us

- **Our CIT Program- joint, collaborative ownership**
- **Respect & Trust**
- **Face to face time- intentionally seeking it out**

# Community Collaboration

## Maintaining the Relationship: Stuff Happens

PD and BH Providers- we are like the odd couple:

### PD

- Want to solve the problem/crisis
- 1 call = 10 minutes
- Limited by the constitution
- Lump all “helpy” people together:  
ie, assume they all know all BH  
processes

### BH

- Focused on long term health
- Intervention can take several  
hours
- Limited by HIPPA
- Assume officers understand all  
BH processes

# Community Collaboration

## Examples of collaboration:

### ➤ **Rooming Inc. Case Study**

- Collaborative effort between Mercy Maricopa, City of Phoenix, Phoenix Police Dept, Phoenix Fire Dept, Adult Protective Services, and many more agencies

### ➤ **High utilizers of emergency services**

- Oftentimes the providers don't know members are accessing these services

# Community Collaboration

## Things that work for us-

### Meet often

- We have standing monthly meetings with crisis providers that frequently interact with PD
- We have less frequent, but periodic meetings with other stakeholders
- Make excuses to just get lunch, coffee, drinks- intentionally seek it out!

### Nurture your relationship

- It's not all "shop" talk- digress and talk about mutual interests
- Don't save the hiccup until the monthly meeting- call, text, or email your friend, so you can get a handle on it early.
- Go to conferences (at least CIT!)

# Community Collaboration

**Can you see this working in your system?**

Group discussion

# Community Collaboration

## Helpful Links

Mercy Maricopa Integrated Care- [www.mercymaricopa.org](http://www.mercymaricopa.org)

City of Phoenix- [www.phoenix.gov](http://www.phoenix.gov)

CIT International- [www.citinternational.org](http://www.citinternational.org)

CIT Center Home- [www.cit.memphis.edu](http://www.cit.memphis.edu)

NAMI- <https://www.nami.org/Law-Enforcement-and-Mental-Health/What-Is-CIT>

# Community Collaboration

Questions?





# Thank you

