



Community Crisis Intervention Team (CCIT) Needham Model

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CCIT Program Overview

- Based off national Jail Diversion Model
- Established to improve Needham police, social worker and public health service provider responses.
 - acute and chronic mental health, substance use incidents, domestic violence and elder abuse incidents, homelessness, and others.
- Enables communication and collaboration among town service agencies.
- Lead by Needham Police
- Core team works to respond in crisis situations and in chronic resident situations
 - Provides resources related to assessment, counseling, treatment and family system restructuring to break the cycle of recurring incidents and enhance resident health and wellness



Needham Community Crisis Intervention Team

Play (k)

CCIT Goals

1. **Expand Knowledge:** police, fire, and first responder staff knowledge of substance abuse, domestic violence and mental health issues to provide an enhanced response to support resident needs.
2. **Diffuse/Mitigate:** situations to mitigate escalation to the level of assault, abuse or crime, steering people to treatment instead of hospitalization and/or jail.
3. **Intervene:** Intervention with a proactive response offering support and treatment options to residents, connecting residents with acute and chronic issues to local resources.
4. **Create Partnerships:** Partner with town social workers- Breaking down silos between community stakeholders by sharing work roles and responsibilities and behavioral health resources. To ultimately provide targeted resources to residents in need to mitigate the negative consequences of the presenting condition.
5. **Maintain Connections:** with DMH funded Riverside Emergency Services providers 24/7 social work phone support, in office and at home psychiatric evaluation, connection to state funded treatment for substance use disorders, mental health conditions and social services – including crisis stabilization treatment and in patient supports.
6. **Provide Resident Intervention:** in acute or chronic need, that has contact with police, public health or EMS with the objective to reduce the number of emergency calls

CCIT Structure



1. Needham Police Training/Co-Response: Police officers- 3-day CCIT adult and/or youth focused training.

- Elder at-risk education, domestic violence awareness, substance abuse and addiction, mental health first aid training and family conflict resolution. Needham Police has committed to the [One Mind Pledge](#)



2. Monthly Core Team Service Provider meetings: Presentation of acute chronic resident cases.

- Attendees include: Police, EMS/Fire, Public Health, Social Workers (Aging and Youth & Family) and a representative from Riverside Emergency Services.



3. Quarterly Community Partners meetings: Discuss trends seen in the hospitals and communities. Hospitals provide numbers seen for diagnosis within our area. Often presentation for new programs within the area.

- Hospitals, Needham Public Schools, Community Social Service Agencies, MA Department of Mental Health (resident programs) and Riverside Emergency Services (24/7 phone support, psychiatric evaluation-in home-in office, crisis stabilization and referral to treatment)

CCIT Outcomes

- **Resident support:** Increased communication and connection with residents and their families to provide extensive support resources
- **Hospital connections:** Enhanced relationships with area hospital leaders for enhanced responsiveness in emergencies for consistency as a resource and support for Behavioral Health needs.
- **Data collection:** analysis: Hospital ED data, school incident data, police and EMS incident data collection and review to evaluate the behavioral health and social service needs of all age Needham residents.

CCIT Example #1

- After multiple calls to Needham police and fire, a 76-year-old Needham resident who has an adult son with co-occurring mental illness and substance use disorder was referred to a social worker at CATH. His son currently lives with him and his wife, which is causing them a great deal of stress. The social worker is working with the father to navigate finding supportive housing for his son, while also emphasizing the importance of self-care and making sure his own needs are met. The father seeks counseling and support while the son is navigating the rehab process.

CCIT Example #2

- A Needham resident contacted the Needham Police Department for assistance with filing a Section 35 on behalf of her adult daughter. Her daughter had previously sought residential treatment. A Section 35 was filed, and the daughter was court mandated to residential treatment. The mother was connected with a social worker at CATH for support and information regarding the Section 35 process. The social worker collaborated with Carol Read to discuss ideas for local resources and support for the family. Through the support services of Needham Police, Fire, Health Department, and Social Workers this family was supported and guided through a very stressful time of their lives.

Confidentiality/Authorization



Needham Community Crisis Intervention Team (CCIT)

Working Together to Reduce Risk in Our Community

About the Needham CCIT:

The Community Crisis Intervention Team is made up of designated staff from community and government agencies in Needham. The team meets monthly to address specific situations regarding community members in urgent need of support. The CCIT will develop immediate, coordinated, and integrated responses, working collaboratively with community members to ensure members have access to the services and supports available.

Who is part of the Needham CCIT?

Members of the Needham CCIT include the following Town Departments: Public Health staff (Nursing and Substance Use Prevention), Aging Services Social Workers, Youth & Family Services, members of the Police Department, and members of the Fire Department. Other community partners within Needham (i.e. Riverside Community Care or Needham Public Schools) also may participate and assist in the team's intervention.

Consent Waiver

Through your collaboration with the Needham CCIT we can help connect you and your family with local resources and supports such as substance use services, mental health treatment, housing stabilization support, and home care services.

By signing below, you consent to have Needham CCIT discuss your situation and your needs in order to offer you the best support, the CCIT collaborates to identify the most beneficial and appropriate resources for you and your family. Please know that representatives from each of the above groups will be part of determining the best possible response for your individual or family needs. Any discussion within CCIT will remain confidential between the members of CCIT and the individual signing below.

Name: _____

Reason for referral to CCIT: _____

Home Phone: _____ Call Phone: _____

Address: _____

Signature: _____ Date: _____

Emergency Contact: _____ Phone: _____

This release is valid until: _____

CCIT Member: _____ Date: _____

*A copy of this release is as valid as the original.



Needham Community Crisis Intervention Team (CCIT)

Working Together to Reduce Risk in Our Community

CONFIDENTIALITY AGREEMENT FOR THE NEEDHAM COMMUNITY CRISIS CORE TEAM

About the Needham CCIT:

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Confidentiality Guidelines:

Every individual and family whose circumstances are presented at the Community Crisis Team Meetings has the right to expect that their concerns will only be discussed at the roundtable and that their information will not be shared with unauthorized individuals.

I, as a participating member of the Community Crisis Intervention Team, understand and agree that confidentiality of identifiable information for any individual or family presented at the Community Crisis Core Team Meetings shall be maintained. I understand and agree that the personal, identifying information presented at the Community Crisis Team Meetings will not be released to any other nonparticipating agencies/persons without signed a signed release of information from the individual or family being discussed.

I agree to report to any violations of this agreement by myself or any other person to the CCIT Chair, Lieutenant Chris Baker, cbaker@needhamma.gov, p. 781-455-7570.

Name (print): _____

Organization: _____

Signature: _____ Date: _____

Protocol Example

8. After the team meeting, appropriate team members reach out and offer services to identified residents who appear to be in need.
 - A. A social worker, public health nurse, and/or police officer call the resident to introduce the available support services, inform the person about confidentiality, and identify the reason for concern. If indicated, the CCIT staff member may request an in-person meeting with the resident, at their home or the staff member's office, to offer further resources and ongoing support.
 - B. If the resident initially declines the service, the provider determines whether to reach out again. If the client is still not interested, the case will be closed. **All attempts to reach out to the client are in CCIT records documented.**
 - C. The designated social worker or public health nurse maintains a confidential record to track progress in each case.
 - D. With the client's consent, the designated social worker or public health nurse reports back to the CCIT about follow-up with the resident (i.e., if a referral has been successful, if the client is receiving care or assistance.)
 - E. If clinically indicated, the designated Needham social worker or a public health nurse, with the signed client consent, communicates with care providers working with CCIT-referred Needham residents to review plan of care and treatment progress.
9. If an emergent situation with a Needham resident comes to the attention of any of the members of the CCIT, an appropriate response is determined by Police and Health & Human Services and is reported to the team at the next scheduled CCIT meeting.

Attachments:

- Authorization to Discuss Care
- Community Crisis Intervention Team Confidentiality Agreement

Prepared by: Catherine Delano, Timothy McDonald, Chris Baker, Jessica Moss, Kerrie Cusack, and Lynn Schoeff

Approved by:

Director of Health and Human Services Date



POLICY or PROCEDURE TITLE: Community Crisis Intervention Team
Number: HHS-ALL-108
Policy Type: Administration
Effective Date:
Date Reviewed or Revised: July 29, 2019

PURPOSE: To connect Needham residents who are experiencing mental health conditions, substance use disorders, potential elder and child abuse or neglect, domestic violence, and family dysfunction with local social work support and other resources.

PROCEDURE:
The Community Crisis Intervention Team (CCIT) meets monthly. Needham Public Health staff members, Aging Services Division Social Workers, and Needham Police and Fire are responsible for:

1. The following departments designate appropriate individuals to meet on the second Wednesday at 10am at the Needham Police Station: Police Department; Aging Services Division; Fire Department; Public Health Nursing; and Substance Use Prevention.
2. Members of the CCIT abide by standards of confidentiality and may exchange case information within the membership of the CCIT. Sharing of information with other service providers can occur only with the consent of the individual being served.
3. All members of the CCIT will sign the Community Crisis Intervention Confidentiality Agreement.
4. Needham Police present current cases and an appropriate referral is made for Needham residents with acute or chronic incidents related to: mental health status, extreme isolation, substance use disorder, domestic violence, threat of harm and harassment, elder abuse and neglect, child abuse and neglect, suicidal ideation and suicide attempts. Referrals may be made to Youth and Family Services, Public Health Division, Police, Fire Department, Aging Services Division, Riverside, or other appropriate service.
5. Prior to the meeting the staff member who is presenting a case decides if other members of the community (e.g. Needham Public Schools representative) are needed at the upcoming meeting. Anyone from outside the core team must review and comply with the CCIT policy and sign the Community Crisis Intervention Team Confidentiality Agreement.
6. The monthly team meeting consists of reviewing the case and discussing a plan of action for the resident, referral details, and plan for outreach to the resident and/or his or her family.
7. In addition to the monthly meetings, the CCIT holds quarterly meetings to which a larger group is invited. Additional attendees include representatives from Beth Israel Deaconess-Needham Hospital, Newton-Wellesley Hospital, Riverside, and Springwell.

Newton Wellesley Hospital

NWH FY21 through Q3 (Apr-Jun)- Primary Service Area Emergency Room Volume

Town	Overdose					Totals		FY21Q3-FY20Q3		Transport		
	0-17	18-24	25-44	45-64	65+	FY21 Q3	FY20 Q3	#	%	Amb	Non-Amb	Total
Natick	-	1	-	1	-	2	1	1	100.0%	-	2	2
Needham	-	-	2	-	-	2	-	2	0.0%	2	-	2
Newton	-	1	-	1	-	2	1	1	100.0%	2	-	2
Waltham	1	-	2	5	1	9	5	4	80.0%	6	3	9
Watertown	-	-	-	-	-	-	-	-	0.0%	-	-	-
Wellesley	-	1	-	1	-	2	1	1	100.0%	1	1	2
Weston	1	-	1	-	-	2	-	2	0.0%	1	1	2
Total	2	3	5	8	1	19	8	11	137.5%	12	7	19

Zip code desc	Mental/Behavioral/Disorders					Totals		FY21Q3-FY20Q3		Transport		
	0-17	18-24	25-44	45-64	65+	FY21 Q3	FY20 Q3	#	%	Amb	Non-Amb	Total
Natick	5	6	5	1	-	17	5	12	240.0%	4	13	17
Needham	12	4	4	2	-	22	12	10	83.3%	4	18	22
Newton	18	33	16	11	14	72	59	13	22.0%	34	38	72
Waltham	11	9	37	14	6	77	76	1	1.3%	50	27	77
Watertown	3	3	2	2	-	10	5	5	100.0%	6	4	10
Wellesley	17	6	2	4	4	33	15	18	120.0%	10	23	33
Weston	1	3	2	3	2	11	7	4	57.1%	7	4	11
Total	67	44	68	37	26	242	179	63	35.2%	115	127	242

Town	Others					Totals		FY21Q3-FY20Q3		Transport		
	0-17	18-24	25-44	45-64	65+	FY21 Q3	FY20 Q3	#	%	Amb	Non-Amb	Total
Natick	101	46	143	152	217	659	365	294	80.5%	103	556	659
Needham	153	33	71	87	160	504	314	190	60.5%	102	402	504
Newton	375	175	414	547	961	2,472	1,725	747	43.3%	616	1,856	2,472
Waltham	420	231	684	613	630	2,578	2,012	566	28.1%	668	1,910	2,578
Watertown	86	15	87	67	72	327	238	89	37.4%	63	264	327
Wellesley	192	85	96	159	378	910	550	360	65.5%	253	657	910
Weston	75	25	30	74	178	382	242	140	57.9%	120	262	382
Total	1,402	610	1,525	1,699	2,596	7,832	5,446	2,386	43.8%	1,925	5,907	7,832

Needham Police Data

2021 Q2 Substance Related Offenses		2021 Q2 Mental Health Incidents	
Offense	Count		
ALCOHOL IN MV, POSSESS OPEN CONTAINER OF	2	Mental Health Related Incident	504
DRUG, POSSESS CLASS A	1	Yes	76 15.1%
DRUG, POSSESS CLASS B	4	No	428 84.9%
DRUG, POSSESS CLASS C	1	Mental Health Related Type	36
DRUG, POSSESS CLASS E	2	Voluntary	13 36.1%
LIQUOR TO PERSON UNDER 21, SELL/DELIVER	3	Section 12 (Police)	13 36.1%
LIQUOR, PERSON UNDER 21 POSSESS	3	Section 12 (Clinician/MD)	10 27.8%
OUI--DRUGS	1	Transport to	36
OUI-LIQUOR OR .08%	3	BI Needham	26 72.2%
Grand Total	20	NWH	11 30.6%
Suspected OD (Opiate)	4		
Suspected OD (Other)	5		
OD Death (Opiate)	1		
Narcain Administered (Police)	2		

BID-Needham

Town	Falls					Totals	
	0-17	18-24	25-44	45-64	65+	2021 Q3	2020 Q3
Needham	4	1	3	7	51	66	56
Dedham		2		8	42	52	27
Westwood	2		1	3	14	20	12
Dover	1		2	1	2	6	5
Medfield	1	1	2	2	4	10	10
Wellesley		1		2	1	4	1
Walpole	1	1	4	4	14	24	6
Sharon	1		1		5	7	1
Foxboro					1	1	2
Norwood	4	2	3	10	26	45	5
Total	14	8	16	37	160	235	125

Town	Overdose					Totals	
	0-17	18-24	25-44	45-64	65+	2021 Q3	2020 Q3
Needham			2	2		4	2
Dedham		3	2		1	6	1
Westwood					1	1	1
Dover			1			1	1
Medfield		2	2		1	5	
Wellesley			1			1	
Walpole							
Sharon							3
Foxboro							
Norwood			2	2		4	
Total		5	10	4	3	22	8

Town	Mental Health					Totals	
	0-17	18-24	25-44	45-64	65+	2021 Q3	2020 Q3
Needham	6	4	14	12	22	58	51
Dedham	1	4	11	12	29	57	28
Westwood	1	1	4	2	32	40	9

Data

Resources to started

- CIT International <https://www.citinternational.org/What-is-CIT>
- Technical Assistance – Metro Boston Crisis Intervention Team Training & Technical Assistance <https://www.metrobostoncit.org/training-and-technical-assistance-center>
- Massachusetts Association for Mental Health & DMH <https://www.mamh.org/science-innovation/tested-solutions/crisis-intervention-team-program>

Response Materials

~Interface Helpline:

617-332-3666 x1411—FREE consultation & referral service for therapy & psychiatric services

~Riverside Emergency Services:

781-769-8674— Crisis intervention & phone consultation for mental health & addiction related emergencies 24 hr/7 day

~MA DPH Helpline:

800-327-5050—FREE consultation & referral for alcohol & other drug detox, treatment & sober housing; www.helpline-online.com

~NAMI MA: 800-370-9085—

Individual & family mental health support line; local group meetings & resources; www.namimass.org

~St. Elizabeth's Hospital:

617-789-2574—Hospital detox & inpatient & outpatient treatment, including Suboxone

~DOVE Domestic Violence:

888-314-3683—24 hr/7 day phone support; www.dovema.org

~Suicide Prevention Helpline:

800-273-8255— 24 hr/7 www.suicidepreventionlifeline.org

~Samaritans: 877-870-4673

—24 hr/7 call line; confidential support for depressed, lonely or suicidal callers & their friends/ family who are concerned

We Can Help

~**Needham Public Health Department:** 781-455-7500 x511—ask for Substance Abuse Resources; www.needhamma.gov/substanceabuse

~**Learn to Cope:** 508-738-5148—Support group meetings for family & friends of person addicted to opioids/heroin; Narcan available; www.learn2cope.org

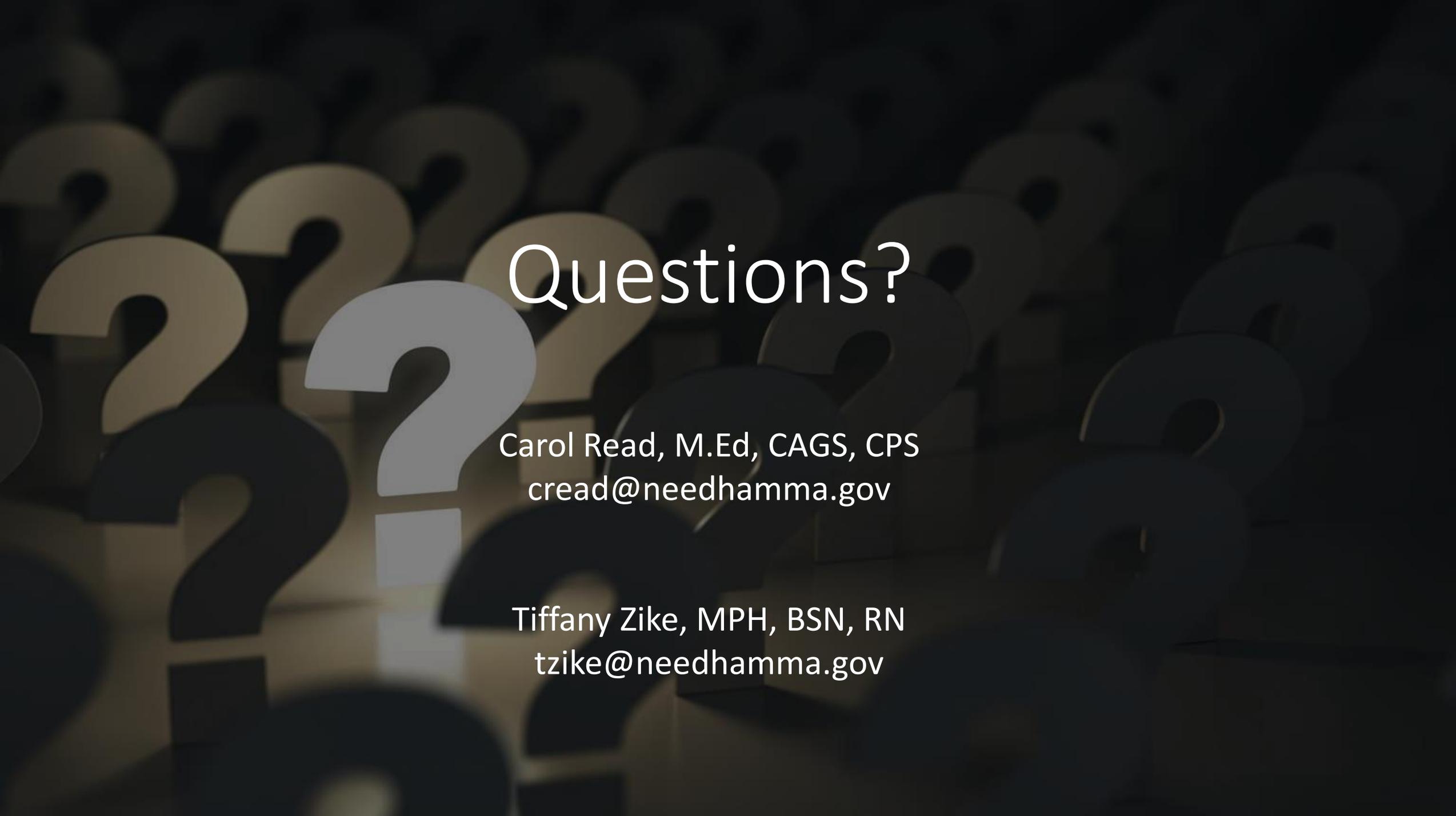
~**Alanon:** 508-306-0556—Resources & support group meetings for family & friends of addicted person

~**Alcoholics Anonymous Meetings:** 617-426-9444—Peer support for daily sobriety

~**Substance Use Services:** 617-243-6062—Newton-Wellesley Hospital provides consultation for inpatient & outpatient services, medication-assisted treatment, education, counseling, & support groups

~**MOAR Recovery:** 617-423-6627—MA recovery support services



The background of the slide is dark with a pattern of question marks in various shades of gray and white, some appearing as if they are floating or layered. The word "Questions?" is written in a large, white, sans-serif font in the upper center.

Questions?

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