

Course Correction: Future Needs

- Support services for diverse at-risk populations
- Develop evidence-based and evidence-informed practices
- Increase transparency and accountability for service providers
- Support alignment with state and national best practices

Key Takeaways: Crisis Mitigation

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Navigating High-Risk Situations

- [Unreadable]
- [Unreadable]

Systemic Barriers to Effective Response

Transition & Resilience

Come Ride with us!

To schedule a ride along, contact: [detc.p@summitcounty.gov](mailto:detc.p@summitcounty.gov)

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Principle 4: Care partnership and planning

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Principle 3: Assess for best outcomes

- [Unreadable]
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Principle 1: Timely Intervention

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Understanding Crisis Calls for Service

- [Unreadable]
- [Unreadable]

The Public Safety Problem:

- [Unreadable]
- [Unreadable]

# Crisis Mitigation

## A Public Safety Viewpoint



SMART is supported by:



COLORADO Behavioral Health Administration



STRONG FUTURE

Lieutenant Daric Gutzwiller - "Gutz"

Has worked at the Summit County Sheriff's Office for more than 20 years in various roles, in 2019 Crisis Response became the focus, and he went to co-responder programs across the country putting together parts and pieces from everywhere. SMART continues to evolve, always seeking new and better ways to help those in our community on their most challenging days.



SMART is comprised primarily of co-responders and clinical case managers. We work every day to stabilize and deter crisis in our community using the least restrictive means of care, with an emphasis on mitigating active crises and diverting future crises through early intervention.

We deliver immediate intervention and sustained support—wherever and whenever a crisis occurs.



# The Public

# Safety

# Problem:



Law enforcement is the front line for mental health crises.



System is designed for enforcement, not treatment.



Crisis calls are increasing dramatically.  
(over 15 years - Summit increased 1227%)



Law Enforcement will always "Go", but is this the ideal response? Nope.

# Understanding Crisis Calls for Service

- Crisis is emotional, unpredictable, and often irrational.
- Can involve substance use and mental health overlap.
- Frequent engagement with chronic system users, High Utilizers.
- High-risk, rapidly evolving scenes.
- Any response can either stabilize or escalate it.

# Why SMART Exists: A Better Option



Co-responder Model: Deputy and Clinician working together.



System Partnerships: Over 200 community partnerships for comprehensive support.



Direct Placement: Efficient pathways to appropriate care.



Ongoing Support: Continuous case management for sustained recovery.



Core Philosophy: Least restrictive, most effective response.

# Crisis Mitigation

A lot goes into the determination of crisis, calling in for service, response, investigations and assessments, but we are trying to identify crisis where it exists:

SMART defines crisis as a point where a person's distress exceeds their ability to function safely.

Mitigation efforts are when our team can effectively help add supports, treatment, resources, and connection points to help clients manage and get back on the right track.

Not every crisis call is suicidal/homicidal in nature, but with limited time here we will be focusing on that type of "crisis problem" as our call for service.

# Before a Crisis Happens

1. Know your resources - you can even build these relationships
2. Follow professional advise, therapy, medication, peer relationships
3. Create a personal crisis plan beforehand, track what works for you
4. Use those identified strategies to reduce stress - use skills that work
5. Pause - take care of yourself! Eat a meal, change setting, monitor self
6. Early Identification - get assistance before things get out of hand
7. Enguage systems that work - Case management, 988, Coresponders
8. Systems work best with follow through - complete MH goals!
9. Be part of your planning for higher levels of care, what works for you?

**In Crisis**

# **Principle 1: Timely Intervention**

- ➔ Stop harm in the moment.
- ➔ De-escalate the individual(s).
- ➔ Establish trust and build rapport.
- ➔ Safely introduce Clinician to the client.

## In Crisis

# Principle 2: Sound Connection Tactics

- ➔ Slow down, calm practiced active listening. Allow venting.
- ➔ Validate feelings without validating harmful actions.
- ➔ Context and history matter, stay engaged and ask questions to clarify.
- ➔ Being human, you are working together to get through someones toughest times.

## In Crisis

# Principle 3: Assess for best outcomes



Higher-level investigation/assessment.  
Intent, plan, means, timeframe.



Info drives outcomes, talk to everybody.



Gauge outcomes and least restrictive  
treatment options that apply.



SMART clinicians work to stabilize  
about 90% of clients in the community.

**In Crisis**

# **Principle 4: Care partnership and planning**



Building rapport is more effective than demanding compliance.



Get buy in and create a plan together when possible.



Problem solving is key!



Least restrictive means to care, voluntary, stabilization, direct placement, holds when appropriate.

**In Crisis**

# **Principle 5: Follow up**

- ➔ Case Management, You don't have to go it alone!
- ➔ Continued assessment of stability.
- ➔ Individual care plans, connection to resources, and mitigating barriers.
- ➔ In the future a relationship with case management can divert future crisis.

## In Practice: On a Real Call



Dispatch conducts initial triage and assessment.



Co-response deployed or clinician-only response as needed.



Cover deputy staged nearby for safety.



Ongoing assessment of the situation.



Goal: Right resource, right time for effective intervention.

# CONTACT US!

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[smartinfo@summitcountyco.gov](mailto:smartinfo@summitcountyco.gov)

Starting a program?

Check out [https://prezi.com/view/6r4vUwq2AEvB6EYEBgqv/?referral\\_token=P5ai4HlnB3FN](https://prezi.com/view/6r4vUwq2AEvB6EYEBgqv/?referral_token=P5ai4HlnB3FN)

Our offices are located at  
501 North Park Avenue, Breckenridge, Colorado  
Office staff is available  
7 days a week 8am to 6pm at 970-423-8940

Our WIX Q and A web page have real time answers for you.  
Pose your questions @ <https://smartinfo9.wixsite.com/smart>



# Come Ride with us!

To schedule a ride along session contact:  
[daric.gutzwiller@summitcountyco.gov](mailto:daric.gutzwiller@summitcountyco.gov)

# Questions & Discussion

Thank you for your attention. What questions do you have about crisis mitigation or the SMART Program?



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