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**Crisis Response Team (CRT) 18 Pilot
Program**

January 6, 2025

What is a CRT?

- 911 systems are designed for responses to acute medical emergencies, fires, and specialty rescue efforts
- Alternative response model that pairs a behavioral health clinician with Police, Fire, or EMS
- Respond to 911 incidents involving individuals experiencing mental health distress and/or substance use disorders
- Primary goal is to provide more appropriate response to individuals experiencing mental health crisis



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Why did Clark County/CCFD create the CRT 18 Pilot?

- The Board of County Commission's direction on October 17, 2023, to explore alternative response models and funding
- The Clark County Fire Department (CCFD) recognized the impacts related to individuals experiencing behavioral health crisis on the individuals, staff, and the emergency response system. CCFD secured the funding and created the CRT 18 alternative response pilot program



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Current CCFD Response Model

- CCFD receives a 911 call involving a behavioral health crisis. This call is coded as a Card 25 call
- CCFD responds to Card 25 calls using the same protocol and acuity scale for physical illness or injury incidents
- Dispatch protocol classifies these incidents on a medical director's acuity scale of 1-6
- Dispatch protocols must follow the Southern Nevada Health District's (SNHD) Emergency Medical Responses



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CRT 18 Program Description

- CRT 18 was a three-person unit with one paramedic, one EMT, and one Licensed Clinical Social Worker (LCSW) modeled after the City of Las Vegas CRT Program
 - EMS identifies medical conditions which can mimic mental illness
 - When no injury or illness is identified, the LCSW conducts a behavioral health assessment to diagnose psychiatric and substance use disorders
- CRT 18 provided immediate support, appropriate interventions, short-term stabilization, and case management services



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CRT 18 Program Description

- CCFD contracted with Community Ambulance for the EMS staff and Reliable Health Care Services for the social work services
 - Social work staff included a clinical program manager, LCSW, and a case manager
- CCFD was awarded a SAMHSA grant in the amount of \$535,000
 - Sufficient to staff one CRT unit 12 hours/day, 7 days/week for 6 months
 - April 13, 2025-September 29, 2025



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CCFD Card 25 Incident Data

- Nationally, up to 31% of 911 incidents to which police departments response involve individuals with mental illness
- In 2023, Las Vegas Metropolitan Police Department received approximately 39,595 Behavioral Health calls
- Card 25 calls are a subset of these calls
 - 2023: 12,532 calls
 - 2024: 9,995 calls
 - First 11 Months of 2025: 9,396 calls
- Card 25 calls are about 6% of total EMS calls



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CRT 18 Program Results

- CRT 18 increased the availability of EMS crews for more urgent medical incidents
 - Unit responded to 758 incidents/673 patient contacts
- CRT 18 De-Escalates Incidents
 - Clinical Program Manager states that CRT 18 deescalated 94% of clients and prevented 572 L2Ks
 - 65% of the individuals in restraints when CRT 18 arrived no longer needed restraints
 - Only 8% arrived at their destination in restraints



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CRT 18 Program Results

- CRT 18 reduced strain on the Las Vegas Valley's ER system
 - Of the 673 patients contacted, 472 (70%) were diverted from an ER, 201 (30%) were transported to an ER
 - Without CRT
 - 2024: 82% of Card 25 calls went to the ER
 - First 9 months of 2025: 72% of Card 25 calls went to the ER
 - 30% resolved on scene
 - 34% referred for substance use treatment programs
 - 27% transported to behavioral health hospital
 - 14% transported to other community service providers



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Estimated Budget for Permanent CRT

- 1 CFT Unit, 7 days/week, 12 hours/day, 365 days/year = \$1.5 Million annually
- Potential Cost Offsets:
 - Medicaid Transport Cost Reimbursement – 203 transports/\$1.9 Million*
 - Transport Revenue - \$99,000 for 6 months of operation
 - State grant funds if program runs 24 hours/day
 - Medicaid reimbursement for LCSW



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Questions?



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