



# WORCESTER POLICE DEPARTMENT

## QUALITY OF LIFE



MAYOR'S CIVIC ACADEMY  
2025

# WPD CRISIS INTERVENTION

- History reminder
- 1988 Memphis
- Established in Memphis, TN in 1988 by Major Sam Cochran (ret.), along with the Memphis Police Department, National Alliance on Mental Illness (NAMI), University of Memphis, University of Tennessee, and mental health providers.
- Known as the “Memphis” Model
  - pre-arrest jail diversion for those in a mental illness crisis
  - partnership with those in mental health care
- Model reduces both stigma and the need for further involvement with the criminal justice system
- 2015 WPD CIT



# TRAININGS

**Serious and Persistent Mental Illness (SPMI)**

**Substance Misuse**

**Cultural Awareness, Suicide Prevention, and Homelessness**

**Hearing Voices Scenarios / assessment / activity**

**Traumatic Brain Injury (TBI), Post Traumatic Stress Disorder (PTSD), and Autism**

**De-Escalation/ Practical Skills Testing**

**Officer Self-Care**

**Certification Exam**

## **Goals of CIT:**

- Increase the safety of law enforcement and individuals in crisis. Training covers how to de-escalate a variety of incidents and divert individuals from the criminal justice system.
- Positively impacts those who have frequent contact with law enforcement and at-risk individuals by reducing calls to 911 and reducing potentially traumatic interactions.
- Helps individuals find treatment, rather than placing them in the criminal justice system.
- Techniques increase safety for first-responders and law enforcement.
- CIT has led to a 58% decrease in arrests of people with mental health issues, according to the GAINS Center for Behavioral Health and Justice Transformation
- Innovative training model for first-responder crisis intervention to help persons with mental and substance use disorders.

## **CIT-40 Hour Training:**

- Covers suicide prevention, mental illness, intellectual/ developmental disabilities, runaway assistance, substance use disorders, homelessness, Autism, Officer self-care etc.
- Supports police department in Central Massachusetts to establish their own CIT, comprised of trained officers in collaboration with providers in their communities.
- Provides first responders with options to de-escalate incidents and better understand mental illness. Provides dispatchers with de-escalation techniques and scenario-based training to better diffuse situations before officers arrive on-scene.

# Worcester

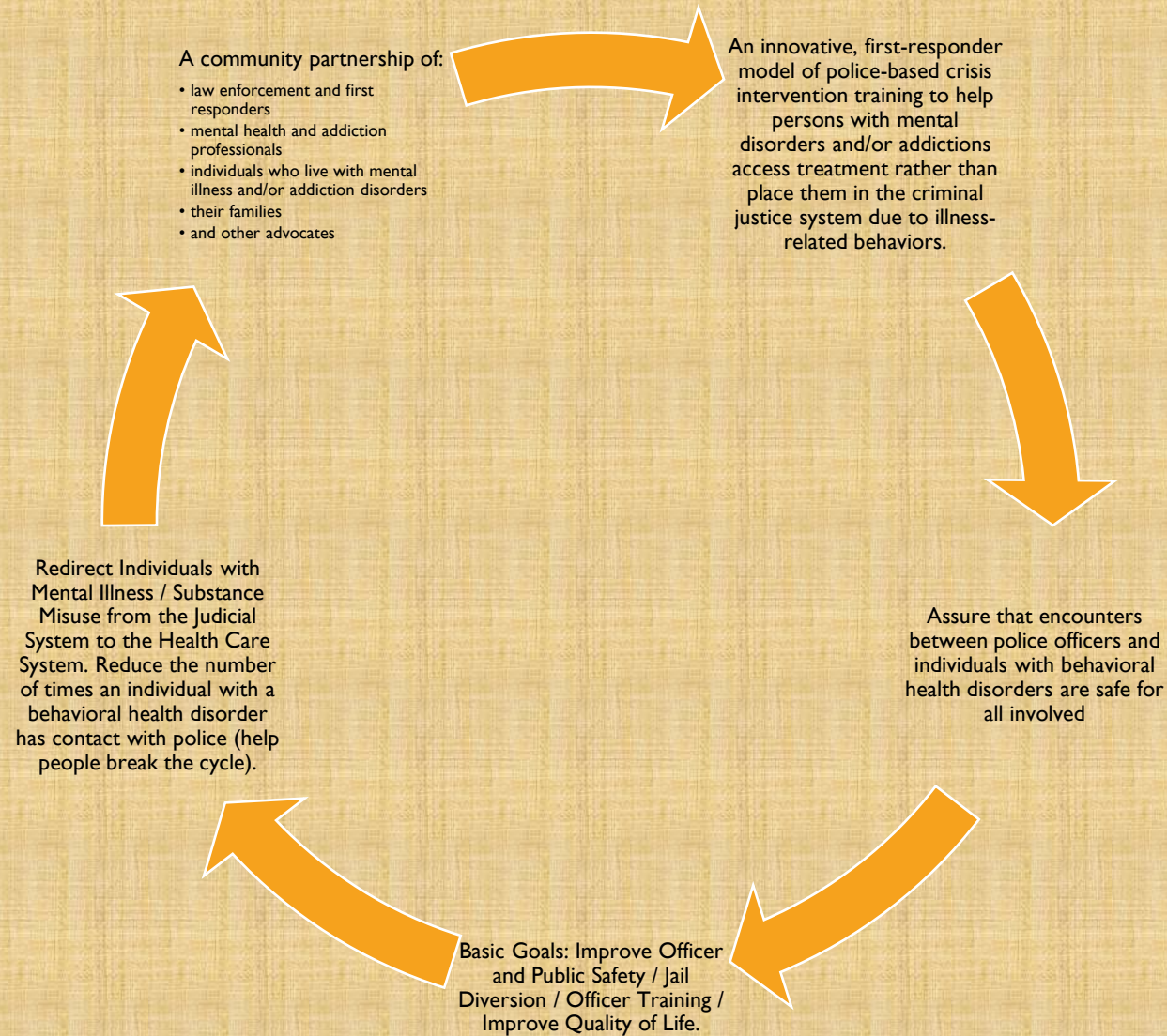
This includes those from the Sherriff's office, universities (e.g., WPI, Clark, Holy Cross, Worcester State etc.).

As far as statistics, we have a list of 775 people trained across All departments as of February 11, 2025.

Worcester makes up 188 of those numbers. Total Trained Worcester 188

<b>Total Trained Worcester</b>	<b>188</b>
CIT 40-Hour	98
CIT Recertification (8-Hour)	5
CIT Training for Dispatchers	52
Mental Health First Aid (MHFA)	13
Psychological First Aid	6
Youth CIT	1
Other Advances Trainings (i.e., Situational Awareness, Resilience/Officer Wellbeing, Use of Force, & Toxic Stress)	13

# CRISIS INTERVENTION MODEL

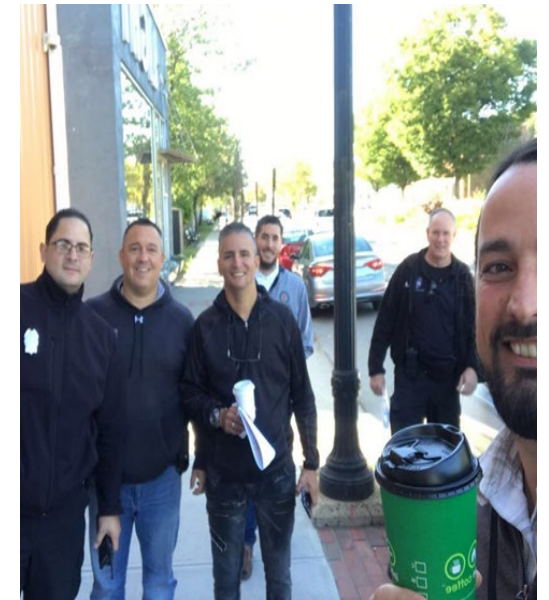


# Quality of Life Task Force

- Established September 2015
- Interdepartmental Team made up of members from the Worcester Police Department, Inspectional Services Department, Department of Public Works, and working closely with the Health and Human Services Homeless Outreach Team
- Rapidly Respond and Proactively Patrol the city for unsheltered sites, trash, vacant and problem properties, illegal chop shops, needle removal, and other issues.

With regards to homeless outreach, our mission is to connect individuals to the services they need including but not limited to housing/shelter services, mental health and or substance use treatment programs

- QOL brings the outreach to the individuals in need. Twice a week, we provide outreach to the homeless population where they stay. Community partners attend and start the process of getting people off the streets and into shelter
- Clinicians, Recovery Coaches, ER Doctors, Shelter Providers, Substance use Treatment, Veterans Services, and Housing Specialists /Case Managers often accompany the team





# OUTREACH RESPONSE



## Crisis Intervention –

Mental Health Evaluations when available

Proper Referrals – DCF 51A, Elder 19A

## Homeless Prevention –

Eviction process connect to Social Service Agencies.

## Connect to Peer Support -

Recovery coaches or MH (Open Sky, Genesis)

## Liaison to Local Shelters –

Queen Street, MLK, RMV Overflow

## HUB/COR –

Community partners / referrals for individuals at an “acute elevated risk” (several factors)



## Quality of Life Task Force / Homeless Outreach



# COLLABORATION WITH AGENCIES

- ▶ The Team has worked in collaboration with several agencies to include South Middlesex Opportunity Council and the Community Health Link to address the issue of Homelessness in the City.



- ▶ Community Health Link, Elder Protective Services, Department of Health and Human Services, Department of Children and Families, Juvenile Probation, Umass Emergency Mental Health, Drug Court, (to Include Serving and assisting families with Section 35), Suicide Prevention Coalition, HUB/COR.

# NEIGHBORHOODS FIRST



## Trash Disposal

Residents of Worcester can dispose of household waste via our pay as you throw Yellow Trash Bag program.



## Recycling

The more you recycle the less you'll pay! A recycling bin can be obtained at DPW&P Customer Service.

- Relationships/Assessment/Enforcement
- Regional Assignments: Nuisance Inspectors assigned to a quarter of the city
- Address illegal dumping and 311 complaints
- Overweight yellow bags
- Bulk items on public way
- State Sanitary Code and City Nuisance Ordinances are enforced
- VIDEO (<https://www.youtube.com/watch?v=9m9fwhvg3tl>)

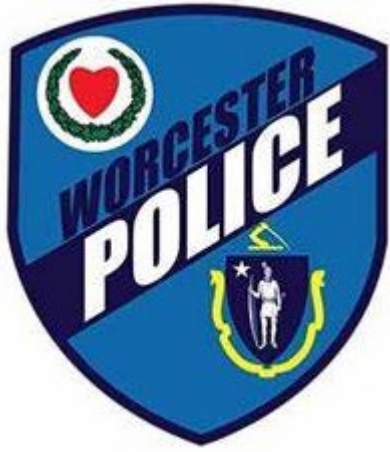


City of Worcester

**QUALITY OF LIFE**

T E A M





## COLLABORATION WITH CIT-TTAC OPEN SKY COMMUNITY SERVICES

Open Sky Community Services Provides Training Technical Assistance Center where trainings are developed and take place. TTAC provides grant assistance, policy & procedure assistance, and overall statewide training on crisis intervention funded by the Department of Mental Health.



Crisis Intervention Team

Central MA Police



Mass  
DMH  
Department of  
Mental Health

