

ROCHESTER PERSON IN CRISIS (PIC) TEAM



Summary

Serving: Rochester, New York (pop. 207,274)
Operating Since: January 2021
Current Budget: \$2.7M
Alternative Response Model: City-led and lives within the Crisis Intervention Department
Website: <https://www.cityofrochester.gov/departments/departments-recreation-and-human-services-drhs/crisis-intervention-services-cis>

Team Composition:

- (1) Homicide Response Team (HRT) - provides immediate community response for families and victims of homicide
- (2) Community Support Team (CST) - assists victims of violence and connects residents with community resources and referral services
- (3) Person in Crisis Team (PIC) - non-law enforcement response to community crises

Call types:	<p>(1) HRT Call Types: support for families and victims, support for neighbors with grief and intervention services, financial and grief support services, spiritual support with the Clergy Response Team</p> <p>(2) CST Call Types: community resource and referral services, domestic violence support, short term case management services, after incident/scene response and victim assistance services including applying for burial or counseling funds</p> <p>(3) PIC Call Types: mental and behavioral health, domestic violence, homelessness, substance use, wellness checks, youth-related issues, elderly needs, family/neighbor intervention, fire fatalities, other calls involving mental and behavioral health and/or social family and community crises assessed for PIC response</p>
Staff:	25 to 35 employees; the team is primarily composed of clinical supervisors, emergency response social workers, and community support counselors
Training:	Street response teams receive extensive training on de-escalation, trauma-informed care, cultural competency, and motivational interviewing.
Calls responded to per month:	Around 900.
Dispatch Process:	The 911 Emergency Call Center will receive calls directed from 211 and 988, and PIC units will be dispatched accordingly depending on the level of risk associated with the incident, 24/7.

Photos

