



WSCDC CESSA Dispatch

What is CESSA? (Purpose & Legislative Framework)



- **Community Emergency Services and Support Act (CESSA)**
Signed into law August 25, 2021
- **Core Requirement:**
Provide emergency mobile behavioral health response equivalent to physical health emergency response, whether contact begins at **911 or 988**.
- **Intent:**
 - Expand response options beyond law enforcement
 - Improve outcomes for individuals in behavioral health crises
 - Coordinate 911, 988, EMS, Law Enforcement, and Mobile Crisis Response Teams (MCRTs)

Dispatch Protocol Changes Under CESSA



The Illinois Risk Assessment Matrix (IRLM) - Describes four levels of risk to health or safety:

Emergent Risk – Level 4	Urgent Risk – Level 3	Moderate Risk – Level 2	Low Risk – Level 1
<ul style="list-style-type: none"> •Immediate threats to life •Active situation with weapons involved, lethal weapons present •Known history of severe acts of violence; assaultive behavior displayed •Any criminal activity with other high-risk behaviors noted •Serious mental illness symptoms with imminent risk of harm to self or others •Severe intoxication, overdose, or withdrawal with life-threatening symptoms •Unknown current status with presumed immediate threat to Life 	<ul style="list-style-type: none"> •No immediate threats to life •No lethal weapons actively involved; non-lethal weapons present with plans to access them •No active assaultive behavior but implied assaultive behavior; escalating level of verbal threats •Criminal activity with verbal threats and no threats to life •Serious mental illness symptoms with moderate risk to self or others •Moderate level of intoxication with some threatening or confrontational behavior •Unknown current status with presumption of no immediate threat to life and history of violence 	<ul style="list-style-type: none"> •No immediate threats to life but minor self-injurious behavior •No immediate access to lethal weapons with no plans to secure or use them; availability of non-lethal weapons with no plans to use them •No physical assaultive behavior, minor escalating level of verbal threats •Criminal trespass, public disturbance, or other similar criminal activity; no violence or assaultive behavior with evidence of mental illness, no threats to life or weapons present •Serious mental illness with no immediate risk of harm to self/others with the possibility of escalation due to intoxication •Active intoxication, some signs of physical distress •Unknown current status of individual with no presumption of immediate threat to life 	<ul style="list-style-type: none"> •No immediate threats to life with threatening statements regarding self •No lethal or non-lethal weapons present and no plans to secure them •No physical assaultive behavior; minor or no verbal threats •Criminal Activity (Not applicable: All criminal activity falls into Levels 2 - 4) •No known history of acts of violence; symptoms of serious mental illness; may be known to the system •Active intoxication with little or no signs of physical distress •Unknown current status of individual with no presumption of immediate threat to life; known history of mental illness (exception of third-party calls)
<p>Dispatch Response Type:</p> <ul style="list-style-type: none"> • Law Enforcement and/or EMS Response once scene is secured • Law Enforcement with Co-Response as situation demands once scene is secured • EMS <p>Dispatching Entity: 911/Co-Response;988 for MCRT dispatch as Co-Responder</p> <p>Response time: Immediate</p>	<p>Dispatch Response Type(s):</p> <ul style="list-style-type: none"> • Law Enforcement/ Co-Response team • Law Enforcement and/or EMS Response with MCRT • Law Enforcement <p>Dispatching Entity: 911 & 988 (for MCRT dispatch)</p> <p>Response Time: Immediate or within 30 minutes depending upon incident type</p>	<p>Dispatch Response Type(s):</p> <ul style="list-style-type: none"> • Law Enforcement / Co-Response team • Law Enforcement with MCRT (30 min) • Law Enforcement and/or EMS Response with MCRT • Law Enforcement <p>Dispatching Entity: 911 & 988 (for MCRT dispatch)</p> <p>Response Time: LE/EMS---Immediate or within 30m to 60 min depending upon incident type</p>	<p>Dispatch Response Type:</p> <ul style="list-style-type: none"> • Mental Health Crisis Counselor and/or MCRT <p>Dispatching Entity: 988 or MCRT</p> <p>MCRT Response Time: Immediate or within 30 to 60 minutes depending upon incident type</p>

911 – 988 – MCRT Workflow



First - Party Callers

- 911 screens using updated protocols
- If Level 1 (low acuity), warm transfer to 988
- 988 attempts crisis resolution
 - If needed, 988 dispatches MCRT
 - MCRT on-site within 30-60 minutes
- If a first-party caller refuses to speak with 988 and requests police or EMS response then follow existing 911 protocol

Third – Party Callers

- 911 gathers location, behaviors, descriptors and follow existing 911 protocol

If Crisis Escalates

- 988 re-contacts originating PSAP for emergency dispatch

Implementation Timeline & Operational Readiness



- **Pre-Implementation Requirements**
 - Completion of CESSA-required training:
 - Illinois Emergency Crisis System & CESSA
 - Verbal De-escalation
 - Mental Health coursework
 - Protocol software updates & testing
 - CAD updates for new dispatch types
 - Dedicated 988 transfer line programmed
- **Post-Go Live**

Anticipated Operational Impact



- **911 & Dispatch**
 - Increased referral of appropriate low-acuity calls to 988
 - Clearer triage for behavioral health-related incidents
- **Law Enforcement**
 - Reduced response to non-criminal behavioral health crises
 - More time for core public safety responsibilities
 - Continued role in higher-acuity or unsafe situations
- **Community Members**
 - Behavioral health crises addressed by behavioral health professionals
- **Pilot Results (Statewide)**
 - Successful 911 → 988 transfers
 - Transferred calls resolved by 988



Discussion

