

Reno Police Department MOST (Mobile Outreach Safety Team)

The Reno Police Department MOST Team is assigned to the Community Services Division in the Community Action and Outreach unit. They fall under the command of the assigned CAO Lieutenant and work in conjunction with the assigned Outreach Sergeant.

RPD MOST is a specialized unit utilized by the officers of the Reno Police Department. RPD MOST respond to 911 mental health crisis calls in the City of Reno. RPD MOST can assist in person by providing on scene, in the moment of crisis, de-escalation, assessment of needs, and connection to the appropriate resource within the community.

MOST Team personnel will attend law enforcement briefings whenever possible to engage in referral outreach with officers. In emergent situations, law enforcement may contact the MOST Team directly via dispatch or cell phone. MOST personnel will monitor radio calls and respond to mental health crisis calls as they are available.

Mission Statement

The Reno Police Department MOST Team is committed to partnering with the Department, City, regional partners, and private entities to create a safe city by providing the highest level of Police and Mental Health Services.

MOST TEAM

- One Mental Health Counselor Supervisor- CIT Coordinator Certified
 - Licensed Clinical Professional Counselor, Licensed Clinical Drug and Alcohol Counselor, Master Addiction Counselor, Licensed Clinical Drug and Alcohol Counselor Supervisor.
- 3 Mental Health Counselors-
 - One Licensed Clinical Professional Counselor, Licensed Clinical Drug and Alcohol Counselor intern.
 - One Marriage and Family Therapist
 - One Licensed Clinical Social Worker

Day Shift -Tuesday-Friday

- One Clinician rides with the assigned Officer to co-respond to crisis calls, and requests by officers to assist with calls that involve mental health.

Swing Shift 7 days a week

- Two clinicians, Sunday-Wednesday and Wednesday -Saturday 1:00pm-11:00pm.
- Clinicians are self-deployed in their city vehicles at the request of officers on scene dealing with a mental health crisis.
- Clinicians wear civilian clothes but have access to a vest and uniform in their vehicle for critical incidents or negotiation call-outs.

Common Calls for Service

- Calls from officers where an individual is harassing a local business and they observe underlying mental health issues or substance use.

- Calls from officers or dispatch of an individual walking in and out of traffic clearly experiencing mental health issues.
- Calls that involve complicated mental health issues where the officers are unsure of mental health but are concerned for the well-being and ability of the individual to take care of themselves.
- Critical incidents where there is an individual who is experiencing a mental health crisis, may be violent, hurt but refusing assistance, threatening local businesses with a weapon, and individuals who are suicidal wanting to jump from a tall structure, off a bridge, or plan on walking into traffic.

Referrals

The preferred mechanism for referring to MOST is through the shared email mailbox- MOST@reno.gov. Referrals are sent to the team by officers who are experiencing multiple calls for service from the same individual who is experiencing mental health issues. Referrals come into MOST from family members, local treatment providers who are not equipped to manage the severely mentally ill population, the VA as they are concerned that a veteran has not attended their appointment and would like a welfare check, adult protective services as they would like the MOST team to complete a Mental Health Crisis Hold as they are not permitted to complete this task as directed by their department, Human Services Agency, Cares Campus, Hopes Clinic, Our Place, Well Care, Reno Behavioral Health, Crisis Call Center, REMSA, Reno Fire Department, Catholic Charities, and many more. Referrals come in for chronic calls for service for individuals who have been found incompetent by the courts making it difficult to get the individuals into court-ordered programs like Mental Health Court as well as local treatment providers will not accept individuals into their programs who have been deemed incompetent.

Other Duties of RPD MOST Clinicians

- CINT (Critical Incident Negotiation Team)
- CIT- Crisis Intervention Training-for Academy and sworn officers
- Front Desk of Reno Police Department- assistance with the multiple individuals who experience mental health issues coming into the station to file police reports based on their delusions and paranoia.
- Dispatch- a collaborative approach to help reduce the mental health calls into dispatch, training on common mental health issues of chronic callers into dispatch, much like the front desk of RPD.
- City of Reno departments that encounter individuals with severe mental health issues involving all types of interactions.
- Briefing Training
- Peer Support Team
- Community de-escalation trainings that have included Tesla and local treatment providers.
- Attendance of 988 planning meetings