



BEHAVIORAL CRISIS RESPONSE (BCR) in Minneapolis

**Are you experiencing or witnessing a mental health crisis?
Call 911 for help.**



Overview

- We support people experiencing a behavioral health crisis in Minneapolis. Our team launched in December 2021.
- By providing crisis intervention, counseling, and connections to support services we strive to decrease distress and reduce unnecessary hospitalizations.
- **Hours of Operation: Monday to Friday, 24 hours a day.** We plan to expand in 2022 to provide 24 hour coverage 7 days a week.



Background

- We are a team of unarmed, culturally responsive, trauma-informed mental health care professionals or mental health practitioners as defined by MN Statute 245.462, subd. 17 & 18.
- BCR is operated by Canopy Roots, a private local black-owned mental health services organization. BCR is a city service that is provided free of charge for anyone in the City of Minneapolis.



Identification

- Responders are dressed in navy blue casual wear labeled 'Behavioral Crisis Response' or 'BCR'.
- Vans are marked with logos from the City of Minneapolis and Canopy Roots.
- We do not use bright lights or sirens to ensure the scene is calm.



Emergency Response Partnership

- City of Minneapolis now has 4 emergency response units: BCR, Fire, EMS, and Police. Each unit is equipped to handle different situations individually and may request each other for backup when needed.
- BCR may request backup from other first responders including, EMS, Fire, or Police.
- Although extremely rare in the case of mental health emergencies, the presence of a firearm or other deadly weapon or in the case of threatened physical violence, BCR will require police backup to ensure safety.



Feedback

- We rely on feedback from the public to continuously adapt and improve how we do our work.
- You may contact 311 to provide feedback on our services.