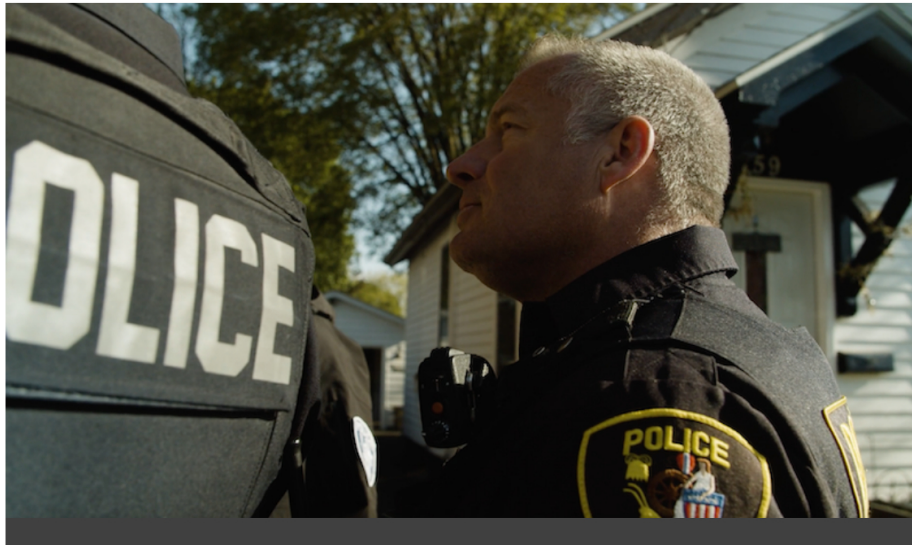




*For immediate release, October 11, 2021*

## **Elgin Police Department releases video to highlight its response to mental health crises**



**Elgin, IL** - The Elgin Police Department (EPD) has released a video to help educate the community on how its Collaborative Crisis Services Unit (CCSU), Crisis Negotiations Unit (CNU) and Emergency Services Detail (ESD) work together to respond to mental health related calls for service.

The collaborative response allows officers and mental health professionals to exercise tactics that result in peaceful resolutions, while also providing follow up check ins with individuals to ensure long-term mental health needs are being addressed and they are connected to the right resources.

The video will be available on the City's website ([cityofelgin.org/CCSU](http://cityofelgin.org/CCSU)), the EPD Facebook page ([facebook.com/elginpolice](https://facebook.com/elginpolice)), the EPD YouTube page ([youtube.com/elginpolice](https://youtube.com/elginpolice)) and the City's public access channel (Channel 17 for Wow and Comcast and Channel 99 for AT&T).

“EPD is always looking to provide the best service and response to our community”, said Police Chief Ana Lalley. “As it relates to mental health related calls for service, our co-response model which has been in place for the past two years, provides extensive crisis intervention, de-escalation, and specialized tactics that allows for a more personalized response with the goal of peaceful resolutions”

EPD evolved its response to calls service involving mental health concerns by bridging the gap between its traditional special tactics and negotiations teams. Over two years ago, ESD was formed after EPD leadership visited London, Scotland and New York City to learn about tactics and techniques to effectively respond to mental health crises, minimizing any need for use of force. ESD is a refinement of the special tactics approach that, instead of responding with a team, consists of teams of two officers in regular uniform who quickly and more nimbly respond to high-risk calls. Concurrently, CCSU was created with the primary areas of focus being mental and behavioral health, substance use disorder services and homelessness issues. CCSU utilizes community resources, including the Elgin Police Department’s own Social Services Unit, to connect individuals with appropriate services.

For more information, please contact [Sergeant Heather Lencioni](#) at 847-289-2612 (O) or 847-652-1851 (C).

### Elgin Police Department Mission

The Elgin Police Department is dedicated to working in partnership with the community to promote safety and enhance the quality of life by serving with professionalism, encouraging open communication and embracing diversity.

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