



ANNUAL REPORT

Mental Health Unit

2022

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OUR MISSION

The mission of the Madison Police Department Mental Health Unit (MPD MHU) is to provide a coordinated, professional and compassionate police response to individuals affected by mental illness and their families. The MHU works collaboratively with partner agencies to achieve improved outcomes for individuals affected by mental illnesses or suffering a crisis by connecting them to needed services and diverting them away from the criminal justice system whenever possible. The goal of the Mental Health Unit is to improve safety for officers and all members of the community and reduce calls for police service related to mental health crises.

OUR VALUES

➤ *Problem Solving*

We believe in identifying the underlying issues creating police calls and reducing them.

➤ *Collaboration*

We engage with partners from across the government, civil society, families and consumers to improve systems, relationships, and outcomes.

➤ *Diversion*

We aim to reduce the involvement of criminal justice in mental health issues and the criminalization of mental illness.

➤ *Professional development*

We seek increased knowledge and expertise within the unit and to share our knowledge and experience with the department at large.

FIRST RESPONDERS: QUALITY SERVICE BEGINS WITH OUR TRAINING

The foundation of MPD's overall mental health programing is our well-trained workforce. The training that all MPD officers receive in our in-house, pre-service academy on mental health and behavioral health crisis topics surpasses the national standard for specialist mental health officers. Our high quality of our training is crucial, because MPD officers assigned to Patrol Services are the first responders to a great number of crises and incidents that are related to mental health concerns. MPD officers are trained to conduct thorough investigations and make observations of behaviors, signs, and symptoms that may suggest mental health is a contributing factor.

Officers are also trained to communicate and consult with our community partner, Journey Mental Health. Journey staffs a 24/7 crisis line for the general public; and they evaluate patients to identify mental illness, assess risk, and determine the appropriate level of care needed for individuals experiencing a crisis.

MENTAL HEALTH LIAISON OFFICERS: BROADENING OUR UNIT'S REACH

Our patrol officers are supplemented by Mental Health Liaison Officers (MHLOs). MHLOs maintain their primary assignments in Patrol, but owing to their interest and spirit of continuous improvement, they attend two additional training days throughout the year and they take on additional tasks and responsibilities. Together with fellow patrol officers, MHLOs work within and across districts to provide coordinated, consistent, and collaborative crisis response. Since the inception of the program in 2004, interest in the MHLO role has seen consistent growth. In 2022, we had 46 MHLOs who represented all shifts and districts, and who represented both the ranks of Police Officer and Sergeant.



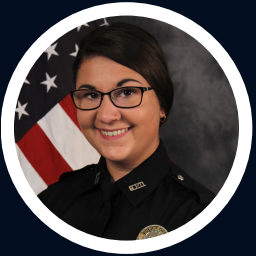
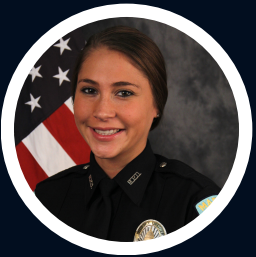
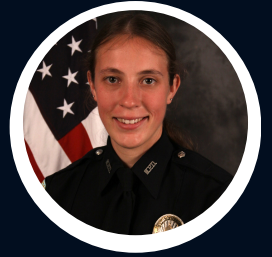
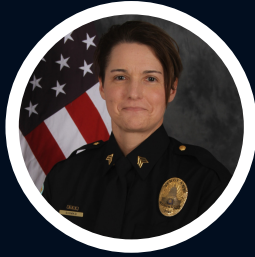
MENTAL HEALTH OFFICERS AND LAW ENFORCEMENT CRISIS WORKERS: SPECIALIZED AND DISTRICT-ASSIGNED

Since 2015, MPD has had a specialized team of full-time Mental Health Officers. In 2022, the MHU consisted of six full-time Mental Health Officers (MHOs), and three embedded Law Enforcement Crisis Workers (LECWs). Our MHOs work out of each of the six MPD district stations, and are supervised by one MHU Sergeant. Our LECWs divide their time amongst the various MPD districts and are supervised by one LECW Manager. The MHU is under the command of the Captain of Community Outreach.

MHOs and LECWs regularly assist MHLOs and Patrol officers on active calls for service, striving to uphold the MHU values of problem solving and diversion. MHOs and LECWs share responsibilities that include: coordinating efforts with partner agencies; developing safety plans for individuals who would benefit from a unique emergency response; conducting follow-up tasks and engaging in proactive visits with community members living with mental illnesses; attending relevant meetings with stakeholders; and facilitating specialized trainings and community-based presentations.

Our MHOs have all completed the 40-hour Crisis Intervention Team (CIT) training, and they seek continuing education through various providers, notably through National Alliance on Mental Illness (NAMI), the Association of Threat Assessment Professionals (ATAP) and the Wisconsin Department of Justice.

OUR TEAM



Mental Health Officers (MHO), Law Enforcement Crisis Workers (LECW) and unit leadership, left to right: Captain Matt Tye - Community Outreach Commander, Sergeant Sarah Shimko (Jan. – July), Sergeant Jared Prado (July – Current), MHO Casey Amoroso (Jan. – Sept.), MHO Hannah Johnson, MHO Clare Gloede, MHO Charles Pratt, MHO Michelle Hanson, MHO Haley Massey, MHO Andrew Deuchars (Oct. – Current) LECW Manager Sarah Henrickson, LECW Kayla Stotts (Jan. – July), LECW Malorie Elmer, and LECW Hope Edgren.

MHU-LED TRAININGS IN 2022

The MHU Sergeant along with MHOs and LECWs developed and implemented two, eight hour, in-person trainings for MHLOs in 2022. In an effort to further collaborate with county-wide law enforcement, nineteen members of other agency's mental health units attended our Fall 2022 training. Topics covered during these trainings included: compassion fatigue/self-care strategies; hoarding; crisis response scenarios; adult family homes; updates on the CARES program; updates from the Criminal Intake Unit and Dane County's Victim-Witness Unit; serious mental health disorders; and updates on positive case outcomes.



MHU'S NATIONAL LEARNING SITE ACTIVITY IN 2022

MPD's MHU is one of only fourteen Police-Mental Health Collaboration (PMHC) learning sites selected by the Council of State Governments Justice Center and the U.S. Department of Justice's Bureau of Justice Assistance. We hosted two, in-person site visits this year. Personnel from St. Louis, Missouri, and Marquette University (Wisconsin) visited to learn more about MPD's MHU and our collaboration efforts, policies and procedures, training, data collection and analysis, etc. this year.

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Our MHU logged an additional 25 instances of PMHC learning site-related activities. These activities included: fielding requests for information from different Law Enforcement or Social Service agencies, presenting to internal and external groups on various topics, and holding meetings for the community to discuss our department's response to mental health crises.



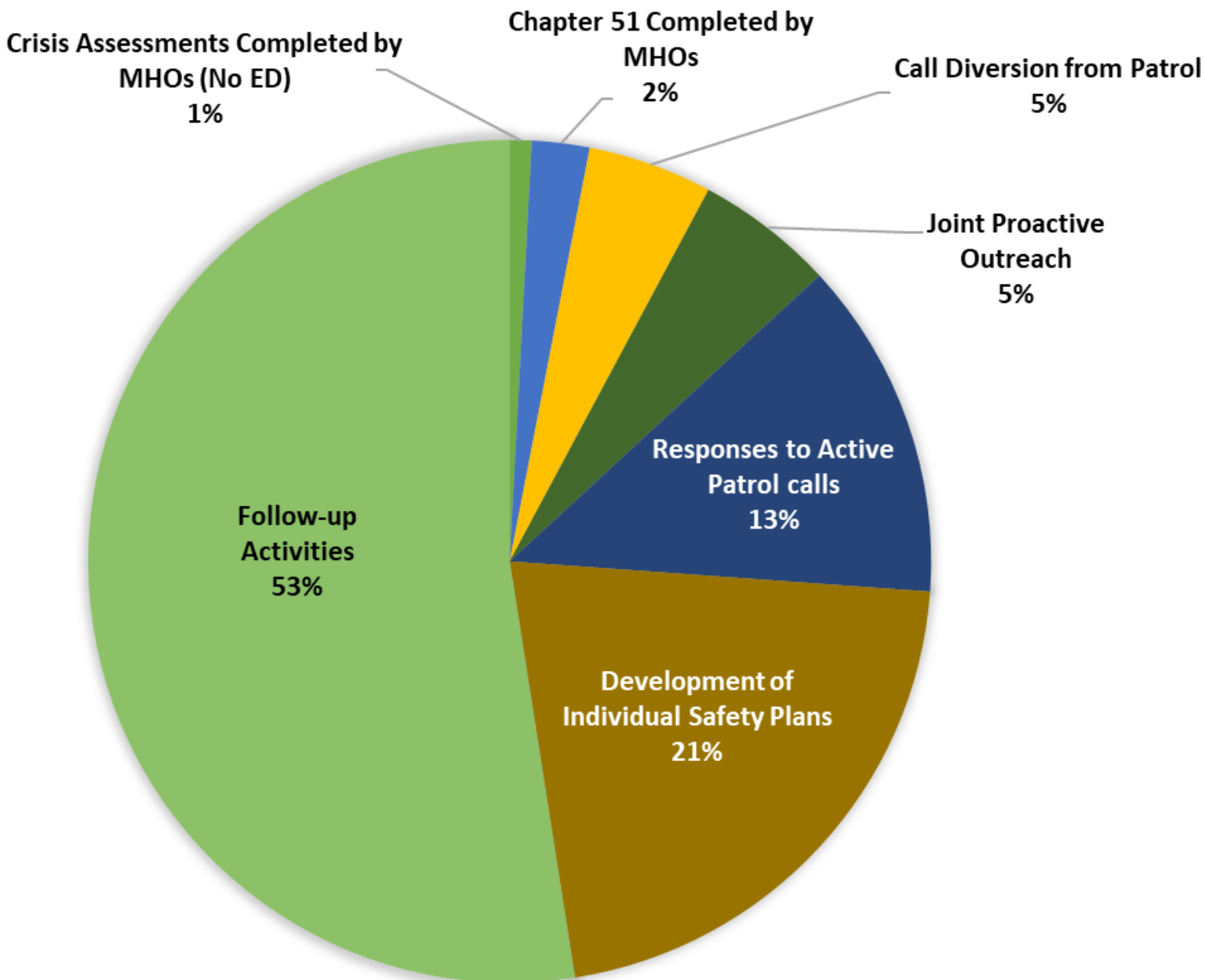
MHU'S VIRTUAL ASSESSMENT PROGRAM IN 2022

In July of 2021, MPD's MHU collaborated with Journey Mental Health's Emergency Services Unit to launch a Virtual Mental Health Assessment Initiative. The goal of this initiative is to minimize the need for community members to be transported to a different location, sometimes involuntarily, for the purposes of crisis assessment.

In 2022, MHLOs and MHOs offered virtual assessments on ten occasions, and seven times the assessment was completed. Of the seven individuals assessed, only five required transport to a local emergency department for further assessment. Two virtual assessments were offered by MHOs and eight were offered by MHLOs. MHU, supported by our agency's IT department, continues to work to equip all MHLOs with smartphones and train them, as well as all patrol supervisors on how to facilitate virtual assessments.

MHU'S WORKLOAD IN 2022

In 2022, MHOs and LECWs worked with 604 distinct individuals and conducted 1,675 distinct activities. Activities included 218 responses to active patrol calls, 80 instances of diverting calls from patrol, 37 Chapter 51 commitments completed primarily by an MHO, 14 ED Evaluations not resulting in an ED, 879 follow-up activities of various duration, 89 joint outreach activities with Crisis Workers, and 358 safety plans or mental health bulletins created or edited.



MHU'S LOGGED ACTIVITIES IN 2022

FREQUENCY RELATED TO SUBJECTS RECEIVING MHU SERVICES

The following statistics relate to the 2022 activities that our MHOs and LECWs engaged in with individuals in our community:

- Approximately 10.7% of the total activities were directed to the top five subjects receiving MHU services.
- The individual who received the most follow up from MHU involved 55 case activities.
- The top 50% most-frequently contacted subjects received a total of approximately 82% of all MHU activity, and the top 10% received approximately 42.3%.
- 18.9% of subjects whose cases came to the attention of the MHU garnered only one activity.
- The average subject received 2.8 contacts, though this was skewed by the fact that many subjects received just one contact.
- Excluding subjects who received just one contact, the average contacts per subject was 4.7.

MPD'S CHAPTER 51 ACTIVITY IN 2022

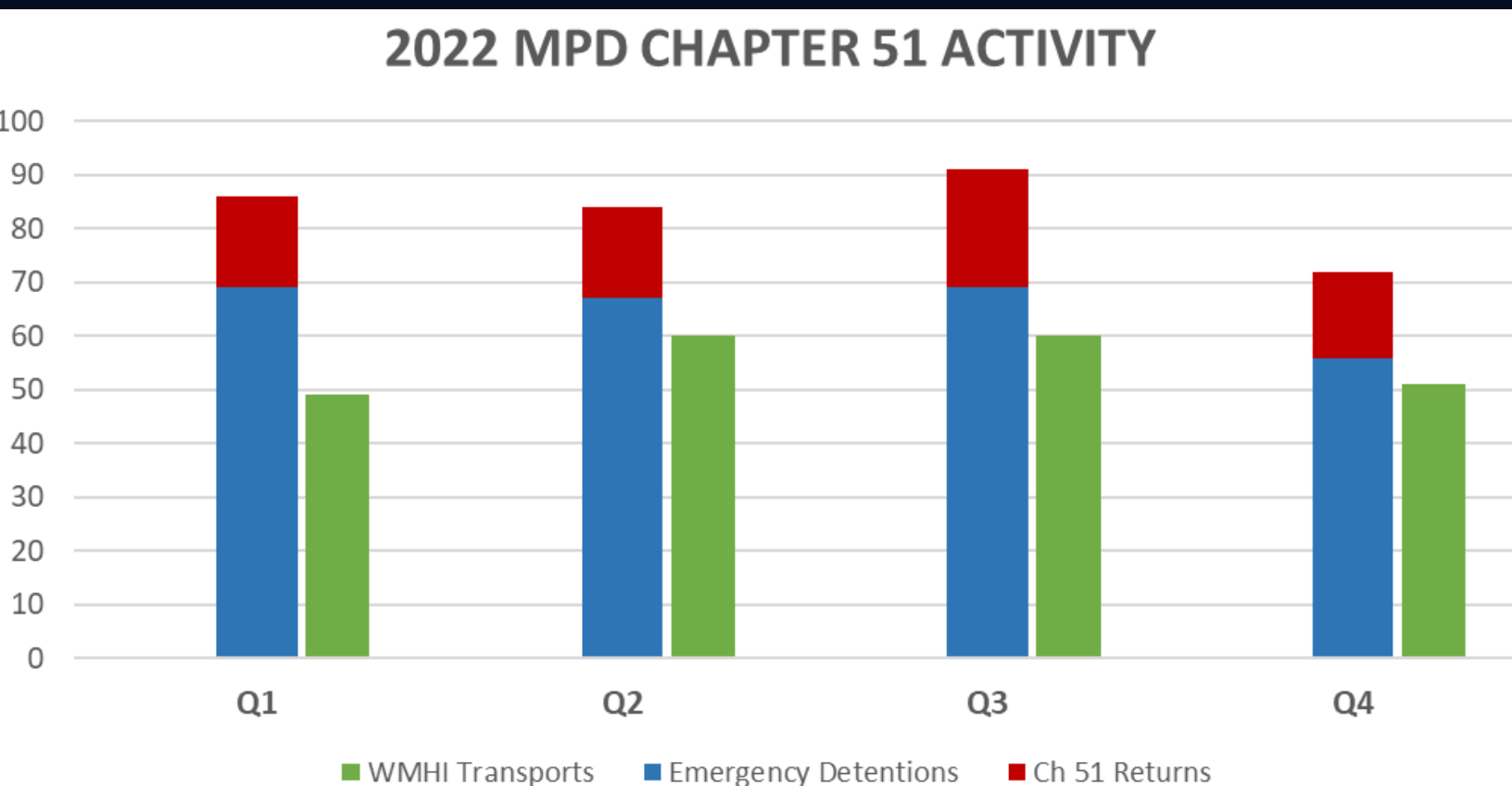
Wisconsin statutes authorize law enforcement officers to take a person into custody to pursue an Emergency Detention (ED) when certain circumstances apply. In order to initiate an ED, officers have to be able to articulate witnessed behavior that meets a “dangerousness” standard; they must reasonably believe that the individual is mentally ill, drug dependent, or developmentally disabled; and they must believe that pursuing an ED is the least restrictive disposition appropriate to the person's needs. Even when all of these factors apply, many individuals who experience crisis are able and willing to seek voluntary treatment, so an ED is not appropriate. In 2022, MPD officers alone completed 261 Emergency Detentions.

When an officer completes an ED, this initiates a court process with several possible outcomes. The individual may be discharged from involuntary hospitalization back to the community, but with certain conditions such as participating in outpatient treatment and services. If an detained individual does not comply with those conditions, Journey Mental Health can issue a “return”, which authorizes law enforcement to take custody of the individual once again, and deliver them back to a hospital. In 2022, MPD took people into custody on 72 occasions for Chapter 51 returns.

Finally, there are Chapter 51 commitments for which parties other than law enforcement can petition. Even though these commitments were initiated by other parties, the courts still vest the power in law enforcement to take custody of the named individual until they are received by the appropriate medical facility. In 2022, MPD was involved in four “other” Chapter 51-related commitments, two of which were alcohol commitments, and two of which were three-party petitions.

When other detention facilities (i.e. local hospitals) lack capacity or determine that a detained individual is inappropriate for their facilities, Winnebago Mental Health Institute (WMHI) is the ultimate destination. To safely transport individuals from Madison to WMHI (Oshkosh, WI), at least two MPD officers will spend approximately four hours round-trip to make the conveyance. Of MPD’s total 337 Chapter 51-related conveyances, officers transported individuals to WMHI 220 times, approximately 66% of the time.

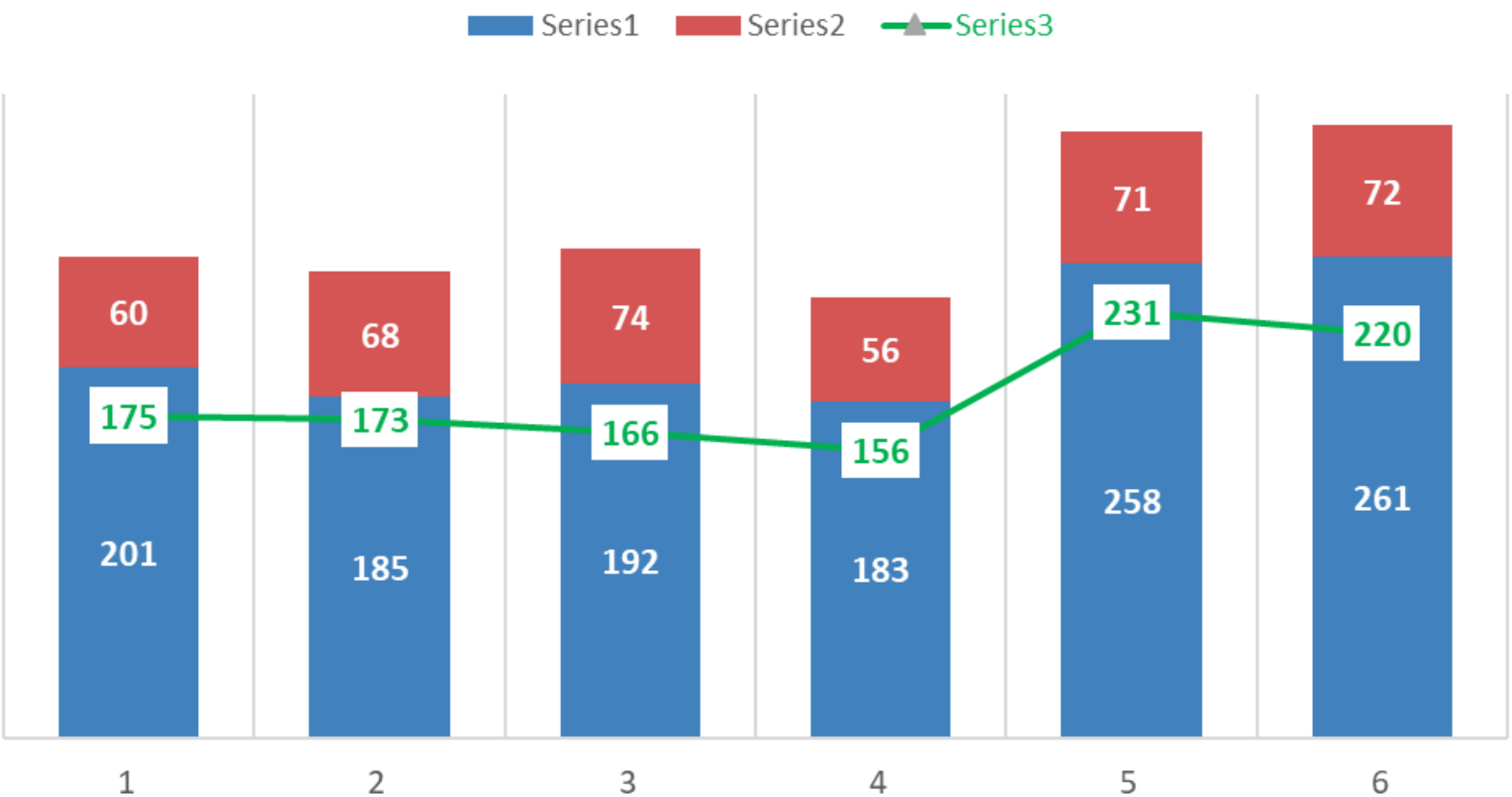
The below graph illustrates MPD’s Chapter 51 related activity, by quarter.



MPD'S CHAPTER 51 ACTIVITY YEAR-BY-YEAR

MPD's Chapter 51 Activity has grown consistently over the last six years. Since 2017, the number of Emergency Detentions, Chapter 51 returns, and transports to Winnebago Mental Health Institute (WMHI) have all increased. The below graph illustrates those trends.

MPD CHAPTER 51 ACTIVITY, 2017-2022



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MPD CRISIS RESPONSE COMMENDATIONS

In 2022 alone, MPD personnel received 28 documented commendations for crisis response and MHU-related activities. Commendations are submitted by members of the public and by colleagues who witness officer actions that are worthy of a performance recognition citation.

Below is a small sampling of some commendations that MPD officers received last year:

- “An email was sent to thank the officers who responded to assist when her child was having a mental health crisis. The officers showed composure, respect and patience when attempting to engage with her son. The officers genuinely cared about the wellbeing of her son. She wanted to thank the officers, from the bottom of her heart for treating her and her son with the upmost respect.”
- “Recognition for a co-worker who has demonstrated exceptional performance during her time as a mental health officer. The officer makes herself available to her patrol officer co-workers to learn about and assist in dealing with mental health incidents. She also responds to calls in the field to lend a helping hand during mental health investigations. She provides continuous follow-up and engagement. She has also shown an exceptional ability and commitment to community policing. She has shown exceptional dependability in her assignment and is to be recognized for all her efforts and service.”

- “Recognition for the exceptional performance of an officer in locating and dialoguing with a suicidal subject. The officer's skills in communicating and connecting with the subject likely saved her life and he is to be commended for his efforts.”
- “Recognition for the efforts of an officer who assisted a community member on two separate occasions. The community member was experiencing a mental health crisis and the officer talked her down successfully and deescalated both situations. The community member posted on social media that she was appreciative of the officer and everything he did for her. The officer's ability to effectively dialogue, engage and diffuse these two situations are prime examples of the quality work he does on a daily basis. His compassion for helping members of the community was especially impactful to this community member.”
- “Recognition for the staff who assisted with taking a subject into protective custody whose welfare was attempted to be checked numerous times over the past month. There was a lot of coordination between MPD, Journey Mental Health, the subject's family and the subject's property manager. A plan was developed and put into place. The plan was successful and the subject was located and taken into protective custody. The officers involved in this incident worked diligently to preserve the welfare of the subject and all those attempting to help the subject. The officers treated the subject with dignity, were restrained in their use of force and did everything possible to prevent the subject from harming himself. The actions and efforts by all involved should be commended.”

LOOKING AHEAD TO 2023

In 2023, MPD's Mental Health Unit looks forward to continuing what has made us successful, and to expanding upon our current efforts. To support our work, in 2023, we will have a Lieutenant of Community Engagement and Emergency Preparedness added to our ranks structure. Additionally, our major goals include:

- To increase the amount of specialized trainings available to our MHOs, and continue to find opportunities to attend trainings with our LECWs.
- To increase the exposure of our unit locally, namely through increased community-based presentations. Our unit is well positioned to help educate the community and raise awareness around mental illness, police responses to crises, and the services/resources available to community members and their families.
- To increase the exposure of our unit nationally, with the support of the Council for State Governments. As a designated national learning site, we will continue to host and support agencies around the country who seek to learn about our departmental crisis response model and our unit structure.
- To take on a more sizable role in assessment of threats made by subjects in our community. We look forward to utilizing our partnership with Journey Mental Health to connect people with services when threatening behaviors are related to treatable mental illness.
- To support a pilot program to divert lengthy Chapter 51-related transports away from law enforcement, in partnership with a third-party vendor.



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