

NAMICon 2020

A Virtual Event • July 13-14

Together Toward Tomorrow



HERO HELP

addiction & behavioral health
ASSISTANCE

New Castle County Division of Police

Captain John Treadwell, Behavioral Health Unit Commander

Officer First Class Colleen Kearns. MSW

Daniel Maas, MPH, Hero Help Coordinator



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About New Castle, Delaware

- **New Castle County is located in the Northern third of the state and covers 426 square miles.**
- **The population is approximately 555,000 people.**
- **The median age is 38.1.**
- **The median income is \$70,996.**
- **It contains Urban, Suburban and Rural areas**
- **There are 9 different police departments that work within New Castle County.**



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New Castle County Division of Police Mission

The members of the New Castle County Division of Police are dedicated to making communities safer through the professional delivery of police services while actively engaging in ***innovative problem solving and cooperative partnerships***.

New Castle County Division of Police Vision

The New Castle County Division of Police, for the purpose of enhancing safety and quality of life for our residents, shall continue to foster a culture of professional delivery of responsive, efficient police services through ***innovative problem solving***, effective communications, technology and ***cooperative partnerships***.



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About New Castle County Division of Police

- Authorized strength of 400 sworn officers
 - Approximately 1 officer for every 1,400 citizens
- Second largest police department in the State
- Primary jurisdiction is in the neighborhoods and communities
- Community Policing oriented



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Recent Programs

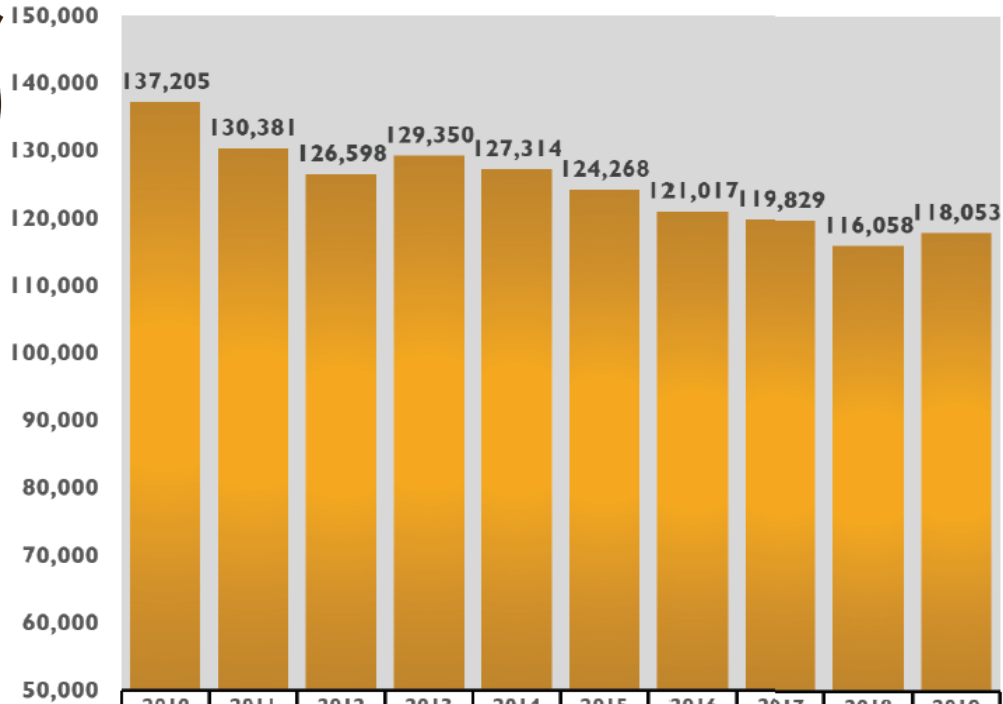
- TAPS (2012)- Tactical Analytical Policing System
- MET (2012)- Mobile Enforcement Teams Restructured
- PCI (2014)- Property Crimes Initiative
 - PCS- Property Crime Specialists
 - EDS- Evidence Detection Specialists
- DNA (2016)- Local Database/Analysis
- Hero Help (2016)- Addiction Assistance
- PCA (2017)- Police Connections Alliance
- CES/CRT (2016)- Community Response Teams
- BHU (2019)- Behavioral Health Unit



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Total Annual Calls For Service



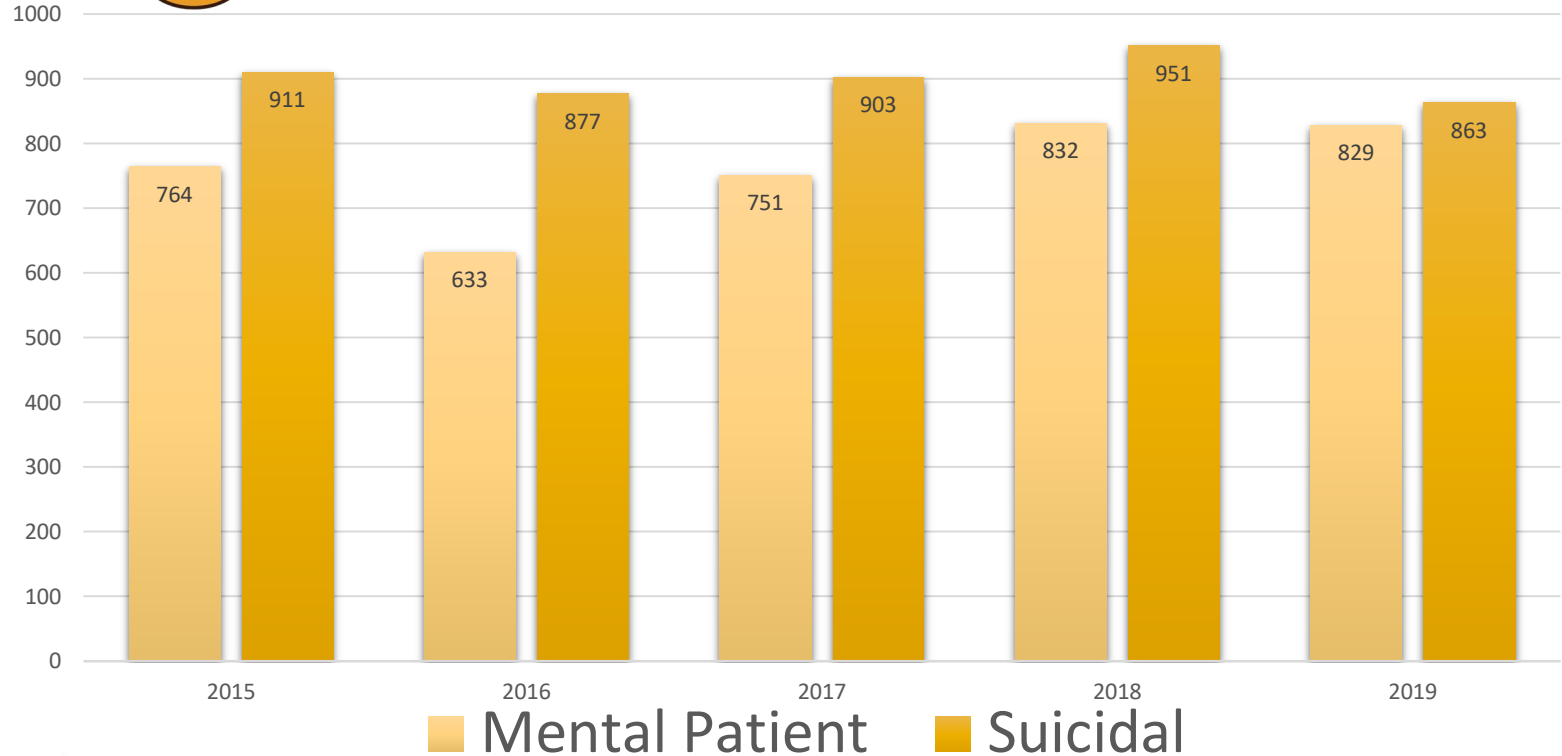
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total Calls for Service	137,205	130,381	126,598	129,350	127,314	124,268	121,017	119,829	116,058	118,053
% Change from Prior Year		-7.4%	-5.0%	2.2%	-1.6%	-2.4%	-2.6%	-1.0%	-3.1%	1.7%



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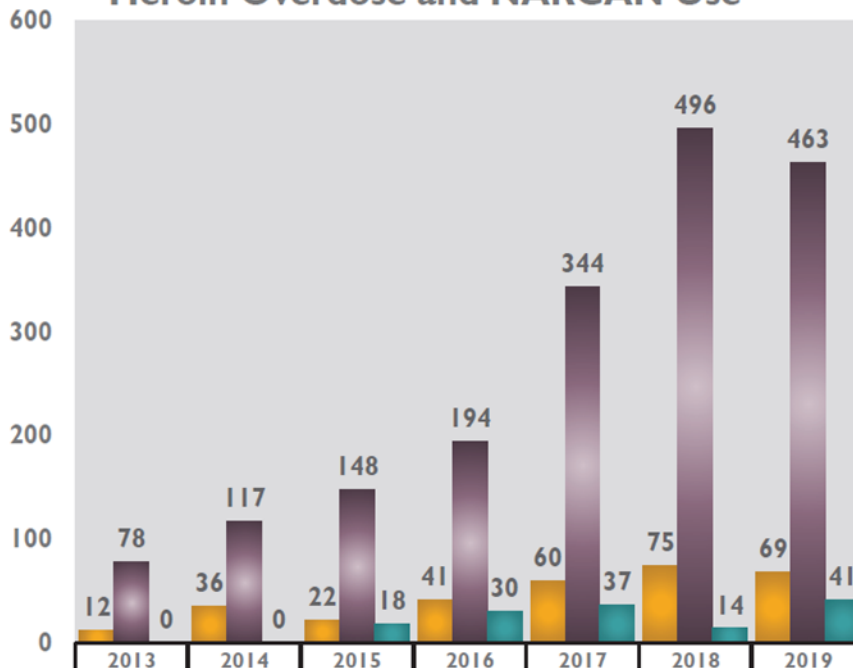
NCCPD Mental Health Calls for Service



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Heroin Overdose and NARCAN Use



	2013	2014	2015	2016	2017	2018	2019
Heroin Deaths	12	36	22	41	60	75	69
Non-fatal Heroin OD's	78	117	148	194	344	496	463
NARCAN Uses	0	0	18	30	37	14	41



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Mental Illness in the U.S

1 in 5 U.S. adults experience mental illness each year.

1 in 25 U.S. adults experience serious mental illness each year.

1 in 6 U.S. youth aged 6-17 experience a mental health disorder each year.

Suicide is the 2nd leading cause of death among people aged 10-34.

*(National Alliance on Mental Illness, 2019)



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New Castle County Police Policy Regarding Mental Illness

- Afford people with mental health problems/ illness the same rights, dignity, and access to police services as provided to all citizens.
- Treat people with mental health problems/illness with understanding, respect, and attention to the unique problems and emotional difficulties they experience.



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Identified Problems

Repeat mental health calls for services were a burden on 911 due to:

- 1) Gaps in services
- 2) Disconnect between police and services providers
- 3) No follow up to ensure connection to care
- 4) Family members were often overlooked
- 5) Clients were not involved in decision making





Shared Roadblocks

- System is broken and lots of people fall through cracks.
- No easy answer to many crisis situations.
- Not enough people/services/access to help the people during times that are needed.
- Frequent flyers and the revolving door.



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2017 NCCPD First Grant

- 10/01/2017 NCCPD received the Justice and Mental Health Collaboration Program (JMHCP) FY 2017 Strategic Planning for Police and Mental Health Collaboration Grant.
- The Police Connection Alliance(PCA) was created when we partnered with the provider Connections in March of 2018
- The Team consisted of OFC Kearns and assigned Connections Staff
 - Training in Washington D.C
 - Develop schedule, documentation, implementation of grant goals
 - Meet with state and local providers
 - Criminal Justice Council- Biden award for innovation in Law Enforcement



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2020- One Unit, Two Teams, One Goal

Hero Help Addiction & Behavioral Health Unit

Mental Health Team

- 2 Officers
- 2 Mental Health Professionals
- 1 Case Manager
- Interns

Addiction Team

- Civilian Coordinator
- Nurse
- Mental Health Professional
- Child Victim Advocate
- Case manager
- OT Officers



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Mental Health Unit (MHU)

Two teams of : 1 Officer & 1 Mental Health Professional

Case manager

Officer must have completed 3 years of service at NCCPD

Work rotating schedules (0800x1600 & 1400x2200)

Responsibilities

- In-service to respond to active 911 calls for people in crisis
- Patrol Follow-Up calls
- Reach out to providers to assist with clients/update
- Complete referrals to connect individuals with services
- Hero Help Addiction Team Collaboration



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Police Officers on the Mental Health Unit

Responsibilities

- Scene Safety
- De-escalations
- Next Step/Legal involvement
- Training
- Education
- Alerts/Premise history
- Meet with family, providers, and support systems



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Mental Health Professionals on the Mental Health Unit

Responsibilities

- Assess individuals & families
- Connect individuals with services
- Connect families with services and psychoeducation
- Follow up with the individuals
- Collaborate with providers



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Who We Help

- Individuals in crisis
- Families
- Support Teams
- Community Leaders
- Other Police Agencies
- Hospitals
- VA



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Goals of Mental Health Unit

- Keep individuals in the community
- Connect individuals to services
- Avoid arrest if possible
- Avoid Emergency Rooms
- Education for family and officers
- Work with providers to set up Crisis plans
- Update Premise history – safety plan for police response
- Community training



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Working with Providers

- HIPAA
- Agency Protocol
- Self-determination/client-centered
- Psychiatric Assessments



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Making an Impact

- Diversion from Incarceration
- 24 Hour Detention
- Voluntary Admissions
- Diversion from Inpatient Hospitalization
- Contacting current providers for assistance
- Increase in referral to Specialty Court Admission
- Mental Health Court
- Veteran's Court



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Making an Impact



Fewer 911 & Patrol Calls

- Collaboration with agencies to better serve clients

Wrap Around Services

- Contacting providers to assist with clients
- Setting up new services to prevent continued utilization
- Out-Reach and Education to providers & clients about how to interact more appropriately with law enforcement & when to utilize



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Mental Health Unit Statistics

March 2018- January 2020

• Individuals Assessed-	1618	<u>Referral Sources</u>	
• Diverted from Incarceration-	121	911 calls-	269
• Diverted from the E.R.-	83	Patrol-	694
• Services referred-	749	Other Agency-	91
• Repeat follow ups-	285	Walk in-	38
• Eligibility and Enrollment-	47	Hero Help-	20



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Bob's Case Review

- Started with 911 call for lost wallet
- Early on set Dementia
- Alcoholism
- 24/7 in home nursing care
- Refused to shower
- Refused medication
- Calling a “friend” to bring him alcohol



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Bob's Case Review Continued

Bob

- W/M 46
Wilmington, DE

Statistics from 11/21/18- 01/03/19:

- 231 Calls to 911 by Bob
- 22 Times an Officer was Dispatched to his Residence
- 65 Cases opened by Dispatch
- 23 Phone calls made to providers/family about care by the Team

On 1/3/2019 he was successfully transported to a local assisted living facility.



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HERO HELP.
addiction assistance



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Overview

- HERO HELP is a free, voluntary program that serves as a nexus between the criminal justice system and healthcare system to remove barriers to treatment.
- We work with all treatment providers to ensure participants receive individualized care plans and their clinical/medical needs are met.
- Legal advocacy is provided to compliant participants when determined appropriate.
- It is the goal of the program to promote sustained recovery and improved long-term health outcomes, as well as support for the families/loved ones who have been impacted.
- HERO HELP is not in place of emergency services.



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Goals

- Eligible individuals who request treatment or are in lieu of arrest are streamlined into a treatment facility regardless of insurance status.
- Participants and family receive ongoing support and resource referrals through the duration of the recovery process; to include re-engagement.
- Hero Help provides support navigating treatment, insurance, and other challenges in order to improve long-term health outcomes and promote sustained recovery.
- Compliant participants may benefit from formal advocacy through the criminal justice system.



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Increased Access to Care

Streamline eligible individuals into care 24/7

- Walk-in to NCCPD HQ and request treatment via HERO HELP
- Ask an NCCPD Officer for treatment through HERO HELP
 - Possibility of treatment in-lieu of arrest
- Call NCCPD non-emergency line (302)573-2800 and request HERO HELP



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Increased Access to Care

Outreach and engagement

- Non-fatal Overdoses
 - Naloxone training and distribution – FREE
 - DETERRA bags for safe disposal of unused medications - FREE

Referrals

- Self
- Family
- Officer



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Who is Eligible?

- Delaware residents
- 18 years of age and older
- Interested in substance use disorder and/or co-occurring mental health treatment
- Any/all addictions
- No insurance needed
- NCCPD Lieutenant reviews criminal history for final determination
 - Victim rights and safety are paramount
 - All individuals are reviewed on a case-by-case basis
 - Individuals do NOT need criminal justice involvement to participate



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Benefits to Those Involved

Improve Legal Outcomes

- Diversion/deflection to treatment
- Address pending charges
- Advocacy in court
- Reduce recidivism

Treatment Experience

- Motivational interviewing
- Regular follow-up support
- Resource referrals
- Re-engagement

Quality of Life

- Mental Health
- Housing
- Employment
- Insurance
- Physical Fitness



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Addiction Unit Statistics

• Total Participants-	421	<u>Enrollment Type-</u>	
• Re-Engaged-	103	Walk in NCCPD-	43
• Treatment Episodes-	1073	In Lieu of arrest-	51
• Active In Treatment-	33	Police/Outreach-	178
• 6 months or more-	58	Detox referral-	143
		Hospital referral-	6



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Questions



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