

Police department Mental Health Unit (MHU) and Case Assessment Management Program (CAMP)

Background

Mental health crisis related calls are becoming more frequent and these calls can be very complex and dangerous. Unfortunately, resources are limited for those in crisis and as first responders, the police become the first call for help. The police department tracks calls for service (CFS) including mental health crisis and suicide calls and has noticed a significant increase over the past 15 years. In 2005, there were 120 CFS compared to 448 in 2020.

MINNETONKA POLICE DEPARTMENT CALLS FOR SERVICE MENTAL HEALTH CRISIS AND SUICIDAL THREATS/ATTEMPTS



This increase isn't unique to Minnetonka and in 2019 the police department partnered with the Plymouth Police Department and created the West Metro Mental Health Collaborative, which now includes many other agencies. This workgroup meets regularly to discuss working strategies and to reduce duplicative efforts. In addition, this group has created uniformed health and welfare transport hold forms which creates consistency throughout the county.

In addition, the Minnetonka and Plymouth police departments created a Mental Health Unit (MHU) which is focused on reducing repeat mental health related calls and providing better outcomes for those in crisis. Several initiatives were identified and implemented at both police departments. First, additional officers received advanced crisis intervention training and these officers respond directly to the location where a person may be in crisis. Second, a mental health evaluation team was created and these officers provide follow up and resources to the person or family involved. Third, a management program called Case Assessment Management Program (CAMP) was created which provides a review of cases and events that are submitted that have a mental health crisis component or concern.

While our departments strive to provide a high level of service to all people who call for help, it is recognized that by partnering with county health services it's possible to share the increase in demand for services and to provide a more complete and helpful service to those in need. In 2019, the police department entered into an agreement with the Plymouth Police Department and Hennepin County Human Services. The agreement provides one full-time senior social worker who is shared equally between Minnetonka and Plymouth. This agreement has been continued until 2023.

Minnetonka and Plymouth share 60% of the cost of the senior social worker, which is \$30,000 annually per department. The police department was awarded a grant from the Minnetonka Family Collaborative in 2019 for \$15,000 and in 2020 for \$10,000 to help with these costs.

Case Assessment Management Program (CAMP)

CAMP provides the ability to track calls for service data and strategies to improve outcomes. The intent of CAMP is to provide those in need with information and resources to better meet their mental health needs. By connecting individuals in need with health services it is believed this program can ensure future or repeat calls for help are met with more appropriate resources. 2020 was the first year the police department tracked information on all mental health related calls for service.

Of the 448 mental health CFS in 2020:

- 75% required two or more officers on scene
- Over 70% had at least one officer on scene who received advanced training
- Total on scene time was 898 hours and 26 minutes
- Median call time was 39 minutes
- Officers spent 236 hours and 40 minutes on CAMP follow-up and administration
- 249 referrals to social workers
- 103 referrals follow up by officers
- 39 referrals followed up by an officer and social workers

CAMP eligibility is determined by individual "consumers" meeting criteria such as increasing high risk behavior, memory issues, disengagement, high utilizer (2 CFS in last 12 month period), self-harm, suicidal ideation, attempted suicide, completed suicide, substance use, weapons involved, psychosis, and others as determined by CAMP. Once referred to CAMP, follow up may be completed by specially trained police officers, the Hennepin County senior social worker, or both.

The social worker provides a unique ability to connect clients to and interact with social services that police officers cannot. Further 2020 data shows the social worker:

- Coordinated care with other social service providers 179 times
- Made 49 referrals to mental health services
- 9 substance use treatment services
- 17 targeted case management
- 15 housing

- 9 assistance in obtaining public assistance
- 7 employment services

Prior to the establishment of CAMP, there were limited avenues of access through law enforcement, mainly the use of emergency transport holds to local hospitals, which is not always indicated as best treatment for those struggling with mental illness. By working collaboratively with partner social service agencies, Minnetonka police officers are better equipped to provide families with resources to improve self-efficacy of the family.