Overview

1. Welcome
   - Raná Meehan, Director, Mental Health / Criminal Justice Collaboration Unit
     Division of Forensic Services, NYS Office of Mental Health

   - Don Kamin, Ph.D., Director
     Institute for Police, Mental Health & Community Collaboration

3. A Law Enforcement Perspective
   - Sgt. Mark Taylor, Ontario County Sheriff’s Office

4. A Mental Health Provider’s View
   - Heidi Keyser, Manager
     Comprehensive Psychiatric Emergency Program (CPEP), Clifton Springs Hospital
Overview

5. Start-up / Training
   ❖ Deborah Salamone, MS. Ed., Senior Consultant, Coordinated Care Services, Inc.

6. The Application Process

7. Questions & Answers
Mobile Access Program (MAP)

- A telehealth program in Western New York
  - Funded by the NYS Senate with support from the NYS OMH

- Equips select officers & local mental health clinicians with iPads
  - Utilizes Zoom for Healthcare
MAP Participants

2019
- Lockport Police Department & Niagara County Mental Health
- Ontario County Sheriff’s Office & Clifton Springs CPEP/Mobile Team
- Wayne County Sheriff’s Office & Wayne County Open Access Center

2020
- Seneca County Sheriff’s Office & Clifton Springs CPEP/Mobile Team
- Yates County Sheriff’s Office & Clifton Springs CPEP/Mobile Team
MAP GOALS

1. Increase access to timely mental health consultations
2. Decrease unnecessary transports
3. Connect individuals to community services
How Does it Work?

- Law enforcement (LE) obtains verbal consent and phones mental health (MH) agency to request consultation / evaluation
  - Provides iPad ID #
- Mental health clinician contacts officer via iPad
- iPad provided to distressed resident
- Evaluation conducted
  - Disposition planning
- Brief questionnaire completed by LE & MH
Call Data: August 2019 – February 2021

- 276 Zoom sessions
- On average, LE waited 5 – 9 minutes for a return call
- Average length of session was 9 -19 minutes
Disposition

- Remained at scene: 76%
- Transported to hospital: 20%
- Transported to other services/supports: 3%
- Arrested: 2%
For those that remained at the scene

- 40%: I or my team with follow-up
- 35%: Referred to a different mental health provider
- 25%: No additional services offered
"I used the iPad because..."
Law Enforcement Perspective

❖ Benefits
  • Don’t have to wait for mobile team
  • Less transports to hospital
  • Better planning for follow-up care

❖ Challenges
  • Learning curve
  • Dead zones
Mental Health Perspective

Benefits

• No travel time / Rapid response
• Increases Mental Health / Law Enforcement collaboration
• CPEP able to bill (under COVID regulations)
• Only ties up 1 clinician allowing for more patients to be seen
• Same evaluation able to be completed in community as opposed to emergency department

Challenges

• Initial awkwardness of remote evaluations
• Remembering to complete questionnaire
• Difficult disposition planning for more in-depth cases
Start-up / Training

- Arrange for BAA to be signed between MH provider & Zoom
- Work with each agency’s IT Department
- We deliver iPads
  - Conduct ~75-minute training with both MH & LE together
    - iPad use
    - Sign “user agreements”
    - Questionnaire after each session
- On-line training available
  - https://nyscit.org/mobileaccessprogram/
Application Process

- 9 questions
  - Extent of collaboration, clinician qualifications, # road patrol/shift, # MHL 9.41 transports (& other data collected), “dead zones”

- Signatures needed:
  1. Law enforcement agency,
  2. Mental health provider
  3. Director of Community Services

- Due by April 20th