

Request For Application: South Hadley Police Department and Granby Police Department
Massachusetts Co-Response Program

ATTACHMENT F

EXECUTIVE SUMMARY

The South Hadley and Granby Police Departments are requesting grant funding to improve the delivery of services to those in our communities who struggle with their mental health and wellness. The South Hadley Police Department will be the responsible fiscal agency for the purposes of this grant request. South Hadley Police Department (SHPD) is requesting funding under the Jail/Arrest Diversion Grant Program RFA to strengthen the delivery of services and further assist members of the community with behavioral health issues by working with a co-responder from Behavioral Health Network (BHN) at the onset of a call for service for a community member who is in crisis or suffering from a mental illness. The goal of co-response is to enhance the agency's response to assisting persons in crisis, suffering from a mental disability, or with a co-occurring substance abuse problem. This goal can be achieved by connecting those consumers in need with crisis and other mental health resources in the community. This connection will divert persons with mental health struggles from the criminal justice system or hospital emergency departments to behavior or mental health providers that can offer help. If awarded grant funding, SHPD and Granby Police Department (GPD) will respond in the community with a dedicated co responder from BHN at the onset of a call for service that can be identified as a person who is in crisis or suffering from a mental illness.

An objective of the co responder model is to improve the delivery of services by SHPD and GPD when dealing with members of the community who suffer from a mental illness or are in crisis. The enhanced response by both a co responder and police officer would improve officer and consumer safety. Officers respond numerous times to the same consumer in crisis, without understanding the underlying medical-psychological conditions and without knowing what the appropriate community behavior health resources are. This is ineffective response for the community member in crisis, but is also a disservice to the South Hadley and Granby communities as the officer's time is not well spent. SHPD and GPD intend to serve as a more effective and efficient catalyst to short and/or long-term treatment opportunities for those consumers in crisis.

An additional objective of the co responder model is the strengthened relationships, communication, and collaboration within non-government organizations. Working in the community together, going on calls together builds trust between the police and co responders of BHN. This trust is the foundation of a collaborative relationship that has the same common goal of providing a seamless delivery of services to those in crisis.

Improved service to the community, stronger relationships with mental health service providers and increased community confidence. If all lead to increased safety of officers and community members. Attainment of these objectives can be determined if a reduction in calls for service for the same consumer is achieved. If links to services are effectively made, SHPD and GPD will

see a reduction in calls for service with that consumer. Success in the attainment of these objectives will also be determined by a reduction in transports to Emergency Departments at the local hospitals. If successful, less persons should be going to the ED and more should be referred to non-emergency mental health providers. SHPD and GPD should see fewer emergency calls for persons suffering from mental illness or crisis, because of the teamwork approach produced by the co responder model of policing.

APPLICANT ELIGIBILITY

The Town of South Hadley Police Department is a municipal department within the Town of South Hadley, MA, Hampshire County. The Town of Granby Police Department is also a municipal department within the Town of Granby, MA, Hampshire County. The project proposed by this grant will serve SHPD and GPD and the community members within the Towns of South Hadley and Granby. The Town of South Hadley is in sound fiscal condition. The town is rated Aa2 by Moody's Investors Service and receives successful audits annually by the audit firm of Scanlon and Associates, LLC. The town's free cash was certified at \$2,659,656 for the latest fiscal year and has a stabilization fund of over \$2,000,000. The town of Granby also has free cash certified at \$1,353,314 and a stabilization fund of \$152,400. The South Hadley and Granby Town Administrator's in their powers as outlined in MGL c41§108 may execute contracts on behalf of the community and all municipal departments. The Chief of Police, acting as the Chief Executive Officer of SHPD has been granted the authority and responsibility by the Town Administrator to modify and implement policy and practice as it relates to the operation of the SHPD. The SHPD and the Town of South Hadley, if granted this funding, accept the Commonwealth's terms and conditions and any and all additional terms included within this RFA and associated Attachments and Appendices.

With the funding to facilitate a Component Jail/Arrest Diversion Program and co responder model, SHPD and GPD will by policy and practice divert from arrest, as safe and appropriate, persons suffering from mental illness, crisis or co-occurring substance abuse disorder to community resources. With these consumers mentioned, sworn personnel will learn de-escalation strategies to utilize and maximize the team approach to each call, working in conjunction with the co responder. The South Hadley Police Department currently has 90% of its personnel trained in Crisis Intervention the remaining 10% have been trained in Mental Health First Aid and 100% of the Dispatchers will be trained in the Crisis Intervention 8 dispatcher training as facilitated by Behavioral Health Network by October 2021. The entire Granby Police Department, full time sworn, part time sworn police officers and civilian dispatchers have already been trained in the 40-hour CIT and 8-hour CIT for dispatchers.

SHPD does have experience in planning and implementing an outreach program similar to the co responder model. SHPD has a successful Drug Addiction and Recovery Team, comprising of 4 patrol officers and 2 supervisors. D.A.R.T. is a free service that supports people who are at risk for opioid overdoses, or family members affected by overdoses and drug addiction. D.A.R. T. provides access to harm reduction tools, connects people to community resources, and provides short- or long-term support including transportation to an inpatient facility. D.A.R.T. consists of specially trained police officers and recovery coaches. SHPD is often called to the scene of an opiate overdose, from either prescription drugs or heroin, and provide life saving measures by

administering Naloxone. As a part of the D.A.R.T. protocol, within 72 hours of a patient's release from a hospital, D.A.R.T. officers are tasked with conducting outreach with the individual to offer referrals and information about detox facilities, access to a peer recovery coach, effective intervention tools and harm reduction strategies. D.A.R.T. officers can also provide information to family members who are impacted by their family members' struggle with opiates.

The oversight of the co-responder model, including the submission of all required grant reporting documents as required by the Department of Mental Health will be assigned to a supervising officer of the SHPD. SHPD has successfully navigated and implemented dozens of government grants provided by the Commonwealth of Massachusetts (EOPS, E911, MEMA-Emergency Preparedness) and United States Federal Government (DOJ, Dept. Homeland Security). Never has the community or SHPD been sanctioned for not adhering to the grant requirements as required by the grantor.

PROJECT DESCRIPTION

The SHPD and GPD Crisis Intervention Teams working within the model of co-response will further assist community members who struggle with their mental health and wellness. SHPD has seen a 175% increase from fiscal year 2020 to fiscal year 2021 for calls for service involving people in crisis, those suffering with a mental illness or co-occurring substance use disorder. The handling of calls by SHPD and GPD is to take as much time as needed, not to rush the person who is in crisis unless there is an imminent threat of danger to the person in crisis or members of the community. SHPD and GPD want to maintain this slow approach to these calls by adding the co-responder model which will improve the service both departments provide their communities. Many of these calls for persons in crisis are for the same community members, who end up stuck in a cycle of not successfully connecting with the appropriate service providers. Having trained officers in the CIT model, who have an advanced skill set including de-escalations skills with a co-responder who is knowledgeable about area service providers, how insurance is utilized when someone is placed inpatient will be a great benefit to both rural communities. Transportation is an obstacle faced by many of the residents in Granby and South Hadley. Bus service is limited, taxi service is nonexistent, leaving Uber and Lyft services which have been in a steady decline since the pandemic started. A practical and effective use of the co-response model, developing a schedule for follow up calls and maintaining continuous outreach to the home will provide a support system for the community member. This approach will lead to a reduction of calls to the police department, improving the overall satisfaction of both the consumer and the officers who are routinely sent on the calls for service.

The following component grant activities will be undertaken to implement to proposed project of the Co-Response Program.

- **Addition of a Co-Responder:** Enhancing the delivery of services to the communities of Granby and South Hadley will happen with the addition of a co-responder to calls for service involving people in crisis.
- **Policy and Procedure Review:** A review of both the GPD and SHPD written policies and procedures will look to examine any improvements that can be made keeping in mind the transition from officer response only to officer and a co-responder response to persons in crisis calls.

- **Stakeholder Meetings, community participation:** Staying imbedded in community meetings, and stakeholder meetings is an invaluable asset to the Co-Responder Program. Continued involvement and collaboration between the police departments and community service providers is the foundation of seamless delivery of services to both communities.
- **On site/in house training:** Introductory trainings for the fire departments in both Granby and South Hadley which will detail the co-responder program, what to expect on scene from a co-response team and follow up calls. Additionally training on the co-responder program would be available for community-based activities like the community police academy, or the selectboard meetings to promote a greater understanding of how SHPD and GPD interact and assist persons in crisis.
- **Post Encounter Follow-up:** CIT members from both SHPD and GPD will identify those consumers within the community that need and would benefit from post encounter follow up. Calls for service that involve someone in crisis usually present with several different issues that cannot be addressed at the first initial meeting. Follow up calls to the home is an important component to a seamless and continuous delivery of services.
- **Data Collection and Outcome Reporting:** Data collection and a review of outcomes will be ongoing processes during the implementation of the Co-Responder Program. SHPD administrative staff will be responsible for collection of monthly and quarterly data which will be reported internally to the personnel of the police department but also shared externally to further enhance the Co-Responder Program.

The target population for this proposed project are the towns of South Hadley and Granby. Breaking down the populations of South Hadley and Granby there are several special populations that should be discussed. South Hadley and Granby are home to several underserved and often difficult to reach populations like our veterans and elders. The current census population for South Hadley is 17, 625, of which 1,217 are veterans. In Granby the current population is 6, 110, of which 475 are veterans. Currently 22 veterans daily complete suicide across America. 16% of those veterans deployed to Iraq and Afghanistan have been diagnosed with PTSD. Our veteran population have unique needs and would be better served by an enhancement of services in South Hadley and Granby. In Granby over 18% of their population is 65 or older and in South Hadley 19% are over the age of 65. A large percentage of those elders are homebound elders with limited public transportation available. Additionally, both South Hadley and Granby have numerous state aid housing units that are provided to qualified low-income elderly and handicapped persons. Both Granby and South Hadley Police Departments has enjoyed long-standing working relationships with their Council on Aging. South Hadley Police Department has a dedicated Triad officer who is assigned to handle and follow up with the more complex calls involving our elders.

South Hadley is the home to Mount Holyoke College and Granby is host to The MacDuffie School which is a highly selective college preparatory school. For the 2019-2020 school year Mount Holyoke had a student population of 2,190. The MacDuffie School on average has a student enrollment of 185, with a mixture of boarding, day, or homestay students. These additional student populations often come with unique and complex concerns, like being away from home for the first time, that will require Granby and South Hadley Police Departments to develop a more sensitive based approach to dealing with those student populations.

Collecting data to document program activities is vital to determining if the co-response program is being implemented as planned. A consistent review of data can help to identify gaps and problems with implementation. The coordinator of SHPD CIT will be required to document and summarize all local stakeholder meeting held and number of participants as well as the number of formal partnerships developed. Trainings held by key staff to introduce the co-response model will also be documented. The following data will be provided to the grantor to access attainment goals:

- Number of behavioral health related calls per year
- Number of behavioral health related calls per year with a co-response
- Number of behavioral health related calls per year with a co-response resulting in arrest
- Number of behavioral health related calls per year with a co-response resulting in arrest diversion
- Number of behavioral health related calls per year with a co-response resulting in use of force
- Number of behavioral related calls per year with a co-response resulting in any physical injury to responding officers
- Number of behavioral related calls per year with a co-response resulting in no physical injury to responding officers

This data will be managed and collected through the internal Records Management System (Tri-tech/IMC). This data will be summarized on forms as required by grantor requirements and shared with stakeholders. Sharing information between departments, sharing what went well and what doesn't will be a priority as both departments continue to strive to enhance services to their communities especially those underserved populations when it comes to behavioral health related calls for service.

Providing co-response model to our communities will not only divert people from the criminal justice system but will provide a solid support system of care for those in our communities who suffer from behavioral health problems. Co-response is a needed part of a robust continuum of behavioral health services for the whole community. Focusing on a team work approach, individuals in crisis will be provided a smoother pathway to the appropriate services in their communities. In addition to the first point of contact, following up with a co-response clinician also maintains much needed relationships. Being able to discuss options gives the consumer the ability to be involved in their treatment plan and a sense of direction.

Members of SHPD and GPD will be guided by written policy and trained on utilizing a trauma informed approach when assisting consumers in crisis. Policy and procedure will be reviewed to ensure that best practices approach is maintained as well as input from our mental health providers. The trauma informed approach used by both SHPD and GPD will include providing safety to persons in crisis, providing transparency and honesty in their manner of care and referrals providing consumers choices as it relates to their care and recovery. SHPD and GPD will strive to be culturally and linguistically competent in the manner in which provides service to the community. Police officers that are bilingual will be encouraged to be a part of the CIT team and co-response model.

START UP ACTIVITIES

The start up activities for the Co-response Model will commence immediately upon receipt of the grant award. SHPD and GPD have existing administrative location for meetings, office space for the co-responder and secure storage of paperwork. Administrative start up tasks includes in-service training for both departments on the co-responder model, training for fire departments about the co-responder model and the addition of the clinician on calls regularly, policy review and changes made as needed to support the co-responder model.

Policy review and potential changes: months 1-3

Inservice training for both departments: months 1-3

Outside training for fire departments: months 1-5

POTENTIAL BARRIERS

There are no easily identifiable barriers for the implementation of the co-responder model for both GPD and SHPD. Letters of support from various community demonstrate the importance in this grant. Developing a partnership with a co-responder and being able to deliver a seamless approach to handling crisis calls in our communities for people who struggle with their mental health is an important goal for both communities and the police officers who serve them.