

**TEAM TWO**  
**FINAL REPORT TO DMH**  
**JUNE 30, 2016**

## **Team Two Training Statistics**

June 30, 2016

**TOTAL trained: 176.** Of that 176, 88 are law enforcement officers, 56 are crisis workers, and 32 are “others” which includes 13 dispatchers. “Others” also includes State’s Attorneys, Veteran’s Outreach Team members and Steering Committee members.

### Breakdown of 8 Trainings

Friday September 11 Southeast Region (Springfield) – 14 participants

Thursday October 1 Southwest Region (Middlebury) – 18 participants

Monday October 19 Northeast Region (St. Johnsbury) – 21 participants

Wednesday November 4 Northwest Region (So. Burlington) – 32 participants

Wednesday December 9 Central Region (So. Barre) – 21 participants

Monday May 2, 2016 Southeast Region (Brattleboro) – 22 participants

Wednesday May 18, 2016 Northwest Region (So. Burlington) – 29 participants

Tuesday May 24, 2016 Northeast Region (Morrisville) – 19 participants

(Average is 22 attendees per training)

### **LAW ENFORCEMENT AGENCIES PARTICIPATING**

**Central Region** – Law enforcement agencies represented: Barre City PD, Northfield PD, Norwich PD, Orange County Sheriff (dispatch), Randolph PD, VSP Bradford, VSP Brattleboro, Warren Constable

**NE Region** – Law Enforcement Agencies represented: Caledonia Sheriff, Essex County Sheriff, Montpelier PD (dispatch), Morrystown PD, Newport PD, Orange

County Sheriff, Orleans County Sheriff, Richmond PD, St. Johnsbury PD (dispatch), VSP Brattleboro, VSP Derby, VSP St. Johnsbury, VSP Williston

**NW Region** – Law Enforcement Agencies represented: Barre City PD, Burlington PD, Colchester PD, Colchester PD dispatch, Essex PD, Hinesburg PD, Montpelier PD, Northfield PD, Shelburne PD, South Burlington PD, South Burlington PD dispatch, VSP Williston, VSP St Albans, Warren Public Safety

**SW Region** - Law Enforcement Agencies represented: Addison County Sheriff, Middlebury PD, Rutland County Sheriff, VSP New Haven, VSP Rutland, VSP dispatch

**SE Region** – Law Enforcement Agencies represented: Brattleboro PD, Brattleboro PD dispatch, Chester PD, VSP Brattleboro, VSP New Haven, VSP Rockingham, VSP Shaftsbury, Weathersfield PD, Windham County Sheriff, Windsor PD, Windsor County Sheriff

**Police Agencies Who Attended Team Two training for the First Time this Year:**

**Addison Sheriff's Office**

**Essex Sheriff's Office**

**Orleans Sheriff's Office**

**Rutland Sheriff's Office**

**Windsor Sheriff's Office**

**Chester PD**

**Hinesburg PD**

**Windsor PD**

**Law Enforcement Agencies that have never attended, including 2013 training:**

Chittenden County Sheriff

Barre Town PD

Berlin PD

Bradford PD

Brighton PD

Canaan PD

Castleton PD

Dover PD

Fair Haven PD

Fairlee PD

Hartford PD

Killington PD

Lyndonville PD

Manchester PD

Milton PD

Mt. Tabor PD

Rutland Town PD

St. Johnsbury PD

Stowe PD

Thetford PD

Vergennes PD

Wilmington PD

Winhall PD

Woodstock PD

**All DMH Designated Mental Health Agencies have participated.**

**ON-LINE DISPATCHER TRAINING**

In developing this training for police dispatchers, the coordinator met with dispatchers at the Rutland Public Safety Answering Point (PSAP) (prior to it closing

due to consolidation of PSAPs), the Rockingham PSAP, with Michelle Bove, the VSP Emergency Communications Training Coordinator and with Sarah Ferris and Dawn Anderson, the E911 Emergency Communications Training Coordinators. In addition, the coordinator solicited assistance from Montpelier police dispatcher Carrie McCool, Hartford police dispatcher Becki Stearns, Colchester police dispatcher Zach Smith and VSP retired police dispatcher and training coordinator Liz Tracy. These dispatchers had all expressed interest in assisting with putting together a training.

VSP is undergoing the process of being certified by the Commission on Law Enforcement Accreditation (CALEA). The dispatcher training that will be provided through the Team Two grant will help VSP achieve accreditation on the emergency communications aspect of their work.

In early September, 2015, the four Vermont PSAPs consolidated into two – Williston and Rockingham. This resulted in former dispatchers from Derby and Rutland either moving to a new work site, resigning, retiring or being rified. As a result, the two PSAPs have struggled to fill all the shifts to provide dispatcher and 911 call taker coverage at the two PSAPs. Consequently, VSP dispatchers have been unable to attend Team Two trainings.

It became clear that any dispatcher training would need to be presented in an on-line format, rather than in person. Because of the need to cover shifts, getting VSP dispatchers physically in a room together for 4 hours is not practicable. Luckily, the E911 call takers use a Moodle platform for their continuing education. The E911 board granted the coordinator access to use the Moodle platform to launch the dispatcher training. In this format, dispatchers will be able to come and go from the training and complete the four hours however they can. With this in mind, the coordinator developed four one hour blocks of instruction. The topics covered included the following: basic mental health language, resources, the legal process and clinical aspects. Each block has a quiz at the end to ensure the student is processing the information.

Washington County Mental Health's IT department was instrumental in creating this static webinar that is now available statewide to all dispatchers and 911 call takers. It consists of a powerpoint with coordinated audio on each slide. Mary Moulton and Mourning Fox, along with Coordinator Kristin Chandler, provide the audio.

**ACT 80 Training:** The Coordinator participated in 10 ACT 80 trainings during the period of the grant, 2 at the Police Academy and 8 in the field. This provided another opportunity to learn about police perceptions of the mobility of crisis teams in their regions. The July, 2017 deadline approaches for all law enforcement in the state to receive this training so we anticipate several more ACT 80 trainings in the coming year.

**PRESENTATIONS:** The Coordinator served on a panel at the DMH annual Mental Health Day conference at Lake Morey in October, 2015.

The Coordinator made a presentation and Team Two was publicly thanked for being the impetus to hold a TBI/PTSD conference in St. Johnsbury in May, 2016.

The Coordinator made a presentation at the annual Vermont Chiefs and Sheriffs conference in May, 2016.

The Coordinator also represented DMH at the NAMI Conference at a shared table with the Burlington Police Department Street Outreach Team. Additionally, the Coordinator submitted a proposal to the International Association of Chiefs of Police (IACP) annual conference, which was accepted. Team Two will be showcasing this training model at the IACP Conference in October, 2016, in San Diego, California. Presenters will be Coordinator Kristin Chandler, Steering Committee members Montpelier Chief of Police Tony Facos and Mary Moulton.

Team Two also plans on submitting a proposal to present at the National Council for Behavioral Health conference which takes place in April, 2017, in Seattle, Washington.

The Coordinator was contacted by numerous organizations looking for training on basic mental health response. These included the following: DCF Call takers, CSAC, Hartford PD (CIT Training), 911 Board (handling callers who may be threatening self harm/suicide) and St. Michael's College security. There appears to be a real need for DMH to have a trainer who can respond to these many requests from the community for training.

### **MEETINGS**

The Coordinator attends the monthly Emergency Services Directors meetings. The Coordinator also attends the ACT 80 Advisory Committee quarterly meetings. The Coordinator also was on the ACT 80 evaluation sub-committee that reviewed the

evaluation process for the ACT 80 training that was conducted by the Crime Research Group. (Team Two received very positive comments from participants in that evaluation) The Coordinator attends the Criminal Justice Capable monthly meetings when able.

**LEGAL SUB-COMMITTEE:** The Legal Sub-Committee has not been called upon this grant cycle.

### **FACEBOOK PAGE**

The Coordinator maintains a Team Two Facebook page. During the past year, there were at least three incidents involving officers and mental health crises that were highly publicized. As a result, the coordinator responded to posts on Facebook that were critical of law enforcement and/or mental health response to these crises. The Team Two FB page experienced a high volume of hits during this time period.

### **PARTNERSHIPS**

Partnership with the Department of Public Safety has worked well throughout the grant period. DPS provides all of the binders, nametags and other paper goods associated with the every training. There continues to be a space for the Coordinator to work at the Royalton barracks, although it has been infrequently used this grant period.

Washington County Mental Health continues to provide office space and copying facilities, as well as supervision and administrative support.

VCPII has provided a survey tool to measure outcomes for training participants.

### **RESOURCES**

The resources allocated through the grant for both mileage and coordinator hours fell just short of actual mileage and hours. The grant provided for 852 miles per month. The Coordinator averaged 858 miles per month. The grant provided for 26 hours per week and the Coordinator worked 17 hours more than the total number of hours allocated.

WCMH contributed \$20.27 in postage for mailing of the surveys. They also contributed 6,098 copying pages for binders.

## **TEAM TWO STEERING COMMITTEE**

The Steering Committee met three times during this last grant cycle. The Steering Committee has been invaluable in shaping the direction of the training. The experience of the members helps guide us as we address future trainings, audiences and content.

In addressing the audience issue, the Committee has focused on who we are trying to reach and if we want to expand our audience and potentially our partnerships. The Committee is divided on this issue. While some believe EMTs, ambulance drivers and Emergency Room staff are critical to the collaborative approach, others are concerned that the training would get too “watered down” if we expanded the audience at this point. There are still areas of the state that experience a real lack of collaboration when responding to mental health crises. For now, the Committee would like to keep the participant focus on law enforcement, police dispatchers and mental health crisis clinicians.

The Committee also spent some time discussing the emergence of Crisis Intervention Training (CIT) training in Vermont – specifically, the Hartford Chief of Police has held two CIT trainings this grant cycle. CIT training is a 40 hour training developed for first responders of large municipalities in mental health crisis response. Cindy Patch, a member of the steering committee and the coordinator of ACT 80 training, has recently been approached by both Burlington PD and Rutland PD about putting on a CIT training. This is an ongoing discussion and the Coordinator is following up on exploring why a police agency would pursue a 40 hour training versus the 7 hour training that Team Two offers that covers a similar subject area.

## **THE FRANK SILIFIES AWARD**

The Frank Silfies Award will be presented again this year to a law enforcement officer and a mental health crisis clinician who exemplify collaborative response to mental health crises. Nominations were solicited from police Chiefs, Sheriffs, and Vermont State Police Barracks Commanders and from Emergency Services Directors for either the law enforcement officer or the mental health crisis clinician nominee. The Team Two Steering Committee reviewed the nominations



and selected the recipients. This year, there will be co-recipients for the mental health crisis clinician (Rachel Emerson of Clara Martin Center and Janet Potter of HCRS). Sergeant Loretta Stalnaker of the Randolph Police Department will be the law enforcement recipient. Hopefully, these awards can be presented at the DMH Mental Health Day conference in the Fall.

### **Recommendations from the Steering Committee:**

Introduce role plays into the scenarios, as time allows, at each training.

Consider expanding the audience to allow for Emergency Department personnel, as well as ambulance drivers and EMT's to attend.

Consider developing a partnership with Crisis Negotiation Unit (CNU) training for police officers. This would be considered a "300 level" training for eligible mental health crisis workers who are interested. There are enough CNU call-outs during mental health crises that it is important to establish the relationships and collaboration with this specialized team of law enforcement responders.

Offer at least one training a year during a night shift.

There is minimal involvement from the largest police department in the state (Burlington) and the Coordinator will develop strategies to encourage their attendance at training.

DMH should consider creating a position specifically for training, considering the number of training requests received by the Coordinator this past year. There's a demonstrated need.

Continue to require ACT 80 training as a pre-requisite for law enforcement.