



**VERMONT CARE NETWORK  
REPORT TO DEPARTMENT OF MENTAL HEALTH  
TEAM TWO FINAL REPORT  
June 30, 2019  
CONTRACT #30021Amendment #3**



Below please find VCN's Final Team Two Report for the DMH contract **ending on June 30, 2019.**

### **TEAM TWO TRAINING STATISTICS FOR FY19**

**Total Trained: 166.** Of that 166, 75 are law enforcement officers, 51 are crisis workers, and 40 are "others" which includes 16 dispatchers and 17 emergency department personnel. The Steering Committee specifically added emergency department personnel to the invited audience, recognizing that ED personnel are often part of a mental health crisis and the need to build relationships there. "Others" also includes 2 state's attorneys, a WCMH staff, a middle school social worker, an Upper Valley Services provider and 2 AHS Field Directors. There were 16 repeat attendees.

#### **Breakdown of 6 Trainings**

Wednesday September 19 Central Region (Montpelier) – 28 participants  
Wednesday October 3 Southwest Region (Rutland) – 25 participants  
Wednesday October 24 Southeast Region (Brattleboro) – 21 participants  
Wednesday November 7 Northwest Region (So. Burlington) – 34 participants  
Wednesday May 15, 2019 Northwest Region (So. Burlington) – 32 participants  
Thursday May 16, 2019 Northeast Region (St. Johnsbury) – 31 participants  
(Average is 29 attendees per training)

#### **Participating Law Enforcement Agencies**

All law enforcement agencies are encouraged to attend trainings in their region. In January, 2018, the Vermont State Police liaison to Team Two indicated that Team Two was a priority for VSP and asked barracks commanders to send troopers to the remaining trainings. This resulted in troopers attending training outside of their region.

**Central Region:** Law enforcement agencies represented: Barre City (dispatch) Capitol, Montpelier (dispatch), Northfield, VSP Middlesex, VSP Royalton, VSP St. Johnsbury, Washington County Sheriffs.

**NE Region:** Law Enforcement Agencies represented: Bradford, Caledonia County Sheriff, Orange County Sheriff, St. Johnsbury (dispatch), Stowe, VSP Crisis Negotiation Unit (5 members), VSP Derby, VSP Middlesex, VSP St. Johnsbury.

**NW Region:** Law Enforcement Agencies represented: Burlington, Essex, Manchester, Milton, Northfield, Richmond, Shelburne (dispatch), South Burlington, St. Albans, Swanton, VSP New Haven, VSP Middlesex, VSP Rutland, VSP St. Johnsbury, Vergennes.

**SW Region:** Law Enforcement Agencies represented: VSP New Haven, VSP Rutland.



**SE Region:** Law Enforcement Agencies represented: Bellows Falls, Brattleboro (dispatch), Springfield, VSP Rutland, VSP Westminster.

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

- Bradford PD
- Milton PD
- Vergennes PD

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

- Brighton PD
- Canaan PD
- Chittenden County Sheriff's Office
- Dover PD
- Fair Haven PD
- Killington PD
- Lyndonville PD
- St. Johnsbury PD
- Thetford PD
- Wilmington PD
- Winhall PD

#### Dispatcher Attendance

Police agencies that sent dispatchers to Team Two:

- Barre City
- Brattleboro
- Burlington
- Montpelier
- Orange County Sheriff
- Shelburne
- St. Johnsbury

#### Participating Designated Mental Health Agencies

United Counseling Services and Lamoille County Mental Health did not send anyone to any of the trainings. There has been an instructor from UCS; however, she has recently left the agency and currently they are unrepresented in Team Two.

LCMH QMHP and NE Region instructor Simone Arnold attended the Central Region training in Montpelier because there were some attendees from Copley Hospital emergency department. Simone previously attended Team Two in 2017, when it was offered in Newport.



### Other Trainings

The Coordinator conducts other Team Two related trainings in response to requests around the state. This year, these included:

- Vermont Care Partners Webinar on the new Extreme Risk Protection Order law, Duty to Warn and Mental Health Warrants, August, 2018.
- Family Roundtable, September, 2018.
- Panel Presentation at Howard Center’s showing of “Crazy”, October 2018.
- Vermont Healthcare EMS Preparedness Conference, October 2018.
- VSP New Recruits Post-Basic, May 2019.
- States Attorneys and Sheriffs Summer Conference, June 2019.

### Out of State Training

During this grant cycle, the Coordinator submitted proposals to present at the National Association of Rural Mental Health conference in Santa Fe, New Mexico. This proposal was accepted and the coordinator will be travelling there in August. A proposal to present at the International Association of Chiefs of Police Conference in Chicago was also accepted and the coordinator will be travelling there in October. The city of Shoreline, Washington contacted the Coordinator (after a connection made while in Seattle) and requested she present at their RADAR symposium in September. RADAR is a federally funded pilot program with an objective to decrease use of force incidents between police and individuals with behavioral health or intellectual disabilities and to reduce the repeated and inappropriate use of emergency services.

Team Two Instructors: The Coordinator recruited six new instructors and trained them during this grant cycle. This was necessary as some instructors left either due to retirement or leaving their respective agency for another reason. Below is a current list of the 35 Team Two Instructors:

<u>NAME</u>	<u>AGENCY</u>	<u>Year Joined/REGION</u>
Alecia Armstrong	RMHS	2015/SW
Simone Arnold	LCMHS	2018/NE
Eric Astleford	NCSS	2016/NW
Chuck Bachand	Lamoille County Sheriff	2019/NE
Brandi Barbeau	Burlington PD Dispatch	2018/NW
Chris Blais	VSP Royalton	2013/Central
Vegar Boe	Middlebury PD	2017/SW
Chris Brickell	Brandon PD	2013/SW



Christine Bullard	HCRS	2013/SE
Andrew Clammer	WCMHS	2013/Central
Laurie-Ann Couture	NKHS	2014/NE
Jeremy Fitzgibbons	Springfield PD	2013/SE
Angela Fraser	HCRS	2015/SE
Mark Gebo	HCRS	2019/SE
Gary Gordon	WCMHS	2013/Central
Marian Greenberg	CSAC	2013/SW
Jennifer Harlow	Newport PD	2015/NE
Cait Hartshorn	NCSS	2015/NW
Cass Hoffman	WCMHS	2016/Central
Matt Knisley	Montpelier	2013/Central
Miranda LaDuc	Clara Martin Center	2019/Central
Kevin LaPlante	Morristown PD	2019/NE
Brett Lindemuth	Richmond PD	2019/NW
Brandi Littlefield	Howard Center	2017/NW
Carrie McCool	Montpelier PD Dispatch	2017/Central
Kim McLeod	VT Liquor Control	2014/SE
Paul Morits	St. Albans PD	2014/NW
Jeff Pearson	Montpelier PD	2013/Central
Monique Riel	LCMHS	2015/NE
Jessica Ryan-LeBlanc	Woodstock PD	2018/SE
Paul Sokolowski	VSP Shaftsbury	2016/SW
Loretta Stalnaker	Royalton PD	2014/Central
Tony Stevens	NCSS	2013/NW
Christi White	HCRS	2016/SE
Krystal Wrinn	Burlington PD	2013/NW

### **EMBEDDED MENTAL HEALTH CLINICIANS/SOCIAL WORKERS**

The embedded worker program utilized by some law enforcement agencies continues to have great success in providing quality response to individuals in a mental health crisis.

Commissioner Tom Anderson of the Department of Public Safety has indicated that DPS plans to incorporate an embedded mental health worker in each of its 10 barracks. Police agencies that currently have an embedded workers include:

- Bellow Falls
- Brattleboro
- Burlington
- Hartford
- Rutland
- Springfield
- St. Albans



- VSP St. Albans
- VSP Westminster
- Windsor

The Community Outreach Program in Chittenden County is now one year old. This program involves five Chittenden County towns (Colchester, Winooski, Williston, South Burlington and Shelburne) matching monies provided by DMH in order to provide four B.A.- level Howard Center employees to respond to mental health calls. Police also respond if needed. Dispatchers were trained in determining which calls required police response versus just a crisis worker responding. The COPS program reports 1258 calls (in 11 months) with only 87 individuals needing to utilize the emergency department. A sixth town has signed on (Richmond) and the Howard Center is adding another B.A. level worker.

### **ACT 80 TRAINING**

The Coordinator participated in two ACT 80 trainings during the period of the grant, both of which occurred at the Police Academy. This provided another opportunity to learn about police perceptions of the mobility of crisis teams in their regions.

### **PUBLICATIONS**

The third edition of The Good News Bulletin will be published during the summer of 2019. The Bulletin continues to receive high praise, especially by officers who are well aware of the lack of positive press they receive for their accomplishments in responding well to mental health crises. The Bulletin will be distributed to all state representatives and senators, via email blasts, in person at meetings/conferences, through Facebook posts, and through websites.

### **MEETINGS and TRAININGS ATTENDED**

The Coordinator attends the monthly Emergency Services Directors meetings.

The Coordinator is a Governor-appointed Commissioner on the Mental Health Review Commission, which has met just about monthly for this grant cycle.

The Coordinator served on the Order of Non Hospitalization Legislative Summer Study Committee, which met 4 times during this grant cycle.

The Coordinator attended two Legislative Breakfasts – one in Washington County and one in Orange County. Team Two was discussed at each one.

The Coordinator attended two CRT Director meetings to get input and to update them on the progress of the ONH Summer Study Committee.



The Coordinator attended the “99 Faces” event sponsored by Dartmouth Hitchcock Medical Center. Team Two was highlighted by Major Ingrid Jonas as one of the innovative training tools being utilized by Vermont State Police.

The Coordinator assisted in planning of the VCP Cultural Competency Conference.

The Coordinator attended Youth Mental Health First Aid, an 8 hour course.

The Coordinator attended a trauma training hosted by WCMH.

The Coordinator met with Vermont Psychiatric Care Hospital Executive Director Emily Hawes to discuss optimal forensic patient flow through the mental health system.

The Coordinator met with Lieutenant Governor David Zuckerman, along with Tony Stevens, VSP Lt. LaMothe and Nic Tebbetts (the embedded worker at VSP St. Albans) to talk about mental health training for law enforcement, as well as resource allocation.

The Coordinator participated in a ride along with WCMH screeners.

### **LEGISLATIVE ACTIVITIES**

The Coordinator participated in Mental Health Day at the Legislature in January, 2019.

The Coordinator reviewed a few bills at the request of VCP and provided feedback and insight.

**LEGAL SUB-COMMITTEE:** The Legal Sub-Committee was asked to provide an opinion on release of information from a hospital to law enforcement. The members of the sub committee indicated they did not feel qualified to respond to the inquiry.

### **FACEBOOK PAGE**

The Coordinator maintains a Team Two Facebook page. Steering Committee member Caitlin League is an administrator and has been of great assistance in posting to the Team Two FB page. VCP also maintains a Facebook page and website highlighting Team Two activities.

### **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 every training. There continues to be a space for the Coordinator to work at the Royalton barracks, although it has not been used this grant period. The VSP Royalton Barracks clerk continues to order supplies as needed.

DPS in kind donations of supplies is \$251.92 (binders, tab dividers and name tags).



WCMHS provides office space and copying facilities, as well as supervision and administrative support.

Copies provided by WCMHS totals 6,660 pages (binder material and surveys).

Designated Agencies provide one half of the food for all training participants. This grant cycle, that amount is \$996.71.

Additionally, this year a NW instructor donated a Keurig coffee machine to Team Two for use at our trainings. As a result of this generous donation, coffee costs will be lessened.

### **TEAM TWO STEERING COMMITTEE**

The Steering Committee met three times during this 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. They are very responsive to email information and/or questions.

Vermont Sheriffs have been represented on the Steering Committee by Windham County Sheriff Keith Clark. Sheriff Clark retired as of June 1 and his spot on the committee will be filled by another Vermont sheriff. Recruitment to fill this position is currently underway.

### **THE FRANK SILIFIES AWARD**

Several nominations were received this year from both police and mental health crisis clinicians, recommending their colleagues to receive this award. The Steering Committee spent a good part of one meeting going over the nominations and discussing the intent behind the award. The Committee was very pleased to see so many worthwhile and deserving people being nominated. Talaia Thomas, from WCMH and VSP Lieutenant Maurice LaMothe were chosen as the 2018 recipients. The Frank Silfies Award was presented in January at the State House during Mental Health Awareness Day. This presentation generated some positive press and it 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. NAMI and VCP have offered space on the agenda during Mental Health Awareness Day at the Legislature in 2020. Nominations will be solicited from all Team Two attendees. This is a change, directed by the Steering Committee, to encourage a broader range of nominations. The Team Two Steering Committee will review the nominations and select the recipients.

### **BARRIERS TO PARTICIPATION:**

Some Designated Agencies are very short staffed and as a result, have not sent crisis workers to training. This year, Lamoille County Mental Health did not send even one person to the NE Region training (they do have 2 staff members who are instructors). Northeast Kingdom Human Services sent their own ES Director, who has attended in the past, and one other person. They cite a staffing crisis as the reason for the low numbers of participants. United Counseling





Services did not send one person to any of the trainings offered around the state. NCSS sent one person to the NW Region training held in May, 2019. The DAs continue to report that most or all of their crisis workers have already attended the training, thus decreasing their numbers at the trainings. The Coordinator has emphasized the benefit of having crisis workers attend more than once, in order to continue to build collaborative relationships with law enforcement and other first responders. WCMH sent several clinicians who had previously attended to the NE Region training, so they could interface with VSP CNU. The Coordinator has also encouraged participation by workers on the intellectual disability side of the agency and with Specialized Service Agencies.

Another barrier to participation continues to be the great success in collaborative mental health crisis response. Both the COPS program in Chittenden County and the embedded social worker program at various police agencies continues to provide improved mental health response. This is cited as a reason that some police agencies do not feel the need to attend mental health trainings that focuses on a collaborative response. In their view, they are already collaborating in their response, simply by having an embedded worker in their agency.

EMT attendance was not as robust as we had hoped it would be at the beginning of the grant cycle. The Coordinator anticipates better communication with the Department of Health will lead to higher attendance by EMTs.

While there is overwhelmingly positive response about Team Two, the Coordinator continues to hear negative comments about some of the Designated Agencies and their ability and/or willingness to be mobile or to respond. This was heard in reference to Addison, Bennington, Chittenden and Rutland Counties and may be due to a number of factors. More discussion will be held with the agencies and hopefully the new COPS program will help alleviate this problem in Chittenden County.

## **OTHER**

DCF expressed interest in attending training and District Director Beth Maurer was provided all of the registration forms for the grant cycle. DCF did not attend.

Castleton Police Department requested an additional training be held in Rutland County.

Because every training includes a “resources” piece, the Coordinator has compiled a long list of regional resources. Advancing this paper list to a phone app that could be utilized by first responders would be highly beneficial to a coordinated response and to positive outcomes.



## **RECOMMENDATIONS FROM THE STEERING COMMITTEE**

DMH should provide funding for the coordinator's presentations and attendance at conferences both in state and nationally.

DMH should consider creating a position specifically for training, considering the number of training requests received by the Coordinator every year. There is a demonstrated need.

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

Add firefighters to the invited audience members/attendees of Team Two training.