



## CITY OF MILPITAS AGENDA REPORT (AR)

<b>Item Title:</b>	<b><u>Receive Presentation of Police Department's Response to Mental Health Related Calls</u></b>
<b>Category:</b>	Public Safety
<b>Meeting Date:</b>	6/1/2021
<b>Staff Contact:</b>	<b>Jared Hernandez, Acting Chief of Police, 408-586-2402</b>
<b><u>Recommendation:</u></b>	Receive Presentation of Police Department's Response to Mental Health Related Calls

### **Background:**

During a special meeting of the City Council on Tuesday, May 11, 2021, Council requested that staff return to Council with an informational presentation regarding the Police Department's response to 911 mental health calls.

The Milpitas Police Department (MPD) is a full-service police department that responds to a variety of call types including incidents involving persons experiencing a mental health crisis. Mental health calls for service are amongst the most complex and time consuming for law enforcement. A law enforcement response to mental health calls for service can sometimes draw public scrutiny. This is particularly true when such an encounter results in a use of force. MPD has taken proactive measures to ensure officers are properly trained in de-escalation techniques and are properly equipped to stabilize mental health incidents.

In October 2020, the police department conducted an internal process-based evaluation of their response to mental health calls. The evaluation included a review of current practices, the review of available resources, and an evaluation of service delivery models used by other police departments. The evaluation yielded a recommendation to increase de-escalation training and to better utilize the Santa Clara County Behavioral Health Department's Mobile Crisis Response Team (MCRT).

### **Analysis:**

In response to the Council request, staff is providing information regarding MPD's response protocol to mental health calls, mental health response protocol staff training, mental health calls for service data, and mental health response models.

### **Response to Mental Health Calls - Dispatch:**

The Milpitas Police Department operates its own Dispatch Center twenty-four hours per day, seven days per week. The communications center is staffed with dispatchers who receive calls for service, dispatch police services, dispatch fire services, and dispatch public works services. Calls for service are received through phone calls to 9-1-1, text to 9-1-1, and calls to a non-emergency landline. The dispatcher receiving the call obtains information from the caller and determines what type of service is appropriate to respond. During a mental health call for service, the caller may be a third party or the person experiencing the mental health crisis. In these situations, dispatchers are trained to keep callers calm and de-escalate the caller while services are being sent. Dispatchers will remain on the phone until officers arrive at the scene when appropriate.

## Response to Mental Health Calls - Officer:

Officers are dispatched to mental health calls for service to ensure public safety, prevent an individual from hurting him or herself, and to take a person into protective custody per Welfare and Institutions Code 5150 (5150 W&I), when appropriate.

Upon arriving to a mental health call for service, officers first ensure the scene is safe. Once the scene is safe, the officer talks to the involved parties to determine the best course of action. As part of these interactions, the officer needs to determine if a crime was committed, if the person is a danger to themselves, if the person is a danger to others, and/or if the person is gravely disabled causing them to be unable to care for themselves.

When an officer determines a person has committed a crime requiring a criminal booking at the jail and the person meets the criteria under 5150 W&I, the officer will take the person into custody and book them at the Santa Clara County Mail Jail. The county jail has 24-hour mental health staff on-site to provide mental health services to the individual while in criminal custody.

When an officer determines a person did not commit a crime but does meet the criteria under 5150 W&I, the officer will take the person into protective custody and take them to Emergency Psychiatric Services at Valley Medical Center. The person is placed on a 72-hour hold. Hospital staff evaluate the individual and determine how long the person is to be held. This can be less or more than 72-hours based on the clinician's assessment.

When a person does not meet the criteria under 5150 W&I but there are indicators of a mental health issue, the officer encourages the individual to seek mental health assistance. In these situations, the officer seeks to obtain voluntary compliance to take the person to: Emergency Psychiatric Services at Valley Medical Center or the Mission Street Sobering Station. The officer may also request assistance from the Santa Clara County Mobile Crisis Response Team, Homeless Engagement and Access Team, or UpLift Family Services. UpLift Family Services works exclusively with juveniles.

## Training

MPD ensures staff is properly trained to respond to mental health calls. Officers receive approximately 70-hours of training tailored specifically for service responses involving someone who is suffering from a mental health crisis. This training includes Crisis Intervention Team (CIT) training (40-hours), Integrating Communications, Assessment and Tactics (ICAT) training (12-hours), Dealing with People with Disabilities training (16-hours), and Autism Recognition and Response training (2-hours). Principals of these trainings are regularly reviewed during shift briefings. MPD anticipates adding an additional 4-hours of scenario-based training expected to be offered by the Santa Clara County Mobile Crisis Response Team in January of 2022.

Currently, 74.4% of sworn staff and 57% of dispatchers have Crisis Intervention Team (CIT) training. These percentages fluctuate due to new staff hired into the police department. Four (4) police officers are scheduled to attend CIT training during June and July. Additional staff will attend as training classes become available.

Prior to becoming sworn Officers, Officer Trainees receive 16 hours of training in the police academy in dealing with people with disabilities which includes mental health illnesses. This training includes 3 hours of scenario-based training.

## Mental Health related Calls for Service Data

The table below shows the total 911 calls for the last two calendar years and four full months in 2021. For each period, 5150 calls accounted for 1.00 to 1.46% of all 911 calls.

	<b>Total 911 Calls</b>	<b>5150</b>	<b>% of 5150 calls</b>	<b>Transient</b>
<b>2019</b>	23,026	231	1.00%	36
<b>2020</b>	19,053	267	1.40%	36
<b>Jan/Apr 21</b>	4,598	67	1.46%	14

Many of the 5150 calls are the result of repeat service. Repeat service is defined as being taken into protective custody per 5150 W&I on more than one occasion during the year. Of the 5150 calls for 2020, the top ten individuals requiring repeat service accounted for 18.7% of the mental health calls. Thus far in 2021, the top ten individuals requiring repeat service accounted for 43.3% of the mental health calls. The top person requiring service in 2020 required service eleven (11) times while the top person requiring service in 2021 required service five (5) times.

## Mental Health Response Resources

In 2019, the Santa Clara County Mobile Crisis Response Team (MCRT) became available as a county resource. The MCRT was created to screen and assess crisis situations over the phone and aid when a mental health crisis is occurring. They provide an immediate response, Monday through Friday, from 8am to 8pm, and deliver crisis intervention services at locations throughout the county. The MCRT is comprised of licensed clinicians and therapists with training and expertise in crisis response.

In 2019, the police department made six (6) referrals to MCRT and conducted nine (9) joint response field visits in Milpitas. In 2020, the police department made twenty (20) referrals to the MCRT and conducted twenty-three (23) joint response field visits. Year to date for 2021, the police department made five (5) referrals to MCRT and conducted five (5) joint response field visits.

In addition to field response, the MCRT provides telephone consultations to police departments. Although, MCRT has provided this service to Milpitas, consultations are not currently tracked and there is not data on the number of times the service was utilized. The MCRT has been particularly helpful in situations where an individual required criminal booking, and in many circumstances involving persons requiring repeat service.

In situations involving juveniles that require mental health services, the police department utilizes Uplift Family Services. Uplift specializes in aid to children, adolescents and families in need. They provide care coordination services, wellness services, continuum of crisis care, developmental disabilities services, education support services, intensive behavioral health services and other services. The police department has been using this service to help our youth in crisis since 2017. Since 2017, the police department has made 114 referrals to this agency (an average of 22.8 per year).

## Mental Health Response Models:

Response models for mental health related calls vary nationwide and include both police response models and non-police response models. In a police response model, the most prevalent model, a police officer is involved in the response to a mental health call as a first responder. In non-police response models, which is currently emerging in some larger cities such as Eugene (OR), San Francisco (CA), and Oakland (CA) a police officer is not involved in the response unless there are determining factors requiring their presence. Non-police

response models often utilize mental health professionals as the first responders to a mental health call. Some cities utilize their fire personnel, paired with a clinician, to respond to mental health calls.

MPD uses a police response model. In most cases, a Crisis Intervention Team (CIT) trained officer responds to mental health calls. The police department collaborates with the county Mobile Crisis Response Team on mental health calls, as needed.

**Fiscal Impact:**

Not applicable.

**California Environmental Quality Act:**

Not applicable.

**Recommendation:**

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