

The Impact of Mental Health Calls for Service



POLICE / FIRE / HUMAN SERVICES



History

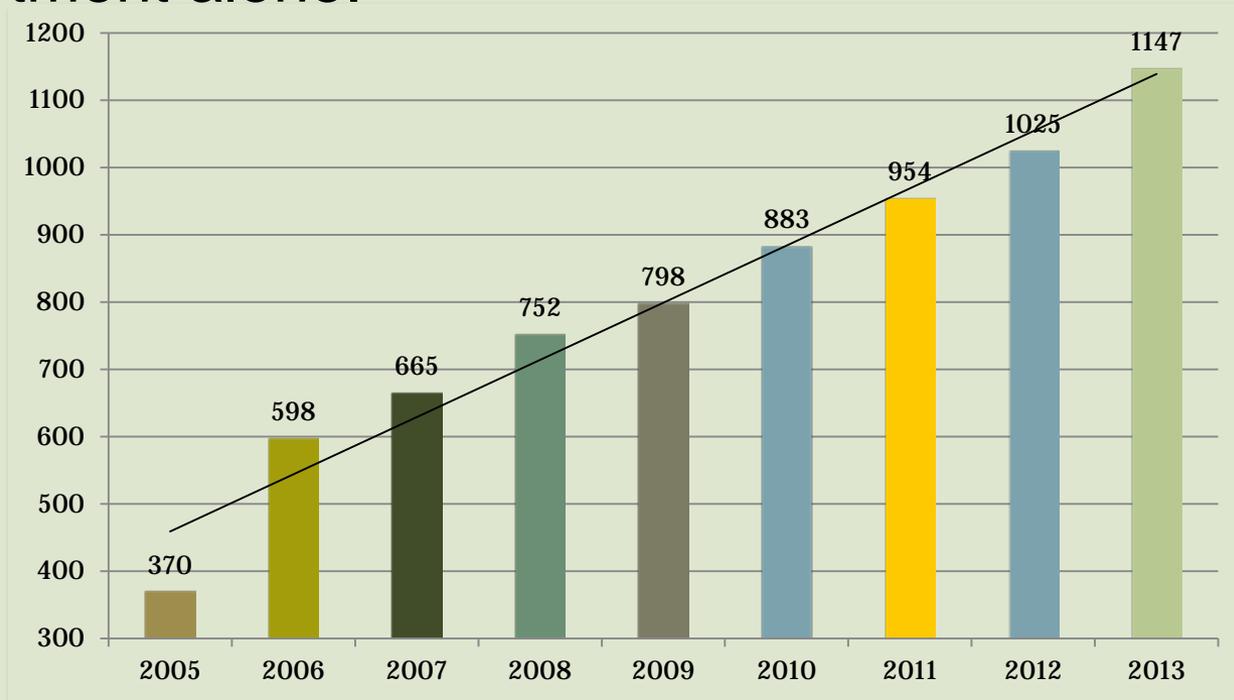


- Police, Fire, and Human Services departments became concerned about a dramatic increase in mental health calls for service as early as 2007.
- These calls consist of:
 - Emotionally Disturbed People (EDP)
 - Suicides
 - Suicide Attempts
 - Suicide Threats

History



- The Police Department has tracked these calls since 2005.
- The increase from 2005 to 2013 is **210%** for the police department alone.



Local Police Study



- In 2010, The Police Department conducted a study to determine if other area towns were similarly affected.
- Comparison towns were used based on proximity to Manchester, population, and whether the data was readily available.
- The results of this non-scientific study were startling.

Local Police Study



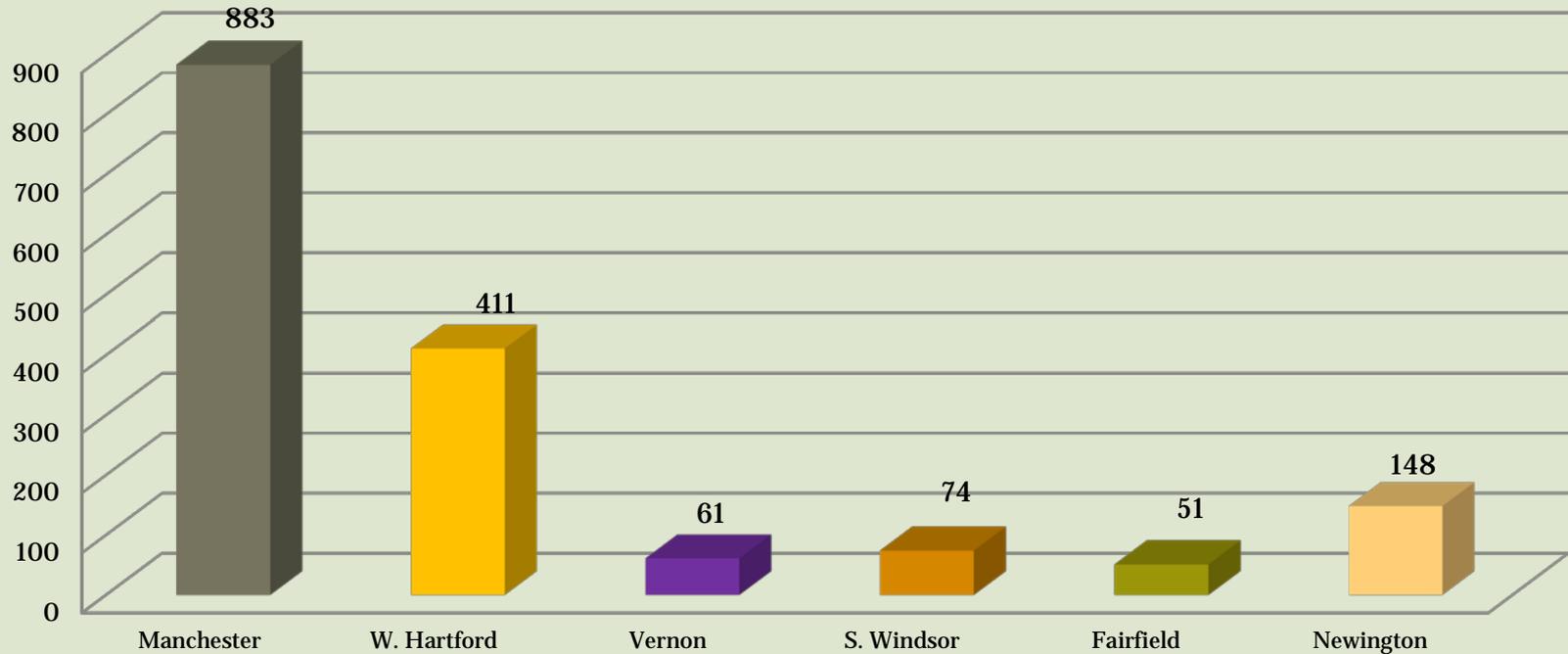
2010 Data-

- South Windsor experienced **2.8** calls per 1000 during the same period.
- Vernon experienced **2** calls per 1000 during the same period.
- West Hartford **6.8** calls per 1000 during the same period.
- Manchester experienced **15.7** mental health calls per 1000 population.

Local Study



2010 Mental Health Calls



Working Committee



- At this point we reached out to other Manchester service providers and found that the dramatic increase was impacting them as well.
- Human Services put together a working committee consisting of local stake-holders.
 - Mental health service providers
 - Residential group homes
 - Long term care facilities
 - State ombudsmen
 - Police
 - State agencies

Working Committee



- Our suspicion was that the bulk of our calls were coming from facilities charged with the care of mental health patients, or behavioral health placements within the town, and not from developmental disability placements.
- In law enforcement's opinion, many of these placements were not appropriate for the needs of the patient because...
- Whenever a facility exhausts their ability to deal with a patient, they just called 911.
- Individuals placed in the community were refusing state funded assistance and were relying on local services.

Working Committee



- We worked with facilities to:
 - Recognize their impact on local resources.
 - Get better training for staff.
 - Understand the limitations of town services.
 - Question placements from the state that are inappropriate for the level of care.
- Between 50% to 75% of patrol officers have received specialized mental health training (Crisis Intervention Training) as a result of the dramatic increase of mental health calls.

Scientific Study



- In 2013, with the support of the Manager, a study was commissioned by the Center for Public Policy and Social Research at Central Connecticut State University.
- Two professors studied these issues using West Hartford and East Hartford as a comparison.
 - ✦ Marc B. Goldstein, Ph.D.
 - ✦ Shamir Ratansi, Ph.D.
- The final study was received in March of 2014.

Scientific Study



- **Pertinent findings:**
 - Manchester received disproportionately more EDP calls than the other communities.
 - Manchester has a larger number of institutional settings that serve vulnerable populations.
 - The number of mental health calls is increasing faster in Manchester than the comparison towns.

Scientific Study



- **Placement Facilities-**

- According to the authors of the study, Manchester had more placement facilities than East Hartford and West Hartford combined (65 compared to 23 for East Hartford and 31 for West Hartford).
- Manchester had 42 group homes compared to 18 for East Hartford and 17 for West Hartford.
- Manchester had 14 “supportive housing” locations compared to 1 for East Hartford and 2 for West Hartford.

Scientific Study

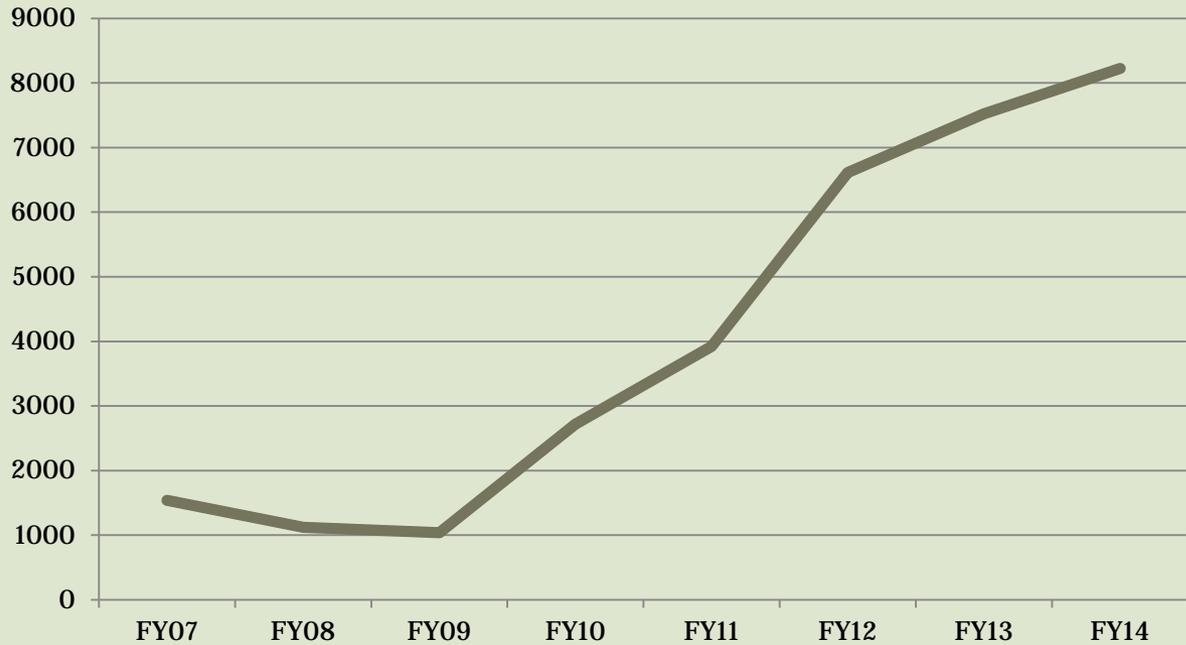


- **Mental Health Calls for Service-**
 - Manchester 12.9 calls per 1000
 - East Hartford 4.61 calls per 1000
 - West Hartford 3.15 calls per 1000
- Manchester's EDP call volume is almost 3 times greater than East Hartford, and more than 4 times greater than West Hartford.

Manchester Senior, Adult & Family Services



Resident Contacts Presenting With Mental Health Issues



Manchester Senior, Adult & Family Services



- “Money Follows the Person”
 - MFP is a program designed to help states rebalance their long-term care systems to better support people living in institutions who want instead to live in the community.
 - Connecticut is one of 29 states (plus the District of Columbia) participating in the federal demonstration program.
 - It estimates that the cost to the State of serving them in the community is about one-third the cost of their nursing home.
 - Once in the community, support services are offered to the clients, but participants have the option to refuse.

Manchester Senior, Adult & Family Services



- **New Case Management Model**
 - In 2010 the Dept. of Mental Health & Addiction Services implemented a new case management model.
 - This new model employs a teaching/coaching method and is goal-driven.
 - There is a segment of the behavioral health population for whom this model does not work.
 - Residents who fall into this category often find themselves with no community support services from the local mental health agency.
 - Town services providers (Police, Fire, Human Services) become the first point of contact when these residents decompensate.

Manchester Senior, Adult & Family Services



- Case Examples

- Case 1- J.E.

- ✦ MPD, MFD, and ASM have responded to J.E.'s apartment over 30 times between March and August of 2014.
- ✦ In March, he 'fired' his staff of care takers.
- ✦ J.E. is a paraplegic living alone, and has mental health issues.
- ✦ He calls 911 for reasons such as-
 - To turn on his wheelchair.
 - Because he is unable to clean himself.
 - Request a cigarette because he wants to smoke in bed.
- ✦ J.E. passed away at St. Francis Hospital earlier this year.

Manchester Senior, Adult & Family Services



- Case Examples

- Case 2- B.M.

- ✦ B.M. has physical and mental health issues.
- ✦ Homecare agency refused to service B.M. because he is abusive.
- ✦ B.M. called MFD 3 times in 3 days, and is abusing alcohol.
- ✦ In July, MFD responded to B.M.'s residence 4 times in 2 days.

Conclusion



- The Manchester Police respond to more than 3 mental health calls per day on average.
- Fire and Human Services have seen their case load increase dramatically as well.
- The amount of 3rd party placement is disproportional to similar size communities and places a burden on Manchester services.
- The State philosophy of “the money follows the person” fails when care facilities or placed residents simply call 911 for unreimbursed local resources.