

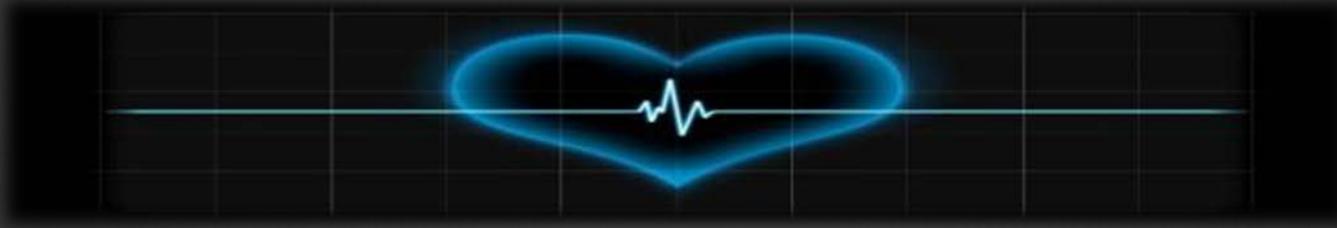
Public Safety and the Mentally Ill

Ofcr. Randal Houston & Ofcr. Ignacio Maciel
Orange Police Department



H.E.A.R.T

Homeless-Engagement-Assistance & Resource-Team



- **H.E.A.R.T.** was formed in June of 2013 with the combined goals of providing long term solutions to the cities homeless and mentally ill, as well as empathetically and proactively addressing the community concerns associated with these individuals
- Comprised of (2) police officers and (1) Mental Health Clinician from the Orange County Centralized Assessment Team (C.A.T.)
- Respond to all homeless and mental health related calls for service and conduct after-action follow-up with C.A.T. personnel.
- Liaison with other police agencies and with private/faith based charitable organizations that provide food and shelter services to the homeless.

H.E.A.R.T

- ④ Develop cooperative relationships with the homeless that are beneficial to the community and to those in need.
- ④ Identify homeless individuals who are mentally ill and provide them with effective mental health resources, i.e. (C.A.T).
- ④ With direction from C.A.T personnel, monitor the relapse of individuals who suffer from mental illness and address their continued need for mental health services.
- ④ Utilize private, county and city resources to provide long term solutions for the city's homeless and mentally ill populations.

Continued Partnerships

OC Mental Health

St. Joseph's Hospital

OC Homeless Outreach Court

OCDA's Office

City Attorney's Office

Mary's Kitchen

City of Orange Com. Services

Coast to Coast

City of Orange Public Works

OC Public Works

Veterans Affairs

Local Churches

Shelter Facilities

City of Orange Businesses

Surrounding Agencies

Volunteers of America

Activity Summary

May - December 2014

Transients Contacts: 1708

Interview Cards Completed: 284

Arrests (Felony): 13

Arrests (Misd, OMC, Warrant): 75

Mental Health Treatment: 74

Transported to Shelters: 27

Resources Provided: 229

Patrol Calls handled: 509

Patrol hours saved: 734

Activity Summary

January - June 2015

Transients Contacts: 1615

Interview Cards Completed: 129

Arrests (Felony): 9

Arrests (Misd, OMC, Warrant): 144

Mental Health Treatment: 28

Transported to Shelters: 51

Resources Provided: 185

Patrol Calls handled: 396

Patrol hours saved: 909

Homeless & Mental Illness

- ⊗ According to the Substance Abuse and Mental Health Administration (SAMHSA) (2009), 20 to 25% of the homeless population in the United States suffers from sort of severe mental illness.
- ⊗ In 2006, Markowitz published data on 81 US cities, looking at correlations between the decreasing availability of psychiatric hospital beds and the increase in crime, arrest rates, and homelessness. As expected, he found direct correlations.

**Markowitz FE PhD. Psychiatric hospital capacity, homelessness, and crime and arrest rates. Criminology 2006;44:45–72.*

H.E.A.R.T.

- ⊗ Due to critical shortages in community mental health services, police officers have become first line responders to people with serious mental illness who are in a psychiatric crisis.
- ⊗ By forging efficient relationships between law enforcement and mental health services, H.E.A.R.T officers can facilitate opportunities for the mentally ill to receive effective mental health treatment, while reducing the burden on police resources.

Common Mental Health Issues

- Anosognisia
- Bi-Polar I & II
- Schizophrenia
- Autism/Asperger's
- Dementia/Alzheimer's
- Borderline Personality Disorder
- Drug or Alcohol addiction



After Action & Follow-up (C.A.T)

Prompt follow-up investigations of all W&I 5150 interventions is critical and provides for:

- ⊗ Maintaining accurate assessments for mental health treatment.
- ⊗ Re-assures family members of the mentally ill of the support and involvement of local law enforcement and mental health organizations.
- ⊗ Provides mental health clinicians with reliable feedback as to the need for continued involvement.

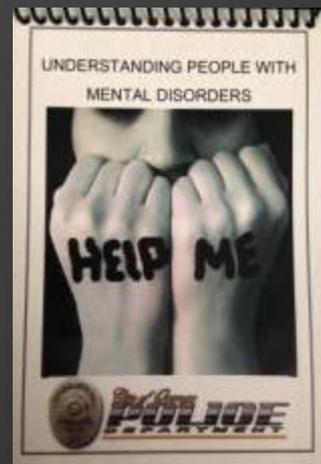
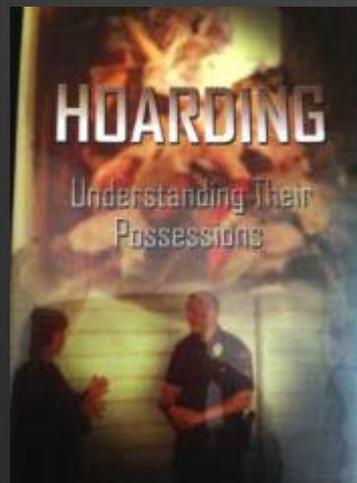
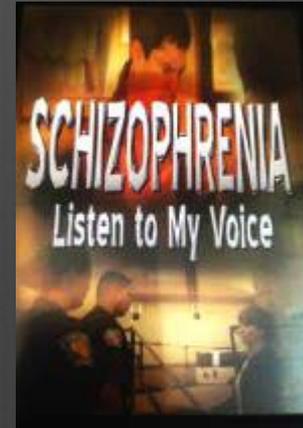
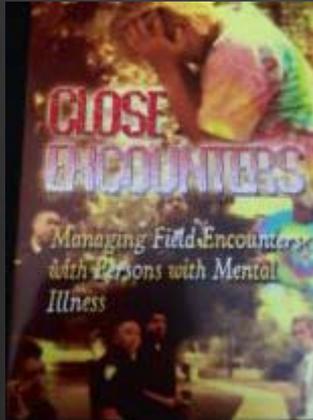
Partnerships & Training

- ⊕ The Orange Police Department partnered with St. Joseph's Hospital and the Santa Ana Police Dept. to provide educational mental health based trainings for police personnel. The training was endorsed by the American Psychiatric Nurses Association (APNA).
- ⊕ The training program would consist of eight training sessions focused on effective communication and specific mental health diagnosis: schizophrenia, bipolar disorder, depression, anxiety, autism and hoarding.

Mental Health Video's & Reference Guide

- ❶ The Orange Police Department in cooperation with The Santa Ana Police Department, the Buena Park Police Department, and the Orange County Mental Health Association, collaborated to provide patrol officers with effective training in regards to mental health disorders.
- ❷ Trainings included several mental-disorder based videos and a comprehensive field information booklet which are currently being used by patrol personnel.
- ❸ Provides patrol officers with knowledge of specific mental health disorders and with techniques to effectively handle encounters with individuals suffering from mental illness.

Training & Education



T.A.C.T. Method

- **TIME:** Slow down, give the person time to vent. Use the time to obtain appropriate resources.
- **ATMOSPHERE:** Reduce distractions, keep the scene as calm as possible. Observe verbal and non-verbal cues.
- **COMMUNICATIONS:** Speak slowly and repeat yourself if need be. Help the subject focus on our voice. Make your expectations clear.
- **TONE:** Calm and non-confrontational. Respectful and Patient. Avoid taking what is being said personally.

Solutions & Results

H.E.A.R.T Solutions & Results

- ⦿ Provide a resource for the homeless to re-connect with family and facilitate their relocation through charitable organizations.

Before



After

H.E.A.R.T Solutions & Results



H.E.A.R.T Solutions & Results



H.E.A.R.T Solutions & Results



H.E.A.R.T Solutions & Results

🎬 Empathetic encampment abatement and ethical property storage procedures.



H.E.A.R.T Solutions & Results



H.E.A.R.T



Thank you!

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