

**Santa Clara County Behavioral Health
Law Enforcement Liaison Team**

**Annual Report
2015-2016 fy**

Overview & Team Members

The Santa Clara County Behavioral Health Law Enforcement Liaison Team completed its ninth full year of operation in 2015-2016. As you will see from this report, the LEL Team continues to expand and develop in virtually every aspect of their function.

Based at Behavioral Health Urgent Care at VMC, the LEL Team is currently comprised of the following personnel:

Sandra Hernandez, Division Director

Mikelle Le, Senior Program Manager

Tony Lopez, Law Enforcement Liaison

John Costa, Law Enforcement Liaison

Note that due to the LEL Team's transition in becoming independent contractors, this report reflects a fiscal year that began on August 17, 2015.

Focus & Mission

Under the direction of Sandra Hernandez and Mikelle Le, the LEL Team strives to serve as a conduit between Santa Clara County Behavioral Health Services and our law enforcement agencies throughout the county.

Our mission is to build and enhance the teamwork, dialogue, training, and collaboration among these widespread organizations in order to better serve those in our community in need of mental health services and support.

Tony Lopez and John Costa provide that direct link in their role as liaisons. They provide consultation in cases which involve, or could involve the need for law enforcement services in a myriad of circumstances. This would include facilitating welfare checks, field visits, general problem solving, collaborative meetings to address gaps in communication, and improve the mutual understanding between organizations.

Another critical aspect of their work is serving as points of contact for law enforcement seeking positive and safe solutions when dealing with challenging mental health related cases in the field. This ongoing teamwork and collaboration is changing how law enforcement and behavioral health approach these cases. The number of these referrals and outreach efforts from law enforcement continues to grow with each passing year.

Interactive Video Simulation Training

One of the hallmarks of the Law Enforcement Liaison Team has been the ongoing development and continuation of the Interactive Video Simulation Training or IVST. This highly recognized training program was developed for law enforcement personnel seeking to increase their ability to interact more effectively and safely with those experiencing a mental health related crisis.

The four-hour training program focuses on greater understanding, sensitivity, recognition, and effective deescalation techniques. It culminates with the participant applying these skills in interactive video simulations depicting people experiencing a myriad of mental health related challenges. IVST has maintained its distinction as a certified course by the California State Commission on Peace Officer Standards and Training since 2011.

IVST was also chosen by California State Senator Jim Beall & Staff as a statewide model in mental health training for law enforcement. As a result, the LEL Team was invited to present an IVST presentation before the state legislative committee on AB-11 and SB-29. These pieces of important legislation have since been enacted. They mandate a significant increase in the number of mental health training hours officers now receive in the basic academy, as well as advanced training requirements for field training officers and supervisors. IVST was recognized and credited by Senator Beall as being a key component in the passing of this legislation. Additionally, the LEL Team has developed and submitted an expanded, 8-hour course outline to POST that would fulfill the requirements of this legislation.

IVST Agency Training

The LEL Team provided Interactive Video Simulation Training to a total of **986** peace officers and corrections officers whose jurisdiction lies within the boundaries of Santa Clara County. This year also marked the first time in the history of the IVST program that the training was extended to the California Highway Patrol, as well as officers with the Santa Clara County Department of Corrections.

Santa Clara Co. CIT Academy:	285
California Highway Patrol:	205
SCC Dept. of Corrections:	160
Santa Clara PD:	146
San Jose PD CIT Academy:	110
Los Gatos PD:	32
SMCO Transit Division:	28
SCC DA Investigator Unit:	12
Mountain View PD:	8
TOTAL:	986

IVST Agency Training by Year

The following data reflects the IVST training totals by year since the beginning of the program in 2012, and only for agencies within Santa Clara County law enforcement jurisdiction. Accumulative total of 3,032.

2012-2013: 531

2013-2014: 1,282 (Training included the entire SJPD).

2014-2015: 233

2015-2016: 986

Consultations & Referrals

Another primary role of the LEL Team is to serve as a conduit and bridge between mental health services and law enforcement agencies countywide. Tony Lopez and John Costa receive consultation requests and case referrals from within Behavioral Health, a wide spectrum of service providers, as well as from police officers in the field.

The consultations range from simply explaining protocol and procedures whether it involves the justice system, general police practices, or mental health care services. As a direct contact and source of information our goal is to improve communication and teamwork, provide appropriate direction, and improve our overall service and efficiency for those seeking mental health care services.

Referrals to the LEL Team typically involve more in-depth research, follow-up investigation, and the involvement of clinical staff on chronic mental health challenges that law enforcement encounters, cases involving exigent circumstances, scheduled field visits with a clinician, orchestrating client welfare checks by law enforcement, family referrals to NAMI, interacting with the justice system, and other longer term problem solving efforts.

During this fiscal year, the LEL Team logged **122 consultations**, **93 referrals**, and facilitated a total of **12 client field visits** with BHUC staff clinicians.

Agency Collaboration

The LEL Team continues to be committed in being an integral part of Behavioral Health Services, and working more effectively with our county law enforcement agencies. We would like to take this opportunity to highlight our key involvement and accomplishments from the past year.

Collaborative meetings and information sharing with the entire supervisory teams from the San Jose Police Department, California Highway Patrol, Santa Clara Police Department, Mountain View Police Department, Morgan Hill Police Department, Campbell Police Department, Palo Alto Police Department, and Los Altos Police Department.

The LEL Team orchestrated and facilitated collaborative meetings to improve communication and teamwork with the San Jose Police Department command/supervisory staff and staff members from Downtown Behavioral Health, East Valley, Narvaez, and Evans Lane.

Team members of the North County Alternative Services (NCAS) or PAR Court managed by the Santa Clara County Public Defender and District Attorney Office in Palo Alto. The NCAS team is made up by the north county law enforcement agencies and a myriad of mental health service providers.

Agency Collaboration (Continued)

Initiated collaborative and team building efforts with the psychiatric outreach teams from the Veterans Hospital in Palo Alto and Kaiser Hospital in Cupertino.

Participation as members of the Suicide Prevention and Workplace Safety Committees.

Facilitated and assigned to attend the Mobile Crisis Response Team meeting hosted by the Palo Alto Police Department and Chief Dennis Burns. Assisted in making arrangements to have the guest speaker, Marla Kingkade, attend the meeting. Marla is the law enforcement liaison with the San Diego Psychiatric Emergency Response Team or PERT. She shared her program experience with a group that included numerous behavioral health program managers, division directors, and county police chiefs.

The LEL Team was also chosen to participate in a series of workshops sponsored by the California POST Commission on Peace Officer Standards and Training. The workshops, which consisted of law enforcement personnel, educators, and mental health care professionals from throughout the state, developed the standardized curriculum that will be used statewide on the expanded mental health training for peace officers.

Notable Entries

The LEL Team was humbled and honored to receive service commendations by the Santa Clara County Board of Supervisors and the Mental Health Board.

A tremendous opportunity came our way when the LEL Team received a rare invitation to attend and discuss our role and IVST at the 2016 California Police Chief's Conference held in Ontario, CA.

The LEL Team extended IVST and workplace safety training on special request to staff members and aides from the Santa Clara County Board of Supervisors.

With the county Mobile Crisis Response Team or MCRT in the development stage, the LEL Team has participated in those early planning meetings, as well as serving as evaluators in reviewing the RFP vendor proposals submitted by the prospective service providers.

The LEL Team has also submitted a budget request that will result in the replacement of the current, dated IVST system, as well as produce an additional eight new video simulations depicting a myriad of mental health challenges.