

**Police Department-  
Embedded Behavioral  
Health Clinicians:  
*from program development  
to sustainability***

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Jaime White, Director of Crisis Services,  
Hegira Health, Inc



# Hegira: noun; Journey

- Comprehensive behavioral health care provider
- 10 locations, 30 programs
- Over 40 years of providing crisis services
- Contracted & Authorized by Detroit Wayne Integrated Health Network (DWIHN), to provide crisis assessments on their behalf in Wayne County.
- Blue Cross Blue Shield of MI initiated an exclusive contract with Hegira to provide crisis services to their members in Wayne County.



**HEGIRA HEALTH, INC.**  
*Wellness First*

# COPE: Community Outreach for Psychiatric Emergencies

## Crisis Stabilization Unit

- 24/7 Walk-In Crisis Center/ ED Diversion
- Law Enforcement Drop-offs

## Mobile Crisis Intervention

- Independent Pre-Admission Reviews in all Wayne Co. ED's
- Co-Response with select Police Departments

## Mobile Crisis Stabilization

- Follow-up within 24-hours from referral
- 28-days care coordination and follow-up

## Dispatch & Call Center

- Dispatch Mobile Crisis Teams
- Level of care placement





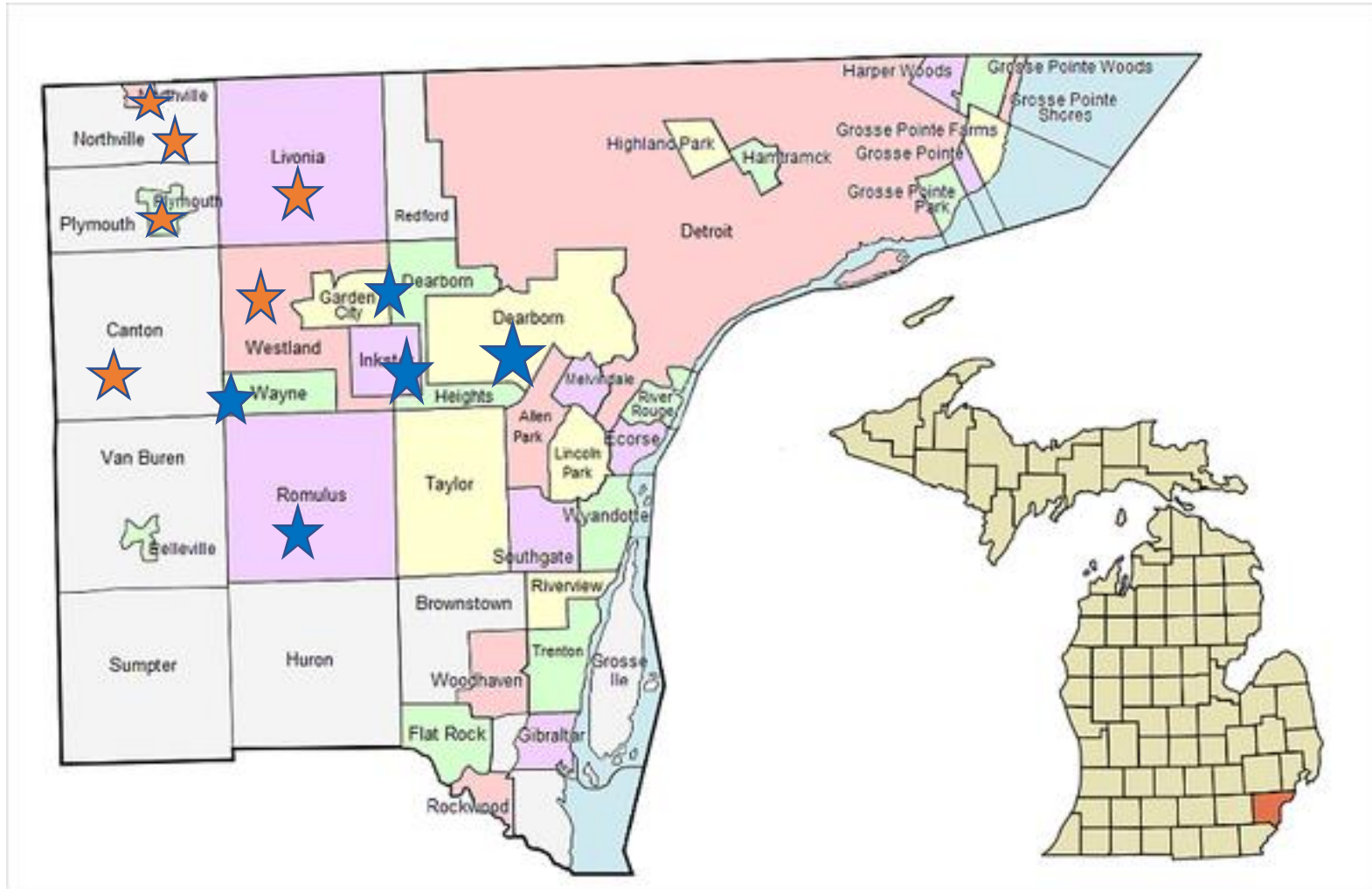


# Police Partnership Programs

Mobile Crisis Co-Response

Follow-Up Crisis Stabilization

Embedded Behavioral Health Clinician



= Co-Response via Crisis Center



= Embedded Clinician

## Regional Partners

- Northville Township PD – Jan. 2019
- Inkster PD – Feb. 2019
- City of Plymouth PD – Nov. 2019
- Canton PD – Sept. 2020
- Romulus PD – Dec. 2020
- Livonia PD – Feb. 2021
- Westland PD – March 2021
- Wayne PD – April 2021
- Dearborn PD – June 2021
- City of Northville PD – Aug. 2021
- Garden City – Nov. 2021

*Collectively serving 500,000 residents*



# Mobile Crisis Co-Response Pilots

- Began in January 2019
- Grant-funded through Hegira Health
- Coordinated community response with law enforcement officers and mental health professionals
- Increased resources for officers in the field
- Warm handoff to mental health and/or substance use treatment and services.
- Mobile Crisis Team = licensed mental health clinician + certified peer support specialist/peer recovery coach
- Second responders



# Evolving Partnership

LIVONIA

## 'An incredible step forward' as Livonia adds social workers to police force

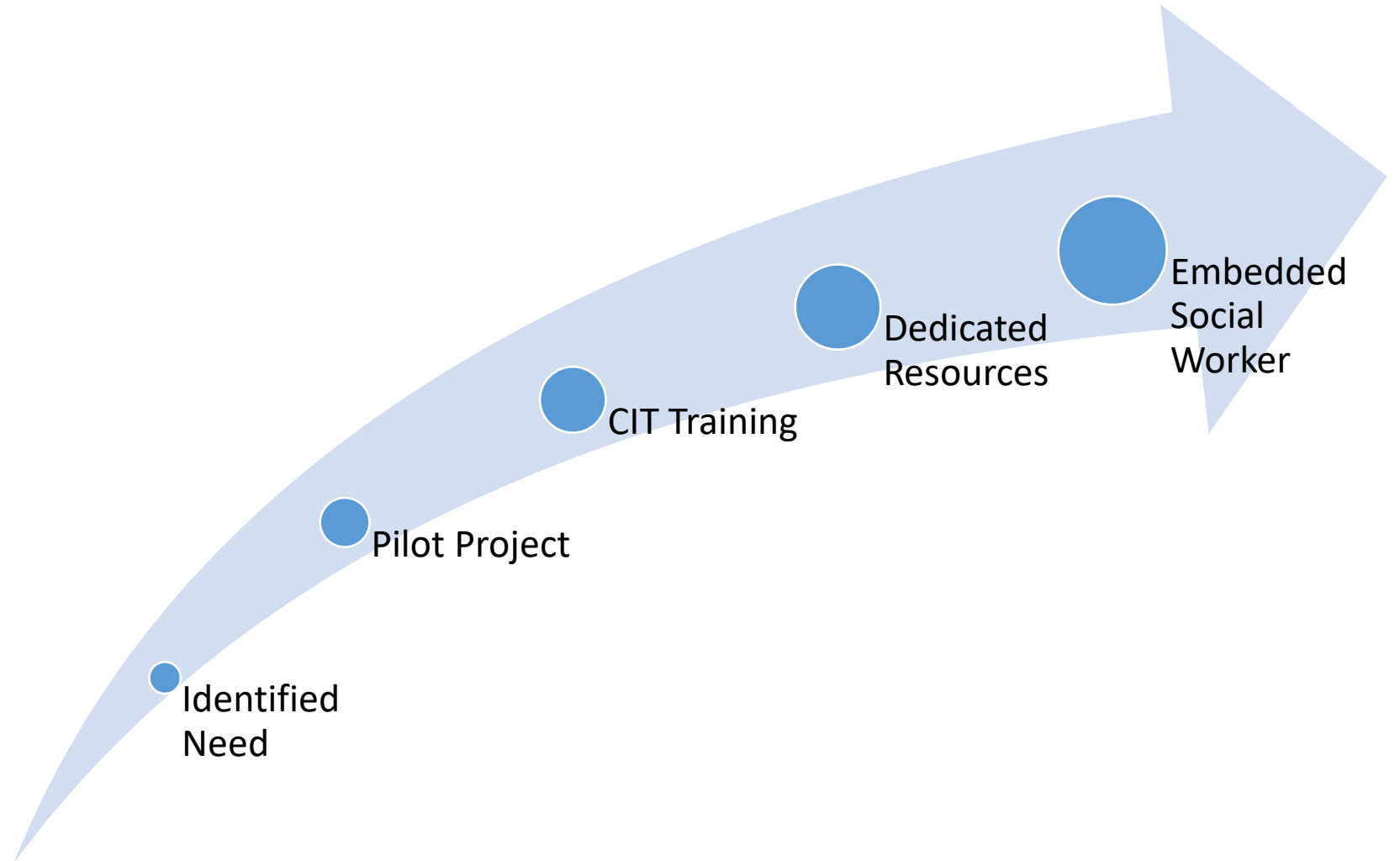
Shelby Tankersley | Hometownlife.com

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The Livonia Police Department off of Farmington Road. JOHN HEIDER | Hometownlife.com



# Advancing Collaboration

- Master's level Behavioral Health Clinician
- Based on demonstrated community needs
- Expansion of scope to include services for children, adolescents and families
- Flexibility to better meet the needs of the community
- [https://www.dropbox.com/s/y00kaw5qen4pye5/WDIV\\_05-12-2022\\_17.08%20%20WestlandPD.mp4?dl=0](https://www.dropbox.com/s/y00kaw5qen4pye5/WDIV_05-12-2022_17.08%20%20WestlandPD.mp4?dl=0)





# Embedded Behavioral Health Clinician

- Stationed at police department
- Available for co-response
- Second Responder
- Accepts referrals for follow-up
- Integrated into department
  - Staff selection is very important
  - Vetting process



# Intended Outcomes

- Reduced number of arrests.
- Reduced use of force.
- Reduced number of Emergency Department transports.
- Increased connection to treatment.
- Improved responder awareness of behavioral health issues and available resources.
- Improved client experience/relations
- Reduced number of crisis related calls for services.
- Reduced instances of untreated mental health and substance use disorders.
- More efficient use of officer time and resources.

# Outcomes Data

Total Requests for Service: 2,029 (Jan. 2019 – June. 2022)

2019 = 77

2020 = 221

2021 = 919

2022 = 812  
(through June)



1,258 Successful Diversions/  
Engagement in Services – 62%

# Metrics

## **Behavioral Health**

- Number of referrals
- Rate of engagement
- Rate of referral to treatment

## **Law Enforcement**

- Number of calls for service related to mental health
- Number of repeat callers
- Officer time on scene
- Diversion rate
- Rate of customer service complaints



Roles and responsibilities

Different languages

Different systems

Different training

Requirements under the law

Communication

Challenges

# Considerations

- Physical space and building access
- ID
- Business cards
- Uniform
- Vest
- Access to reports
- Prep radio
- Dispatch process
- On-call
- Phone/email
- Schedule
- Consents and releases
- Training
- Coordination with schools, fire dept., senior services, youth assistance, etc.

# Program Successes

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- Improved relationships = better care for those in need
- Education and awareness of crisis services in the community
- Field details for Community Outreach Team
- Increased utilization of Crisis Stabilization Unit = decreased ED utilization
- Assisted Outpatient Treatment cases
- True integration and collaboration



# Success Story

- Domestic violence issues between individual and his adult parents whom he lived with.
- History of schizophrenia and alcohol abuse
- Clinician met with individual while in jail, advocated for forensic eval.
- Clinician met with parents to develop plan and attended district court
- Clinician advocated for individual to be diverted from Wayne Co. jail to a locked community-based program.
- Individual now resides in transitional housing and is doing well; parents are doing well and feel safe at home
- PD has not had any calls for services since services were initiated.



The background features a light blue gradient on the left and a white gradient on the right, separated by a large, stylized question mark shape. Inside the blue area, there is a cluster of small, 3D question marks. A green curved shape is located at the bottom left, partially overlapping the blue area.

Questions?