**Street Talk**

A MENTAL HEALTH NEWSLETTER FOR LAW ENFORCEMENT

Read Street Talk online at www.mha-em.org

**Spring 2015**

**PARTNERING FOR SUCCESS**

By Lt. Mark O’Neill

They call us Thugs, Militaristic Neanderthals, Racial Profilers. No, WE ARE COPS!

We are the few in the civilian realm who go forward into a situation where others flee. With over 4,000 police officers, deputy sheriffs and troopers in East Central Missouri, we keep the peace. Yes, there are the critical incidents that none of us wish for, yet we are called to or encounter them due to a self-initiated activity.

What we accomplish, the vast majority of the time, is saving a life through our dedication to duty, training and experience. We do this through a mindset of service and protection. We have made the right decision, while a vocal minority attempts to skew our noble intentions into something sinister.

When asked by a passing citizen about what it is we do, one response would be to familiarize John or Jane Doe with the implementation and success of the Crisis Intervention Team program throughout East Central Missouri. Originally developed in Memphis TN, the program was brought from Kansas City to St. Louis County in 2006. Since then, the partnership between area law enforcement, mental health organizations, the courts and mental health professionals has resulted in more than 4,000 officers, dispatchers and deputy juvenile officers receiving training.

Every day we receive the call for emotionally distressed people. They don’t call fire fighters or medics. They call us. And countless times, it is our verbal de-escalation skills, empathy and knowledge that result in the people in crisis being linked to resources that engage them in treatment or other supportive services.

We are advocates and lobbyists for citizens being treated appropriately, based on their family’s or their own request for assistance. We assist them in navigating through the maze of obtaining psychiatric treatment and accessing individual or family support organizations to live fuller, more productive lives. Tell John or Jane that by our attempts to mentor and advise, their community benefits when the consumer obtains the treatment he/she needs. We have reduced the

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FAMILY SUPPORT & EDUCATION

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**Police Recognition Luncheon**

Date: May 20, 2015

Time: 11:30 Registration

12:00 Lunch

12:30 Program

Place: Missouri Athletic Club (Downtown)

405 Washington Avenue

Cost: $25 per person

Complimentary Parking

Please RSVP by May 13, 2015 at

Online RSVP and payment or 314-773-1399

Online nomination of officer due by April 24.

Award recipients attend as guests of MHA
number of consumer and officer-related injuries. When we reduce the number of repeat calls for one individual and break the cycle of repeated hospitalizations, we reduce the demand on already-limited resources.

We promote the expansion and enhancement of the CIT model by bringing in new programs for our citizens such as instruction sessions on assisting consumers who have Autism, Asperger’s Syndrome, Alzheimer’s disease and the ever-expanding population of individuals dealing with the scourge of Post-Traumatic Stress Disorder. We have expanded CIT with the youth-focused training program. We have started a Veterans-focused CIT training course, obtained from our friends at the Kansas City Police Department. We are linking CIT Councils with the dedicated advocates in the Veterans Administration.

Tell John or Jane we are the ones who promote saving lives and use our training, such as CIT, to accomplish this mission. And we do this without looking for our 15 minutes of fame.

Be safe!

Lt. Mark O’Neill, Patrol Division Watch Commander for the St. Charles County Police Department, also serves as Commander for the St. Charles County Regional Crisis Negotiation Team. In his work with the Crisis Intervention Team, he chairs the St. Charles, Lincoln and Warren Counties CIT Council.

**Editor’s Note:**

One goal of Street Talk is to provide officers with information about community mental health resources.

We hope this “All About Resources” edition is helpful as you continue the challenging but meaningful work just described and applauded by Lt. O’Neill.

Thank you!
FOCUS MARINES HELP WITH TRANSITION

In 2010, more than 65 Marines combined their efforts to establish the FOCUS Marines Foundation. These individuals are from a variety of successful professions. All of them are former Marines, and through voluntary donations from individuals and corporations, they created this nationally recognized program for Marines and Navy Corpsmen to transition from the military to successful civilian lives. Many of these returning Veterans have experienced Traumatic Brain Injury, Post-Traumatic Stress Disorder and/or physical disabilities.

By enrolling veteran Marines, Navy Corpsmen, and on occasion, veterans from other branches of the military, this six-day course empowers individuals by reminding them of the core values they worked under during their terms of service.

Offered four times a year, this training occurs at a private facility near Augusta, Missouri. Through private and corporate donations, the Foundation pays for all the expenses.

Team leaders assist participants to overcome their personal and physical challenges, preparing them to explore new employment opportunities. They teach the individual how to develop a professional resume. They practice interviewing skills with corporate and human resource professionals, effectively establishing a network of supporters, which then helps them build their own network of support.

If you, or a Veteran you encounter, want more information about enrollment criteria or how to support FOCUS Marines Foundation by assisting in the program or making a financial donation, visit focusmarinesfoundation.org.

24/7 AT BHR

By Danny Gladden, LCSW

Behavioral Health Response (BHR) celebrated its 20th anniversary last October, many of our community partners joined us for the celebration. Among the community partners were members of law enforcement, which speaks to the rich history BHR and area police departments have shared.

BHR is proud to have been part of the CIT and Community Mental Health Liaison programs from the very beginning. We’re excited about continued opportunities for collaboration with our community peace officers. BHR is at your service! What can we do for you?

The “Gold Card”

Each and every day, police officers encounter members of the community during highly vulnerable moments. Officers often learn in great detail the challenging life experiences folks are going through. Whether it be the lack of resources to meet basic needs such as housing, food, electricity or healthcare, or an individual grieving the loss of a loved one or even a pet, officers on the front line are exposed to the pain of others.

While officers attempt to be solution-focused with individuals experiencing a crisis, they may not have the time or access to available resources. BHR is happy to be part of the solution. Each year, tens of thousands of our “gold cards” are printed highlighting the 24/7 crisis line number. These cards are distributed to the community by social service agencies, healthcare providers, faith communities, school professionals, probation and parole, mental health providers and law enforcement. In an ideal world, each police officer patrolling and responding to individuals in the community would have plenty of “gold cards” to provide to individuals during their difficult moments.

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Our qualified mental health clinicians are in place to support any caller through the challenges they are facing. We have access to the latest community resources and are happy to provide referrals and support. “Gold cards” are also available in Spanish and Bosnian. If you or your department needs “gold cards,” call the crisis line today, 314-469-6644 and we will promptly send them your way.

Case Consultation
SAMHSA, the Substance Abuse and Mental Health Services Administration, shares that “individuals in a self-defined crisis are not turned away.” It is not uncommon for mental health professionals and law enforcement personnel to observe individuals in crisis. It is also possible that some professionals are challenged to see the individual’s situation as a crisis. SAMHSA recommends that individuals who are in a perceived crisis are validated and the reported crisis is not minimized. Minimizing the crisis often encourages escalation. When law enforcement encounter folks in crisis, they are never alone. BHR is only a phone call away. We’re always available to provide consultation with any officer who calls seeking assistance about a community member. Our crisis intervention clinicians are happy to talk through a situation with you and provide guidance as to appropriate steps for intervention. These can range from resources and referrals, calling the individual in crisis or providing mobile outreach services. You are invited to save the BHR Crisis Line number (314-469-6644) in your cell phone. No issue is too large or too small. We know the job of law enforcement is challenging, and BHR is happy to be part of the solution. We also know that helping individuals deal with the small things often prevents a more severe crisis.

Finally, BHR is excited to work alongside our law enforcement partners for another 20 years and beyond. Please don’t hesitate to contact us about ways we can collaborate together. BHR would also be happy to provide a variety of trainings and supports to any of our community partners. By now, you know that number, but I’ll end by sharing it one more time. At BHR, we care, we listen, we respond - 24 hours a day, 7 days a week at 314-469-6644.

Danny Gladden, MSW, LCSW, is a Clinical Manager for Behavioral Health Response. He is also an Adjunct Assistant Clinical Professor of Social Work at St. Louis University.

FREE COUNSELING

Free mental health counseling is now available for children, adults, families and first responders (EMT, fire, police) who have been impacted by events in Ferguson. Each organization has slightly different eligibility, but one thing in common is that the person seeking help does not have to be a resident of Ferguson. Unless noted otherwise, callers should state they are seeking counseling through the Ferguson Relief Program.

Catholic Family Services
Multiple locations
314-544-3800 Central Intake

Lutheran Family & Children’s Services
Multiple locations
314-787-5100 Intake Department

Queen of Peace Center
Multiple locations
314-799-0796

Provident, Inc.
Multiple locations
314-533-8200

Crider Health Center
St. Charles, Lincoln, Franklin, Warren Counties
636-332-6000 Press 6; press 1
Ask for United Way Ferguson Counseling Program

These free services are made possible by several funding sources, including United Way of Greater St. Louis and the St. Louis County Children’s Service Fund.
Many individuals in our community are high utilizers of mental health services, including in-patient hospital and Emergency Department (ED) services. These individuals often intersect with other community services, such as law enforcement. For many with mental health and/or substance abuse disorders, the challenge is to get the person connected to the appropriate level of community-based care and ongoing supports.

A project funded by the Missouri Department of Mental Health, and coordinated through the Behavioral Health Network of Greater St. Louis (BHN), is working to improve health outcomes and reduce the burden on individuals and their families. The Hospital Community Linkages (HCL) program began in November 2014 to identify individuals who were high users of EDs and inpatient settings.

**Goals and objectives**

HCL’s primary goal is to reduce preventable ED and inpatient psychiatric re-admissions across the region, and instead link individuals to more appropriate ongoing care.

Objectives to help meet that goal and assist individuals include:

- Engaging behavioral health service consumers into ongoing treatment.
- Coordinating “whole person” care by addressing behavioral health, physical health and basic needs.
- Reducing the need for future hospitalization.

**Eligibility**

Eligibility is based on a number of factors, including:

- Being a resident or transient homeless person in the eastern region of Missouri (City of St. Louis and the counties of St. Louis, Jefferson, Franklin, Lincoln, St. Charles and Warren).

Priority is given to individuals who are considered “high users”, meaning individuals who:

- Have had multiple ED visits in a relatively short period of time.
- Are not engaged in community behavioral health care and are unlikely to easily engage in traditional services.
- Have mental illness and a co-occurring chronic, physical, medical condition.
- Are uninsured/under-insured.
- Are below the federal poverty level.
- Are homeless or have very unstable housing situations.

**How to access services**

The HCL project uses a 24/7 integrated, region-wide approach by using Behavioral Health Response’s (BHR) Access-Crisis Intervention system. Referrals are received from participating hospitals, persons are assessed for the HCL program, and quickly set up with an appointment at a Community Mental Health Center, and, if needed, a substance use treatment provider. The HCL partners reach out to the person to answer their questions and arrange transportation to the appointment. The community providers assess their needs, work to link them to appropriate care, and track them through follow-up to ensure engagement and to assess outcomes.

At this time, law enforcement cannot make a direct referral, BUT you can talk with ED staff at participating hospitals and ask them to consider using the Hospital Community Linkages initiative as a means to connect the consumer with community-based services. See the accompanying list of participating hospitals and partner agencies.

**Success story**

Places for People (PfP) received an HCL referral from an Emergency Department for a 31-year-old woman who, along with her two school-age children, had been homeless for about a year. She was very ill, experiencing psychosis, active hallucinations and paranoia. Her prescribed psychiatric medications were causing seizures, and as a result, she stopped taking them. At PfP, she met with a psychiatrist who changed her medications. PfP assisted her with getting subsidized housing where she now lives with her children, both of whom have been able to attend school on a regular basis. Staff also helped her apply

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for Social Security, so she now has an income and can meet her responsibility for the utilities and a percentage of the rent. In addition, she has not needed to use the Emergency Department since her involvement with PfP.

**HCL works!**
So far, more than 600 people have been referred by Emergency Departments to BHR for the HCL initiative. Approximately 59 percent of people referred for a Community Mental Health Center appointment kept it. National outcomes for connecting people from emergency rooms to mental health services have “show” rates that average around 42 percent. Of the clients referred by a hospital to the HCL program and scheduled with a Community Mental Health Center, 76 percent were uninsured.

**What’s next**
In the coming year, BHN and its collaborating partners plan to strengthen the HCL initiative by increasing the intensive outreach to vulnerable clients and working even more closely with local CIT and CMHLs.

*Sally Haywood is the Strategic Projects Manager at Behavioral Health Network, a non-profit organization formed in 2010. Its purpose is to establish on-going, region-wide behavioral health system planning and coordination through collaboration among providers, advocacy organizations, government leaders and community members. It focuses a special emphasis on the uninsured, underinsured and underserved population of Missouri’s Eastern Region. You can reach Sally at 314-703-3653 or shaywood@bhnstl.org.*
How do I contact a CMHL?
You can call Behavioral Health Response (BHR) at 314-469-6644 or 1-800-811-4760. Staff are ready to assist you on a 24/7/365 basis. Alternatively, you can contact the CMHL directly. Here is the contact information and the area served for each of the CMHLs in the St. Louis area.

To reach your CMHL outside the St. Louis area, contact Christine Patterson, Ph.D., at 573-634-4626 during business hours or cpatterson@mocoalition.org.

Who should be referred to a CMHL?
Any person with a mental health and/or substance use disorder who repeatedly comes into contact with law enforcement.

What kind of assistance do the CMHLs provide?
Their primary job is to link people with mental health and/or substance use disorders to community resources. They will also consult on how to handle a behavioral health situation and, when possible, provide on-site assistance during business hours. CMHLs can help with involuntary commitments (writing affidavits, working with families, locating beds, etc.) and will follow an individual for 30 days to help facilitate engagement in services.

Counties Covered | CMHL          | Email                        | Phone Number | Agency                      
-----------------|---------------|------------------------------|--------------|-----------------------------
All counties in St. Louis area | Tia Coleman | tcoleman@bhrworldwide.com | 314-628-6237 | Behavioral Health Response (BHR) |
St. Louis        | Danielle Conrey | dmk2107@bjc.org             | 314-239-9532 | BJC Behavioral Health        |
St. Louis        | Veronica West  | veronica.west@bjc.org       | 314-239-0664 | BJC Behavioral Health        |
St. Louis City   | Chris Beavin   | cab5915@bjc.org             | 314-239-1720 | BJC Behavioral Health        |
St. Louis, St. Louis City | Kim Bergmann | kbergmann@hopewellcenter.com | 314-537-4506 | ALM Hopewell Center          |
Jefferson        | Kristy Dale    | kdale@comtre.a.org          | 636-931-2700 Ext. 1027 | COMTREA                     |
St. Charles, Lincoln & Warren | Jamie Bartin | jbartin@cridercenter.org | 314-422-0797 | Crider Health Center         |
Franklin         | Michelle Horvath | mhorvath@cridercenter.org  | 314-630-3991 | Crider Health Center         

What are some examples of how CMHLs can successfully help law enforcement and the person who needs assistance?

- A middle-aged male was homeless, extremely paranoid and having unprovoked verbal outbursts in the community. The police were getting calls one to two times a day for months. Once the CMHL was involved, the family was contacted, guardianship was obtained and he was moved into permanent, supported housing. Following the CMHL involvement, the number of calls to police regarding this man dramatically decreased.

- After finding a young man walking into traffic on a busy highway for the second day in a row, wearing one shoe and demonstrating difficulty communicating basic information, the officer called the CMHL. She was able to talk to the individual’s father and encouraged him to take the man to the hospital. The CMHL contacted the hospital to ensure admission went smoothly, and remained in contact with the hospital staff to ensure appropriate discharge plans. He was later discharged to a Residential Care Facility where he receives 24-hour staff support. There have been no subsequent calls to police about him.
SUPPORT & EDUCATION FOR CONSUMERS

Coping with chronic mental illness often creates stress and challenges for both the person who is ill and for family and friends. Here are two scenarios you might encounter, along with community resources that can help.

You’re aware of an adult in your community who has chronic mental illness. You know he doesn’t pose a threat to anyone; he isolates himself at home, is not well educated about his illness and doesn’t have good coping skills.

This man might be an ideal candidate for the BRIDGES program offered by Mental Health America (MHA) of Eastern Missouri. BRIDGES offers a 10-week educational course and follow-up support groups for adults with mental illness. BRIDGES is a consumer-run program, meaning services are provided by and for consumers. The 10-week course and support groups are offered in various locations throughout Missouri and are free of charge, thanks to funding from the Missouri Department of Mental Health. Click here for a flyer or contact Ramona at 314-773-1399 or BRIDGES@mha-em.org.

You find yourself called - perhaps repeatedly - to a residence where an adult with mental illness is arguing with parents, siblings or some other relative about money. You might hear statements like, “It’s my money. That check is made out to me. They have to let me have it.”

If a person’s mental illness consistently interferes with his/her ability to make good decisions, it is not unusual for Social Security or a judge to require a third party to manage the person’s benefits income. When a family member takes on that responsibility, it sometimes causes a lot of conflict. If the conflict escalates, you’re the one that gets called. MHA’s Representative Payee Program takes on that third-party responsibility and works closely with the client to set up a budget, pay the bills and disburse a weekly allowance check. Often, when financial conflict is removed from the family dynamics, supportive relationships are restored and the number of calls for police intervention is reduced. Click here for a flyer or call 314-773-6752.

Mental Health America of Eastern Missouri, a non-profit organization, is concerned with the entire continuum of mental health and mental illness. Call 314-773-1399 or visit mha-em.org for archived editions of Street Talk, educational materials, support groups of all kinds and information on all of our services and programs.

Christine Patterson, PhD, is the statewide Coordinator of the CMHLs and works for the Coalition for Community Behavioral Healthcare, a membership agency of Community Mental Health Centers and Substance Use providers across Missouri. If you have questions or comments, contact her at 573-634-4626 or cpatterson@mocoalition.org.

How many referrals have been made to the CMHLs in the first year?
An impressive 6,400 referrals were made to the CMHLs in the first year. Over 700 referrals were made in the St. Louis area.

I heard that CMHLs provide free POST-approved mental health training and will come to my department. Is this true, and, if so, how do I set up a training?
Yes, there are six POST-approved trainings, ranging from one to three hours each. Four more are in the development stage. The CMHL will come to your department, free of charge. Please contact your CMHL directly for a list of topics and to arrange customized training.

A CMHL was contacted after a woman called the police department typically three to five times a day, stating she was being sexually assaulted daily by a neighbor. Each time the police responded with at least two officers and spent one to two hours on each call. The CMHL was able to build rapport, assist with hospitalization, direct appropriate calls to the CMHL instead of 911, and link her to a community support worker and psychiatrist. There was a dramatic decrease in her calls, and, eventually, they stopped completely.
My name is Jonas E. Jones. I’m a St. Louis native, born and raised in north St. Louis County. I want to share some of my personal story and how The Mission Continues helped me. As police officers, you might encounter Veterans who could benefit from the valuable work The Mission Continues offers to help a Veteran transition from military to civilian life.

I grew up in a single parent home with my mother and three younger siblings. At a young age, I had a dream to one day become a police officer and make detective. I was always told that education is the key to success. So, in 2007, I started studying Criminology at University of MO-St. Louis (UMSL), while also working with the MO Department of Mental Health. By 2009, I felt that what I was doing wasn’t enough, so I decided to serve my country in the U.S. Army as an Infantryman.

In September 2014, I became a Mission Continues Fellow after participating in a rigorous selection process. The process included being interviewed several times by The Mission Continues staff and passing a background check conducted by my host organization, the St. Louis County Police Department. When I finally received approval, I had the opportunity to volunteer 20 hours a week with Sgt. Jeremy Romo, assisting him in efforts to help individuals in our community who have mental illness. Sgt. Romo has been a great leader and a valuable ally. It has been an honor to work with St. Louis County Police Department and to be a Mission Continues Fellow. Both organizations greatly contributed to my success and gave me the passion to continue to serve my community. Now that I’m at the end of my service with The Mission Continues and St. Louis County Police Department, my goal is to pursue a Masters degree in Cyber Security at Webster University.

If you know someone who might be a good candidate for receiving assistance from The Mission Continues or of an organization that could benefit from a Mission Continues Fellow, please feel free to contact The Mission Continues at 314-571-6212 or visit www.missioncontinues.org.
Mental illnesses are medical conditions that disrupt a person's thinking, feeling, mood and ability to relate to others and daily functioning. They often result in a diminished capacity for coping with the ordinary demands of life. The various mental illnesses can affect persons of any age, race, religion or socioeconomic status. The good news about mental illness is that recovery is possible.

Toward recovery, The National Alliance on Mental Illness (NAMI) offers an array of peer education and support programs to help individuals living with mental illness and their families - parents, caregivers, spouses, siblings, children and other loved ones. The following are some of those programs to which law enforcement officers may wish to refer individuals they assist in their communities:

- **Family-to-Family Education** is a free, 12-week educational course designed for family members, caregivers, friends and loved ones of individuals living with mental illness. The group setting provides mutual support and shared positive impact. It is taught by NAMI-trained family members who have been there, and includes presentations, discussion and interactive exercises which offer:
  - Up-to-date information about a range of mental illnesses, including co-occurring mental illness and substance use disorders
  - Skills for crisis management, solving problems and communicating effectively
  - Guidance on locating appropriate local supports and services

- **NAMI Basics** is a free, 6-week education program for parents and family caregivers of children and teens who are experiencing symptoms of a mental illness or who have already been diagnosed. It provides critical strategies for taking care of the child and learning the ropes of recovery. Course attendees learn the facts about mental health conditions and how best to support their child at home, at school and when getting medical care. It is offered in a group setting where families connect with others face-to-face who are experiencing similar concerns, and is taught by a trained team with lived experience. They know what families are going through because they've been there.

- **Peer-to-Peer Education** is a recovery-focused, free, 10-session educational program for adults with mental illness who wish to establish and maintain wellness in response to their mental illness. The course provides critical information and strategies related to living with mental illness. Taught by a trained team of people who themselves have a mental illness, this group training experience provides mutual support and positive impact to assist individuals in their recovery, by helping them:
  - Create a personalized relapse prevention plan
  - Learn how to interact with health care providers
  - Develop confidence for making decisions and reducing stress
  - Stay up-to-date on mental health research
  - Understand the impact of symptoms on their lives
  - Access practical resources that will benefit their journey toward recovery

Serving the St. Louis area since 1978, NAMI St. Louis is the local affiliate of a nationwide network of not-for-profit mental health education and advocacy organizations. NAMI was established by and for families of adults and children stricken with a mental illness: schizophrenia, bipolar disorder, major depression, anxiety disorders and Serious Emotional Disturbances of children. To contact NAMI St. Louis, call 314-962-4670 or email info@namistl.org.