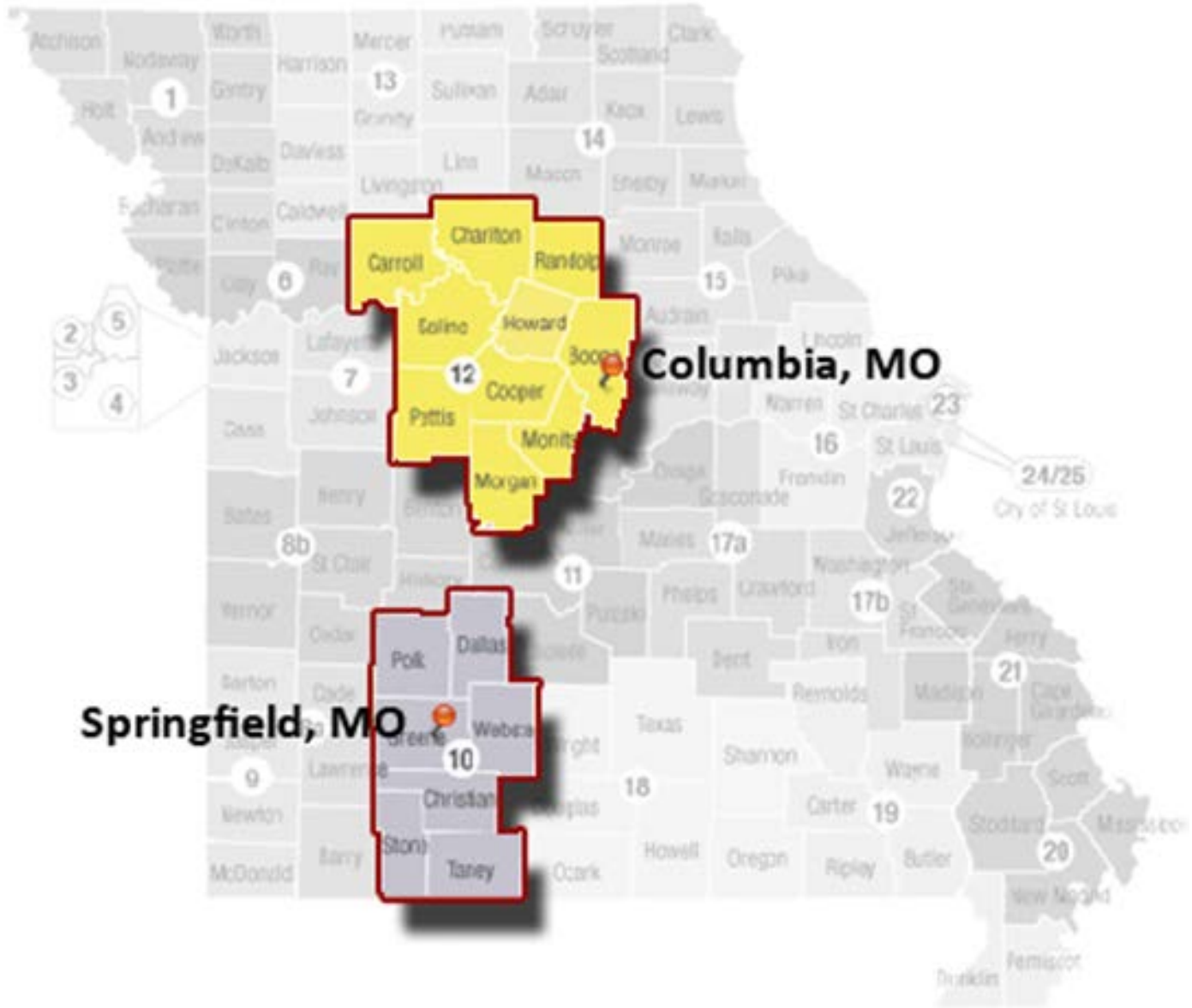


Virtual–Mobile Crisis Intervention Springfield Model

- ▶ Shalaine Periman, Director of Crisis Services, Burrell Behavioral Health
- ▶ Cody Jackson, Jr. Network Systems Administrator
- ▶ Corporal Chris Nuccio, Springfield Police Department



What is VMCI?

- ▶ VMCI is a program to improve Crisis Intervention services and reduce unnecessary diversions of persons in crisis to emergency departments and jails.
- ▶ CIT Officers are equipped with iPads to connect in real time to a Qualified Mental Health Professional located within Burrell's Crisis Hotline.
- ▶ The Qualified Mental Health Professional conducts an intervention and provides appropriate dispositions.

Why VMCI?

- ▶ Nationwide, law enforcement routinely intercept individuals exhibiting signs of an emotional disturbance
- ▶ Current models are **cost prohibitive** to replicate in smaller cities and towns
- ▶ As a result, these individuals are diverted to inappropriate settings (emergency rooms, jails)
- ▶ Not only are these typically unnecessary diversions, they are also cost-prohibitive
- ▶ These diversions also consume a great deal of the officer's time, and in rural areas with a small staff, this can put the public they serve at higher risk

How does VMCI Work?

- ▶ In general, the CIT officer encounters an individual they suspect is having a mental/emotional crisis and is cooperative.
- ▶ The officer asks if the individual would like to talk to Burrell's Crisis staff about their problem.
- ▶ If they agree, the officer calls the hotline and provides the following:
 - Officer's Name and Agency
 - Suspect's Name and Date of Birth
 - Brief overview of the situation

How does VMCI Work?

- ▶ Once the officer has provided the relevant information the video teleconference begins with the Crisis Specialist.
- ▶ The Crisis Specialist spends approximately 10 minutes with the individual and develops a disposition based on their conversation.
- ▶ After the interview is complete, the officer will speak to the Crisis Specialist and will receive a disposition.
- ▶ Possible dispositions include:
 - Immediate face-to-face with the Crisis Assist Team
 - Transport for inpatient treatment
 - Next day appointment with Crisis Assist Team
 - Crisis resolved on-site

How WELL does VMCI Work?

- ▶ VMCI has shown very promising results in the “proof of concept” phase.
- ▶ **87%** of all VMCI contacts were diverted from inpatient psychiatric hospitalization, none were incarcerated, and only 16% were referred to an Emergency Department for either medical or psychiatric assessment.
- ▶ Rapid engagement with a Qualified Mental Health Professional is having a considerable positive impact.
- ▶ Time savings for law enforcement has been **reduced** from a typical **3-hour visit** to the Emergency Room to less than **15 minutes from start to finish** using VMCI.

Information Technology



Information Technology

- ▶ Legal recommendation regarding the privacy & security.
- ▶ How IT interacts with VMCI
 - iPad security
 - iPad tracking
 - User tracking
 - Application evolvment and use
 - Mobile Device Management
- ▶ IT basics to start the VMCI model.

QUESTIONS?

Contact Information

- ▶ Shalaine Periman

Shalaine.Periman@burrellcenter.com

- ▶ Cody Jackson

Cody.Jackson@burrellcenter.com

- ▶ Chris Nuccio

CNuccio@springfieldmo.gov