



Madison Police Department

**MENTAL HEALTH
LIAISON/OFFICER PROGRAM**

Program Overview

The program coordinator, together with the full time mental health officers, liaison officers, and crisis workers, work collaboratively with service providers, advocates, and consumers to provide individual response plans and follow up, address system issues/concerns, share information internally and externally as appropriate, and when possible respond to mental health calls for service.

Mental Health Liaison Officers

- Implemented in 2004
- Regularly-assigned patrol officer
- In conjunction with fellow district patrol officers, and the Mental Health Officers, Liaison Officers work within and across districts to provide a coordinated, consistent and collaborative response

MH Liaison Officers (cont.)

- ⦿ Expectations include:
 - Respond to mental health calls for service when available
 - Review all routed reports involving persons with mental illness in their district
 - Identify ongoing issues and coordinate follow-up efforts with partner agencies as needed
 - Conduct outreach to residents in their districts with mental illness
 - Serve as both internal and external points-of-contact
 - Conduct trainings and attend relevant community meetings
 - Prepare and share information as appropriate

Mental Health Officers

- Communicate and coordinate follow up with crisis workers and district Mental Health Liaison Officers
- Coordinate home visits and other follow up in conjunction with mental health providers to connect individuals to necessary resources and to mitigate recurring patrol calls for service
- Communicate with district officers regarding individuals with specific mental health issues and attend briefings to share and receive information
- Create mental health bulletins/safety plans

Mental Health Officers (cont.)

- Attend weekly MHO meetings to plan schedules, share information, and coordinate necessary follow-up/proactive initiatives
- Provide back-up to other Mental Health Officers and fill in as needed to provide citywide coverage in this capacity
- Review all routed reports and identify individuals in need of outreach and issues in need of follow up at the district level

Mental Health Officers (cont.)

- Provide front-end support to patrol by fielding Emergency Detention calls for service to the point of transport when possible
- Coordinate Chapter 51 pick-up return orders issued through Journey
- Communicate with district Neighborhood Officers regarding identified persons with ongoing mental health issues and coordinate appropriate follow up

Mental Health Officers (cont.)

- Attend relevant community and stakeholder meetings
- Serve as point-of-contact for officers, consumers, family, mental health providers and other community partners
- Attend and assist with developing and implementing training and educational initiatives

Embedded Journey Crisis

Workers

- Like MHOs, assigned to districts but available city-wide
- Consult with patrol officers, detectives, sergeants and other police personnel regarding subjects/cases that appear to involve mental health issues
- Provide crisis response in the field when available as mental health related calls for service arise
- Coordinate home visits and other follow-up as needed to connect individuals to necessary resources

Crisis Workers (cont.)

- Attend weekly meetings to plan schedules, share information, and coordinate necessary follow-up/proactive initiatives
- Review all routed reports and identify individuals in need of outreach and issues in need of follow up
- Assist with training and community engagement activities

Ongoing Training Initiatives

- CIT
- Pre-Service Academy
- In-Service Training (MPD, area agencies)
- 911 Dispatchers
- Other community partners
- One of 10 “learning sites” as designated by Bureau of Justice Assistance:
<https://csgjusticecenter.org/law-enforcement/projects/mental-health-learning-sites/>



Captain of Community Outreach Programs:
Matt Tye
mtye@cityofmadison.com
608-229-8204

Sergeant of Mental Health Unit:
Sarah Shimko
sshimko@cityofmadison.com
608-261-5579

MPD Mental Health Unit
[https://www.cityofmadison.com/
police/community/mentalhealth/](https://www.cityofmadison.com/police/community/mentalhealth/)