



Approved:  
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Subject:

# 671. Mental Health Intervention Program

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CALEA Standards:

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## 671.1: PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the administration of the Albany Police Department Mental Health Intervention Program specific to the behavioral health case manager. The purpose of the Mental Health Intervention Program is to provide police officers access to a mental health professional who can intervene and/or assist in connecting individuals experiencing mental, emotional, or behavioral issues to the appropriate resources thereby reducing the need for police and other emergency services in applicable circumstances.

## 671.2: POLICY

**It is the policy of the Albany Police Department to provide intervention and assistance to individuals experiencing mental, emotional, or behavioral issues and make reasonable efforts to provide support and resources through the Mental Health Intervention Program.**

## 671.3: BEHAVIORAL HEALTH CASE MANAGER

As a part of the Albany Police Department (APD), the Behavioral Health Case Manager (BHCM) is assigned a broad range of caseloads and duties involving assessment and referral services for persons with acute or severe mental, emotional, behavioral, or addiction disorders which require a high level of proficiency. The BHCM works under the supervision of the patrol lieutenant assigned as the mental health liaison.

The purpose of the BHCM is to give police access to a mental health professional who can intervene and/or assist in connecting individuals experiencing mental, emotional, or behavioral issues and/or who are suffering from addiction disorders to the appropriate resources, thereby reducing the need for police and other emergency services in applicable circumstances.

BHCM interventions also have the goal of developing de-escalation strategies for individuals who have or are currently demonstrating violent behavior in efforts to divert individuals from jail, when possible and appropriate, and to provide effective Trauma Informed Care (TIC) that is delivered in a safe, nonjudgmental manner.

**671.3.1: BHCM POSITION REQUIREMENTS**

As a Qualified Mental Health Associate (OAR 291.124.1030), the BHCM is required to work both independently and directly with law enforcement personnel to bridge the gap between law enforcement and the social and medical service needs of the community. The BHCM engages in considerable proactive and reactive public contact in partnership with officers to perform a variety of public safety and community support services. The BHCM provides assessment, referral services, and crisis intervention, including intensive services to individuals with complex needs and diagnoses. The BHCM coordinates mental health referrals, services, and consultations for a variety of individual needs.

**671.3.2: BHCM AUTHORITY**

- a. The BHCM may request an officer initiate involuntary protective custody for an individual when probable cause exists to believe the person is in imminent danger to him/herself or to another person.
- b. The BHCM is a non-sworn position and is not granted law enforcement authority under [ORS 161.015](#).
- c. All services provided by the BHCM are on a voluntary basis, individuals cannot be required to engage in any of the services that are offered to them.

**671.3.3: BHCM EQUIPMENT**

The BHCM will be issued the following equipment:

- a. Department clothing to wear on-duty with insignia indicating they are a behavioral health case manager or similar insignia.
- b. Protective Kevlar vest to wear when working in the field or on calls with police officers.
- c. APD Radio.
- d. APD cell phone.

**671.4: CALLS FOR SERVICE**

- a. The BHCM shall not operate their assigned vehicle in an emergency response manner, i.e., lights and sirens.
- b. While the BHCM works directly with police officers in a collaborative manner and responds to cases as a part of the team, they shall not be counted as a second officer.
- c. The BHCM shall not be assigned or deploy to dangerous calls for service including hostage negotiations, critical incidents, or incident where a weapon is involved until the situation is stabilized by responding officers or their location is away from harms way.
- d. The safety of the BHCM should be considered at all times. In the event a call for service becomes a potentially dangerous situation the BHCM shall remove themselves.

**671.5: DOCUMENTATION**

- a. To comply with [Oregon Administrative Rules](#) (OAR), the BHCM will document contact with individuals by recording the events, the assessment, any safety plans, and the disposition on the applicable forms and/or in the appropriate report system(s).
- b. Due to the short-term interventions provided by the BHCM, no formal diagnosis will be included in the documentation. The BHCM will document clinical observations, display of symptoms, and self-report diagnosis. Safety concerns and recommendations will be documented.
- c. Incident reports are required to be completed following the [Report Preparation: Policy 0602](#).
- d. Reports shall be maintained in RMS and/or Laserfiche following the [Records Maintenance and Release: Policy 0601](#).
- e. All records requests shall follow the Records Maintenance and Release: Policy 0601 and [ORS 192.355](#).

**671.6: CONFIDENTIALITY**

The BHCM is not exempt from the rules and requirements set by the [Health Insurance Portability and Accountability Act of 1996](#) (HIPAA). Behavioral Health Information cannot be disclosed without the individual's consent, except when the disclosure of [Personal Health Information](#) (PHI) to law enforcement officials is believed to prevent or lessen a serious and imminent threat to the health of an individual or the public.

In coordination of care of services and safety planning, the BHCM may request an individual to complete an [Authorization for Use and Disclosure: Form A112](#).

**671.7: TRAINING**

The BHCM will receive training through job shadowing with the county's crisis response team and conducting ride alongs with APD patrol officers. The BHCM will receive in-service training to include policies, procedures, defensive tactics, and radio communication. The BHCM shall maintain their Oregon professional license (i.e., LCSW, LPC, or LMFT), if applicable.