

City of Poulsbo



BEHAVIORAL HEALTH NAVIGATOR PROGRAM POLICY

Updated March 1, 2019

I. PURPOSE

The City of Poulsbo Police Department Behavioral Health Navigator Program gives police access to a Behavioral Health Navigator (Police Navigator) who connects individuals with behavioral health needs to available services and resources. The Police Navigators may respond with officers to calls involving behavioral health issues when they occur and/or provide outreach to individuals after police contact. Police Navigators perform outreach to individuals who are at risk of entering or who have entered the criminal justice system. Police Navigators share information with officers that may assist them in the field.

Police Navigators will not provide assessments, case management, or clinical services. Nothing in this program description and/or policies are to supersede officer safety tactics or the policies of Poulsbo Police Department and its partnering agencies.

II. GOALS

The goals of the Behavioral Health Navigator Program are to:

- Connect individuals with behavioral health issues experiencing crisis or at risk of crisis to social services and treatment.
- Connect individuals with behavioral health issues who are at risk of arrest or who have been arrested to social services and treatment.
- Reduce police time spent on behavioral health-related calls.
- Provide prosecutors with resource information relevant to diversion agreements.
- Improve behavioral health services by identifying treatment gaps in the county and promoting new approaches.

The Navigator Program fully appreciates the fact that behavioral health disorders take many forms. Specific challenges are not necessarily isolated from each other and often present themselves as co-occurring issues.

III. DEFINITIONS

For the purposes of this policy:

“Behavioral Health” (as defined by WAC 182-538A-050) includes mental health, substance use disorders and conditions, and benefits related to treatment.

“Behavioral Health Crisis” (as defined by WAC 182-538C-050) means an actual or perceived urgent or emergent situation that occurs when (a) an individual’s stability or functioning is disrupted; and (b) there is an immediate need to resolve the situation to prevent (i) a serious deterioration in the individual’s mental or physical health; or (ii) the need for referral to a significantly higher level of care.

“Behavioral Health Issues” (BHI) refers to behavior that suggests sensory, mental, or physical impairment as a result of mental illness and/or co-occurring issues.

“Crisis Intervention Officers” (CIOs) are officers and deputies in Kitsap County who are designated by their agency in accordance with state law and department policies as being certified CIOs.

“Mental Health Professional” (MHP) (as defined by WAC 182-538A-050) means a psychiatrist, psychologist, psychiatric nurse, social worker or other mental health professionals.

“Behavioral Health Navigator” (Police Navigator) is a Mental Health Professional or an individual with a minimum of two years of professional experience working with people with BHI who assists police by connecting people to behavioral health resources and services. Navigators also work with family members of people with BHI, caregivers, service providers, prosecutors, defense attorneys, and court personnel to share resource information and promote access to care. Navigators do not perform mental health treatment services, are not medical providers, and do not perform assessments or provide clinical services.

“Navigator Team” refers to people working with or within the City of Poulsbo to direct and implement the Navigator Program. The Navigator Team consists of Police Navigators, participating Crisis Intervention Officers, the Administrative Services Manager of the Poulsbo Police Department and the Program Manager.

IV. PROGRAM COMPOSITION

The Navigator Program is a City of Poulsbo Police Department program. It is shared with several police agencies throughout Kitsap County.

A. Position Descriptions

1. Behavioral Health Police Navigator

- Police Navigators facilitate access to resources and care providers.
- Police Navigators improve communication between police and service providers.
- Police Navigators assist officers with information pertaining to community resources.
- Police Navigators work with family members of people with BHI, caregivers, service providers, prosecutors, defense attorneys, and court personnel to share resource information.
- Police Navigators will not provide assessments, case management, or clinical services.
- Police Navigators work collaboratively with CIOs and at the direction of CIOs when they are in the field.

2. Project Manager

- The Project Manager oversees functions related to the Navigator Program as a whole.
- The Project Manager serves as a point person in the community for overall Navigator Program related issues, organizes internal and external meetings related to the Program.
- The Project Manager aligns the Navigator Program with the work of community/agency partners and creates online and written material about the Program in consultation with the Poulsbo Police Department.
- The Project Manager works with prosecutors, defense attorneys, and court personnel to share resource information and to aid with Navigator Program development.
- The Project Manager engages in fundraising and grant writing related to the Navigator Program.
- The Project Manager collects, analyzes and presents data related to the Navigator Program.
- The Program Manager advocates for improvements in the behavioral health service system.

3. Administrative Services Manager

- The Administrative Services Manager oversees the day-to-day operations of the Navigator Program, to include supervision of the Police Navigators and adherence to CJIS and Poulsbo Police Department policies.
- The Administrative Services Manager works with Police Navigators to ensure they have the tools they need to work effectively and that operational problems are addressed.
- The Administrative Services Manager coordinates the Police Navigator activities with partnered agencies.

V. REFERRALS TO NAVIGATOR

Officers are encouraged to refer individuals to the Police Navigators, both to connect them to services and to share information that may improve access to care.

Officers may refer any individual with BHI to a Police Navigator, either directly or through a CIO. Police Navigators will not be available to follow up to all referrals, outreach is based in part upon Police Navigator availability. Priority is given to individuals with BHI who are at risk of behavioral health crisis or arrest and/or have repeated contact with police. Referral requests will be acknowledged within 48 business hours by a Police Navigator.

It is preferable that referrals to a Police Navigator be done, in writing, submitted to the agency's assigned Navigator via email to their City of Poulsbo employee email address. The email should only include (i) Case number and (ii) Indication of Time Sensitivity (if relevant); no other identifying information should be sent via email.

Officers may also request assistance from a Police Navigator, in person, by phone, or by bringing a police report to his/her attention.

Direct referrals to a Police Navigator will only be accepted from partnering law enforcement agencies and/or prosecutors within Kitsap County.

VI. REPORTING

Police Navigators will document all their outreach, follow-up and other contacts as supplemental reports in the iLeads Records Management System. The supplemental reports will correspond with the original report that generated the referral.

Police Navigators will complete a "Grant Reporting Form" for every individual to whom they are referred to through the Program. These forms will then be forwarded to the Program Manager at the completion of each month for a data compilation to satisfy grant reporting requirements. These forms will not provide any contact identifying information yet will provide the Program Manager with reporting navigator name, case report number, month of navigation contact, insurance information (when available) and resources referred to.

Police Navigators will not record or retain health care information from health care providers or from third-party sources (ie...family).

Police Navigators will notify the WA State Department of Social and Health Services (DSHS) when there is reasonable cause to believe that abandonment, abuse, financial exploitation, and/or neglect of a vulnerable adult has occurred. Police Navigators will also communicate the reported situation to their agency CIO.

Police Navigators will notify the WA State Department of Children, Youth and Families, Child Protective Services (CPS) when there is reasonable cause to believe that abuse or neglect of a child has occurred. Police Navigators will also communicate the reported situation to their agency CIO.

Police Navigators will be required to fully cooperate with law enforcement agency personnel and prosecutors in the event the Police Navigator is a witness or obtains information necessary for the identification, apprehension, and prosecution of any person involved in a crime while providing services pursuant to this policy.

VII. COMMUNICATION, INFORMATION SHARING

Messages to the Police Navigators are to be sent through the City of Poulsbo email system.

- Officers are encouraged to send messages about individuals they encounter that might benefit from having communication with a Police Navigator.
- Officers are encouraged to send information to Police Navigators about attempts made to connect individuals to resources (both successful and unsuccessful).

Transitory notes may be taken in order to accurately document navigator outreach efforts. Once the supplemental report is completed, the corresponding transitory notes are to be destroyed.

Police Navigators will have access to police records only within CJIS secured locations while working within program police agencies. Navigators will only access those records which are directly relevant to their work within the Navigator Program, will not access such records from non-CJIS secured locations and are prohibited from removing such records from their secured locations.

VIII. NAVIGATOR OUTREACH, UNIFORM STANDARDS

Police Navigators may respond to dispatched calls with CIO officers, accept referrals for outreach from partnered law enforcement agencies and/or the prosecutor in the scope of the program as described herein, along with the applicable policies and procedures of the program and the Poulsbo Police Department.

Police Navigators will request that CIO officers call in to Kitsap 911 with their Unit Number and Designator when partnering in the field.

In their effort to connect individuals to services and support continuity of care, Police Navigators may meet with inmates at the Kitsap County Jail. Police Navigators will advise the Lieutenant on duty at the Kitsap County Jail prior to any visit with an inmate. All Police Navigators will receive jail security training and all visits will follow jail protocol. Meeting locations will be determined by corrections officers.

No outreach will be done in private homes or remote locations without an officer present.

Police Navigators shall be readily identifiable as Poulsbo Police Department employees (uniform jacket, department identification and ballistic vest) anytime they are riding in a patrol vehicle,

making contacts in the field while working with an officer, or at any other time the Police Navigator and/or CIO determine that a significant safety concern exists.

It is also understood that certain contacts made by the Police Navigators may be more effective when they are not readily identifiable as a police department employee. In these cases, Police Navigators are permitted to use discretion on their appearance after a consultation to assess the potential for danger has occurred with the CIO or another available officer.

Police Navigators may work in partnership with other agencies and service providers if approved by the Program Manager and the Administrative Services Manager of the Poulsbo Police Department. The City of Poulsbo may contract with outside agencies and service providers to enhance the Navigator Program.

All Police Navigator outreach will be documented in the form of a supplemental report in iLeads Records Management System within 48 business hours.

IX. NAVIGATOR BACKGROUND CHECK, TRAINING

All Police Navigators will undergo a pre-employment background check (including a Washington State Patrol check, personal history statement, investigation by a background investigator, and polygraph exam).

All Police Navigators will successfully complete CJIS security and ACCESS training within the first six months of employment and maintain that certification while employed as a Navigator.

All Police Navigators will receive Crisis Intervention Training and Washington State Department of Health approved suicide prevention training within the first three months of employment.

All Police Navigators will receive orientation training at Kitsap 911.

All Police Navigators will receive jail security training from Kitsap County Sheriff's Office.

All Police Navigators will be trained to use a police radio by a Crisis Intervention Officer.

All Police Navigators will be trained in the use of the iLeads Records Management System by a Crisis Intervention Officer.

All Police Navigators will receive training in Public Records Act requirements.

Police Navigators will comply with all City of Poulsbo employee policies, rules, requirements and expectations, along with all the Poulsbo Police Department Policies and Procedures.

The Program Manager and Administrative Services Manager will identify training that will enhance the Police Navigators ability to perform duties. In addition, the Police Navigators will

participate in all police department training required by policy or that directly effects their employment with the department. Training records will be updated and retained by the Administrative Services Manager.

X. PUBLIC RECORDS AND RECORDS RETENTION

Records maintained by the Behavioral Health Navigator program are subject to the Washington State Public Records Act (Chapter 42.56 RCW) and Washington State record retention laws. Records will be maintained, prepared, and released in accordance with Washington State law, along with City of Poulsbo and the Poulsbo Police Department policies and procedures. Records requests for Behavioral Health Navigator Program records shall be directed to the City of Poulsbo Public Records Officer.