
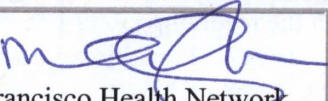


BHS Policies and Procedures

 <p>SF HEALTH NETWORK SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH</p>	<p>City and County of San Francisco Department of Public Health San Francisco Health Network BEHAVIORAL HEALTH SERVICES</p>	<p>1380 Howard Street, 5th Floor San Francisco, CA 94103 415.255-3400 FAX 415.255-3567</p>
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<p>POLICY/PROCEDURE REGARDING: DPH Crisis Intervention Specialist Team</p>	
<p>Issued By: Marcellina Ogbu Deputy Director, San Francisco Health Network</p> 	<p>Manual Number: 3.02-20 DPH Crisis Intervention Specialist Team</p>
<p>Date: January 10, 2017</p>	<p>References:</p>

(New Policy)

I. Purpose:

This policy provides guidelines to BHS staff working as members of the Department of Public Health (DPH) Crisis Intervention Specialist Team. Behavioral Health Services is committed to providing support to the San Francisco Police Department (SFPD) in crisis situations where SFPD has identified a behavioral health need and requested support. DPH staff will ensure that individuals are provided with immediate mental health crisis assessment and services to help them achieve stability, and to assist in diffusing the situation.

II. Scope

This policy applies to BHS staff who are members of the DPH Crisis Intervention Specialist Team and working under the direction of the Director of Comprehensive Crisis Services.

III. Policy

A. PARTNERS

1. This Mayor's Office initiative is a collaboration between DPH and SFPD.
2. The term of the Interagency Memorandum of Understanding (MOU) is for three (3) years; from 12/27/16 to 12/27/19.
3. Program activities will be co-supervised by DPH and SFPD, through their respective chains of command.

B. PROGRAM

1. The DPH Crisis Intervention Specialist Team will be responsible for assisting SFPD with Crisis Intervention Trainings (CIT) and curriculum development.
2. In the event of a Crisis Negotiation situation where there is a behavioral health component to affect the positive outcome for the individual(s) in crisis, SFPD will contact the DPH Crisis Intervention Specialist Team, which will be available 24 hours a day/7days a week.
3. The DPH Crisis Intervention Specialist on the scene will provide support to the Operational Commander and will liaison with the on-scene SFPD Hostage Negotiation Team and SFPD Crisis Intervention Officer(s).

C. TREATMENT

1. Crisis Services.

- a) The DPH Crisis Intervention Specialist Team will work with SFPD to assess the individual for Welfare and Institutions Code §5150 criteria and, if indicated, coordinate with the receiving hospital to ensure that all necessary collateral information is provided.
- b) In the event that an individual is placed under arrest, the DPH Crisis Intervention Specialist Team will contact Jail Health Services to ensure that all necessary collateral information is provided.
- c) The DPH Crisis Intervention Specialist Team will continue to be in communication with the receiving jail or hospital in an effort to coordinate care and ensure a clinically indicated discharge plan is in place prior to release.

2. Voluntary Services.

- a) The DPH Crisis Intervention Specialist Team will ensure that individuals are connected to appropriate community based behavioral health services and will provide ongoing services, including case management and/or therapy services, as clinically indicated.

3. Community/Family Support.

- a) The DPH Crisis Intervention Specialist Team will provide crisis intervention support and/or debriefing to individuals affected by a crisis situation (e.g., individual, family, community members) to determine how best to meet individual needs both short and long term.

D. CONFIDENTIALITY

1. The DPH Crisis Intervention Specialist Team, including licensed and trained clinicians, will work collaboratively with the SFPD during crisis incidents in conformance with federal, state and local confidentiality laws.
2. A "crisis" for purposes of this policy, is any situation in which a person's behaviors put them at risk of hurting themselves or others and/or when due to a grave mental health disability the person is not able to resolve the situation with the skills and resources available. As defined by California law, a mental health crisis is an incident when an individual due to a mental disorder, is a danger to self or others, or immediately unable to provide for or utilize, food, shelter or clothing, and requires psychiatric inpatient hospital or psychiatric health facility services.
3. The HIPAA Privacy Rule allows covered entities to disclose protected health information to law enforcement officials in order to prevent, or lessen, a serious and imminent threat to the health and/or safety of a person or the public. (45 CFR 164.512(j)(1)(i).) Under California law, mental health information may be released to law enforcement by the psychotherapist if the individual "presents a serious danger of violence to reasonably foreseeable victim(s)." Cal.Welf & Inst. Code §5238(r). However, substance abuse identification and treatment information is strictly confidential and may not be released, without consent only in a medical emergency, and then only to medical personnel. (42 CFR Part 2).
4. Except when otherwise required by law, the DPH Crisis Intervention Specialist Team may only disclose the "minimum necessary" information in the context of the specific crisis incident to provide an appropriate assessment of, and related services to the individual (45 CFR 164.502(b), 164.514(d).)
5. If the law enforcement official making the request for information is not known to the DPH Crisis Intervention Specialist Team must verify the identity and authority of such person prior to disclosing the information (45 CFR 164.514(h).)

6. Following the resolution of the individual's crisis, the DPH Crisis Intervention Specialist Team will not be permitted to share protected health information with SFPD without a HIPAA-compliant authorization to do so.

IV. Evaluation

1. The DPH and SFPD will support data collection as allowed by confidentiality regulations to evaluate the magnitude of challenges facing first responders in crisis situations and to design a crisis intervention structure to work effectively in critical incidents where there is a behavioral health component.
2. Evaluation data will include demographics of those served by the program, outcomes of negotiations and crisis assessments, and anonymized DPH information covering frequency and type of services provided including short term case management services, linkage to long term care, and reduction in crisis contacts.

V. Documentation

1. The DPH Crisis Intervention Specialist Team shall maintain appropriate documentation of all activities performed.

VI. Records

1. The DPH Crisis Intervention Specialist Team shall maintain appropriate records of all activities in accordance with all federal, state, and local laws and regulations.

Contact Person:

Director of Comprehensive Crisis Services

Attachment(s):

- None

Distribution:

BHS Policies and Procedures are distributed by the Health Information Management Department under the DPH Compliance Office

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Implementation of DPH Crisis Intervention Specialist Team

(Revised January 10, 2017)

Procedures

Step 1: Development of the DPH Crisis Intervention Specialist Team

- The Department of Public Health (DPH) Crisis Intervention Specialist Team is a new initiative from the Mayor's Office and a collaboration between the San Francisco Department of Public Health (DPH) and San Francisco Police Department (SFPD).
- DPH Crisis Intervention Specialist Team members, including licensed and trained clinicians, will provide an enhanced partnership to assist the San Francisco Police Department in police crisis situations. The ultimate goal of this program is to support law enforcement in crisis situations where there is a behavioral health component to affect a positive outcome for the individual(s) in crisis. When assistance is requested by SFPD, the team will ensure that individuals are adequately provided with immediate mental health crisis assessment and services to help them achieve stability, and to assist in diffusing the situation. The team will also assist SFPD with Crisis Intervention Training (CIT) and curriculum development.
- A Memorandum of Understanding (MOU) was developed between DPH and SFPD. The term of the MOU is for three (3) years; from 12/27/16 to 12/27/19.
- Program activities will be co-supervised by DPH and SFPD, through their respective chains of command.

Step 2: DPH Crisis Intervention Specialist Team Formation

- The Director of Comprehensive Crisis Services will be responsible for supervision of the DPH Crisis Intervention Specialist team.
- The Director of Comprehensive Crisis Services will work with SFPD to interview and hire a team of clinicians.
- The Director of Comprehensive Crisis Services will be responsible for:
 - (a) Consulting with the City Attorney to establish confidentiality requirements.
 - (b) Ensuring the team is properly trained in behavioral health care, clinical judgment, and Crisis Intervention Training.
 - (c) Overseeing all activities.
 - (d) Keeping the Director of Public Health well informed of all activities.

Step 3: DPH Crisis Intervention Specialist Team Hours of Operation

- The Team will be available 24 hours a day/7days a week.

Step 4: DPH Crisis Intervention Specialist Team Incident Response (Steps 4-7 are concurrent)

- In the event of a Crisis Negotiation situation where there is a behavioral health component, in order to affect the positive outcome for the individual(s) in crisis, SFPD will contact the DPH Crisis Intervention Specialist Team who will deploy to the scene of the incident. SFPD will describe the situation in as much detail as possible to allow the DPH Crisis Intervention Specialist Team to determine the minimally necessary protected health information that can be shared orally, to the extent the DPH Crisis Intervention Specialist Team may have such protected health information relevant to resolving the situation.
- When the DPH Crisis Intervention Specialist arrives on the scene they will report, and show official identification, to the Operational Commander on site.
- The DPH Crisis Intervention Specialist on the scene will provide support to the Operational Commander and will liaison with the on-scene SFPD Hostage Negotiation Team and SFPD Crisis Intervention Officer(s).



Implementation of DPH Crisis Intervention Specialist Team (Revised January 10, 2017)

- The DPH Crisis Intervention Specialist Team will function as mental health professionals in a police crisis situation to provide support to Operational and/or Tactical Commands, and will follow the instructions of the Operational Commander to preserve the DPH Crisis Intervention Specialist's and the public safety.

Step 5: DPH Crisis Intervention Specialist Team Services

- Crisis Services:
 - a) The DPH Crisis Intervention Specialist Team will work with SFPD to assess the individual for Welfare and Institutions Code §5150 criteria and, if indicated, coordinate with the receiving hospital to ensure that all necessary collateral information is provided.
 - b) In the event that an individual is placed under arrest, the DPH Crisis Intervention Specialist Team will contact Jail Health Services to ensure that all necessary collateral information is provided.
 - c) The DPH Crisis Intervention Specialist Team will continue to be in communication with the receiving jail or hospital in an effort to coordinate care and ensure a clinically indicated discharge plan is in place prior to release.
- Voluntary Services:
 - a) The DPH Crisis Intervention Specialist Team will ensure that individuals are connected to appropriate community based behavioral health services and will provide ongoing services, including case management and/or therapy services, as clinically indicated.
- Community/Family Support:
 - a) The DPH Crisis Intervention Specialist Team will provide crisis intervention support and/or debriefing to individuals affected by a crisis situation (e.g., individual, family, community members) to determine how best to meet individual needs both short and long term.

Step 6: DPH Crisis Intervention Specialist Team Confidentiality

- The DPH Crisis Intervention Specialist Team will work collaboratively with the SFPD during crisis incidents in conformance with federal, state and local confidentiality laws.
 - (a) A "crisis" for purposes of these Procedures, is any situation in which a person's behaviors put them at risk of hurting themselves or others and/or when due to a grave mental health disability, the person is not able to resolve the situation with the skills and resources available. As defined by California law, a mental health crisis is an incident when an individual due to a mental disorder, is a danger to self or others, or immediately unable to provide for or utilize, food, shelter or clothing, and requires psychiatric inpatient hospital or psychiatric health facility services.
 - (b) The HIPAA Privacy Rule allows covered entities to disclose protected health information to law enforcement officials in order to prevent, or lessen, a serious and imminent threat to the health and/or safety of a person or the public. (45 CFR 164.512(j)(1)(i).) Under California law, mental health information may be released to law enforcement by the psychotherapist if the individual "presents a serious danger of violence to reasonably foreseeable victim(s)." Cal.Welf & Inst. Code §5238(r). However, substance abuse identification and treatment information is strictly confidential and may not be released, without consent only in a medical emergency, and then only to medical personnel. (42 CFR Part 2).
 - (c) Except when otherwise required by law, The DPH Crisis Intervention Specialist may only disclose the "minimum necessary" information, which is at the discretion of the DPH Crisis Intervention Specialist, in the context of the specific crisis incident to provide an appropriate assessment of, and related services to the individual. (45 CFR 164.502(b), 164.514(d).)



Implementation of DPH Crisis Intervention Specialist Team (Revised January 10, 2017)

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- (d) If the law enforcement official making the request for information is not known to the DPH Crisis Intervention Specialist, the team must verify the identity and authority of such person prior to disclosing the information. (45 CFR 164.514(h).)
 - (e) Following the resolution of the individual's crisis, DPH Crisis Intervention Specialist Team will not be permitted to share protected health information with SFPD without a HIPAA-compliant authorization to do so.

Step 7: DPH Crisis Intervention Specialist Team Documentation

- The DPH Crisis Intervention Specialist Team shall maintain appropriate records of all activities in accordance with all federal, state, and local laws and regulations.
- A record of all activities will be created and will include notation that "In order to prevent, or lessen, a serious and imminent threat to the health and/or safety of a person or the public, PHI was shared with law enforcement in accordance 45 CFR 164.512(j)(1)(i)."

Step 8: Planning and Strengthening the System

- SFPD and DPH will work together to further develop and continue SFPD's Crisis Intervention Team (CIT) training efforts.
- SFPD and DPH will work together to address program evaluation efforts, including gathering and evaluating data to document program's progress.
- Leadership of the San Francisco Department of Public Health's Crisis Intervention Specialist Team, San Francisco Police Department and the San Francisco Mayor's Office will work together to continually improve this joint program.

Step 9: Evaluation

- DPH and SFPD will support data collection as allowed by confidentiality regulations to evaluate the magnitude of challenges facing first responders in crisis situations and to design a crisis intervention structure to work effectively in critical incidents where there is a behavioral health component.
- Evaluation data will include demographics of those served by the program, outcomes of negotiations and crisis assessments, and anonymized DPH information covering frequency and type of services provided including short term case management services, linkage to long term care, and reduction in crisis contacts.