

Recommendation xx: The MPD Mental Health Team should develop a set of clearly defined performance measure that can be consistently tracked and monitored to provide benchmarks for how the department and community define success for the mental health program. [OIR 66]

Just as contracted agencies providing mental health services track outcomes to satisfy contract requirements, tracking and monitoring performance measures for interactions between MPD and people with mental illness can provide MPD and community stakeholders with data to determine program success (i.e. if interactions are having successful outcomes). If unsuccessful, the data could provide feedback to adjust the methods for interactions. Such performance measures could be created and reviewed jointly by MPD and stakeholders on a regular basis. Examples of potential performance measures include: 1) frequency with which individuals generate police reports (before and after Mental Health Team contact), 2) frequency of hospitalizations (before and after Mental Health Team contact), 3) proportion of Mental Health Officer (MHO) interactions in which recordable force was used, 4) a metric of how individual's families rated MHO contacts, and 5) proportion of interactions in which a MHO arranged connection with services for an individual. MPD responded to this recommendation by noting that "the issue of mental health crises in our community goes far beyond something that the police can remedy" and that "progress on the overall issue requires effort from other stakeholders." While the Committee agrees with that assessment, the Committee also believes that, to the extent that the MPD Mental Health Team engages this problem, performance measures are important.