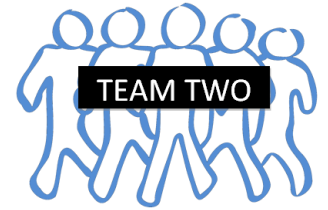


# TEAM TWO TRAINING NEWS



VOLUME IV ISSUE I

SUMMER  
2020

## COLLABORATIVE RESPONSE TO MENTAL HEALTH CRISES

### TRAINING IN ACTION—STATEWIDE OUTCOMES

#### *Training Testimonial— Insights from a Team Two Training Participant:*

*“I thought this was a good training for everyone that was involved. I’m a firm believer that we all should have a better understanding of each other’s jobs, especially when we are so entangled. Mental health is one of those areas where no one really has full authority to handle a case from start to finish; so many people fall through the cracks during the game of telephone from one agency to the next.”*  
*This Northeast Region State Trooper went on to say that he wished he had taken this training much earlier in his career, as having the knowledge of how to properly handle these cases earlier on would be very beneficial to people in crisis. He pointed out that police handle mental health cases almost every day and knowing the legal authority and resources available would make these difficult cases go that much smoother.*

**For more information  
about Team Two  
Training see page 5**

#### **Randolph—**

Within a few weeks of attending an April 2020 Team Two training conducted virtually on the Zoom platform, **Orange County Deputy Sheriff Victor Hinojosa** responded to a 911 hang-up call. A juvenile, on the autism spectrum, had a history of randomly calling 911. In response to one such call, Deputy Hinojosa met with the juvenile. He learned that the juvenile was curious about the deputy’s duty equipment and wanted to check it out, typically something that’s just not done under most, if not any, conditions. Deputy Hinojosa, employing some of the tools he had learned in the training he had recently attended

and recognizing this was an opportunity to build trust, allowed the juvenile to touch the equipment though the child had no ability to understand that laying hands on an officer or their duty equipment was something not normally permitted.

At one point, the Deputy let the juvenile take him to his room where he wanted to play with Deputy Hinojosa. Although Deputy Hinojosa did not have time to play with the juvenile, he did speak with the mother about the recent training he had attended. Using the insight gleaned from the training, the deputy talked with the mother about whether or not her son’s symptoms included the lack of a

sense of danger and the mother recounted several instances where that had occurred. Given that insight, the Deputy suggested to the mother that she send him an email with a recent picture of her son, as well as general information so he could ensure that other local law enforcement personnel had the information should they respond to the juvenile’s residence in the future.

The mother expressed her gratitude to Deputy Hinojosa for his understanding and compassion while sharing her wish that all law enforcement officers were required to take Team Two training!

*Training In Action continued on page 2*

### COMMENTARY by Kristin Chandler, Team Two Coordinator

The current focus on racism and the actions of law enforcement reinforces the importance of having law enforcement and mental health crisis clinicians train and respond together to ensure safe communities and safe interventions that honor the integrity of every single person. It’s a chance to assess the good work that is being done in Vermont as it relates to how we respond as a community to people in a mental health crisis and it is a chance to better ourselves, in this collective response. Because that is

what it should be—a *collective response*—where, because of relationships that have been built among first responders, we are making decisions together, with good communication and a clear understanding of each other’s language, response limitations and safety protocols. While Team Two has made great inroads into creating a collaborative response to mental health crises, there is still much work to be done. We can do better. We must do better. The rural nature of Vermont allows us to create that collective response, where we can achieve a healthy,

safe outcome for a person in need. Shoulder to shoulder, first responders can rely on one another for expertise in a particular field, without the need to point fingers, lay blame or create a turf war. This is the essence of what Team Two has been teaching since 2013; we will continue to teach this and emphasize the need to train together to build the relationships necessary to respond collaboratively to mental health crises and to keep all in our communities safe through improved outcomes.

## 2019 FRANK SILFIES SR. AWARD— Exemplifying Collaboration

Each year, the Team Two “Frank Silfies, Sr. Award” is presented to a Vermont law enforcement officer and to a mental health crisis clinician who exemplify collaborative response to mental health crises.



**Captain Scott Clouatre & SallyAnn Silfies**

The 2019 Frank Silfies, Sr. Award recipients are **Captain Scott Clouatre**, Orange County Sheriff’s Office, **EMT Tammy Lurvey**, Morrisville Rescue and Copley Hospital, and



**EMT Tammy Lurvey & SallyAnn Silfies**

**Christine Bullard**, Healthcare and Rehabilitation Services. Presentation of the award took place at the Capitol’s State House during Mental Health Advocacy Day on January 29, 2020.



**Christine Bullard & SallyAnn Silfies**

## TRAINING IN ACTION *continued from page 1*

*“... it was really cool to watch this BPD officer (Officer Brock Marvin) engage with the woman in crisis from the ground level.”*  
- Tony Stevens, NCSS

**Burlington—**  
**Tony Stevens, the Northwest Counseling and Support Services (NCSS) Emergency Services Director**, was off duty and walking down the street in Burlington when he noticed a Burlington Police Department (BPD) officer and Burlington firefighters attempting to talk a woman down from the rooftop of a house. Proof that an emergency screener is never “off duty,” Tony asked if the first responders could use his help. Tony tried lending assistance for a short time without making much headway. Despite his efforts, Tony made the observation that “it was really cool to watch this BPD officer

(Officer Brock Marvin) engage with the woman in crisis from the ground level.” At one point, one of the many BFD firefighters also talking with her got her to agree to let them put a ladder up on the rooftop. After gaining her approval, two firefighters ascended the ladder to the roof. One in particular, **Lieutenant Toby Siccard**, did all the talking with the woman and from that point on did an amazing job. She never was heard making any threats to jump, and she likely had no intention of doing so, but clearly in her mental state she was not safe to be on the roof. Toby tried to engage with her and in looking into her window, he noticed a cat and started asking

about it, constantly trying to get her to go back inside with him. At one point she seemed like she agreed, approached the window, then had a change of mind when he put his hand on her back / shoulder in trying to help her. He quickly responded to her distress at being touched and never touched her again. She then backed off, away from the firefighter, going to another section of the roof. On the face of it, it would have been really easy for both firefighters to grab onto her and take control of her body, but they wisely chose not to given her reaction at being touched which may have only served to escalate the situation. Patiently and with compassion, they

## INSTRUCTOR SPOTLIGHT: Monique Reil, Lamoille County Mental Health

**Emergency Services Director Monique Reil** has been a Team Two instructor since 2015. Monique's commitment to fully engaging with Team Two participants is evident in the homemade goodies she makes for the yearly training in Vermont's Northeast Region. Whether the training is being held in Newport, Morrisville or St. Johnsbury, Monique shows

up with her big coffee maker, homemade breads, and discount coupons to purchase lunch for attendees at the local grocery store. Monique began her career in the mental health field in 1981, working for eight years as a psychiatric technician at the Vermont State Hospital in Waterbury. Monique has worked at Lamoille County Mental Health for 30 years; as a CRT case man-

ager, CRT crisis team manager and since 2012 as the Emergency Services / Mobile Crisis Team manager. Monique has a BA in psychology from the University of Vermont. She is a firm believer in collaboration and teamwork, and in giving hope to others.



## TRAINING IN ACTION *continued from page 2*

### Middlebury—

The Counseling and Support Services of Addison County (CSAC) crisis team values the relationship and working with their local police department and conducting debriefings following incidents in which they have collaborated.

**Middlebury Police Chief Tom Hanley** and **Sgt. Jason Covey** met with the CSAC

staff to review a particular potentially dangerous situation. The CSAC Emergency Team was appreciative of the police officers' thoughtful and careful approach, based on Team Two training, which ended without escalation of threat, any violence or injury. There is a commitment to continue meeting periodically to review specific incident collaborations, im-

prove communication, and engage in general discussion about improving the responses to mental health crises. As CSAC Emergency Services Director **Marian Greenburg** stated, "we feel lucky to work with such a responsive, caring, and thoughtful team of law enforcement professionals."

*"It was the perfect collaboration between... Emergency Services... and the Police support..." — Michelle Michalkovic, RMH*

### Rutland—

**Michelle Michalkovic, Director of Emergency Services at Rutland Mental Health**, praised the wonderful collaboration during the COVID-19 pandemic with **Rutland Police Officer Richard Caravaggio**. Ms. Michalkovic said, "He was

amazing to work with! Officer Caravaggio was not only thorough and responsive but reassuring at the same time during a recent mental health incident. Every moment of interaction with him I felt that he was capturing the details, strategizing with me towards a positive outcome and it felt like

a true collaborative effort. He kept me posted every step of the way through to completion. It was the perfect collaboration between our Emergency Service calling for assistance and police support, action and follow up after the situation was resolved," she continued.

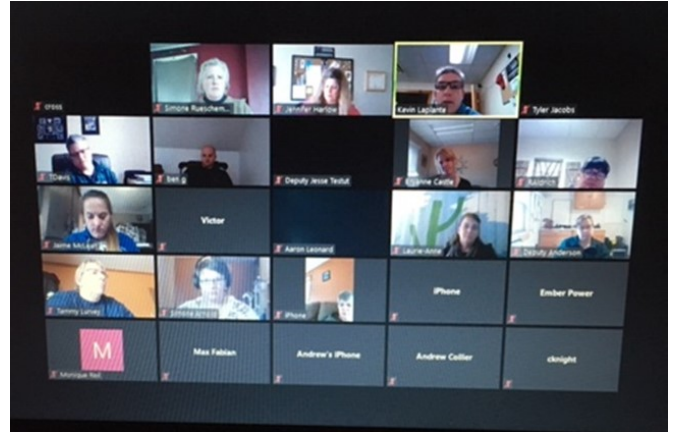
*Training In Action continued on page 4*

## Team Two Training Gallery

Pre-COVID-19: VT—SW Regional, October 2019



During COVID-19: VT—NE Regional, April 2020



*“If it wasn’t for the work of [Ethan], I can almost guarantee the situation would have escalated into an unmanageable one.”*

*- VSP Trooper Colin*

## TRAINING IN ACTION continued from page 3

**Searsburg—VSP Trooper Colin Shepley** acknowledged having received great collaborative work and assistance from the UCS Crisis Team. UCS’ **Ethan Therrien** was quick to respond to Searsburg one morning after

**Burlington—**The Howard Center’s First Call program had a great collaborative experience with **Burlington Police Officer Orren Byrne** (a Team Two attendee in November 2018) during the COVID-19 pandemic. Officer Byrne called the Howard Center program while supporting a client suffering from auditory hallucinations (specifically with commands to harm themselves and others) on Church Street. He

**Richmond—Vermont State Police Captain Garry Scott** was called to I 89 on Halloween morning. There was a vehicle off the road with an out of state male operator

the trooper asked for assistance regarding a male who was suffering a mental health crisis. Ethan was very responsive to the individual in crisis and was able to persuade him to go to the hospital for evaluation. “If it wasn’t for the

called initially to make sure the woman in crisis was on the program’s radar and to run his intervention plan by the First Call team to try to get her the best help possible. First Call offered to send a clinician out, but the trooper asked that First Call hold back as he was building rapport with her and felt that he was close to getting her to voluntarily head to the UVMHC Emergency Department. After a period of time, Officer Byrne called

who was in an extreme manic state, having not slept for two days. Captain Scott, along with **Richmond Police Officer Brett Lindemuth**, was able to calm the individual,

work of [Ethan], I can almost guarantee the situation would have escalated into an unmanageable one. Thank you again to both you and your team on the work you do during this difficult time,” said Trooper Shipley.

back and stated that the woman was feeling unsafe and would need to be assessed in the community by a First Call team member. Calmly, patiently and succinctly, the Officer continued to assess this client’s needs and prioritized deescalating the situation based upon the information he gleaned from his Team Two training. BPD continues to support the clinician in maintaining the best plan to keep the client safe and supported.

contact his parents and have him transported to UVM to see a doctor. This individual told Officer Lindemuth that “you guys are cool. This is how cops should be.”

## TRAINING IN ACTION continued from page 4

### St. Albans—

Embedded St. Albans police mental health worker **Josh Tate** responded to a welfare check at a residence after an anonymous caller contacted police reporting that they had read some concerning statements on an individual's Facebook page. Josh arrived on scene prior to police and learned that the individual was being aggressive toward his mother and did not appear to be "in his right mind." The individual was outside the family's residence, sitting on the front porch. He stood up quickly and stated that he had a firearm in his pocket. This individual began to scream that they wanted their mother to leave the premises. St. Albans Police were contacted and when they arrived, the individ-

ual yelled for the officer to leave and went inside the residence. Attempts were made to get the individual to come outside and talk, but he refused. The individual appeared at a window numerous times, holding a spray paint can and a knife. Additional officers began arriving at the scene. Josh was able to convince the individual to open a window to help facilitate communications. Josh continued to try to convince the individual to come outside and avoid a police confrontation within the residence. The individual threatened to cut up police if they entered. At this point and in an effort to contain the situation, officers in tactical gear surrounded the residence. A phone was provided on the steps of the residence to estab-

lish better contact with the individual, but he would not retrieve it. Eventually, a decision was made for the police to back off and leave the scene as they did not want to risk harm to the individual or themselves. Josh collaborated with police in attempts to create a plan that would safely lead to the individual leaving his residence. He began texting the individual and established a rapport with them. After a bit of exchange, the effort eventually led to the individual asking for help. He specifically requested that Josh and the **Franklin County Sheriff, Roger Langevin**, enter the residence. The Sheriff readily agreed and the individual allowing entry, left with Sheriff Langevin without further incident escalation.

*Josh collaborated with police in attempts to create a plan that would safely lead to the individual leaving his residence.*

### Morrisville—

The **Mobile Crisis Team and Alcohol & Substance Awareness Program Team Leader, Jaime McLean**, from Lamoille County Mental Health Service (LCMHS), have begun to perform preventative work with the local police. Jaime meets with the Morrisville police department at their quarterly meetings to review how the crisis team and the ASAP program (public inebriate program) collaborations are going. Jaime and another mem-

ber of the crisis team, **Kathleen Greenmun**, also meet every other month with a local fire department in an effort to create relationships to help successful interactions in the future. Jaime has trained local agencies in U\_Matter, a suicide prevention training, which has included police and EMTs. This role at LCMHS is still fairly new and the potential to outreach to more local law enforcement and other agencies is being explored. The collaboration is helping address mental

health and co-occurring substance use disorder concerns, build and sustain great relationships in collaboration and compassion and make necessary changes for the purpose of serving our most vulnerable populations when they need it most.



### Team Two

#### Steering Committee Members:

Matt Amadon, Vermont State Police † Laurie Emerson, NAMI VT † Tony Facos, Montpelier Police † Mourning Fox, DMH Deputy Commissioner † Gary Gordon, Washington County Mental Health † Kate Lamphere, Healthcare and Rehabilitation Services † Roger Langevin, Franklin County Sheriff † Caitlin Rose League, Consumer † Mary Moulton, Washington County Mental Health † Ed Riddell, DAIL † Cindy Taylor-Patch, VT Police Training Academy

## Talking About Team Two...

*"Yesterday's Team Two training was fantastic. I really found it so helpful and mentioned it to so many people today."* **Jessica Coleman, Intensive Services Coordinator, Howard Center/NFI VT**

**From the International Association of Police Chiefs (IACP) annual conference attendees evaluation of the Team Two presentation by Coordinator Kristin Chandler, Montpelier Police Chief Tony Facos, and Washington County Mental Health Services CEO Mary Moulton:** *"Mental health and police is a unique confrontation that can be dangerous to all. This class helps [with] insight into challenges, solutions, etcetera, for dealing with those who suffer from a mental health illness."*

*"Provided me with some alternative approaches to address mental health concerns. Idea of cross training with mental health resources is a great idea."*

For an informative article about Team Two's presentation in Chicago at the 2019 IACP conference, check out the PoliceOne blog post here: <https://www.policeone.com/iacp/articles/iacp-quick-take-vermonts-mental-health-crisis-training-model-for-small-agencies-P8d9dnYCGm4K0Rpm/>

### **Burlington** *continued from page 2*

moved slowly, used their words to establish a rapport and build a relationship in order to resolve the situation safely, peacefully and without an escalation. One senior member of the BFD that was on scene and on the ground noticed and pointed out to Toby that she had a particular music group tattooed on her arm and sug-

gested using the band as a means to engage with her.

It worked! Minutes later, the woman in crisis exited into the street with the Toby at her side. She was making her way towards the ambulance, somewhat ambivalent about going to the hospital to be checked out as was recommended by the

first responders. Tony followed up with Firefighter Sicard the following day and learned that the firefighter's knowledge about the origin of the tattoo came in handy. They started playing some Grateful Dead music on the woman's phone, got her into the ambulance, and everyone had a fun ride up to UVMMC.

## About Team Two

Team Two is a grant funded one day scenario-based training provided in five different regions around Vermont six-to-eight times a year. This training grant is a collaboration between the Department of Public Safety and the Department of Mental Health to promote a collaborative response among first responders to a mental health crisis. The training is designed to build the relationships necessary for the best possible out-

comes to a person in a mental health crisis. It focuses on the safety, clinical and legal aspects of three different scenarios, as well as provides an overview of current legal issues and community and statewide resources. A person with lived experience gives a brief presentation along with a law enforcement officer and a crisis clinician to further demonstrate responses that have worked well for them.

### COLLABORATIVE RESPONSE TO MENTAL HEALTH CRISES

137 Elm Street  
Montpelier, VT 05602

Cell Phone: 802-236-5065  
E-mail: [TeamTwoVermont@gmail.com](mailto:TeamTwoVermont@gmail.com)



WHERE LAW  
ENFORCEMENT AND  
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