



MPACT
MARSHALLTOWN POLICE AND COMMUNITY TEAM



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909 S. 2nd Street
Marshalltown, IA 50158

For questions about MPACT,
please call YSS of Marshall County

641.752.2300

www.yss.org/MPACT



WHAT IS MPACT?

MPACT (Marshalltown Police and Community Team) is an intervention program providing service within the city of Marshalltown. The service is a collaboration between the Marshalltown Police Department and YSS of Marshall County. MPACT's Community Advocates, who are highly trained human service providers, are contacted when a non-emergent non-criminal police call comes in involving mental illness, family conflict, substance abuse, or emotional/behavioral situations. While MPACT advocates are dispatched through the Marshalltown Police Department, they are not law enforcement. MPACT is not appropriate when violent situations or life-threatening medical emergencies occur, nor is it a 24-hour service.

MPACT is a partnership between the Marshalltown Police Department and YSS of Marshall County



A COMMUNITY-BASED ORGANIZATION
SERVING YOUTH AND FAMILIES SINCE 1976

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WHAT TO EXPECT FROM MPACT

When MPACT is called, you can expect:

- + A respectful, caring, and concerned Community Advocate will arrive on scene
- + An assessment, which will include the presenting problem, a brief medical summary, family information, and identification of urgent needs*
- + A request to sign a release of information to allow for communication with support systems and to access services
- + Recommendations to assist in creating a safety/response plan
- + Follow up visits may be scheduled with the Community Advocate or other community partners

*MPACT's Community Advocates are limited in their scope of services and do not diagnose or replace any ongoing treatment or therapy.



THE PURPOSE OF MPACT

MPACT Community Advocates help resolve mental and behavioral health calls by connecting individuals and families to community social services in cases where law enforcement intervention is not required.



DOES MPACT PROVIDE TRANSPORTATION?

If appropriate, transportation may be provided on a very limited, case by case basis, and only after law enforcement has collaborated with the advocate and family in need. MPACT does not provide regular transportation to appointments.

CONTACTING MPACT

MPACT Community Advocates can only be reached through the Marshalltown Police Department. When an officer arrives at the scene of a call, they will assess the situation to determine if MPACT Community Advocates might be of assistance, and if so, the officer contacts the Community Advocates and requests they come to the scene.

Response times are dependent on call volume, so please do not expect MPACT Community Advocates to arrive at an exact time or for immediate attention. MPACT does not respond directly to calls made to the police emergency communications center.

MPACT Community Advocates may also be assigned to an individual or family if the Marshalltown Police Department does an assessment and determines need.

All MPACT services are voluntary and free of charge.





MPACT

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January 2021: MPACT was funded \$150,000 by the City of Marshalltown as a “second responder” pilot project.

Currently: MPACT’s budget includes several funding streams (community donors, local, state & federal funds) for implementation through December 31st, 2026.



INITIAL GOALS OF MPACT

- Decrease law enforcement time spent on social service and non-criminal calls.
- Deter (re)entry into the criminal justice system by reducing potential use of force, interference with official acts charges, etc.
- Increase community's access to social services providers at the right time and place.
- Reduce repeated or unnecessary visits to the ER for emotional/behavioral concerns by providing short-term case management and support.



PROGRAM STRUCTURE AND OVERSIGHT

- Two community advocates, employed by YSS of Marshall County, alternate daily coverage from 2:00 PM until Midnight.
- Advocates housed within the Marshalltown PD to allow for maximum collaboration and inclusion with law enforcement partners.
- Program supervision, consultation, quality assurance, and training provided by YSS staff who is a Licensed Marriage and Family therapist.
- MPACT accredited nationally by the Commission on the Accreditation of Rehabilitation Facilities (CARF), in December, 2021.



SERVICE STRUCTURE

- Call comes into 911 Communications center, policed dispatched, officer(s) arrives and assesses safety of environment.
- If appropriate, officer radios the advocate on duty to respond on-site.
- Advocate and officer triage the situation at location to determine if officer remains on site or not.
- Advocate provides the intervention and completes in-depth assessment to note concerns. This includes strengths, needs, goals, available supports, as well as cultural, personal preferences, etc.
- Advocate and family complete an action plan, next steps, and follow up for brief case management.
- Advocate 'follows' family for a determined amount of time to ensure follow through or other emerging needs.
- Advocate completes data tracker and documentation of the intervention.



DATA FROM TRACKER (2/1/2021-12/31/2021)

- Advocates responded to 350 calls and provided interventions to 509 people.
- Tracker accounts for: primary reason for intervention, demographics, intervention/referral provided, declined contact, etc.
- Advocates note primary reason for response: Mental Health, Homelessness, Family conflict, Juvenile issues, Substance Use, Domestic violence/sexual assault, or general welfare concern.
- 45% of all calls were attributed to mental health, followed by homelessness (22%), Family conflict (18%), the remainder accounted for a combined 15%.
- 94% of callers accepted the service/intervention by the advocate.



POLICE SURVEY'S CONDUCTED QUARTERLY

- Has MPACT's involvement likely prevented an escalating situation from becoming worse on your shift? **Yes: 79%**
- Has MPACT's involvement reduced your time spent in dealing with non-criminal situations? **Yes: 87%**
- Has MPACT's involvement increased your resources to provide assistance to the public? **Yes: 95%**
- Has MPACT's role and engagement been of benefit to you in your capacity at the Marshalltown PD? **Yes: 87%**
- Do you support MPACT's continued partnership with the Marshalltown PD? **Yes: 95%**



LESSONS LEARNED IN 12 MONTHS

- We need a 3rd advocate to expand MPACT coverage as requested by law enforcement.
- Not all calls responded to by the police would have resulted in an arrest, nor are they illegal activities.
- We need improved data collection in terms of preventing ER visits.
- Data collection needs to be more sophisticated and robust overall.

