

Washington Association of Sheriffs and Police Chief's (WASPC)

CASE MANAGEMENT SOFTWARE GRANT

THE PROBLEM

Every year, the number of calls for service with a behavioral health component continues to rise. An ever-growing number of police agencies across the country who lack the specialized mental health professional personnel necessary to respond to individuals in acute behavioral health and substance use-related crises are turning to police-mental health partnerships to respond to these calls.

There is no standardized, centralized case-management and data-tracking system in many communities where these partnerships exist that allows law enforcement and community agencies to work together. As a result, many community members served through these efforts may receive services that cannot comprehensively address their needs. These programs also don't have a way to highlight their successes with accurate and readily available data.

THE SOLUTION



Julota is a cloud-based, dual-purpose case management and data collection platform that offers a CJIS, HIPAA, and 42 CFR Part 2 compliant environment for law enforcement agencies and community-based organizations to collaborate on providing services to individuals in need.



The Julota platform is referral-based and is tailored to fit your agency and community's unique and specific program needs.



The platform allows information sharing between different systems (CAD, EDIE, Healthcare, CJIS, SUD/MAT) and agencies, delivering the right information to the right person at the right time.



Users typically access Julota through their laptop, tablet, or any internet-connected device allowing officers and clinicians to capture data through dictation and cell phone images. At the same time, no-login referrals expedite community collaboration for officers and other community partners.

THE RESULTS

Behavioral Health/Law Enforcement Co-Responder programs reduce:

✓ Law Enforcement contacts by 53%



✓ Behavioral Health/Law Enforcement Co-Responder contacts by 91%



✓ Adult Protective Service Reports by 100%



✓ Jail diversion programs save communities \$50,000/year for each graduate.



THE BENEFITS

 Julota clients typically cite the following platform benefits:

- Collaboration and connection between professional team members to support vulnerable clients
- Networking and development of professional relationships
- Improved organization and structure
- Reduced duplication of work and services
- Brainstorming and sharing of ideas
- Improved care coordination
- Improved access to vital information
- Improved quality of care
- Increased awareness of risk and urgency
- Identification of gaps
- Blending of services, resources, and funding

JESS BEAULIEU, PACT Program Manager & Mental Health Program Administrator

We run a co-responder program called PACT (Pitkin Area Co-responder Teams) pairing mental health clinicians with police to prevent unnecessary criminal justice involvement for low-level offenders with behavioral health symptoms or diagnoses. Since we are rural, we must coordinate services over a large geographical area, and we work with three different law jurisdictions. Julota has provided a central platform by which to collect vital data and statistics about the efficacy of our program. Julota is highly customizable, so we were able to tailor workflows to the specific needs of our partners, and consequently, there is no aversion to using it. The Julota staff have been very responsive and patient with our development process and change requests, and while we currently use the platform mostly to track law data, our mental health clinicians will soon be entering their information into it, as Julota is a HIPAA and 42CFR compliant technology. We look forward to exploring the potential of this platform in the coming years!



SAMPLE WASPC MENTAL HEALTH FIELD RESPONSE (MHFR) WORK-FLOW:

1. An officer or MHFR clinician typically enters referral information through a no-login referral. The below screenshot shows what is received by the MHFR team when a new referral comes in:

Referral Information

Referring Organization	LPD
Event Number	1285574
Referrer Name	Wa-longview-pd_JoshuaSuper
Referrer Contact Info	joshua@julota.com
Participant Name	Donald Duck
Date of Birth	07/25/1982 📅
Sex	Male
Gender	(Gender)
Participant Phone	(360) 771-8551
Homeless	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Participant Address	16th Avenue, #235, Longview, WA 98632
Other information to locate/contact individual	(Other information)
Reason for Referral	Frequent contact with CRU, Frequent contact with LE, and Welfare Check – Discussion: (Discussion)

2. Once the MHFR referral is accepted, the individual’s demographic information is either entered or updated based on the information MHFR needs to know.

Demographics

* Fields in this color are required

Basics Add Photo (0 of 3)

Identifier Add TP12811

Name (Title) Donald (Middle name) Duck (Suffix)

Alias (Aliases)

Deceased

Date of Birth 07/25/1982 📅

Sex Male

LGBTIQ Yes No Unknown

Marital Status (Marital status)

Ethnicity Unknown

Race Unknown

Preferred Language (Preferred Language)

Contact Information Add >

Home Phone: (360) 771-8551 Delete

‡ Messages Allowed: (allowed)

‡ Preferred Method: (preferred)

‡ Notes: (notes)

Addresses Reliable (1) Unreliable (0) Add >

Unknown Delete

16th Avenue #235
Longview, WA 98632

Status: Active
Quality: Reliable
Notes: (Notes)

WORK-FLOW:

3. Family/support information is typically collected or updated next.

Family/Support

Family

+

^ **Daffy Duck** Spouse

Adult/Child: Adult Child

Sex: Female Male Undifferentiated Unknown

Gender: (Gender)

Date Of Birth: 03/19/1983

Primary Phone: (360) 779-1125

Secondary Phone: (Secondary Phone)

Email: (Email)

Address: (Address)

Lives with Participant? Yes No

Community Supports

^ **Mickey Mouse** Mental health prov

Agency: (Agency)

Phone Number: (775) 626-3445

Email: (Email)

Address: 19th Ave, Forest Grove, OR, 97116

Emergency Contact: Yes No

Notes: (Notes)

4. The clinician or Officer can now conduct a service Julota has customized specifically for the MHFR program, which includes care plans, goals, and tasks necessary to complete to “graduate” the individual

MH Field Response Service

[Back To Summary](#)
 * Fields in this color are required.

09/26/2022 11:39 am → Present In Progress

Create Referral
Notify >
Complete Service
Delete

Type: <u>MH Field Response</u>	Assignees: <u>wa-longview-pd_JoshuaUser (joshua_wa_longview_pd_user)</u>
Status: <u>In Progress</u>	Status Summary: <u>(Status Summary)</u>
Requires Follow-up: <u>Yes</u>	Next Follow-up: <u>09/30/2022 11:45 am</u>
Priority: None	

Initiating Referral [View Details](#)

Date: 09/26/2022 11:39 am	Source Organization: LPD
Referrer's Name: wa-longview-pd_JoshuaSuper	Referrer Contact Info: joshua@julota.com
Referral Reason: Frequent contact with CRU, Frequent contact with LE, and Welfare Check	Discussion:

Tasks

WORK-FLOW:

5.

Additionally, this unique MHFR service will allow encounters from Officers, Clinicians, and or other community partners involved in this service with you. These are collected as an individual's longitudinal record.

Service Encounters

Delete

Date of Encounter: 09/26/2022 11:44 am 📅

Encounter Type: Care Coordination without client

Outcome: Successful

Start Time: 10:25 am 📅 Current

End Time: 11:47 am 📅 Current

Elapsed Time: 1 h 22 mins

Use of Force

Was reportable force beyond handcuffs applied? Yes No

Disposition: Accepted-Enrolled and Detained

Detained: Planned apprehension

Resources Provided: (Resources)

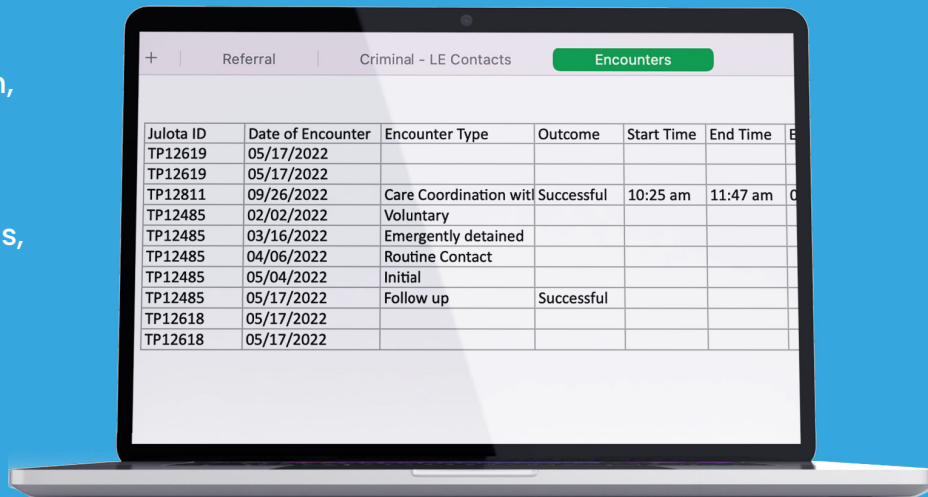
Participant Safety Concerns:

Method: In-Person

Persons Involved: wa-longview-pd JoshuaSuper (joshua_wa_longview_pd_super)

Location: (Location) Nearby ▼

MHFR collects data around referrals, criminal information, and encounters. Additionally, Julota can customize reports based on your program needs, and the system allows full data extracts into business analytic software platforms like Tableau or Power-BI if preferred.



Julota ID	Date of Encounter	Encounter Type	Outcome	Start Time	End Time	E
TP12619	05/17/2022					
TP12619	05/17/2022					
TP12811	09/26/2022	Care Coordination with	Successful	10:25 am	11:47 am	C
TP12485	02/02/2022	Voluntary				
TP12485	03/16/2022	Emergently detained				
TP12485	04/06/2022	Routine Contact				
TP12485	05/04/2022	Initial				
TP12485	05/17/2022	Follow up	Successful			
TP12618	05/17/2022					
TP12618	05/17/2022					



JULOTA IS NOT AN OFF-THE-SHELF PLATFORM.

We understand that the same law enforcement community program collecting the same metrics will operate very differently when operated in two different locations. We're committed to understanding your program goals and how your community operates to ensure the highest level of program success.

