

SCOUT

Subway Co-Response Outreach Teams

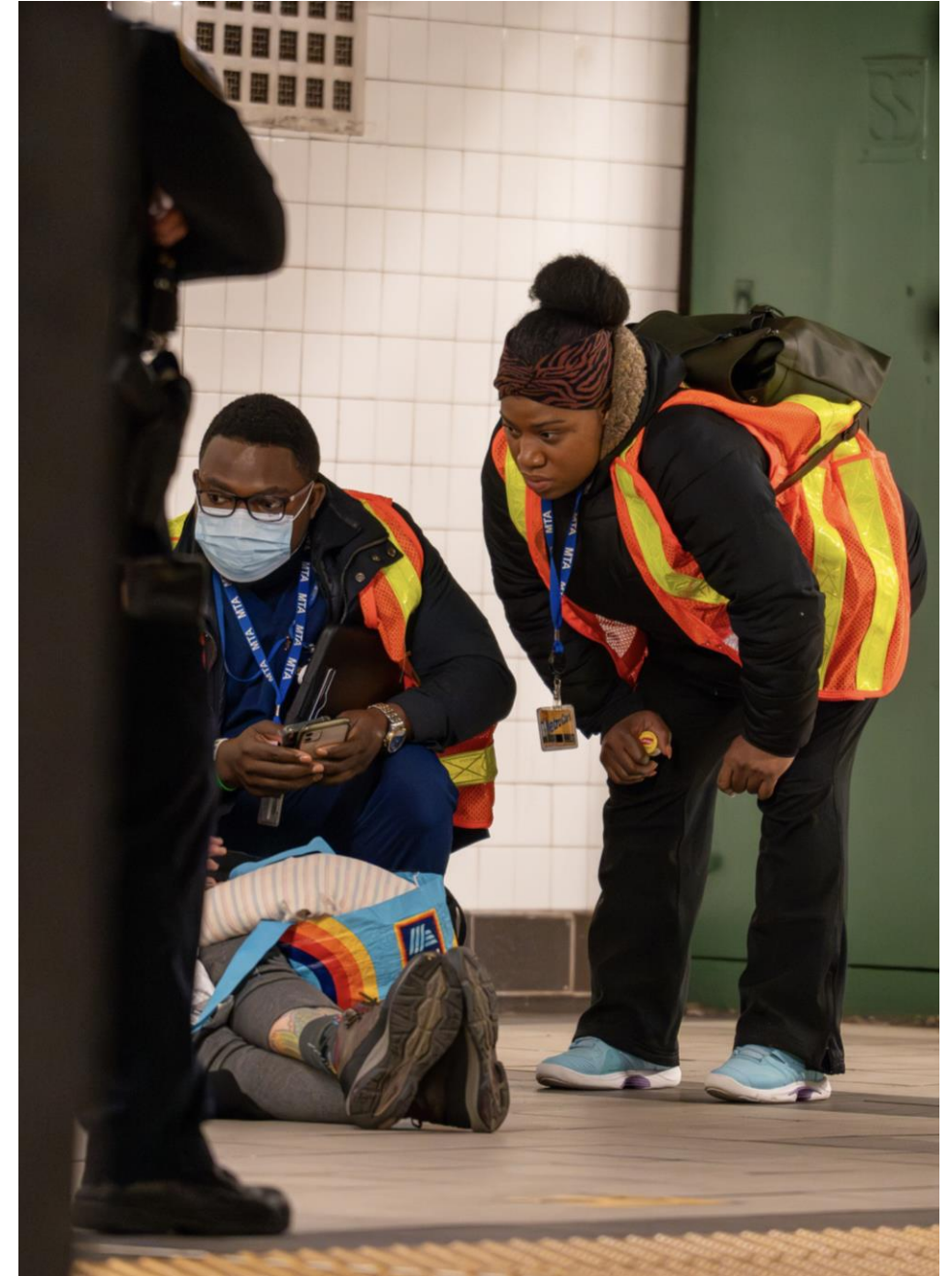


Presentation to the MTA Board
March 27, 2024



Fast Facts

- New mental health **co-response** teams: NYC clinicians & MTAPD working together
- Focus 100% on the **most troubled, most troubling clients**: acutely psychotic and/or deeply entrenched
- “Help right now” approach. So far:
 - ~ **90 days, 90+ clients** to hospital or shelter – same day
 - Including **16 involuntary transports** to hospitals for psychiatric evaluation
- Front end of pipeline to **new NYS/NYC psych beds & supportive housing options**
- **Ahead: \$20 million expansion per Governor Hochul**



Why SCOUT?

Why SCOUT?

To Help New Yorkers Most In Need

“The last, the least, the lost”

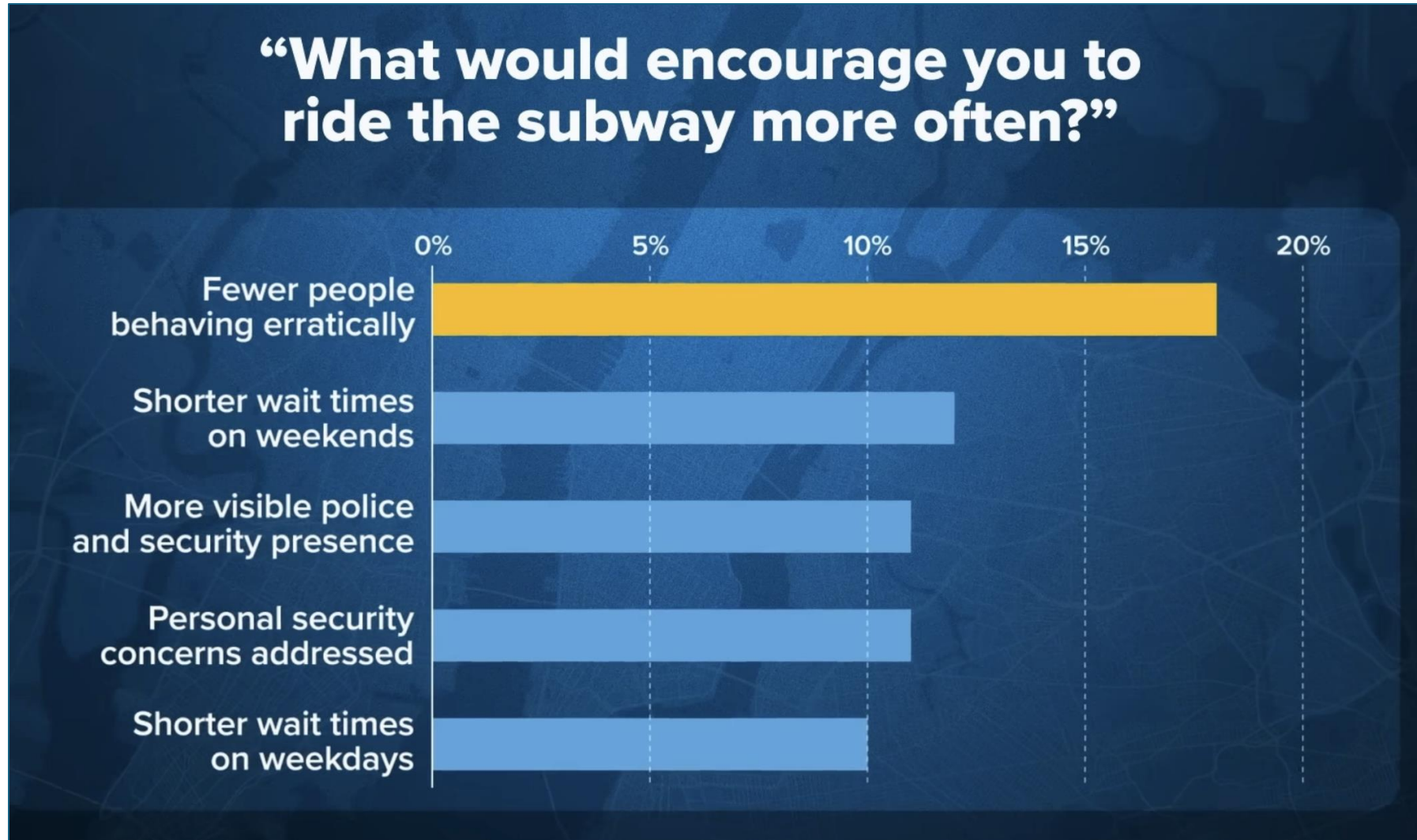
~ **2,000** unsheltered New Yorkers in the subways

Many with severe mental illness (SMI) – e.g., schizophrenia or bipolar disorder



Why SCOUT?

To Improve Subway Safety



Why SCOUT?

Co-Response is Right for the Subways



- Meets the safety challenges of the subway environment
- **NYC Dept of Homeless Services and Dept of Health and Mental Hygiene:** Nurses, social workers for mental health & outreach expertise
- **MTAPD:** Police officers for safety and support
- **MTA HQ & Mayor's Office:** Coordination and oversight

Why SCOUT?

Co-Response is Right for the Subways



KATHY HOCHUL
Governor

ANN MARIE T. SULLIVAN, M.D.
Commissioner

THOMAS E. SMITH, M.D.
Chief Medical Officer

Memorandum

To: NYS Public Mental Health Providers

From: Ann Marie T. Sullivan, MD, Commissioner, NYSOMH
Thomas Smith, MD, Chief Medical Officer, NYSOMH

Date: February 18, 2022

RE: Interpretative Guidance for the Involuntary and Custodial Transportation of Individuals for Emergency Assessments and for Emergency and Involuntary Inpatient Psychiatric Admissions

This guidance is intended to help clinicians, and other community providers, make thoughtful, clinically appropriate determinations relating to involuntary and emergency assessments, while respecting an individual's due process and civil rights.



Mayor Adams Announces More Than Half of Hardest-to-Reach New Yorkers Have Moved From Street Into Care One Year After Severe Mental Illness Plan Launches

November 29, 2023

Builds on NYS/NYC efforts to improve understanding & use of involuntary transport power

How SCOUT Works





How SCOUT Works: Key Elements

Clinician-led

Engage

De-escalate

Encourage voluntary acceptance of services

Police for Safety & Support

All officers receive NYS OMH crisis intervention training

Outreach workers report feeling safer, able to go deeper with challenging clients

True Teams

Same officers & same clinicians, day in & day out

Builds trust & rapport

“Help Right Now” Mindset

Focus on the hardest cases - clients who appear acutely psychotic and/or deeply entrenched

Goal: connect them to services on the spot

Use All Available Powers

Power of persuasion: voluntary outcomes preferred

Involuntary transport power: where appropriate, used without hesitation and effectively

Continuing Care

Work with hospital & shelter partners

Advocate for hospital admission or “safe haven” placement

Track for success

SCOUT So Far

- 2 teams, weekdays, since fall 2023
- **> 90 placements:**
 - **63%** voluntary to shelter
 - **19%** “aided” (medical transport)
 - **18%** involuntary psych transport
- Reaching the hard cases
- Involuntary transports
 - Leading to hospital psych admissions
 - With connections to ongoing care & supportive housing options



SCOUT So Far

Gothamist

MTA outreach teams are involuntarily hospitalizing homeless people with signs of mental illness. We rode along for a shift.

Conversation 24 Comments

E

Ellen

16 March, 2024

About time.

👍 4 👎 2 ▪ Share

SCOUT Going Forward

SCOUT Going Forward



Transportation

New York City

MARCH 6, 2024 | Albany, NY

**Governor Hochul Announces
Five-Point Plan to Protect
New Yorkers on the Subway**

SCOUT Going Forward

- Governor Hochul providing \$20M to support SCOUT expansion
- Today: two teams in Manhattan
- 2024: three more teams in Bronx, Brooklyn, Queens
- 2025: up to ten teams
- NYS funding will cover more nurses & social workers, MTAPD officers, program oversight & assessment

Key Partners



Office of Mental Health

