

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: University Police

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Assessment Year: 2022-2023

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made.

Selected Goal

Expand our officers' knowledge of mental health disabilities.

Desired Outcomes/Objectives

1. Provide Mental Health training to all University Police Department members.
2. Assure our policies support our practices on how best to interact with those who have mental health disabilities.
3. Provide training on Bias-Based Policing to all University Police Department members.

Related Targets/Measures

1. 100% completion of mandatory mental health training and bias-based policing, cultural awareness, and consciousness by University Police Department members by the completion of every year.
2. Yearly review written directives to ensure policy reflects best practices in addressing police response to persons affected by mental illness.
3. 100% completion of mandatory bias-based policing, cultural awareness, and consciousness training by all University Police Department members. By the completion of every year.

Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.

1. University Police at Potsdam successfully completed the mandatory mental health training for all staff members, achieving a 100% completion rate. As part of the annual in-service program, officers participated in in-house QPR training sessions aimed at enhancing their knowledge and understanding of mental health disabilities. In addition, officers attended a training session conducted by mental health staff from St. Lawrence County, known as the "mental health road show," which provided valuable insights and effective communication strategies for individuals with mental health issues. These courses consisted of two four-hour training sessions that were documented on all the participating staff's training records.
2. To ensure that their policies align with best practices in addressing police response to individuals affected by mental health illnesses, Chief Ashley reviewed their written directives. No changes were made to the directives. Chief Ashley documented this policy review in the University Police Departments Accreditation software PowerDMS.
3. The department has scheduled bias-based training for six members of the University Police department on August 30th, 2023, and is actively working towards scheduling this training for the remainder of the UPD staff early in the 2023 fall semester.

Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

By implementing these strategic initiatives, University Police at Potsdam will bolster their officers' expertise and abilities in engaging with individuals who have mental health disabilities. This will be accomplished through the implementation of yearly QPD, mental health road show, and Crisis intervention refresher training. Additionally, University Police will regularly review and update their policies and procedures to align with current best practices and the evolving understanding of mental health. By prioritizing ongoing training, collaboration, and evaluation, University Police will foster a more inclusive and supportive environment for individuals with mental health disabilities in the university community.

SECTION 2: ADDITIONAL ASSESSMENT ACTIVITY

During the past year, University Police has employed assessment data to improve their response to individuals with mental health disabilities. Qualitative data was gathered via group discussions involving UPD staff, conducted both prior to and following their training in responding to mental health scenarios. The outcomes of these discussions unveiled an enhanced sense of readiness among the staff in managing situations related to mental health concerns. These discussions took place within the framework of routine shift briefings occurring during the transition between shifts. These briefings are obligatory assemblies scheduled 15 minutes prior to the commencement of each work shift. The stipulated time is dedicated to conveying essential information and delivering training.

Chief Ashley, responsible for leading these briefings, initiated dialogues with officers to gauge their level of comfort and knowledge in handling calls related to mental health reports. This assessment was carried out before and after the completion of the training program. However, formal notetaking to record the dialogues was absent. To enhance documentation, Chief Ashley will begin recording meeting minutes in the future to systematically document the evaluation process.

Chief Ashley, acknowledging the significance of this collaboration, joined the St. Lawrence County Crisis Intervention Team. This partnership has enabled University Police to actively work together with local leaders and mental health experts to enhance education and support in the surrounding communities.