“Almost 30% of our services are delivered where people live, work and go to school, so it's a pretty mobile workforce. [It's] of great value to us knowing that our partner is behind the scenes taking care of the things that need to be taken care of so that for our workforce it's seamless, it's reliable and it's scalable.”

Wayne Young, Chief Executive Officer of The Harris Center for Mental Health and Intellectual and Developmental Disability
The Challenge

• The Harris Center for Mental Health and Intellectual and Developmental Disability has a mission: to use technology within the criminal justice system to produce better outcomes in the lives of people with mental illness.

• Even with 2,400 employees operating in 86 care locations, staff cannot be everywhere at once. When law enforcement responds to emergency situations that include a mental health component, their priority is the well-being of everyone involved, but they don’t have access to the same resources and training that the Harris Center can provide.

• A strategic approach to the law enforcement role in crisis intervention is essential.

“We needed a partner who could think flexibly and be agile with us as we tried to innovate and solve problems through a different way of thinking.”

Wayne Young, Chief Executive Officer of The Harris Center for Mental Health and Intellectual and Developmental Disability
The Solution

• The Clinician and Officer Remote Evaluation (CORE) Program began in 2017 as a partnership between the Harris Center and Harris County Sheriff's Office. In partnership with Verizon, the crisis intervention team now operates through reliable mobile tablets, real-time connectivity and secure lines of communication that keep sensitive data safe while helping to ensure a personal, human connection.

• Support law enforcement by having them take tablets with them as they respond to calls with a mental health component, and use those tablets to connect back to crisis mental health clinicians.

• This agile solution helps to improve experiences with law enforcement for the nearly 900,000 adults in Harris County who are vulnerable to mental illness, and its components can be scalable to allow first responders to assist communities around the world.
The Solution

This forward thinking mental health and public safety agency solution includes:

- Apple Ipad Powered by Verizon
- Apple Business Manager
- MobileIron Silver License
- Security & Device Management Overlay
- Virtual Collaboration Solution
- Collaborative Public Safety, Mental Health and Technology Partnerships
The Outcomes

With a reliable technology partner, the Harris Center and Sheriff's Office have transformed the law enforcement role in crisis intervention for the county.

- The CORE Program has been leveraged to support thousands of constituents in Harris County.

- 73% of deputies report that the combination of a clinician and technical solution helped de-escalate a situation.

- The benefit to constituents is clear. The CORE Program is delivering essential resources for people in the community; in Phase III, nearly half of individuals who spoke to a mental health professional were encountering the Harris Center for the first time.