



Department of Public Safety and Correctional Services

Office of the Secretary

6852 4th Street, Sykesville, Maryland 21784
(410) 339-5000 • www.dpsscs.maryland.gov

August 15, 2021

STATE OF MARYLAND

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The Honorable Guy Guzzone
Chair, Senate Budget and Taxation Committee
3 West Miller State Building
Annapolis, Maryland 21401-1911

The Honorable Maggie McIntosh
Chair, House Appropriations Committee
House Office Building, Room 121
Annapolis, Maryland 21401-1911

RE: Joint Chairmen's Report – Q00G00.01– Police and Correctional
Training Commission – Dementia Response Training Report

Dear Chair Guzzone and Chair McIntosh:

Pursuant to the 2021 Joint Chairmen's Report, the Department of Public Safety and Correctional Services is required to submit a report on Dementia Response Training. The reporting requirement found on page 155 of the 2021 Joint Chairmen's Report, states:

The budget committees request that the Police and Correctional Training Commissions (PCTC), in collaboration with the Governor's Office for Crime Prevention, Youth, and Victim Services (GOCPYVS), conduct an evaluation on the training provided to law enforcement and other first responders who may respond to emergency calls for services related to those with dementia. The requested report should provide the following:

- the current process for reporting to law enforcement instances of neglect, criminal abuse, sexual abuse, physical abuse, and financial exploitation of individuals with dementia;
- the current process for responding to calls for service from Adult Protective Services and referring cases to Adult Protective Services;
- existing training standards, curriculum, and best practices related to dementia; and
- the available data on dementia-related calls including, but not limited to, cases of wandering or hostile behaviors. To the extent available, the data should be provided for each of the last 10 years. This component of the

report should also include a cost-per-search analysis related to calls for wandering or missing persons with dementia

Attached is the Department's submission in satisfaction of the reporting requirement.

I hope this letter and the attachments meet with your approval. If the Department or I can be of further assistance, please do not hesitate to contact myself or Acting Director of Government and Legislative Affairs, Jennifer Beskid at jennifer.beskid@maryland.gov.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert L. Green", with a stylized flourish at the end.

Robert L. Green
Secretary

Attachment

cc: Members of the Senate Budget and Taxation Committee
Members of the House Appropriations Committee
Ms. Sarah Albert, Department of Legislative Services
Mr. Matthew Bennett, Counsel, Senate Budget and Taxation Committee
Mr. Keiffer Mitchell, Jr., Chief Legislative Officer, Governor's Office
Ms. Amelia Chassé Alcivar, Chief of Staff, Governor's Office
Mr. Kenneth Weaver, Policy Analyst, House Appropriations Committee
Ms. Cathy Kramer, Department of Legislative Services
Ms. Cristina Jorge-Tuñón, Budget Analyst, Department of Budget and Management
Ms. Erin Chase, Deputy Legislative Officer, Governor's Office
Mr. Jacob Cash, Policy Analyst, Department of Legislative Services



**DEPARTMENT OF PUBLIC SAFETY AND
CORRECTIONAL SERVICES**

POLICE AND CORRECTIONAL TRAINING COMMISSIONS

DEMENTIA RESPONSE TRAINING REPORT

August 15, 2021

Governor Larry Hogan
Lt. Governor Boyd K. Rutherford
Secretary Robert L. Green

INTRODUCTION

In accordance with the *2021 Joint Chairmen's Report – FY 2022 Operating and Capital Budgets* (Page 155), the Police and Correctional Training Commissions (PCTC), in collaboration with the Governor's Office of Crime Prevention, Youth, and Victim Services (GOCPYVS) have been asked to submit a report to the budget committees by August 15, 2021, as it relates to dementia response training.¹ Specifically, the requested report must include an evaluation of training provided to law enforcement and other first responders who may respond to emergency calls for services related to those with dementia. In addition, the requested report must contain the following:

1. The current process for reporting to law enforcement instances of neglect, criminal abuse, sexual abuse, physical abuse, and financial exploitation of individuals with dementia;
2. The current process for responding to calls for service from Adult Protective Services and referring cases to Adult Protective Services;
3. Existing training standards, curriculum, and best practices related to dementia; and
4. The available data on dementia-related calls including, but not limited to, cases of wandering or hostile behaviors. To the extent available, the data should be provided for each of the last 10 years, including a cost-per-search analysis, related to calls for wandering or missing persons with dementia.

OVERVIEW

The Department of Public Safety and Correctional Services (DPSCS) oversees all aspects of supervision for sentenced inmates in the State prison system. DPSCS also houses the Police and Correctional Training Commissions (PCTC). PCTC supports two independent commissions, the Police Training and Standards Commission (PTSC) and the Correctional Training Commission (CTC).

In preparing this report, it is important for the recipients to understand that both the PTSC and the CTC were established by statute and prescribed the task of establishing training requirements and standards related to the certification of police and correctional professionals in the State. Neither Commission establishes policy for the individual agencies whose employees are certified by each Commission. Therefore, surveys were sent to each police agency in the State to determine (1) the current process for reporting to law enforcement instances of neglect, criminal abuse, sexual abuse, physical abuse, and financial exploitation of individuals with dementia; (2) the current process for

¹ Department of Legislative Services. (2021). [*2021 Joint Chairmen's Report: Report on the Fiscal 2022 State Operating Budget \(HB 588\) And the State Capital Budget \(HB 590\) And Related Recommendations.*](#)

responding to calls for service from Adult Protective Services and referring cases to Adult Protective Services; and (4) data for the last 10 years, including cost-per-search analysis related to calls for wandering or missing persons with dementia.² The survey results were used to provide the information requested.

1. The current process for reporting to law enforcement instances of neglect, criminal abuse, sexual abuse, physical abuse, and financial exploitation of individuals with dementia.

Calls for service regarding individuals who may have dementia and are experiencing instances of neglect, criminal abuse, physical abuse, and/or financial exploitation are received in the same manner as all other calls for service – they are reported to an agency by a citizen, concerned individual, or in some cases Adult Protective Services via 9-1-1 or a personal contact. Of the responding agencies, there were no reporting agencies with specific policies pertaining to those with dementia. Municipal agencies reported they might handle the initial call for service and then make a referral to the investigative division of a larger county police agency or contact Adult Protective Services. Colleges and universities reported a similar process. County agencies and Maryland State Police generally referred cases to their investigations units. Other State agencies reported assisting in searches for individuals with dementia; however, the scope of their response was limited by the type of agency they were and therefore they reported working with other agencies that were the lead investigatory agencies.

2. The current process for responding to calls for service from Adult Protective Services and referring cases to Adult Protective Services.

When a call from Adult Protective Services is received, the majority of the responding agencies reported that the call is handled in the same manner as a request for a wellness check on an individual. Some agencies reported the call may be screened by a sergeant before it is referred to a patrol officer or specialized unit for investigation. Another response was that the law enforcement agency would follow up with someone from Adult Protective Services prior to conducting a wellness check, and may even conduct the check in partnership with a social worker from Adult Protective Services.

Agencies indicated officers would reach out directly to Adult Protective Services if they identified a circumstance where they believed an individual was being neglected or was otherwise in need of services. In some cases, where an agency has a specialized unit for vulnerable populations, a referral is made to the unit and their officers will follow-up with Adult Protective Services and conduct any necessary investigation.

3. Existing training standards, curriculum, and best practices related to dementia.

² It is important to note that information pertaining to existing training standards, and best practices related to dementia was not requested from agencies because the PTSC sets selection and training standards for police officers.

The PTSC sets selection (hiring) and training standards for police officers. All employees mandated by the PTSC are required to complete an entrance-level academy and field training before they can be certified as an officer. Although there are no dementia-specific training objectives, there are objectives for officers responding to individuals who are members of vulnerable populations. The entrance-level training objectives that address adults with dementia are provided in the table below:³

PTSC Entrance-Level Training Objectives
06.04 Demonstrate effective communication skills in dealing with various types of persons, i.e., hostile, angry, hysterical, intoxicated, mentally ill, young, elderly, racist, individuals with developmental disabilities.
06.04.01 Demonstrate techniques to negotiate with calm or control an emotionally distraught person who has contacted a police agency.
09.16.02 Identify what is meant by hidden disabilities.
09.17.07 Describe the importance of using community resources to assist the officer.
09.22.06 Identify factors to be considered when handling mentally disturbed or irrational persons, such as ignore verbal abuse, avoid excitement.
12.07.01 Identify the booking process for adult offenders with medical condition, i.e. injury or illness.
12.07.03 Identify the required notification procedures an officer must make when handling adult prisoners with a medical condition; i.e., intoxicated, injured, ill.
12.07.05 Identify the booking process for adult offenders with mental illnesses or emotional instability.

The PTSC mandates that certified officers complete a minimum of 18 hours of annual in-service training to maintain their certification as an officer. The PTSC does not mandate the training topics. However, the PCTC, as the administrative staff for the PTSC, does track compliance with training topics that have been mandated by the Maryland legislature, such as first aid and lifesaving techniques, and rape and sexual assault training.

- 4. The available data on dementia-related calls including, but not limited to, cases of wandering or hostile behaviors. To the extent available, the data should be provided for each of the last 10 years, including a cost-per-search analysis, related to calls for wandering or missing persons with dementia.**

In general, the responding agencies reported that data is maintained in a Computer Aided Dispatch (CAD) system and to obtain the information requested would require them to contact the agencies that provide the CAD services. In addition, the CAD may not record

³ Maryland Police and Correctional Training Commissions. MPTC Police Entry Level Objectives (Effective 07/01/2016).

the calls for service as specifically being dementia-related; therefore, the data provided would most likely be underreported. The agencies that provided data specific to dementia-related calls for service are listed below:

Agency Name	Description
Bowie Police Department	<p>The department received dementia-related calls for service in 2016 (9 calls); 2018 (4 calls); 2019 (9 calls); 2020 (6 calls); and 2021 (17 calls).</p> <p>They also used the Prince George's County Police Department's bloodhound in 2018 (1); 2019 (2); and 2020 (5).</p>
Hagerstown Community College Police	<p>HCC Behavior Intervention and Care Team was alerted to an elderly male that enrolled in classes and was on campus on April 19, 2021. Subject seemed confused and disoriented. He was enrolled in a Con Ed class, but never showed up. This matter was forwarded to the Dean of Students for follow up. No HCC Police involvement at the time of the incident. No cost incurred. No determination if the subject had dementia. No other reports available for HCC Campus Police.</p>
Natural Resources Police	<p>The NRP data goes back to October 2013. NRP is the primary agency for persons missing in state parks and on state waters; however, most of their involvement with dementia cases are assisting the reporting agency with their search. Most calls were of a short duration, 1 hour or less. A complete breakdown is provided in Appendix A.</p>
Maryland Transit Police	<p>In 2020, dementia and/or Alzheimer's was listed in 2 officer reports and 4 field interviews reports. Each report would have to be analyzed to determine the circumstances.</p>
Maryland National Capital Park Police – Prince George's County	<p>On November 22, 2020, an officer responded for female wandering around without sufficient clothing. A computer check revealed her to be reported missing from the District of Columbia and suffering from dementia. She was transported to the hospital and released to the appropriate agency.</p> <p>On October 10, 2020, an officer found elderly gentleman banging on the door of the police substation. The gentleman was found to be reported missing through the Prince George's County Police Department and suffering from dementia. The contact person listed was notified as well as the fire department and the reporting</p>

	<p>agency. The gentleman was released to his daughter on the scene.</p> <p>On April 2, 2020, an officer found elderly female wandering around a closed facility on MNCPPC property. Female was found to be missing from the District of Columbia and suffering from dementia. She was released to her son.</p> <p>On September 18, 2015, elderly male suffering from dementia walked away from a picnic being held by his caregivers. Extensive search was unsuccessful. Male was found approx. 1 month later deceased in a field.</p>
University of Maryland Baltimore Police Department	The department responded to 11 dementia-related incidents. Based on a cost-per-search analysis, the average cost per incident was \$51.84. This accounts for a total response time of 14 hours and 43 minutes which resulted in a total cost of \$570.25 (based on \$33/hour average). For additional details, see Appendix B.
University of Maryland – College Park Police Department	The department responded to dementia-related calls for service in 2021 (traffic accident/pedestrian struck with driver suffering from dementia); 2006 (missing person found (Charles County missing) who suffered from Alzheimer's); and 2003 (missing person at football game who suffered from Alzheimer's). Due to the department's service population, it is rare for them to have contact with a person suffering from dementia or Alzheimer's.
Washington County Sheriff	The WCSO handled 24 calls for wandering or missing persons with dementia. The average time on the call was 2.4 hours. The average deputy's salary is \$25.76/hour resulting in an average cost of \$227.00/call.
Worcester County Sheriff	There is no specific dispatch code, so these calls are spread out through 6 different calls for service codes. In order to identify the calls, a review of the call notes for each category must occur. See Appendix C for 2020 and 2019 data which provides for a fair representation of the annual times.

Appendix A

Natural Resources Police Responses to Dementia-Related Calls

Incident Number	Date	Location, Agency	Primary	Estimated Personnel	Cost of
2016-00019685	07/14/2016	assisted Maryland State Police		\$20	
2018-00008148	03/31/2018	assisted Worcester County Sheriff		\$20	
2018-00008381	04/03/2018	assisted Calvert County Sheriff		\$30	
2018-00009121	04/11/2021	assisted Maryland State Police-Green Ridge State Forest		\$100	
2018-00012627	08/13/2018	assisted St. Mary's County Sheriff, marine related		\$60	
2018-00013554	05/20/2018	assisted Wicomico County Sheriff		\$70	
2018-00021996	07/07/2018	assisted Allegany County Sheriff, NRP provided K9 officer and dog for search		\$120	
2018-00024423	07/22/2018	assisted Maryland State Police		\$120	
2018-00027657	08/12/2018	assisted Worcester County Sheriff		\$480	
2019-00059263	12/06/2019	NRP primary, assisted by Wicomico County Sheriff		\$80	
2020-00006078	02/11/2020	South Mountain State Park, NRP primary searchers, subject reported to Smithsburg PD		\$4,940	
2020-00031828	06/26/2020	assisted Wicomico County Sheriff		\$1,800	
2020-00039161	07/18/2020	Elk Neck State Park, NRP primary		\$80	
2020-00066456	11/16/2020	Smallwood State Park, NRP primary, Charles County Sheriff took missing person report		\$600	
2021-00014933	03/11/2021	assisted Maryland State Police		\$840	
2021-00021155	04/04/2021	subject in roadway, Frostburg, NRP primary		\$10	
2021-00026147	04/27/2021	assisted Maryland State Police		\$20	

2021-00029193	05/10/2021	Patuxent River State Park, NRP primary	\$600
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Appendix B

University of Maryland – Baltimore Police Department

Date	Case Number	Description	Time on Scene	# of Officers	Total (\$33/hour)	Cost
10/15/2010	10-10-15-039496	Lost individual trying to find psychiatric hospital called UMBC PD.	152 minutes	1	\$83.50	
2/19/2011	11-02-19-005970	Officer found individual who left psychiatric hospital and was transported back.	17 minutes	3	\$28.05	
8/29/2012	12-08-29-024997	Individual with Alzheimer's disease lost and asking for directions. Family member was contacted to pick up individual.	58 minutes	1	\$31.90	
4/3/2013	13-00116	Counseling center reported an acutely psychotic individual with paranoid delusions. Emergency Petition filed and transported to hospital.	21 minutes	2	\$23.10	
6/23/2013	13-06-23-019283	Officer conducted an escort for an older individual who needed assistance. Individual's son was contacted and	33 minutes	1	\$18.15	

		informed the officer the individual has dementia.			
6/7/2017	17-00158	UMBC Police assisted Baltimore County Police with an Emergency Petition for an individual on campus with schizoaffective disorder and transported to hospital.	133 minutes	1	\$73.15
8/22/2017	17-08-22-025447	Officer made contact with a sick individual who appeared to be homeless and possibly has dementia. Individual drank water and felt better. Officer provided an escort to Arbutus.	64 minutes	2	\$40.70
9/7/2018	18-00219	Counseling center reported an individual needs to be evaluated. Individual was mumbling nonsense and reacted violently upon contact. Emergency Petition filed and transported to hospital. Individual	29 minutes	2	\$31.90

		was charged for assaulting.			
2/19/2019	19-00042	Individual walking in traffic with no shoes on advised he left the psychiatric hospital. Psychiatric hospital confirmed the individual is not a resident. Emergency Petition filed and transported to hospital.	78 minutes	1	\$42.90
9/20/2019	19-00235	Individual diagnosed with schizophrenia and unmedicated arrived at the police station to talk about problems. Counseling center advised to file an Emergency Petition and transport to hospital.	238 minutes	1	\$130.90
3/13/2021	21-00040	Report received of an individual trespassing, walking in halls, and talking to themselves. Mother on scene requested the individual be transported, but the individual refused and displayed no signs of being a danger to self or others. Mother advised on how to file	60 minutes	2	\$66.00

		for an Emergency Petition.			
			14 hours and 43 minutes		\$570.25

Appendix C
Worcester County Sheriff's Office

Year	Attempt to Locate	Check Welfare	Escort	Missing Person	Abuse	K9 Tracking
2020	3 hours and 12 minutes	39 hours and 43 minutes	2 hours and 6 minutes	1 hour and 33 minutes	1 hour and 18 minutes	0
2019	59 minutes	20 hours and 39 minutes	1 hour and 32 minutes	2 hours and 23 minutes	0	1 hour and 47 minutes