Illinois Health and Hospital Association

Compassionate, informed support for individuals with mental health challenges, substance use disorders or acute crises is at the heart of a partnership between Hammond-Henry Hospital and the Geneseo Police Department. With resources often limited in rural communities, the hospital and police department are working together to address the growing mental health and substance use disorder needs of local residents.

Launched in 2022, the police department's Integrated Model Police and Crisis Team (IMPACT) brings together law enforcement and hospital staff in a coordinated response to individuals in need. The community-based initiative combines immediate safety and law enforcement presence with the clinical expertise and resources of healthcare professionals. The approach prioritizes de-escalation, timely medical assessment, and linkages to appropriate treatment rather than punishment.

The IMPACT program provides several benefits:

- Individuals in crisis are directed to the appropriate level of care;
- Emergency services are used more effectively;
- Outcomes are better for individuals and families; and
- Public safety is strengthened through a more humane, health-focused response.

Since IMPACT's inception, Hammond-Henry Hospital has sponsored an annual conference that educates law enforcement, EMS providers, crisis medical staff, and social workers on several essential topics: mental health conditions, early warning signs, real-life experiences, and available local resources.

Geneseo Police Department Detective Jamie Shoemaker leads the IMPACT program, which she has said aims to be "more proactive than reactive, especially when it comes to mental health, substance use and crisis intervention."

IMPACT's mission is to build stronger community relationships, support individuals in crisis, and connect residents with needed resources through prevention and outreach.

"No one wakes up deciding they want to be in crisis that day," Det. Shoemaker said. "When you think about that for a moment, you start to get a better understanding of how frustrating and difficult these situations can be. That's why we need to be empathetic and sympathetic when someone is dealing with something."

Information also used from:
https://www.geneseoschools.org/article/981309
https://www.geneseoparkdistrict.org/seminars