



WHAT IS MPACT?

MPACT (Marshalltown Police and Community Team) is an intervention program providing service within the city of Marshalltown. The service is a collaboration between the Marshalltown Police Department and YSS of Marshall County. MPACT's Community Advocates, who are highly trained human service providers, are contacted when a non-emergent non-criminal police call comes in involving mental illness, family conflict, substance abuse, or emotional/behavioral situations. While MPACT advocates are dispatched through the Marshalltown Police Department, they are not law enforcement. MPACT is not appropriate when violent situations or life-threatening medical emergencies occur, nor is it a 24-hour service.



MPACT
MARSHALLTOWN POLICE AND COMMUNITY TEAM

909 S. 2nd Street
Marshalltown, IA 50158

For questions about MPACT,
please call YSS of Marshall County

641.752.2300

www.yss.org/MPACT

MPACT is a partnership between the Marshalltown Police Department and YSS of Marshall County



A COMMUNITY-BASED ORGANIZATION
SERVING YOUTH AND FAMILIES SINCE 1976



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WHAT TO EXPECT FROM MPACT

When MPACT is called, you can expect:

- A respectful, caring, and concerned Community Advocate will arrive on scene
- An assessment, which will include the presenting problem, a brief medical summary, family information, and identification of urgent needs*
- A request to sign a release of information to allow for communication with support systems and to access services
- Recommendations to assist in creating a safety/response plan
- Follow up visits may be scheduled with the Community Advocate or other community partners

*MPACT's Community Advocates are limited in their scope of services and do not diagnose or replace any ongoing treatment or therapy.



THE PURPOSE OF MPACT

MPACT Community Advocates help resolve mental and behavioral health calls by connecting individuals and families to community social services in cases where law enforcement intervention is not required.



DOES MPACT PROVIDE TRANSPORTATION?

If appropriate, transportation may be provided on a very limited, case by case basis, and only after law enforcement has collaborated with the advocate and family in need. MPACT does not provide regular transportation to appointments.



CONTACTING MPACT

MPACT Community Advocates can only be reached through the Marshalltown Police Department. When an officer arrives at the scene of a call, they will assess the situation to determine if MPACT Community Advocates might be of assistance, and if so, the officer contacts the Community Advocates and requests they come to the scene.

Response times are dependent on call volume, so please do not expect MPACT Community Advocates to arrive at an exact time or for immediate attention. MPACT does not respond directly to calls made to the police emergency communications center.

MPACT Community Advocates may also be assigned to an individual or family if the Marshalltown Police Department does an assessment and determines need.

All MPACT services are voluntary and free of charge.