

CITF – REPORT ON PLAN FOR PRESENT STATE

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FINDINGS

1. 911 calls with a behavioral health nexus and low acuity call for service, although poorly defined, do present a space for non-law enforcement and non-EMS response.
2. The MFD and MPD identified a limited call set that could be attended to by a paraprofessional in an Alternate Response Model (ARM). MPDs Community Service Officer (CSO) and the MFDs Alternative Response Vehicle (ARV) could be used to evaluate the selected call types (Table 1).
3. To operationalize a program, the proposed timetable (Table 3) would be adhered to through the close of the 2024 calendar year. The critical tasks, time points and initial partners indicated on the table would serve to address the shortcomings of the first finding, utilizing existing city resources.

PROPOSED BETA PROJECT - ~15K RESPONSES

- Identify reporting methodology and platform (Cognito, Qualtrics, etc.) that would be appropriate for an alternative responder, taking into account existing privacy requirements (HITECH) and information necessary for the resolution of caller complaints.
- Evaluate Impact Connect as a referral platform to connect customers/clients to services and track the resolution/completion of referrals.
- Identify the current gaps in response for the existing two agencies.
- Develop expectations for response times, scene times, problem resolutions, and necessary supplementary resources.
- Monitor the development of the Department of Emergency Communications and provide recommendations for integrating alternative response triage questions into the system.
- Provide recommendations for a pilot to begin in 2024 to include the training, staffing, and deployment of an alternative responder agency based on the findings.
- Provide recommendations for education and other interventions that reduce the utilization of 911 as a first-tier resource for indicated incidents.
- Begin to evaluate the appropriate integration of other community-based prevention and response assets based on findings.

CONSIDERATIONS FOR GOALS/ NON-GOALS

- Emergency Detention (Wis. Stat 51.15(1))
- Protective custody
- Opioid overdose patients

CONSIDERATIONS FOR GOALS/ NON-GOALS

Table I			
Call type	Call volume	Median Incident Time (min)	Sample resources
Child Custody (MPD)	756	47	The Benedict Center, Division of Milwaukee Child Protective Services
Cruelty Animal (MPD)	1,021	25.8	Milwaukee Area Domestic Animal Control, Wisconsin Humane Society
Fall-17A (MFD)	2,178	14.1	Department of Aging, Energy Assistance,
Family Trouble (MPD)	2,552	*not provided	Crisis Mobile Team, CMC
Person down/unknown-32B, D (MFD)	6,796	11.3, 11.6	Disability Services Division, Housing Division, Independence First, Milwaukee Center for Independence,
Property Pickup (MPD)	1,073	*not Provided	
Soliciting (MFD)	141	27.5	Franciscan Peacemakers
Vehicle Accident-29B (MFD)	419	14.3	Milwaukee Police Department -
Welfare Citizen (MPD)	15,575	20.8	geriatric crisis services, Department of Aging
Total	30,511		

STAKEHOLDERS

- Dispatch (Current State)
- UWM
- MFD
- MPD
- DHHS
- Citizens Review

RISKS

- Errant Calls
- Competing interests
- Liability
- Capacity