

CITF – MEETING

2-6-2023

REVIEW OF ACTIONS AND GOALS

FINDINGS

1. Review of meetings, submitted documents
2. Agency meetings
3. Identification of gaps
4. Consideration of present state and liability
5. Review of applicable files

FILE NUMBERS

- a. **File no.- 201519** master plan for responding to calls for service that do not involve threats to public safety
- b. **File No. 200632**, the interim master plan shall be developed with consideration of implementation through a city, county and/or private, and shall address options for operating alongside, in partnership with, or merging with, other local emergency response programs, including the City-County Trauma Response Initiative, the Milwaukee Opioid Response Initiative and the Community Paramedic Integrated Mobile Healthcare Program;
- c. **File No. 200632** - a resolution relating to establishing an unarmed first responder program in which trained, professional, unarmed first responders could serve individuals in crisis with counseling, mediation, transportation and referral to appropriate social service resources while avoiding incident escalation and criminal sanctions
- d. **File No. 200632** directed the Fire and Police Commission and the Health Department to collaborate with the Police Department and the Fire Department to develop an interim master plan for responding to calls for service that do not involve threats to public safety, particularly for those involving persons experiencing mental health, substance abuse or homelessness crises, with trained, unarmed first responders;
- e. **FILE No: 210785**- ameliorate the circumstances that often lead to emergency calls for service stemming from mental health, substance abuse and homelessness, with a goal of reducing the need in the community for these types of emergency service

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.

FILE NUMBERS

a. **File no.- 201519** master plan for responding to calls for service that do not involve threats to public safety

District	D1	D2	D3	D4	D5	D6	D7
Welfare Citizen (MPD)	1,620	2,181	2,399	2,212	2,570	2,056	2,539
Person Down/Unknown-32B,D (MFD)	-	-	-	-	-	-	-
Family Trouble (MPD)	36	337	421	493	498	207	561
Fall-17A (MFD)	-	-	-	-	-	-	-
Property Pickup (MPD)	203	189	147	238	88	107	102
Cruelty Animal (MPD)	92	177	148	132	166	148	157
Child Custody (MPD)	14	89	118	146	124	82	184
Vehicle Accident-29B (MFD)	-	-	-	-	-	-	-
Soliciting (MFD)	2	92	20	3	15	3	6
District							
Annual	1,966	3,064	3,253	3,223	3,461	2,602	3,549
Responses /24hr day	5	8	9	9	9	7	10

FILE NUMBERS

a. File no.- 201519 master plan for responding to calls for service that do not involve threats to public safety

- Calls that do not pose a threat to public safety are generally
 - MPD: Category 4
 - MFD: Alpha, Bravo, Omega
- MPD Does not have a BH call category that doesn't correlate with threat.
 - Mental Observation (MO) is a Priority 2 Call type
 - MPD MO is reflective of using [Emergency Detention \(Wis. Stat 51.15\(1\)\)](#)
- Selected call types from MPD, MFD are low priority per departments description

MO

2

MPD, MFD SELECTED CALL TYPES/VOLUME(2021) EST.

Call type	Call volume
Child Custody (MPD)	756
Cruelty Animal (MPD)	1,021
Fall-17A (MFD)	2,178
Family Trouble (MPD)	2,552
Person down/unknown-32B, D (MFD)	6,796
Property Pickup (MPD)	1,073
Soliciting (MFD)	141
Vehicle Accident-29B (MFD)	419
Welfare Citizen (MPD)	15,575
Total	30,511

FILE NUMBERS

- a. **File No. 200632**, the interim master plan shall be developed with consideration of implementation through a city, county and/or private, and shall address options for operating alongside, in partnership with, or merging with, other local emergency response programs, including the City-County Trauma Response Initiative, the Milwaukee Opioid Response Initiative and the Community Paramedic Integrated Mobile Healthcare Program;
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- Evaluate MO call for non-emergency components that could be reported to dispatch
- 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.

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Differentiate Between

- Response
 - Instead of MPD/MFD
- Co-response
 - At call w/ MPD/MFD
- Supplementary Response
 - MPD/MFD requests
- Postvention
 - After incident
- Prevention
 - Referred to an agency

Table 2 – Potential Community Responders - OVP to work to further develop list

Call type	Sample Community Resources
Child Custody (MPD)	O.V.P.
Cruelty Animal (MPD)	Wisconsin Humane Society, Rescue Gang
Fall-17A (MFD)	Unite WI, ComForce, Independence First Milwaukee Center For Independence
Family Trouble (MPD)	ComForce, OVP, MERA
Person down/unknown-32B, D (MFD)	ComForce, Street Angels, Unite WI
Property Pickup (MPD)	
Soliciting (MFD)	ComForce, Franciscan Peacemakers, <u>Foundations for Freedom</u>
Welfare Citizen (MPD)	Geriatric crisis services, Department of Aging, OVP

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- Local Emergency Response Programs
 - Names, capacity to be categorized by OVP
 - Ability to...
 - Respond (From 911)
 - Supplementary response (called by MPD/MFD)
 - Postvention (after the incident is mitigated)
 - Referral (based on other call types/factors)
- Trauma Response initiative
 - Supplementary responses (officer calling for resource) exist, utilization need evaluation*
 - City-County B.A.A.* in review for postvention (following the incident) referrals in process.
 - *See Master Plan for evaluation methodology, BAA definition
- Community Paramedic/MIH
 - Postvention program currently established
 - Staffing does not allow for replacement response (provider responding instead of EMS)
 - DHS110 revision 2022 now allows for this, MFD plan in development
 - EMS agencies only

FILE NUMBERS

- a. **File No. 200632** directed the Fire and Police Commission and the Health Department to collaborate with the Police Department and the Fire Department to develop an interim master plan for responding to calls for service that do not involve threats to public safety, particularly for those involving persons experiencing mental health, substance abuse or homelessness crises, with trained, unarmed first responders;
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For all calls – individual is rarely the caller.

Mental Health

- MFD: **DHS 110.34(5)** requires a EMS response for 911 calls
- MPD: See M.O.
 - Call volume: 7650 (2022), 2019-2021

AODA

- MFD: DHS 110
- MPD: No specific call type (injured, intoxicated driver, etc.) needs research/dev.

Homelessness

- MPD ~Welfare Citizen
- MFD ~ Person Down

DHS 110.34 Responsibilities. An emergency medical service provider shall do all of the following and document these activities through their operational plan submitted to the department:....

DHS 110.34(5) (5) Assure response to 9-1-1 emergency response requests 24 hours-a-day, 7 days-a-week, in its primary service area unless it is not licensed to do so. Emergency medical responder services are exempt from this requirement but should assure every effort is made to respond to 9-1-1 requests.

FILE NUMBERS

- a. **FILE No: 210785-** ameliorate the circumstances that often lead to emergency calls for service stemming from mental health, substance abuse and homelessness, with a goal of reducing the need in the community for these types of emergency service
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Reducing the need for.....mental health, substance abuse, homelessness

- NOT RESPONSE – Referrals for prevention
- Referrals: Homelessness – no call type,
- Referrals: Mental Health & AODA
 - BH call types exist & AODA call types exist.
 - Need analysis for appropriate incidents/individuals for referral
 - Non-consent referrals (most callers are not the person)
 - Ch75 permits non-consent for EMS, only to HC agencies
 - [Miscellaneous Health Provisions 75-15-21](#)
 - Agencies wanting full disclosure must be contracted for info sharing (bidirectional).
 - HIPAA, HITEK, CFR42, etc.
 - Software solutions
 - Contracting
 - BAA

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
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		

NEXT STEPS

- 2-phase proposal to council with all considerations
- CC to id funding and commitments
- Review with existing resources
- Considerations for expanded services with