

LPSCC Executive Committee Meeting



Summary Minutes for March 6, 2012

Introductions, Announcements, and Approval of Minutes

LPSCC Executive Committee Members In Attendance

Sam Adams, Mayor of Portland (*by telephone*)
Judy Shiprack, Multnomah County
Commissioner, District #3
Lane Borg, Director, Metropolitan Public
Defenders
Drew Brosh, for Sheriff Dan Staton
Judge Julie Frantz, Chief Criminal Court Judge
Joanne Fuller, Chief Operating Officer
Judy Hadley, Citizen Representative
Jeff Hershman, Oregon State Police
David Hidalgo, Interim Director, County Mental
Health Services
Chief Phillip Klahn, Port of Portland Police
Christina McMahan, Assistant Director, Dept. of
Community Justice, Juvenile Services
Division
Annie Neal, Domestic Violence Coordinator
Chief Mike Reese, Portland Police Bureau
Michael Schrunck, District Attorney
Scott Taylor, Director, Department of
Community Justice
Kathy Tinkle, Interim Director, County Human
Services
Judge Nan Waller, Presiding Circuit Court Judge

Other Attendees

Galina Abrams, Multnomah County IT
Christina Albo, Resolutions Northwest
Amy Anderson, Community Health Council
Shannon Busby, Multnomah County Budget
Office
Christian Elkin, Budget Office
Carl Goodman, Department of Community
Justice
Althea Gregory, Commissioner Smith's
Office
Jason Heilbrun, County IT - Public Safety
Erin Janssens, Chief, Portland Fire &
Rescue
Neal Japport, Oregon Judicial Department
Mindy Johnston, Lutheran Community
Services NW
Matthew Lashua, Commissioner Shiprack's
Office
Steve March, County Auditor's Office
Shea Marshman, Multnomah County
Sheriff's Office
Nate Reaver, Multnomah County Sheriff's
Office
Andrew Scott, Financial Planning Manager,
City of Portland
Kathy Sevos, Volunteers of America
Joel Shapiro, Multnomah County District 4
Rebecca Stavenjord, Multnomah County
Health Department, STRYVE
Lisa Turley, Director, City of Portland
Bureau of Emergency Communications
Jennifer Yokum, Deputy Chief of Staff,
Office of Mayor Sam Adams

LPSCC Staff

Peter Ozanne, Executive Director
Matt O'Keefe, Analyst
Mary-Margaret Wheeler-Weber, Executive
Assistant

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Public
Safety
Agencies in
Multnomah
County**

Commissioner Judy Shiprack called the meeting to order. Approval of January minutes was postponed to the April meeting.

Portland Plan: Public Safety Budgeting as a System

Materials: Public Safety Budgets spreadsheet; list of discussion topics.

Mayor Sam Adams stated the goal of the discussion was to ensure that funds amounting to over a half billion dollars are well spent on public safety, and that cuts to public safety budgets are made within the context of the overall public safety system. Another important context for the conversation is the 25-year strategic plan the City of Portland currently completing. Commissioner Judy Shiprack added that LPSCC's membership includes public safety agencies such as the courts, public defender, and mental health systems whose funding comes from the state and federal sources. She commented that funding for many Multnomah County programs comes with programmatic requirements that have an impact on the definition of funding as "discretionary" versus "nondiscretionary" and challenges the ability of local leaders to allocate funds according to their policy priorities.

Andrew Scott, Financial Planning Manager with the City of Portland, discussed spreadsheets distributed to the Executive Committee showing consolidated Multnomah County public safety agency budgets. The spreadsheets were the result of recent meetings with public safety leadership. He explained that the spreadsheets were not final drafts, and his office would continue to seek help from LPSCC members to verify and contextualize the figures.

Jennifer Yokum, Deputy Chief of Staff, Office of Mayor Sam Adams, referred the group to a list of discussion topics developed in the same recent meetings with public safety leaders, and these topics were discussed as follows:

Mental health and public safety issues

David Hidalgo, Interim Director of County Mental Health Services Division, said that the Portland Police Bureau, Multnomah County Mental Health Services and the Bureau of Emergency Communications have developed a protocol to transfer appropriate 911 calls to Multnomah County's Mental Health Crisis Line in the safest possible way. There is a separate Mental Health Crisis line (503-988-4888), but members of the public are more likely to remember 911. The Bureau of Emergency Communications currently has only three alternatives to refer 911 calls: police, fire or medical services. Lisa Turley said people calling 911 regarding mental health issues generally fall into one of three categories: Friends or family of the person experiencing a mental health issue; people calling on their own behalf; or third parties who observe a behavior or situation but don't know the person being called about. The majority of calls to 911 for mental health issues are made by the latter since people who are already engaged in the mental health system are usually familiar with more appropriate resources than 911.

Legal review of the protocol for transferring appropriate 911 calls to the Mental Health Crisis line is expected to be completed soon. The protocol should be in place by mid-March. Mental Health Call Center staff have received the necessary training. The Portland Police Bureau, Multnomah County Mental Health Services and the Bureau of Emergency Communications will sign a three-way agreement. Portland Fire and Rescue has not been involved in developing the protocol or agreement to date.

Emergency responders currently lack good data that will help them estimate the volume of calls that will be appropriate for the mental health protocol and allow them to anticipate the resulting change in workloads. Mayor Adams noted the public is largely unaware that Fire and Rescue is a major provider of healthcare and human services. Portland Fire and Rescue receives about

65,000 calls annually and of those, around 20% of are for fires. Emergency medical service calls constitute about 70% of their total call volume. Erin Janssens, Chief of Portland Fire and Rescue estimates mental health calls constitute around 2% of the total calls referred to Portland Fire and Rescue. She pointed out that even if there is a mental health element to a call, it still may be appropriate for agencies such as Portland Fire and Rescue to respond. Lisa Turley, Director of Portland's Bureau of Emergency Communications, said that they handle about 900,000 calls annually and 300,000 of those are non-emergency calls.

Data resources and sharing

The group discussed ways to more efficiently serve frequent and intensive system users through "hot spot" analysis that might include mapping sites where there are frequent calls for service and responding with collective case management and other strategies. This would require identifying data resources and developing protocols (including legal protocols) for sharing data between agencies. Peter Ozanne cited an article in a recent *New Yorker* by Atul Gawande: "The Hot Spotters" (available at: www.newyorker.com/reporting/2011/01/24/110124fa_fact_gawande) which provides a case study of applied hot spot analysis by a community health care provider.

David Hidalgo said that data from Project Respond might help map frequent mental health service use. Erin Janssens said that Portland Fire and Rescue currently works closely with Multnomah County Health Department on to identify underlying problems and work for more effective solutions when they receive multiple calls for the same non-emergency issues for the same person. She said that last year they handled approximately 500 calls from 50-70 so-called "frequent flyer" individuals last year whom they referred to the Multnomah County Health Department for assessment and triaging.

Joanne Fuller, Chief Operating Officer of Multnomah County, pointed out that some costs for the crisis response system are fixed and even if the overall volume cases is reduced, there is a point beyond which a minimum number of staff is needed for programs to be functional. Judge Nan Waller said the model under discussion is in use locally with a select group of high system-use juveniles in a "wrap-around" program coordinating school districts, mental health providers, Oregon Youth Authority, the Juvenile Department, and the courts. Care Oregon is exploring if the same model can be applied to adult high system users. She said that while an agency may retain the same number of people on staff under this model, if there is a plan in place for more effective solutions when a call comes, the response may not immediately escalate to higher cost solutions.

Judy Shiprack asked if it was known if, after someone was referred to the Multnomah County Health Department, they generally stopped using emergency services, or if they continued to cycle back. She said it was important for policy-makers to get information about outcomes and there should be a way for funding to follow clients through their referrals. Amy Anderson of Multnomah County's Community Health Council said it would be helpful for clients to have a system to report back on the outcomes of their referrals to the referrer. Peer advocates might have a role in this since it requires a degree of trust.

Scott Taylor said that in the context of budget discussions, information on whether overall system activity (as measured by crime or arrest rates, for instance) is up or down over a period of years is helpful for his understanding of costs. This information also helps him identify if chronic system users versus the increased overall number of users is a more significant source of activity. Lane Borg commented that three perspectives on system use would be helpful for his budget discussions: 1) Overall volume, which helps determine how many FTEs are needed; 2) a percentage showing change that would compensate for growth or decreases in population; and 3) information on when an agency believes it has affected a change, either in policy or in the way it reports its data.

Opportunities for standardization and joint purchasing of equipment, supplies, services and technologies to achieve competitive pricing

The City of Portland is preparing to purchase a training facility that other public safety agencies may have opportunity to use. Regional facilities for public safety training are limited and/or expensive. Drew Brosh, Multnomah County Sheriff's Office, Chief Phillip Klahn, Port of Portland Police, and Carl Goodman, Department of Community Justice, all agreed that their agencies need improved access to local training facilities and saw potential in the new space.

Nan Waller said that domestic violence fatality reviews have recommended joint training on risk factors for lethality when responding to events such as suicide calls. Judy Hadley asked if it would be possible to compile a list of trainings that could be standardized and offered jointly.

Drew Brosh said that discussions have been taking place within Multnomah County regarding standardization and joint purchasing of copiers and printers, for instance. Carl Goodman said that the Department of Community Justice had recently partnered with Sheriff's Department to purchase Motorola radios at a better price. Automobiles, firearms, uniforms, protective vests, and ammunition are products that the Sheriff, Portland Police Bureau, and the Department of Community Justice could potentially could standardize the products and pool their purchases.

Erin Janssens said that fire departments have collectively purchased and share access to some specialized equipment used in high-risk but uncommon incidents such as chemical, radiological, biological or explosive event. They have also standardized some of their equipment and this reduces the need for additional training and increased interoperability.

There was a discussion of the potential for standardizing technologies. The Portland Police Bureau records management system is currently out to bid to vendors, and the plan is to have all public safety agencies in the Portland metropolitan area using the same data system by 2014. District Attorney Mike Schrunk commented that the single-entry approach had been explored previously when it was believed there was funding for RJ Net.

Chief Reese said that the Penumbra Kelly Building (4747 E. Burnside) presents another opportunity for strategic joint use. It will be a public safety services center, housing Portland's Office of Neighborhood Involvement and other agencies. Co-located agencies offer citizens the advantage of a single location for public safety information.

Next steps

Jennifer Yokum said that next steps may include:

- Further aggregating data;
- Collecting additional information on the volume of 911 calls related to mental health;
- Collaborating on use of the new training facility;
- Standardization and joint purchasing of equipment.
- Legal analysis of what information can be shared among agencies about individuals.

Mayor Adams requested that the involved agencies commit the time of qualified staff to participate in a financial work group to develop detailed budgets. He also requested that the budget committee convened by himself and Chair Cogan be made a subcommittee of LPSCC. The joint budgeting process may additionally require LPSCC to meet more frequently over the next three or four months.

Next LPSCC Executive Committee Meeting: April 3, 2012, 7:30-9:00 am.

Questions, comments or suggestions? Contact Mary-Margaret Wheeler-Weber at mary.wheeler-weber@multco.us, 503-988-5659