



Onondaga County Legislature

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Clerk

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Chairman

TAMMY BARBER
Deputy Clerk

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***MARK OLSON, CHAIRMAN**
PUBLIC SAFETY COMMITTEE

CODY KELLY, CHAIRMAN
HEALTH & HUMAN SERVICES COMMITTEE

JOINT MEETING OF PUBLIC SAFETY COMMITTEE AND HEALTH & HUMAN SERVICES COMMITTEE MAY 29, 2024

MEMBERS PRESENT: Mr. McCarron, Mr. Garland, *Ms. Hernandez, Mr. Meaker, Ms. Harvey

MEMBERS ABSENT: Mr. Bush

ALSO ATTENDING: Chairman Burtis, Mr. Romeo; also see attached

Chair Kelly called the meeting to order at 10:35 a.m.

1. **EMERGENCY COMMUNICATIONS:** Julie Corn, Commissioner; Amy Cunningham, Commissioner of Children & Family Services (CFS); Jennifer Parmalee Deputy Commissioner (CFS)
 - a. **INFORMATIONAL: Update on Person in Crisis**

Person In Crisis Navigation Pilot

May 29, 2024

Department of Children and Family Services
Department of Emergency Communications/911

Goal

Increase mental health professional response to persons in crisis as shown by a reduction in number of times and amount of time police need to respond to PIC

Partnership:

Onondaga County Emergency Communications, Onondaga County DCFS Mental Health Services Division, City of Syracuse, Syracuse City Police Department, Contact Community Services, Liberty Mobile Crisis Services, and St. Joseph's Hospital CPEP Mobile Crisis Team

PIC Diversion Model - Onondaga County

* Identification	* Intervention	* Follow-up
988 Crisis Counselor Co-location in 911 Emergency Communications Center	988 Crisis Counselor MH Mobile Crisis Response Law Enforcement and Mobile Crisis Co-Response	County Outreach Team

Phase 1 Implementation

September 2022 to December 2022

Co-locate Contact 988 Crisis Counselor from 11am to 7pm, Monday through Friday

Add teams from Liberty Mobile Crisis and St. Joseph’s Hospital CPEP

Weekly review by “Change Team”

911 Policy Changes

Step 1: Calltaker training and transition

- A. (2022) Calltakers determine whether to divert based on criteria similar to Broome County flow chart - calltaker transition was difficult due to institutionalized mentality to always send police
- B. (2023) All 911 call takers use ProQa for PIC calls to determine if a crisis counselor can support the call – standardized the process, alleviated calltaker concern; also erred on side of caution

Step 2: 911 Goals

- A. (2022) Send 80-90% of calls to Crisis Counselor
- B. (2023) Realized 80-90% is unrealistic goal - too many calls require police or EMS; 30-50% more realistic; looking for ways alternative ways to show success

Step 3: Establish Diversion Criteria

- A. (2022) The 911 shall NOT dispatch to the Crisis Counselor if:
 - The caller is threatening to jump from a bridge or structure
 - The caller needs medical attention
 - A suicide attempt is in progress
 - The caller has a weapon and is in public with others present
 - The caller has a weapon, is inside a residence / building, and with others present
- B. (Since 2022) Diversion criteria remain but we also use crisis counselors to assist while we send Police or EMS

Questions/Comments from the Committee:

- If not a Crisis Counselor, who would a person who jumps or threatens to jump off a bridge be referred to?
 - 911
 - A Crisis Counselor would be used in a 3-way call as police or EMS are responding to the scene
 - SPD (Syracuse Police Department)
 - State regulations differ between police and ambulance
 - Legal vs. moral obligation comes into play
 - Will take time to de-conflict
- Does diversion criteria get the job done without putting people in situations they should not be in?
 - 988 (Crisis Counselor)
 - 988 is willing to handle any situation outside of listed emergencies
- Is anyone from 911 on the EMS Advisory group?
 - Not yet
- Please clarify bullet #4, does it mean the caller has a weapon or there is a weapon present?
 - It means does the person in crisis have a weapon?

Success

- Diverting PIC calls to trained counselors
- Surpassed other communities in level of calls transferred in year one of implementation

Austin year 1 implementation	4%
Austin year 2 implementation	12%
Broome transferred rate	3%
- Process is consistent made the institutional shift, taking 3 to 5 calls a day
- Follow One person's particular positive story

*Mr. Olson arrived at the meeting

*Ms. Hernandez arrived at the meeting

Challenges

- Culture shift
- Transportation
- Police, 911, Crisis counselors learning to interact with each other and learning policies and procedures.
- County and City sharing budget and resources provides expansion challenges
- Defining how to measure success beyond amount of calls transferred

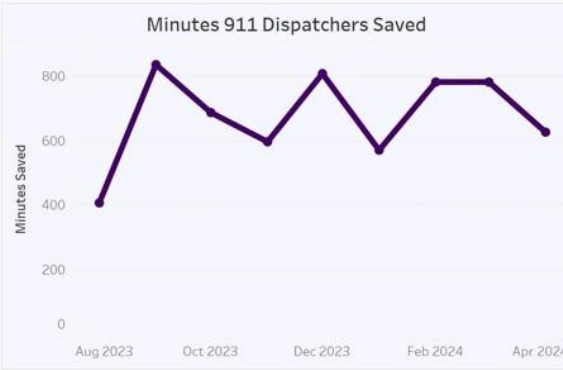
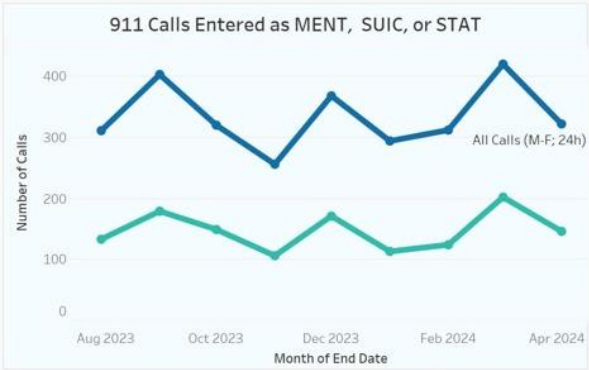
Questions/Comments from the Committee:

- Does the term transportation refer to a person in crisis calling for transportation to CPEP?
 - CFS
 - Yes

- SPD
 - Transportation is one of the biggest issues for police
 - Historically 3 levers were pulled when calling 911: Police, Fire, EMS
 - Mental Health Team is now a 4th lever
 - Working with school districts for children in crisis
 - Can be traumatizing for a child to be put in the back of a police car for means of transportation
 - Defies the building of police and community relationships
 - Do not have a fundamental answer for the transportation problem
- Is it true that people not in crisis call for basic transportation?
 - SPD
 - That situation is more localized with towns
 - See it more with people in extreme poverty; homeless and persons in crisis
 - Putting a person in crisis in a cop car can exacerbate the problem
- For someone in need of CPEP, what is the line between voluntarily and involuntarily going?
 - CFS
 - The following thresholds must be met before an individual can be removed from the community
 - Immediate danger to self or others; and
 - Evidence of mental health challenge
 - Struggle with transportation if thresholds not met
- Has there been coordination with DSS (Department of Social Services) to fill in the gap?
 - CFS
 - Have a great partnership with DSS
 - Currently the only means of transportation for persons in crisis are police or ambulance
 - Medicaid cabs are provided for doctor's appointments
 - Medicaid cabs are not available in urgent situations
 - DSS will be a key partner coming up with solutions
- How participative are other police departments (Town, Village, and Sheriff)?
 - SPD
 - Matt Fisher is main contact at Sheriff's office
 - Captain Ramsey is main contact for NYS Police
 - Communicate through CNY Chiefs for Towns and Villages
 - Have had series of meetings covering these issues over the last 2 years
- From law enforcement perspective, person in crisis calls tie up 2 police cars, possibly 3 unnecessarily
- Sometimes individuals are transient from city to county
- It would be helpful for responders to know what worked for an individual in the past to alleviate a crisis quicker
- Is there a database that exists within 911 for individuals that have been in crisis before?
 - 911
 - There are some caution indicators
 - 988 keeps track of individuals they have spoken to
 - Some Towns and Villages provide cards for certain individuals to hand police officers if in crisis
 - CFS
 - 988 Counselors need to be in the 911 system in order to be successful

988 Lifeline Pilot Summary

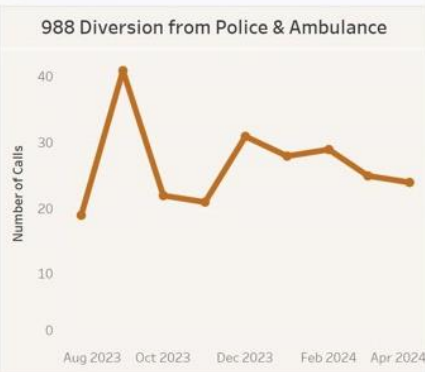
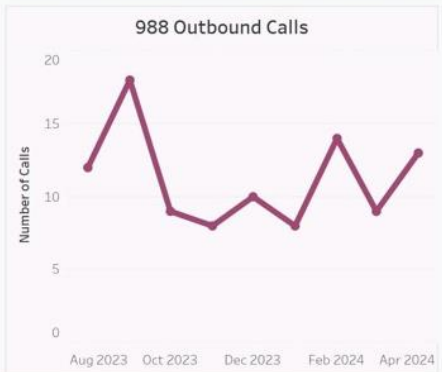
Set Time Per.. August 2023 to April 2024



Minutes Saved by Dispatchers	
2023	3,343 total 152.0 per week 30.4 per day
2024	2,768 total 162.8 per week 32.6 per day
Overall	6,111 total 156.7 per week 31.3 per day



Transferred Calls:		
	#	%
Aug 2023	35	26.1%
Sep 2023	53	29.6%
Oct 2023	43	31.1%
Nov 2023	44	40.9%
Dec 2023	57	33.2%
Jan 2024	48	41.9%
Feb 2024	64	51.7%
Mar 2024	54	26.9%
Apr 2024	39	25.8%
Total	437	33.8%

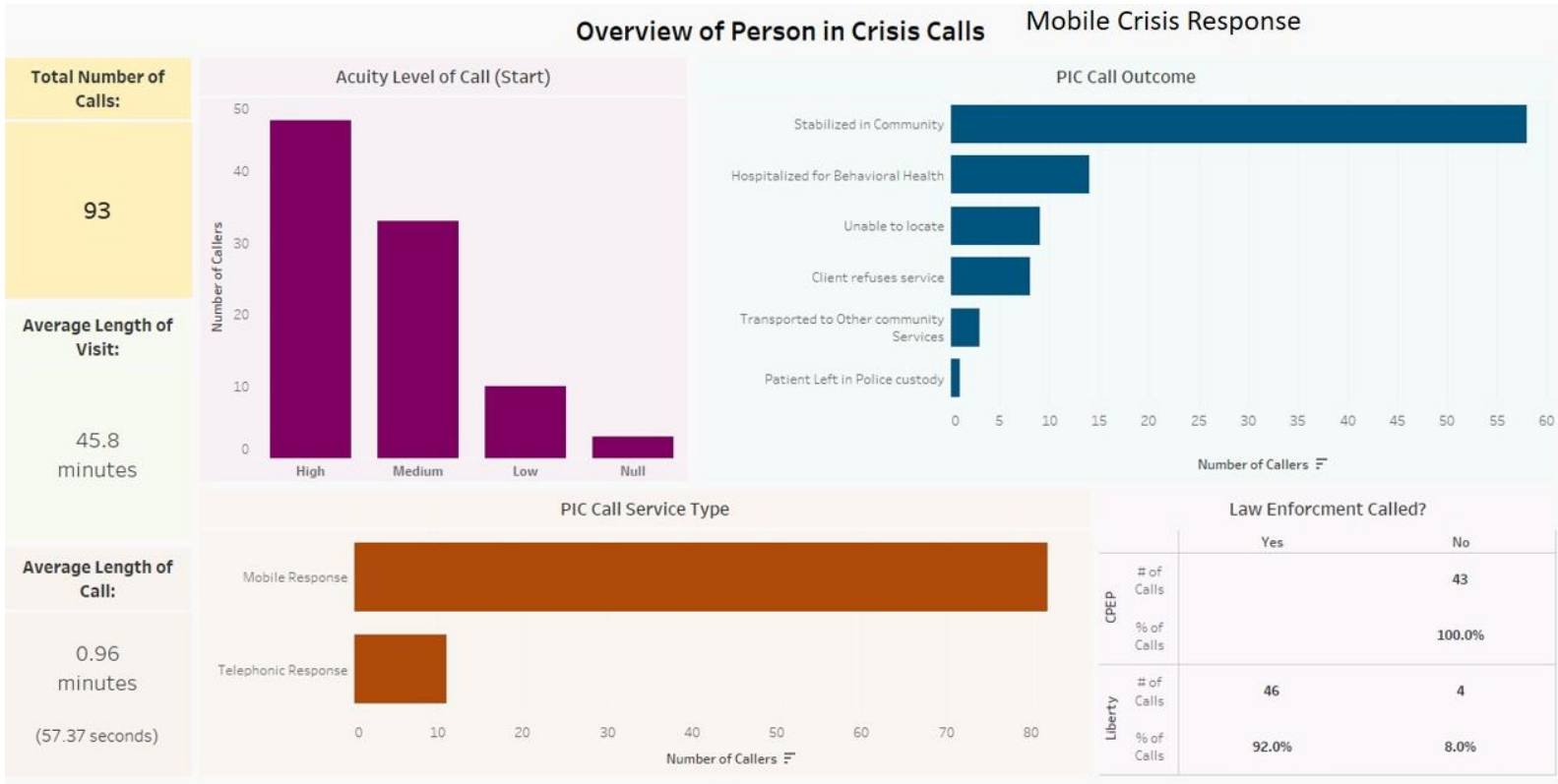


Questions/Comments from the Committee:

- What month is the spike for 988 Diversion from Police & Ambulance?
 - 911
 - September

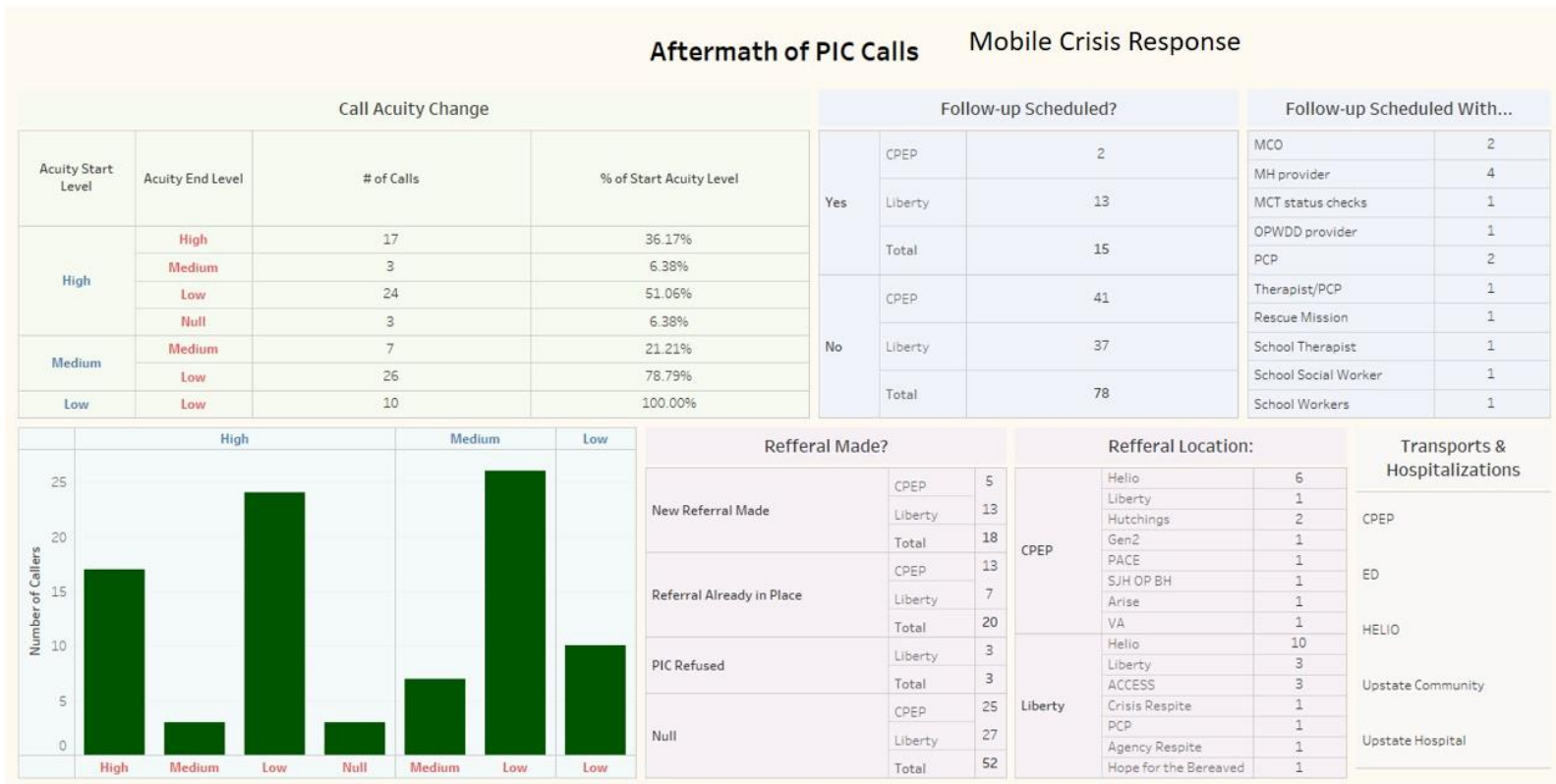
- Are there municipalities that are reaching the 80-90% target goal?
 - CFS
 - Not aware of any in the colocation model
 - Communities closer to the “4th lever” are closer to the target goal

- 99% of folks just need someone to talk to?
 - SPD
 - 18 months ago, the #1 call for SPD was verbal domestics
 - Many calls can be sent to a trained crisis counselor instead of police
 - Police make sure no crime has occurred
 - 988 can provide follow up services; police cannot



Questions/Comments from the Committee:

- Is there ever a conflict between ambulance and police?
 - SPD
 - Yes, there is a difference in operating procedures
 - In rare cases a supervisor is called if a conflict arises



Moving Forward

- Expand Crisis Counselor Coverage at 911 to 11am to 11pm
- Expand Ambulance partnership with Mental Health Mobile Crisis Teams
- Continued education to partners and public

Questions/Comments from the Committee:

- How was the time from 11 a.m. to 11 p.m. determined?
 - 911
 - Through data; these are peak hours
- When do you want to expand?
 - SPD
 - As soon as possible
 - CFS
 - Would like to get a protocol piloted with Ambulance Corps and then share results
- Are Ambulance Corps based on willingness or call volume?
 - CFS
 - Both
- What is needed from the county?
 - 911
 - It comes down to funding for CFS with the next budget cycle or sooner
- What would the cost be for the county to fill the transportation gap?
 - SPD
 - Do not have a good line of sight on how the billing would work
 - Counselors are a bigger issue than transportation
 - CFS
 - There are a couple different options
 - Need to synthesize what options look like and support the County Executive's office
- It would be best for person in crisis, the communication center and law enforcement if resources were maximized
 - SPD
 - More counselors is priority #1 and then move into transportation
- Is the logic for more counselors hoping that more cases can be de-escalated and transportation will not be needed?
 - SPD
 - Yes
- There is a level of triage with the transportation issue
- A person needing a ride does not carry the same liability as a person in crisis
- It is a matter of getting people in the right hands
- The volume of medical transportation places is probably not at a point where they can take this on
- There is a capacity issue, towns and villages are going into the city to assist with taking calls
- Approximately how many transports a day are there?
 - SPD
 - Need to look at data
- This was an excellent meeting with great buy-in from the Legislature

- Appreciate all of the information
- Options would be great

- What are the needs with most important first?
 - 911
 - More counselors
 - Increase time to 11:00 p.m.
 - Transportation
 - SPD
 - The above list is what is most feasible
 - Transportation is most important but will take a year or two to solve

- Is it fair to say the most time consuming call is with a mental health crisis?
 - 911
 - Mental health and medical emergencies make up most of the calls

- Thank you to the 911 Commissioner for taking the time on a Saturday to work out a complex issue
- There is room to improve, but the system works
- Thank you for your service

b. Tour of E911

The meeting was adjourned at 11:39 a.m.

Respectfully submitted,

Tammy Barber

TAMMY BARBER, Deputy Clerk
Onondaga County Legislature

ATTENDANCE

COMMITTEE: **JOINT PUBLIC SAFETY AND
HEALTH & HUMAN SERVICES COMMITTEE**
DATE: **MAY 29, 2024**

NAME (Please Print)	DEPARTMENT/AGENCY
<i>Daniel Romeo</i>	<i>Leg</i>
<i>Darcie Lesniak</i>	<i>Leg</i>
<i>DON PATTI</i>	<i>SPD</i>
<i>Joe Frateschi</i>	<i>Leg. Counsel</i>
<i>Jenn Parmelee</i>	<i>DCFS</i>
<i>Juhle Co. n</i>	<i>911</i>
<i>MARK WISN</i>	<i>SPD</i>
<i>Jim Milana</i>	<i>SPD</i>
<i>Amy Cunningham</i>	<i>DCFS</i>
<i>Maryam Elkindi</i>	<i>Contact / 911 (988 Crisis Counselor)</i>
<i>Keur Sparker</i>	<i>911</i>
<i>Nicole Wise</i>	<i>St. Joseph's Hospital CRP/med</i>
<i>Debbie Kaminski</i>	<i>Leg</i>
<i>Jim Beebe</i>	<i>Leg.</i>
<i>Eskeban Gonzales</i>	<i>911</i>
<i>Jen Parmelee</i>	<i>DCFS</i>