

Behavioral Health Unit Advisory Committee

Meeting Minutes

July 28, 2021

Committee Members

Lt. Casey Hettman, PPB BHU; ***Emily Rochon, PPB SCT**; Beth Epps, Cascadia; Capt. Nicholas Jarmer Multnomah County Sherriff's Office; ***Cissie Bollinger, Oregon Health Authority (OHA)**; Melanie Payne, Bureau Of Emergency Communications (BOEC), Janie Gullickson, Mental Health & Addiction Association of Oregon (MHA AO); Barbara Snow, Multnomah County Mental Health & Addiction Services; ***LaKeesha Dumas, Office of Consumer Engagement-Multnomah County Mental Health & Addictions Services Division**; Melissa Eckstein, Unity; Myrlaviani Perez-Rivier, POC-Led Cross Disability Coalition, DRO (Disability Rights Oregon) Representative/Disability Refugee Community of Oregon; Sgt. Benson Weinberger, PPB BHU; Sgt. Stephen Mirau, PPB BHU; Mary Claire Buckley, PPB Office of Inspector General; ***Jill Archer, Care Oregon**; ***Grant Hartley, Multnomah Public Defender's Office**; ***Darion Jones, Commissioner's Staff Representative**; Donald Meyers, American Medical Response (AMR); ***Juliana Wallace, Central City Concern (CCC)**; Jared Hager, Department of Justice; ***Tom Christoff, Department of Justice**

[* Indicates Committee Member was absent]

Report & Minutes

May Minutes – Don Myers motioned to approve and Melissa Eckstein seconded. M/S/P Melanie Payne abstained.

May Report – No recommendations made. Janie Gullickson motioned to approve and Capt. Nicholas Jarmer seconded. M/S/P

June Minutes – Capt. Nicholas Jarmer motioned to approve and Melanie Payne seconded. M/S/P Janie Gullickson abstained.

June Report – No recommendations made. Janie Gullickson motioned to approve and Capt. Nicholas Jarmer seconded. M/S/P

Note: Currently there are 15 voting members with 8 required for a quorum. (Sworn PPB are non-voting)

New Committee Member Introductions:

Barbara Snow - Crisis Services Manager with Multnomah County Behavioral Health Division

Darion Jones – Staff Representative with Commissioner Dan Ryan's Office

Updates

- **BHU – Lt. Casey Hettman –**

The BHU hosted Fresno, CA for a site visit to observe how our unit is structured and how we perform our duties. Fresno Police visited a number of the West Coast agencies - Seattle, Eugene

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(CAHOOTS), etc. They were examining BHU to potentially utilize our model within their own agency.

BHU now falls under the Tactical Operations Division (TOD). This division name may change to the, "Specialized Resources Division" soon but this is still under review. The division consists of units such as Air Support, Crisis Negotiation Team (CNT) and the Emergency Management Unit. Commander Art Nakamura who was previously the CNT Commander for many years is the Commander for the TOD Division.

PRESENTATIONS:

- Crime Analyst, Frank Silva presented a use of force PDF which was reviewed by the group.

PPB tracks a number of data points to include the number of calls with a mental health influence and those which involve a use of force. Current data shows that out of all calls for service, 8-9% of calls are believed to have a mental health influence. Of those calls with a mental health nexus, less than one percent (.07%) of calls involve a use of force event. Of these force incidents, more than half are Category IV force events. Examples of a Category IV force include: resisted handcuffing, force against resistance, and pointing of a firearm. When a use of force event occurs, a Sergeant must complete an after-action report and the event must be thoroughly investigated and documented.

Police Officer and Director Hold Reports have been trending upwards and increasing in the last couple of months. We are not entirely certain why this is occurring. One significant consideration that may be a contributing factor to this data is the abrupt closure of the sobering center.

- **Crisis Intervention Training (CIT) Coordinator, Chase Bryson presented a review of crisis intervention training for firefighters.**

PPB CIT started a partnered with the Portland Fire Bureau approximately one year ago, in relation to Crisis Intervention trainings. A Portland Fire and Rescue Lieutenant reached out to PPB regarding CIT work and how to effectively navigate crisis events that Fire personnel may arrive at prior to police. They are often the first responders on the scene and they felt ill equipped to deal with this situation as they do not get much training on this topic.

Funding was successfully secured for the classes and three separate two-day classes took place. The primary goal from the Fire Bureau and the Police Bureau is to work as a team. It was a very successful training to be a part of because 56 people total participated. Two BHU clinicians participated as roll-players in scenario-based trainings and Portland Street Response (PSR) were also in attendance.

Both bureaus would like to maintain this partnership moving forward. Teamwork needs to happen to successfully move forward. There will be future opportunities for Fire to come out and run scenarios with the police.

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A flow chart was created for the new plan-> initial connection with individual to the, "Primary Communicator" -> a secondary point person with the Fire Bureau will be tasked to direct traffic and brief police upon arrival -> once police arrive the call will generally transition to police for primary communication with individual and CIT management.

- **Bureau of Emergency Communications (BOEC) presentation regarding Crisis Intervention Training (CIT) for Dispatchers and new process for suicide-related calls to BOEC- ProQA**

*Multnomah County Crisis Line is now called the Behavioral Health Call Center. *

When a caller says they are suicidal 911 Dispatchers triage the call to determine:

1. Do they have a plan?
2. Do they have the means to carry out their plan?

BOEC dispatches ECIT for response to suicidal callers when:

- The subject is threatening has a weapon
- The subject is threatening to jump from a bridge or structure
- The subject has plans and the means to carry out those plans (like overdose)

Not all suicidal callers meet these criteria. Depending on the severity of the call, BOEC may determine that a transfer to the Behavioral Health Call Center (BHCC), (formerly known as the Multnomah County Crisis Line) may be the most appropriate response. The BHCC provides mental health assistance to the caller, helps create a safety plan, connects them to a provider and assists with transport to the Walk-in Clinic, if appropriate. Over the last year, BOEC transferred 591 calls to the BHCC.

If the caller requests an ambulance, they bypass the triage portion, and an ambulance is sent out immediately. This may not provide the care the caller needs.

BOEC is utilizing a new medical triage program called ProQA. It is essentially a flow chart set up with an, "If this, then that," approach. Key questions include:

- Is s/he violent?
- Does s/he have a weapon?
- Where is s/he right now?
- Is this a suicide attempt?
- Is s/he completely alert?

Based on the responses to the questions, the system recommends which medical assistance should be dispatched. With this new program in place, BOEC can direct callers to the BHCC even when they request an ambulance.

As this represents a change to the way BOEC is dispatching resources, BOEC requests BHUAC's review and feedback about dispatching these previously classified medical calls to the BHCC.

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Recommendations and Votes:

New Process for Suicide-Related calls to Bureau of Emergency Communications (BOEC) - ProQA – The committee voted to approve the Bureau of Emergency Communication (BOEC) plan to train staff on, and implement, the triaging of calls with a suicide nexus within the new ProQA dispatching system.

Janie Gullickson motioned to approve and Beth Epps seconded. M/S/P Melanie Payne abstained.

Tentatively, Wednesday, September 22, 2021 the third BHUAC Community Engagement Plan Meeting is scheduled to take place from 6:00 – 7:30pm.

**The next BHUAC Meeting will be August 25, 2021
2-4 PM via Zoom Meeting**