Land Acknowledgement & Grounding

Presenters

Sponsor

- Scott Williams, Deputy County Manager

Community Members

- Dr. raj
- Khulia Pringle

Emergency Communications Center

- Natalie Simonet, Administrative Planning Assistant

Mental Health Crisis

- Natashia Powell, ECC Embedded Social Worker

Planning Specialist Team

- Christine Bangar
- Katia Kadogo
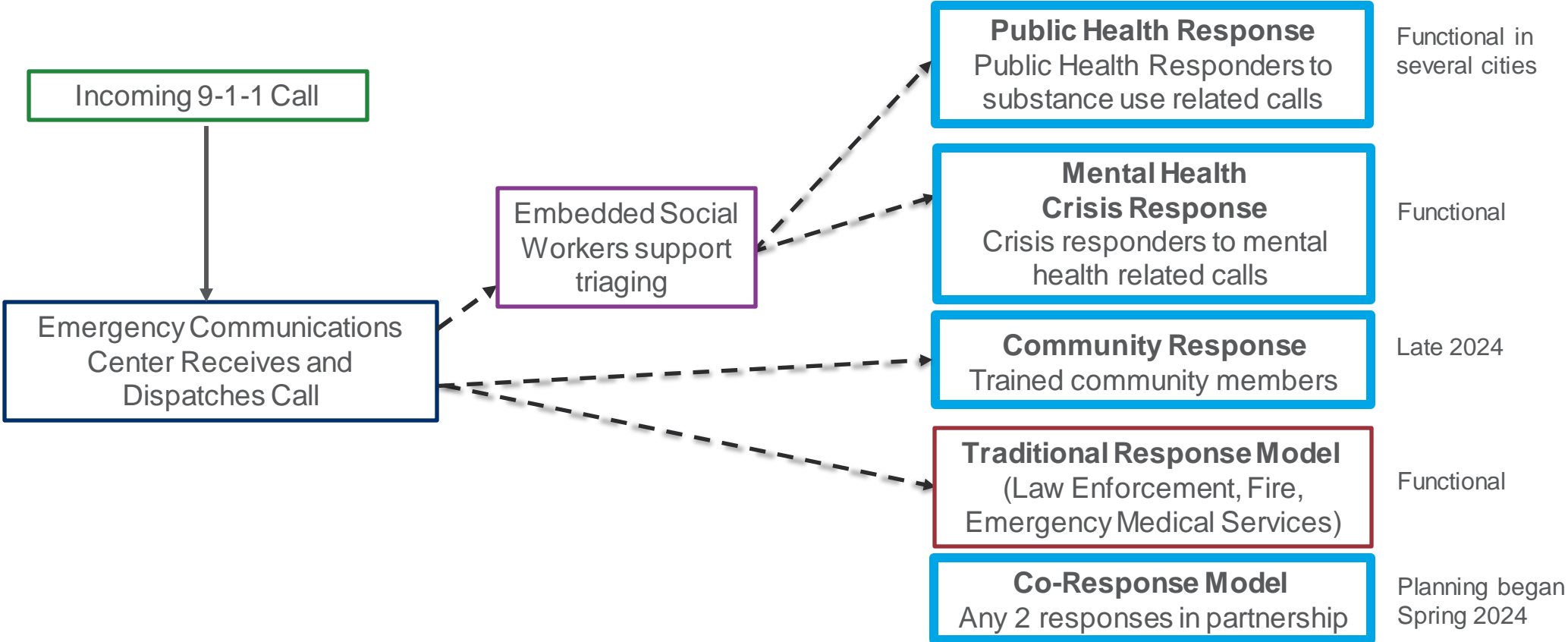- Whitney Moore

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Agenda

- Overview of ARI
- Community as Decision Makers
- Program Team Updates
  - Emergency Communications Center (ECC)
  - ECC Embedded Social Workers
  - Public Health Response
  - Community Response
- Quality Assurance
- Communications and Wellness Support
- Closing

Paul and Sheila Wellstone Award for Social Justice, NASW-MN
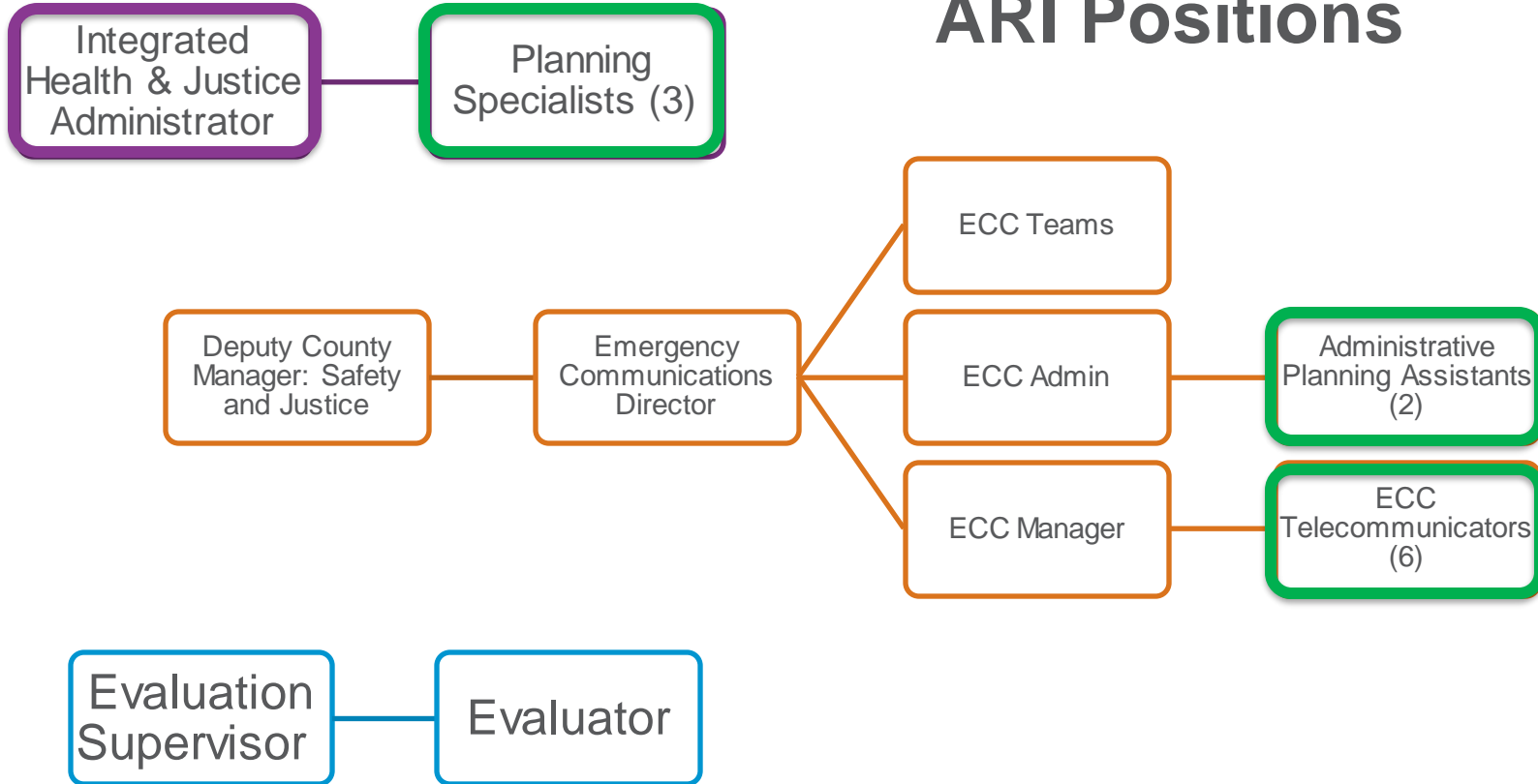
Appropriate Responses Initiative Call Structure

Incoming 9-1-1 Call

Emergency Communications Center Receives and Dispatches Call

Embedded Social Workers support triaging

Public Health Response
Public Health Responders to substance use related calls

Functional in several cities

Mental Health Crisis Response
Crisis responders to mental health related calls

Functional

Community Response
Trained community members

Late 2024

Traditional Response Model
(Law Enforcement, Fire, Emergency Medical Services)

Functional

Co-Response Model
Any 2 responses in partnership

Planning began Spring 2024

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ARI Overview

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Mission and Vision

- Support 911 dispatch, public wellness systems and community institutions to more appropriately respond to people in need.

- New response types and enhancements to dispatch county-wide resources:
  - o Expanding Mental Health Crisis response
  - o Creating Public Health response
  - o Creating Community Based response
 - o Enhancing Emergency Communications Center (ECC) protocols for new response options.

ARI Positions

Integrated Health & Justice Administrator — Planning Specialists (3)

Deputy County Manager: Safety and Justice — Emergency Communications Director
- ECC Teams
- ECC Admin — Administrative Planning Assistants (2)
- ECC Manager — ECC Telecommunicators (6)

Evaluation Supervisor — Evaluator

Legend:
- ARI Funded
- S&J Levy Funded
- HWST Levy Funded
- Strategic Team Levy Funded

ARI Positions (continued)
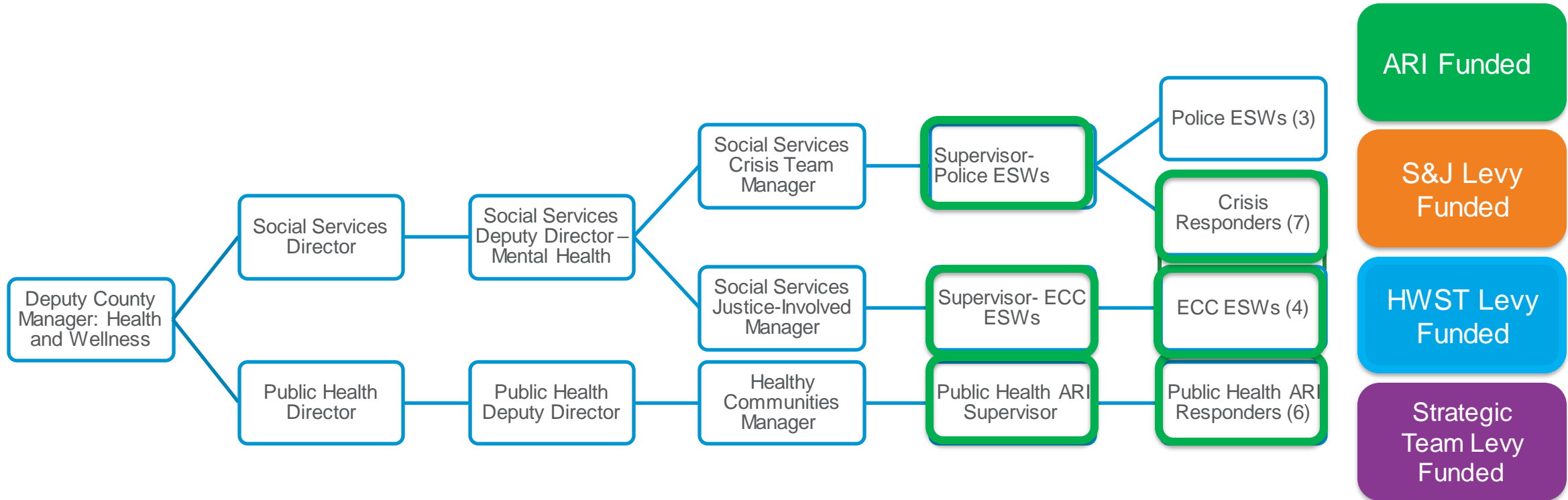
Community as Decision Makers

A snapshot of community engagement with ARI

- Current Steering Committee members have been connected since the Co-Design process in 2022.

- ARI staff positions and Requests for Proposals have routinely included community members as part of interview panels and evaluation reviews.

- Monthly Community Partnerships Dinners bring together community members and Ramsey County staff in locations around the county.

APPROPRIATE RESPONSES INITIATIVE: WAYS TO GET INVOLVED

TRAINING OPPORTUNITIES
Providing training to ARI partners

QUALITY ASSURANCE GROUP
Provide feedback and review on calls, responses, etc.

MONTHLY COMMUNITY PARTNERSHIPS DINNERS
Attend and/or plan monthly dinners to foster relationship building

STEERING COMMITTEE
Support implementation and monitor all aspects of ARI by providing guidance and direction

CONTRACT PROPOSAL REVIEW
Review RFP (request for proposal) applicants and make contracting recommendations

INTERVIEW PANELS
Review applicants and participate on panels for ARI job postings

COMMUNITY LIAISON
Support in educating the community around you about ARI

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Program Team Updates

Emergency Communications Center (ECC)

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Emergency Communications Center – Floor Refresh

Lessons from integrating ARI at the ECC

- The ECC has been involved in the planning of ARI since the beginning.

- ARI has required a variety of changes to norms, processes and systems within the ECC.

- The addition of Embedded Social Workers within the ECC represented a significant change for floor staff.

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Embedded Social Workers in the E.C.C.

- 4 ESWs on staff in the ECC
- ESWs and ECC staff spend a significant amount of time together each week:
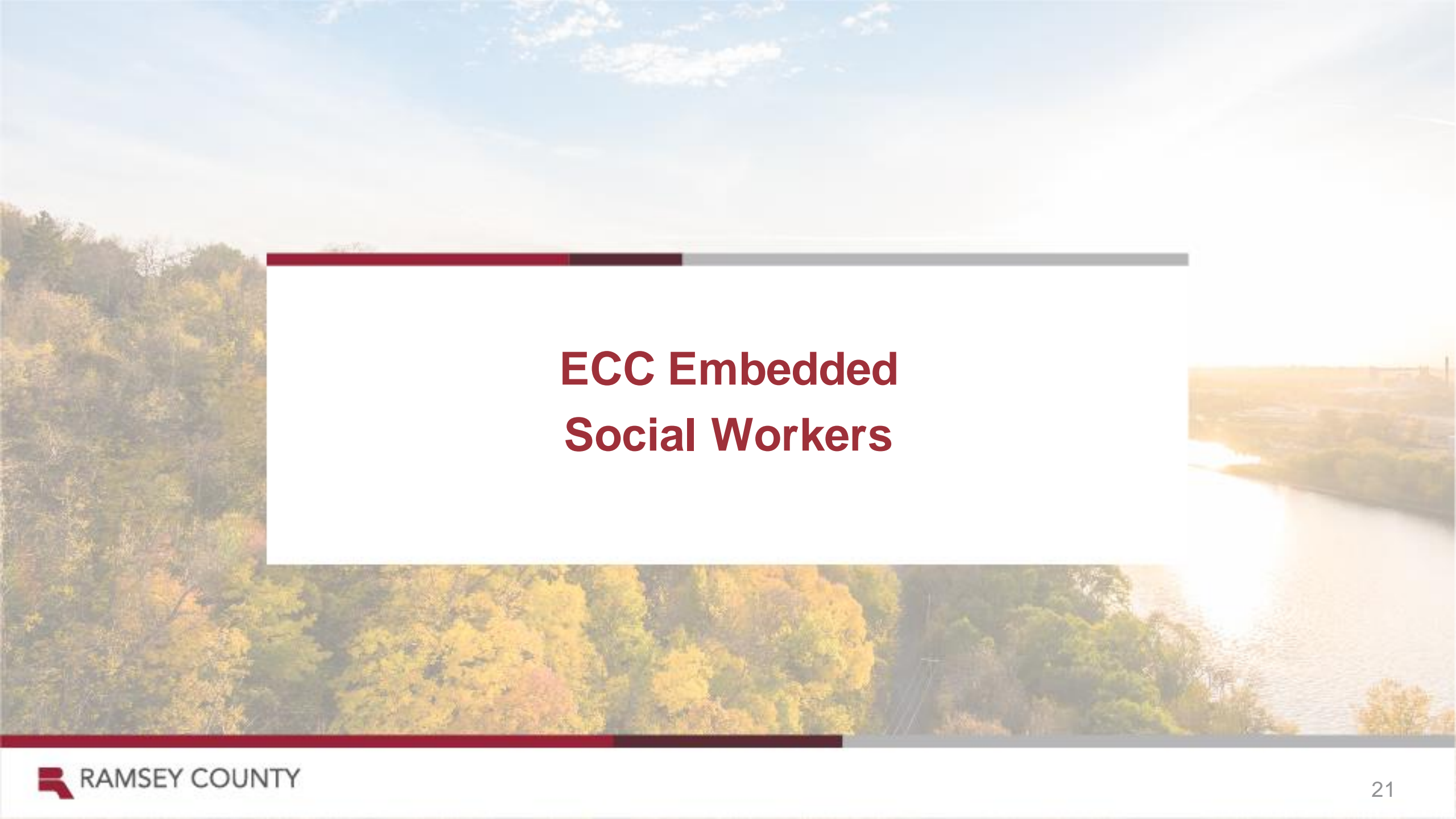
    Hours available: 8am-6:30am
    - ESW 1: 0800-1830 (Wed-Sat)
    - ESW 2: 0800-1830 (Sun-Wed)
    - ESW 3: 1430-2300 (Mon-Fri)
    - ESW 4: 2200-0630 (Sun-Thurs)

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Recent training highlights

- Ryan Rasmussen, Public Health Educator, provided Narcan training to 121 ECC staff including telecommunicators, dispatchers, and ESWs as part of mandatory training.

- The Narcan training paired well with an update on ARI's Public Health Response, and an overview of the calls Public Health Responders are available to be dispatched to.

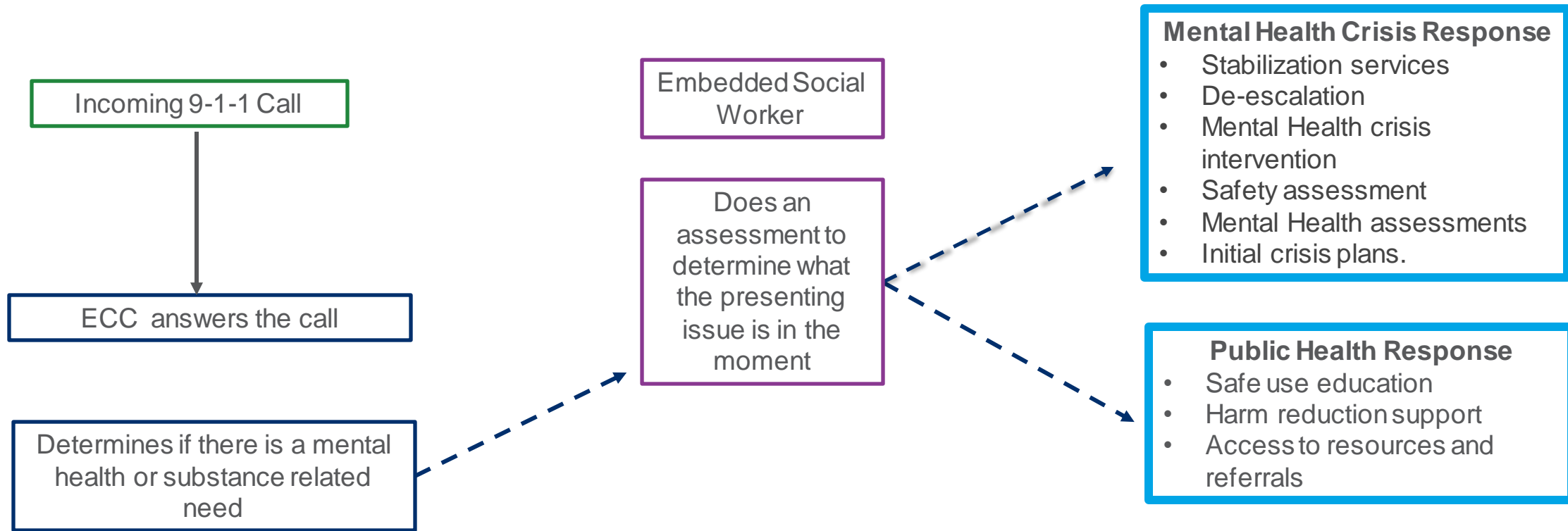- Staff shared positive feedback on the ECC Embedded Social Workers.
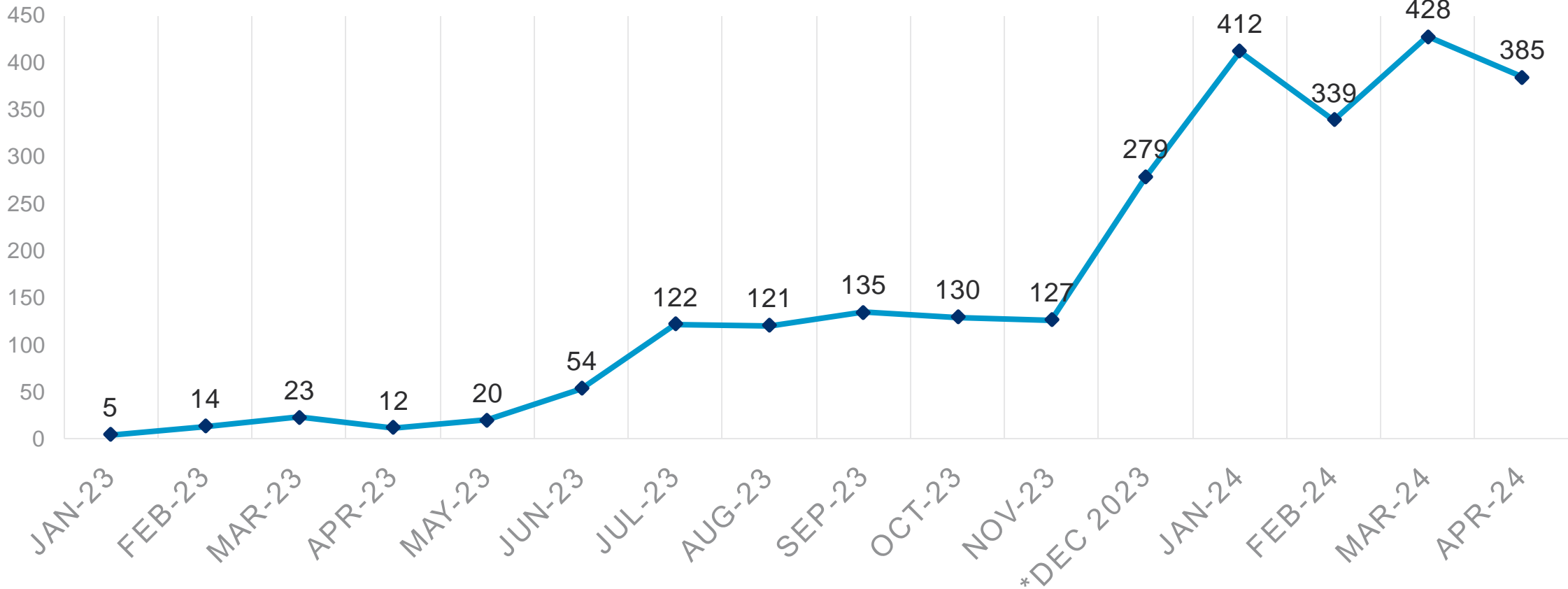
ECC Embedded
Social Workers

ESWs Day to Day

- 8-10 hour shift
- Logging in: CAD, documentation database, Teams, phones.
- Triaging calls from Telecommunicators and then making decisions about best course of action/prioritizing.
- Calls range from potential suicides (active/passive), mental health needs, resources, seeking basic needs, chemical health care, calling about loved ones, etc.
- Keeping an eye on Crisis capacity
  - Transparent with callers about wait time based on capacity.
- Sorting through the CAD queue and prioritizing.

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Emergency Communications Center (ECC) Embedded Social Workers

Incoming 9-1-1 Call

ECC answers the call

Determines if there is a mental health or substance related need

Embedded Social Worker

Does an assessment to determine what the presenting issue is in the moment

Mental Health Crisis Response
- Stabilization services
- De-escalation
- Mental Health crisis intervention
- Safety assessment
- Mental Health assessments
- Initial crisis plans.

Public Health Response
- Safe use education
- Harm reduction support
- Access to resources and referrals

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OF CALLS TRIAGED BY ESWS

*This data is from the data management system used by Mental Health Crisis and ESWs, NextGen.
In Dec 2023, there were process changes that improved the ability to discern the number of calls triaged by ESWs.
ESWs were trained on using CAD and utilized a call queue where they were able to also put notes.
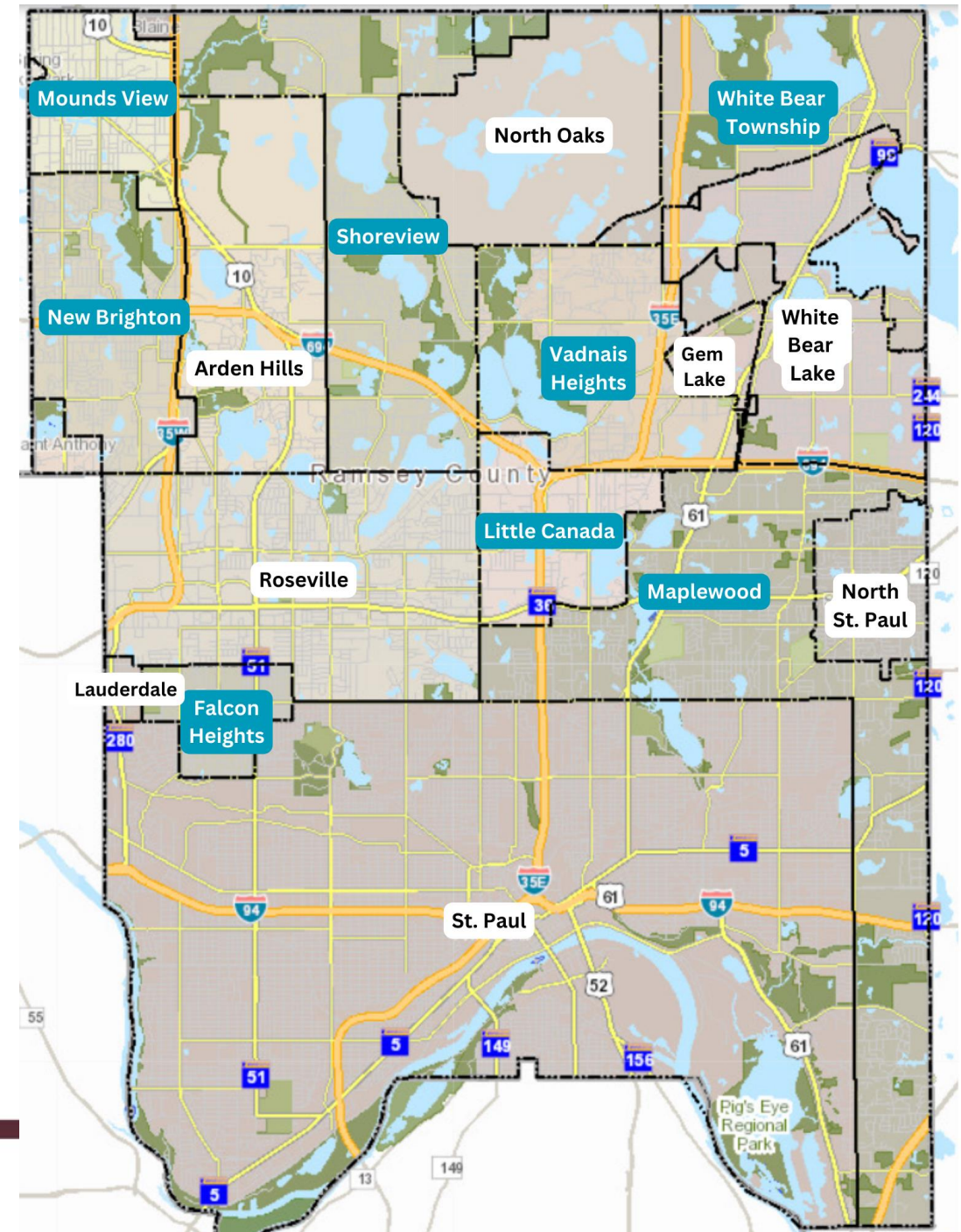
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Public Health Response

Public Health Response

- Public Health Response launched on Feb. 20, 2024, in:

  - New Brighton
  - Mounds View
  - Maplewood

- The response has expanded to various cities in Ramsey County and is launching in phases.

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PHR in Various Cities

- There are currently 3 Public Health Responders actively responding to calls currently.
  - o An additional 3 will be hired for a total of 6 responders to support efforts across Ramsey County.

- Response times are currently Monday-Friday 8:00am-10:00pm
  - o These hours may change in the future as we collect data around the hours this response is most needed.

  - o Responders are dispatched by the ECC and drive county vehicles.

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Who are PHRs?

- Responders go out to a select set of 911 calls related to substance use.

- Trained to use a harm reduction lens when providing information and resources to residents.

- They carry a backpack of supplies including basic first aid items, snacks and water, emergency blankets and naloxone.

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Community Response

Who are community responders?

- Employed by a contracted community-based agency.
- Have deep connections to the community.
- Received training to equip them to address an assortment resident needs.
- Support community members in immediate access to resources and longer-term services.
- Respond to calls related to neighbor disputes, family conflicts, supporting youth, aiding individuals, and specific location-based support needs.

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Quality Assurance

Quality Assurance Activities

Call Reviews

- Rubric-guided assessments of ARI 911 call conversations, triaging and outcomes.
- Focused on identifying training needs and process gaps.

Ride-Alongs

- Opportunities for QA Group members and others to experience responses and provide written feedback to ARI supervisors.
- Relationship building between ARI and other stakeholders.

Implementation Check-Ins

- Twice weekly check-in to brief colleagues and community members on current status of the response.
- 15 minutes long
- Maintained for initial 3-4 months of a new response.

Resident Feedback

- Methods of gauging resident experiences with ARI.
- Structured processes for receipt, review and response to feedback including QA group

Quality Assurance Group

- Ramsey County ARI staff and external stakeholders including residents.
- Meet 1-2 times per month to review resident feedback and review calls.
- Complete monthly ride-alongs and assessments.

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01 Improve wellness of community

02 Less Black and American Indian people engaged with the justice system

03 Less Black and American Indian people incarcerated

04 Less Black and American Indian people financially obligated to the justice system

Long Term Outcomes

Intentional focus of all outcomes is on Black and American Indian communities.

Communications and Wellness Support

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Communicating with Community and Stakeholders

- Currently: informative social media for residents
- Communications plan for ARI includes:
  - o Social media campaigns to highlight ARI's impact.
  - o Website updates with progress reports, FAQs, etc.
  - o Updating Open Data Portal with implementation reports of new responses.
  - o Collaborating with community to share updates and gather feedback.

Reimagining 9-1-1- Response

From mental health crises to community concerns, the *Appropriate Response Initiative* ensures the right help arrives when you call 911.

Learn how Ramsey County is ensuring the right help arrives when you need it.

Appropriate Responses Initiative
911

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Wellness Support Services for ARI Connected Staff

Mental Health support	Tools and tactics for coping	Substance use support
Self-care strategies	Critical Incident debriefing	Referrals to long-term supports
Reflective consultations	Conflict resolution	Coaching around centering Black and American Indian perspectives

Doing transformative work is hard both physically and mentally.

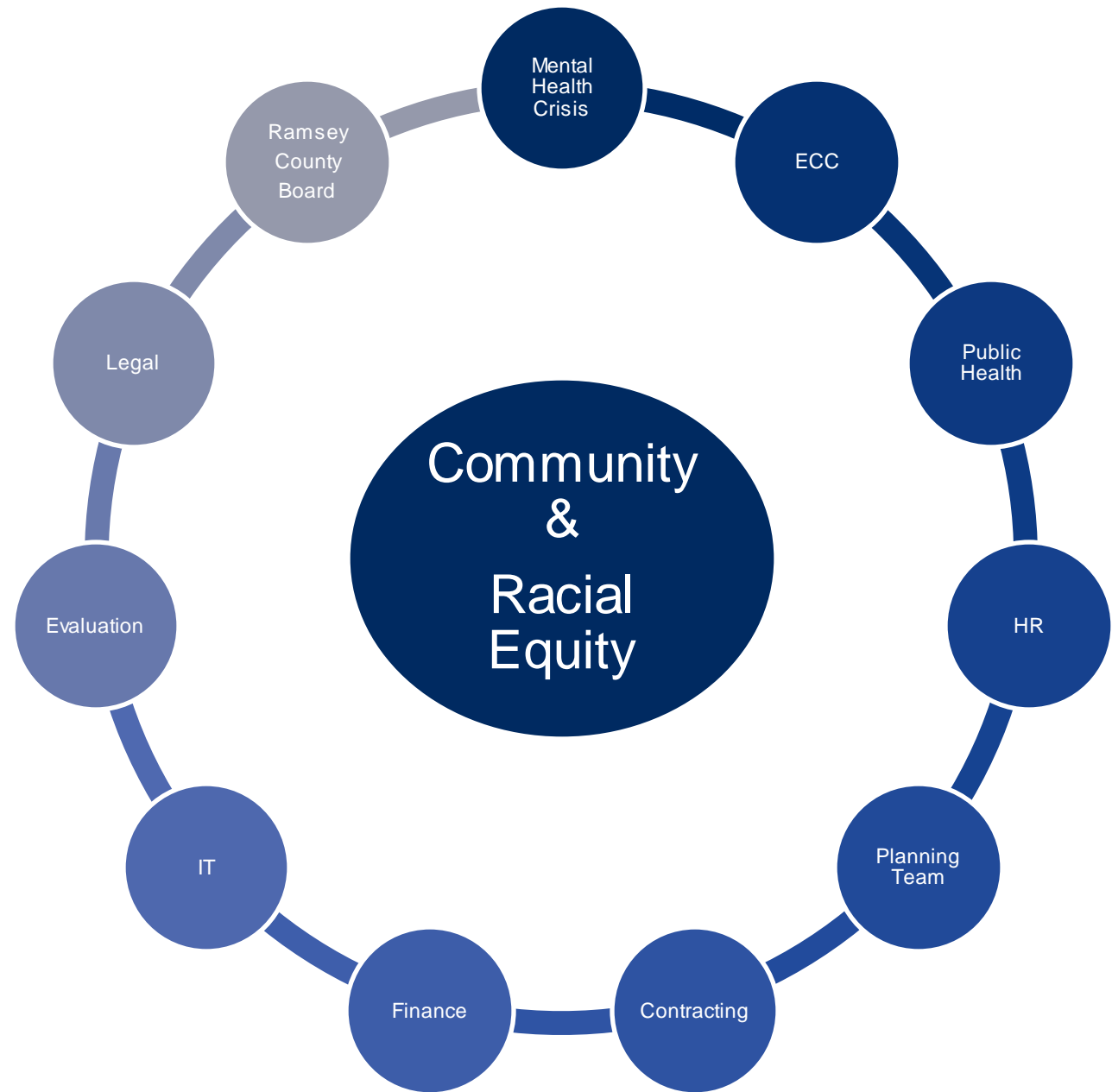It is important to prioritize the wellness of folks supporting all aspects of the program.

Closing

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Reflections on ARI

- Community members have provided guidance and direction to move ARI to where it is today.
- Internal partnerships within Ramsey County have created opportunities for transformations in many departments.
- Recent partnership with the Sheriff's Office to support the rollout of Public Health Response in Ramsey County contract cities.
- ARI continues to build upon internal and external relationships.

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Key Lessons Learned

- Relationship building needs to occur throughout the entire process.

- Transformation is an entire ecosystem undertaking.

- Dedicating capacity to planning and project management in crucial.

- A system cannot alone transform itself, and power must be shared with community.

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Thank you!

ARI@co.ramsey.mn.us