



Board Workshop / Discussion Agenda

15 West Kellogg Blvd.
Saint Paul, MN 55102
651-266-9200

March 14, 2023 - 10 a.m.

Council Chambers - Courthouse Room 300

WORKSHOP

1. **Appropriate Responses Initiatives Evaluation Update**

[2023-103](#)

Sponsors: County Manager's Office



Board Workshop / Discussion

Request for Board Action

15 West Kellogg Blvd.
Saint Paul, MN 55102
651-266-9200

Item Number: 2023-103

Meeting Date: 3/14/2023

Sponsor: County Manager's Office

Title

Appropriate Responses Initiatives Evaluation Update

Attachment

1. Presentation

Appropriate Responses Initiatives Evaluation Update

March 14, 2023

Agenda

Introductions and Value Centering

- Scott Williams, Deputy County Manager, Safety and Justice Service Team
- Kathy Hedin, Deputy County Manager, Health and Wellness Service Team
- Dr. raj, Community Member
- Jenn Hamrick, Integrated Health and Justice Administrator, County Manager's Office

Appropriate Responses Overview

- Jenn Hamrick, Integrated Health and Justice Administrator, County Manager's Office
- Dr. raj, Community Member
- Jasmine Mattison, Community Member
- Nancie Pass, Emergency Communications Center Director
- Sophia Thompson, Social Services Division Director
- Kee Vang, Public Health, Division Manager

Evaluation Plan and Measurable Outcomes

- Ivory Love, Planning and Evaluation Analyst, Community Corrections

Questions and Discussion –All

Key Long-Term Outcomes

1. Improved community well-being.
2. Fewer people engaged with the public safety system.
3. Fewer people incarcerated.
4. Fewer people financially obligated to the public safety system.

With intentional focus on improving outcomes for those most harmed in Black and American Indian communities.

Appropriate Responses Initiative (ARI)

Mission:

- Support 911 dispatch, public wellness system and community institutions to more appropriately respond to people in need.
- Putting Well-being & Community at the Center of Justice System Transformation.

Goals:

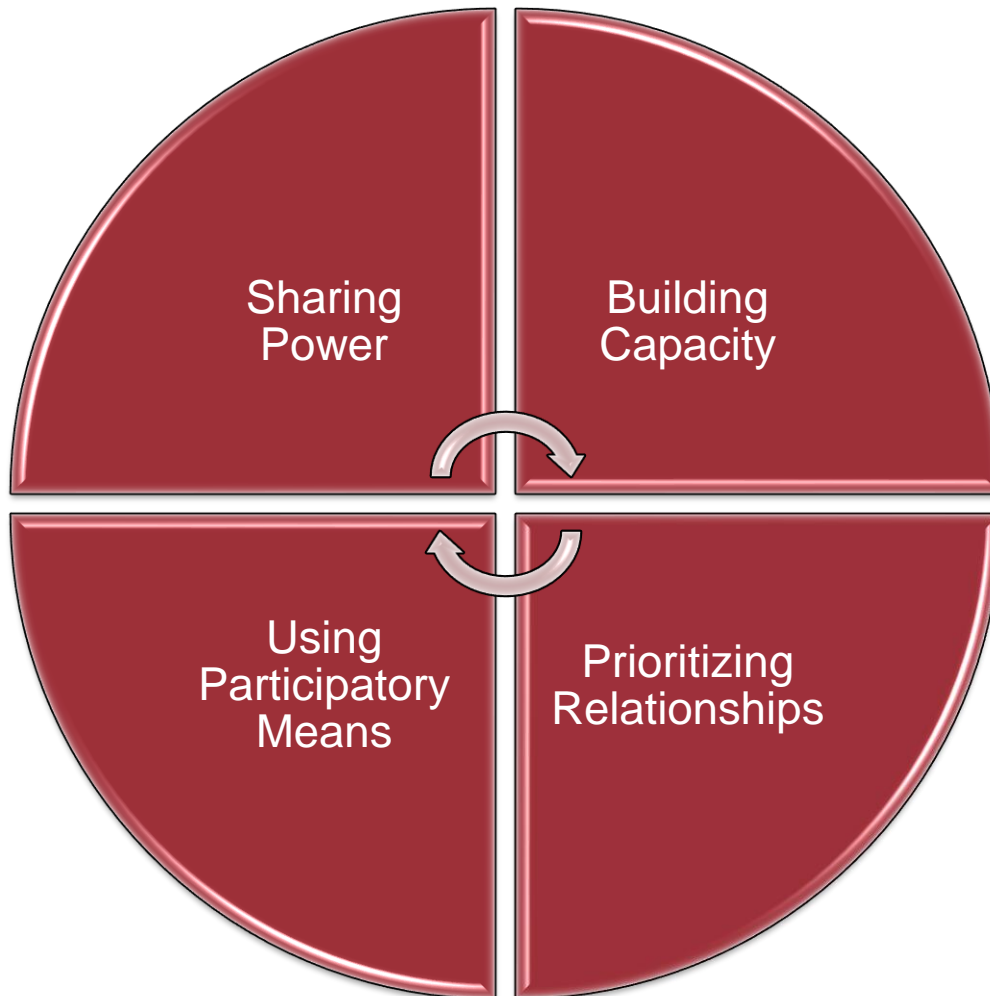
Development of new response types and enhancements to dispatch countywide resources.

- Expanding Social Services and Public Health responses.
- Creating Community Based response capability.
- Enhancing 9-1-1 protocols so new response options can be fully and appropriately utilized.

Co-Design Circle Values



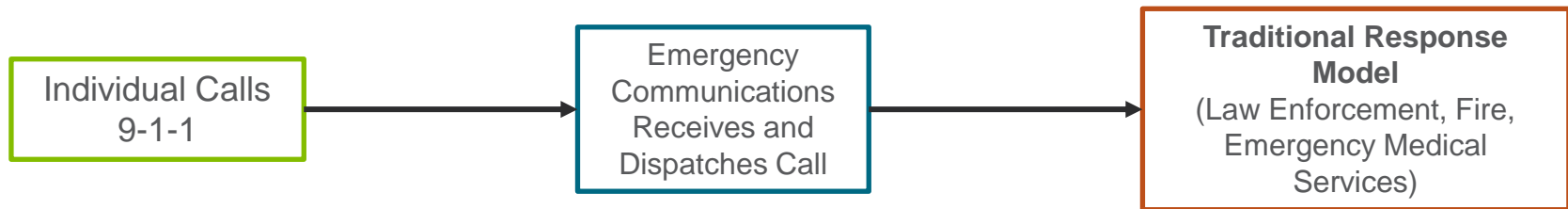
Co-Design Circle

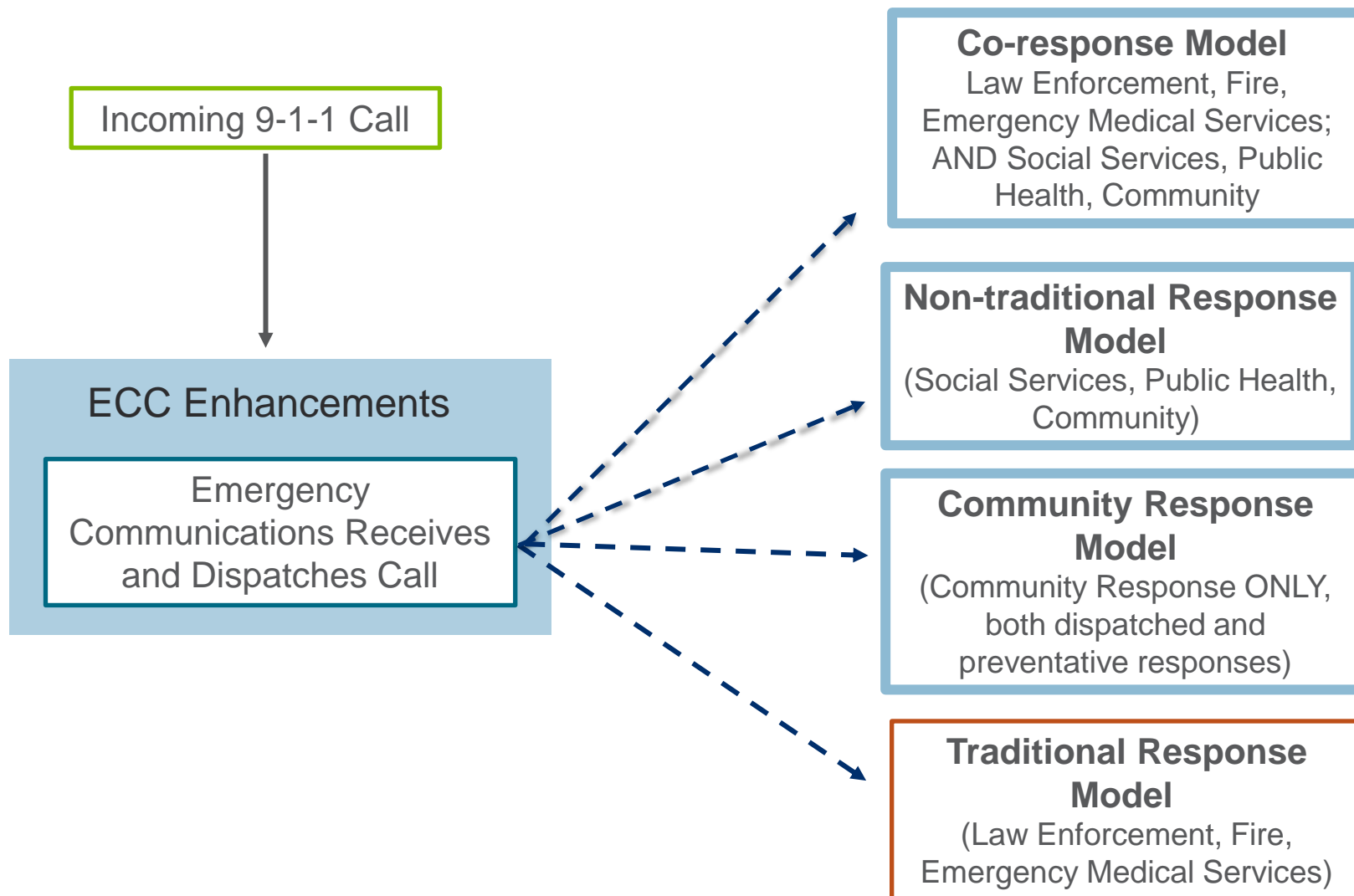


Members

- Community members
- Ramsey County
 - Administration
 - Social Services
 - Public Health
 - Emergency Communications Center
- Suburban Police and Fire
- Suburban City Official
- City of St Paul Official
- City of Saint Paul Police and Fire
- Mental Health

Current Structure





Types of calls

Co-response Model

Law Enforcement, Fire,
Emergency Medical Services;
AND Social Services, Public
Health, Community

Parent dispute with history of violence, juvenile Mental Health, and Mental Health unsheltered people, Mental Health with imminent risk, suicidal mental health crisis.

Non-traditional Response Model

(Social Services, Public Health,
Community)

Mental Health Crisis, substance use

Community Response Model

(Community Response ONLY,
both dispatched and
preventative responses)

Assist, calls to rec centers, Schools, disputes, unhoused individuals, welfare check, juvenile.

Traditional Response Model

(Law Enforcement, Fire,
Emergency Medical Services)

Will continue to be the default expect for 54 calls deemed a different response from Co-Design.



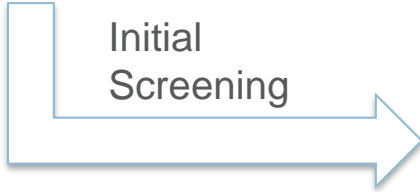
Embedded Social Worker Work Flow

Incoming 9-1-1 Call



Telecommunicator (TC)
Answers Call

Initial
Screening



If call includes:

- Wellness checks
- Person in crisis
- Juvenile
- Resource calls
- Suicide in progress

TC flags
Social
Worker(s)



Social Worker joins
call for a deeper
assessment

ECC SW ROLE: Brief Screening
(presenting situation; determine immediate
needs) – dispatch crisis team immediately



TC clears the call once determined with the Social
Worker if the calls is for crisis or police to address



Crisis staff then attempt
to meet with the
caller/family/etc
regarding the call to
offer an alternative from
a police response

FOR MH/CRISIS CONCERNS: UNKNOWN WEAPONS STILL INCLUDE ARI SW AND THEY WILL DECIDE
RESPONSE NEEDED

Public Health Response

- Response and Prevention work related to substance use
- Design work and research
 - COAST (St Paul)
 - Denver STAR
 - Revolutionary Emergency Partners (REP)
 - Community engagement and feedback (CHSAC, PH Leadership Team, and Community Co-Design)
 - Listening to calls at ECC

Training Community Responders

- De-escalation
- Cultural competency
- Interpreter and translation training
- Race equity
- Sensitive documents, data privacy, and Health Insurance Portability and Accountability Act (HIPAA)
- Disability awareness
- Limited medical response (First Aid), and biohazard Training
- Harm-reduction
- Systems training (911, social services- how to connect residents to resources, when to call for a different response)
- Technology training
- Computer Aided Dispatch (CAD)
- Microsoft forms
- Radio

Engagement

- Community members across Ramsey County
- City Leadership
- Dispatch policy committee
- Police, Fire, EMS Partners
- Police Chiefs Association
- Mental Health Partners
- Internal Ramsey County Stakeholders (finance, procurement, HR, information services, legal)

Evaluation



What is Evaluation Process

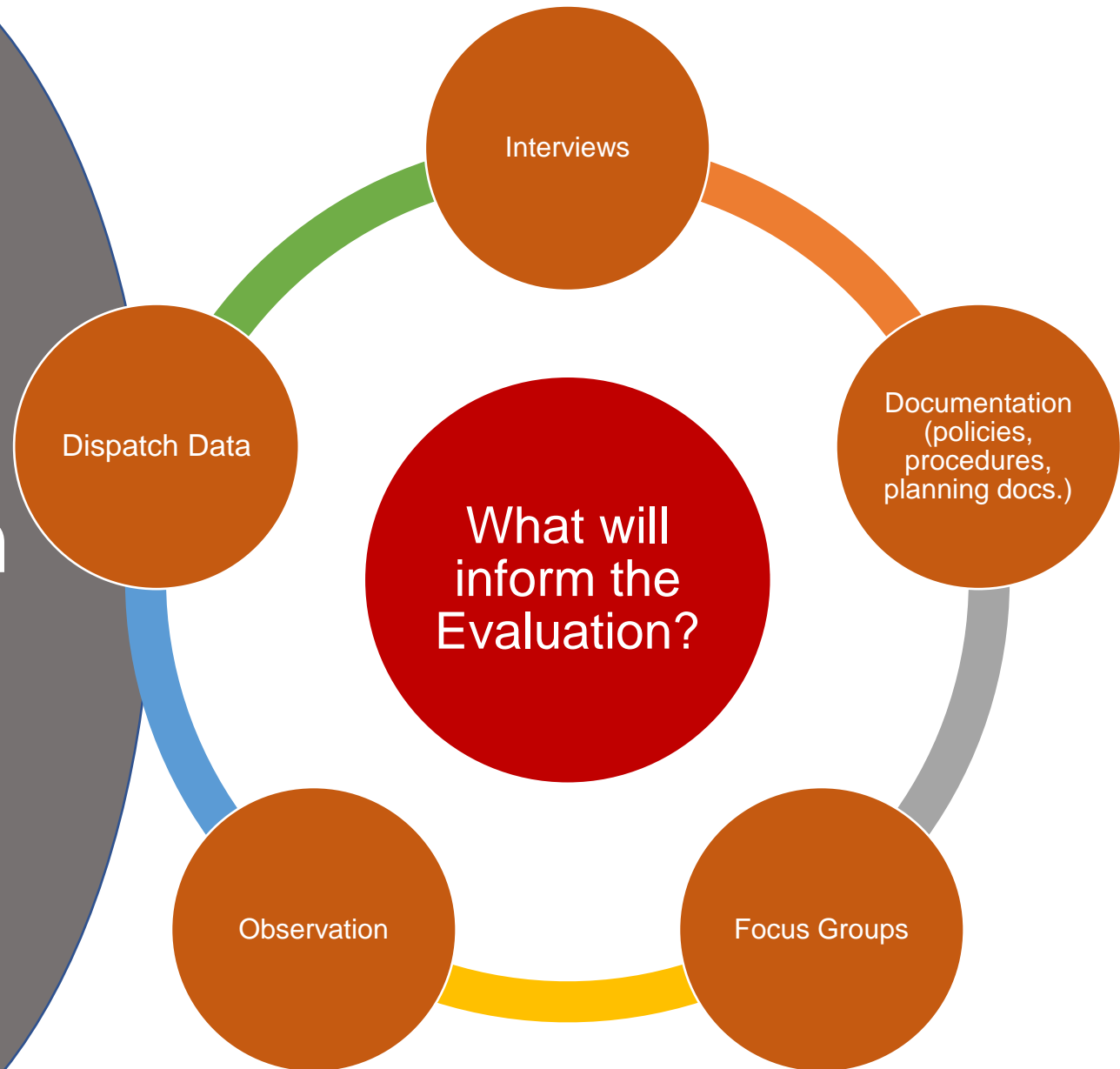
- Seeks to improve.
- Stakeholder focused.
- Informs decision making.
- Demonstrates impact to the community.

Purpose of Evaluation

ARI evaluation examines:

- How effective was the Co-Design process in designing new community wellness centered response models?
- To what extent are new response models being implemented?
- How effective are new response models in improving well-being and centering community, especially for Black and American Indian communities?

Data Collection Methods



Appropriate Response Initiative Evaluation Plan

Analyze Design Methods (In Progress)

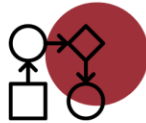


Co-Design Case Study

The case study will provide an in-depth, detailed examination of the Co-Design process used to create new community-centered response models. It will focus on the effectiveness of the Co-Design method in designing new community-centered response models. Areas of focus will include:

- Community Engagement
- Relationship and Trust Building
- Shared power
- Equitable representation

Examine Interventions (2023)



Implementation Report

The implementation report will focus on the process of implementing the new response models. Specifically, the report will examine to what extent the new response models are being implemented and will highlight:

- New policies and procedures to support implementation
- Hiring and training of staff
- Coordination of new response models
- # of calls dispatched for new responses

Evaluate Impact (2024)

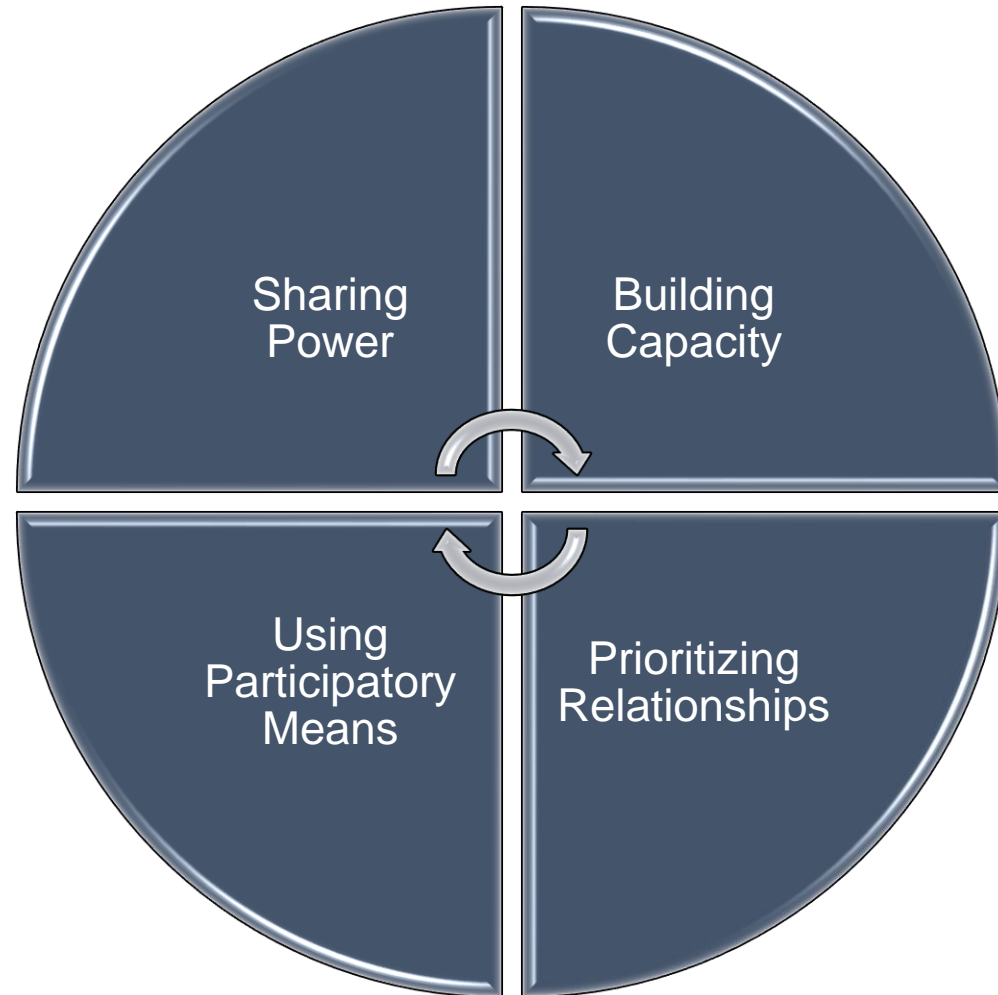


Outcome Report

The outcome report will focus on the effectiveness of the new response models in improving wellbeing and safety, especially for Black and American Indian communities. This report will assess the impact of the ARI by examining the following:

- Referrals to supportive county and community resources
- Trust between Community and Public Safety System
- Arrests and incarceration

Co-Design Case Study



- Describes the work done.
- Examines the impact of engagement.
- Asks how the race & health equity lens impacts the work.



Questions and Discussion