

Full Member Meeting Agenda

Date: 08/21/2024

Time: 6:00pm

Location: Virtual

Community Advisory Board (CAB) Mission Statement: 1) To ensure that program activities reflect the insights of directly impacted community members; and 2) support the integration of MCIU responses as part of a more effective emergency response system.

1. Call to order: 6:32pm

In Attendance	Regrets
Brianna Shon Jade Thuy Katheryn Ben Travers Jan (virtual) Tyesha (virtual) LaTaisha (virtual) Ricky (virtual) Orlando	Brandon

Quorum confirmed? Yes No

Review of Group Agreements

- Take space, make space
- Share responsibility for the success of the discussion
- Don't expect perfection, allow for mistakes
- Hard on systems, soft on people
- Limit distressing details about specific incidents

2. Approval of Previous Minutes

Previous minutes approved by voting members

Moved: Brianna

Seconded: Shon

Motion: Approved

3. Adoption of Agenda

Moved: Shon
Seconded: Brianna

Motion: Approved

4. New Business

- Voting CAB Updates
 1. Summary of Votes
 - a. Voted Orlando onto board
 - b. Voted Kevin off of the board
 - c. Voted to have further discussion about marketing of MCIU as an “alternative” to police
 - i. (Tabled for next meeting)
 - ii. Ben: Discussion with Isis, we all need to be on the same page about advertising/communications
 - iii. Orlando: focus on collaboration across NOPD, RDH, and the staff to communicate a unified message effectively.
 2. Presentation of Individuals on each subcommittee
 - a. Community Outreach and Education
 - i. Thuy
 - ii. Ricky
 - iii. LaTaisha
 - b. Community Feedback and Research
 - i. Brandon
 - ii. Kathryn (admits not great with numbers)
 - iii. Brianna
 - iv. Jade
 - c. Performance and Development
 - i. Brandon (fly on the wall/assistance if needed)
 - ii. Brianna
 - iii. Shon (added 8/21)
 - iv. Orlando (added 8/21)
- Stakeholder updates
 - Ben: Health dept has acquired two-way radios with OCPD, these are on loan. MCIU radios are predicted to come in this month. All units will have access to radios and OCPD, with a talk-channel with supervisors, and possibly communications with EMS, fire, etc.
 - Ben: Open meeting laws shared
 - Ben: connected to Family Connects and NOPD CAB (we will contact to follow up)
 - Ben: Hotspots: MH concerns with “familiar faces” in tourist areas.

- Ben: RHD Behavioral health link Dashboard- Data for MH calls clears itinerary at certain intervals, so we don't have a clean idea of older history of calls.
- Ben: Vera (Frankie) is working on data heat map for us as well.
- Upcoming Events

5. Old Business

- Who to call, 911, 988 or 211? (Who does it work?)
 - i. A specific problem: the public is not educated on how to make a phone call and be triaged properly. How is that affecting outcomes?
- Training received by MCIU
- Relationships/contracts with other stakeholders

6. Other Business

- a. Agenda setting for future meetings: suggestions for clarifying and setting
- b.

7. Presentation

Data collection - Henrietta, RHD

- Jade: will contact for a one-on-one or a later meeting

Data collection - Jason, Vera

Questions:

- Data currently being collected, how it is being collected, and by whom
- How is current data that is collected being presented?
- Is texting for MCIU physical response an option?

Jason Tan De Bibiana: researcher with Vera, has been collecting Qualitative and evaluations with MCIU

- Interviews and group discussions
- Highlights in two areas; experiences of family members, and community perceptions and public awareness
- Ideas for the CAB to continue collecting data in the future.
- Evaluation of the first year of operation
 - Feedback from community stakeholders and program and system patterns
- Coming Sept 2024: RHD first year report, Vera publications/presentations
- N= 15 interviews, collected over 6 months
 - 3 with community members (family members calling 911/supporting a loved one)
 - 4th interview scheduled, hopefully will follow through
 - Recruited from the (PEC) participant experience committee, RHD website survey, flyer passed around to support groups and through other services, a mass email (OPPRC)

- Vera will conclude qualitative interviews this summer, but the online survey will continue so we may be able to continue collecting these interviews.
- A pool of 30 who completed the survey and agreed to contact, 4 were able to be contacted.
- 12 with program and system partners: 911, 988, NOPD, OHSS
- Family experiences summary:
 - Positive feedback about being able to respond quickly, positive feelings about the concept
 - Positive feedback about how MCIU has offered support in a case w/o hospitalization
 - Concerns and fears about the possibility of police being dispatched
 - Some mixed experiences, getting the police when they expected MCIU, but understanding the necessity of police
 - Inconsistency in family support receiving follow-up calls
 - Interviews show other grievances related to communication with hospitals, transportation, etc.
- Community perceptions and public awareness”
 - Interviews w focus groups
 - General awareness of MCIU:
 - Getting positive feedback from individuals in the community when talking about the service, increasing public awareness
 - Public recognition at events, seeing the van, etc
 - Interview with NOPD
 - Not as recognizable as other services, feedback from CIT officers
 - Lack of visibility may lead to skepticism, but collaborative responders may help with public perception
 - Increase in 911 callers requesting for MCIU to be dispatched
 - OCPD: callers getting upset when they want MCIU but they are not the appropriate dispatch
 - VIA LINK 988: Some will not trust any response, even if they agreed to be transferred to 911 for possible MCIU dispatch
 - Other feedback: community and staff may still not understand the role of MCIU and when it may be appropriate to respond
 - Some calls are for removing or responding to homelessness, drug addiction, unusual behavior, etc that are not active mental health crises
- Considerations for the future:
 - We need more interviews and data from callers and family supports, etc.
 - Consider getting first-hand in addition to these second-hand observations
 - Implications for MCIU as one part of the larger emergency response, public safety, and health systems

Suggestions for conducting interviews:

- Consider the brevity or length, source, try to sit down w/ groups, etc to continue collecting surveys
- Examples of 10-15 minute survey, a QR code, to complete the
- Jan: suggestion to sit down with groups that regularly support/refer to the service.
- Brianna:

**MCIU CAB needs to make a public gmail

8. Performance Measurement and Management

9. Summary of Action Items/Responsible Party

10. Motion to Adjourn

Moved: Jade

Seconded: Shon

Motion: Adjourned