

MCIU Community Advisory Board Quarterly Meeting

Date: 06/24/2026

Time: 6:50pm

Location: Corpus Christi Resource Center,

[2022 St Bernard Ave, New Orleans, LA 70116.](#)

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:

In Attendance	Regrets

Voting Members	
Thuy Nguyen	Jade Kobayashi
Lacy Hembree	Shon Williams
Kathryn Burkenstock	
Bruce Petrie	
Brandon Devezin	
LaTaisha Bridges	
Nonvoting Members	Sgt. Keira Isaac (NOPD)
Ben Winger (NOHD)	Wanda Newsome (NOFD)
Travers Kurr (NOHD)	Bill Salmeron (NOEMS)
Tyesha Davis (MCIU)	Teresa Thompson (OPCD)
Jan Tarantino (RHD)	Victoria Schwandt (Via Link)
Lauren Duhe (OPCD)	Taylor Diles (Office of Homeless Serv.)
Other invites	
Rochelle Wilcox	

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

(consider giving a small description of what MCIU does/procedure)

Connect with church leaders to increase word of mouth

Be better about rules or time allowances of meeting

1. Adoption of Agenda

a. Moved: Brandon

a. Second: Thuy

a. Motion: Approved

2. Quarterly Business (6:30 to 6:45)

1. Update governing doc

i. Treasury position

ii. NOHD to NOHHS

3. Health Department updates

a. Performance information

1. MCIU to increase call volumes independent response

1. Waiting for the dispatcher to change new call types

1. Level on consciousness without history of mental health

2. In an altered state with mental health complaint with Sudden onset of altered level of consciousness

2. City in a hiring freeze and staffing issues

3. Want to train MCIU staff with other first responders to educate and keep safety risk low

4. Since June 2023, MCIU passed the 10,000-call mark

5. Continuous goal: for MCIU to go out on non-violent mental health calls

6. MCIU will be 4th branch under OPCD 'umbrella'

7. NOHHS revamping dashboard-work in progress-accessible to the public

8. Calls consist of 60% adults, 40% children (18 and under)

9. No wrong door approach for calling with mental health needs- meaning there are no wrong calls
 10. In 2027 governor signed MCIU can bill MCO's and private insurance
 11. Homeless calls with mental health needs-contact OHSS, MCIU does not do HMIS
 12. Calls for children with mental health-MCIU talks with caregiver/teacher/parent/etc. MCIU helps with navigating systems to help with children getting the resources they need
2. RHD updates
 1. 2025 Data of MCIU
 1. Over 3700 calls
 2. Helped in 3-4 special events in community plus debriefing with terrorist attack
 3. Most common presenting problem-psychosis
 4. Biggest intervention is transportation
 5. 99% staff satisfaction including safety
 6. Met with 9 schools or about 1000 kids
 2. MCIU went to Chicago for the Crisis Convening
 1. Small groups sharing info where other cities are in the crisis call process
 2. New Orleans is ahead of most cities
 1. Others cities are not using Manage Care programs for funding
 2. Some other cities get calls from local police and the police are in charge to pass off to crisis team
 3. Pilot dollars/funding is limited in most areas
 4. Concerning tag lines in other cities-feel that they had to fight the police funds for mental health dollars, anti-violence wanting funding for alternative dispatch

4. Grant money plan for CAB

1. Wishlist

- 1. Logo-**
- 2. CAB distinguishable-we are not MCIU. MCIU is a designation**
- 3. Look at other first responder logo**
- 4. Needs MCIU and Community Advisory Board**
 - 1. Circle is similar to MCIU and don't like, Look into health department logo**
 - 2. CAB wants continuity with MCIU**
 - 3. Need to order shirts with sizes first, then add logo later**

5. Purchasing

- 1. CAB decides and goes to Jan**
 - 1. Jan will go through the vendors and will communicate with Treasury**
 - 1. Use 4imprint (MCIU has business account with)**
 - 2. CAB cant buy food**
 - 3. CAB could collaborate with another organization and pay for venue**
 - 4. Hard invoice process for tabling fee-submit the sooner the better (2-4 week process)**
 - 2. Storage and zoom account-health department has to look into it**
 - 1. Can you pay for something outside of the grant timeline**
 - 3. Issues with owl-not user friendly**

Upcoming events

Urban league at convention center-8/15

Upward health- 7/24

Nami walk 9/26

1. Motion to Adjourn

Moved:Thuy

Second:Bruce

Motion: Adjourn 8:15pm