

ORDINANCE NO. 185313

*Authorize an Intergovernmental Agreement between Multnomah County Department of County Human Services, Mental Health Call Center, jointly with the Portland Bureau of Emergency Communications and Portland Police Bureau to reduce involvement of law enforcement and direct residents in mental health crisis (Ordinance)

The City of Portland ordains:

Section 1. The Council finds:

1. In order to assist in reducing the involvement of law enforcement in mental health crises and ensure community residents in a mental health crisis are appropriately directed to the mental health system's first response program. The City will enter into an Intergovernmental Agreement with Multnomah County Mental Health, who will accept crisis calls from BOEC.
2. BOEC will begin transferring 9-1-1 calls to MHCC May 15, 2012 for individuals who have reported or been assessed by BOEC staff to have: suicidal thoughts, feelings and intent with no immediate public safety concern; no identified need for immediate medical intervention; and no identified weapon involved. Mental health professionals begin assessment and crisis stabilization and positively impact individuals who in the past would have first contact by a police officer rather than a mental health professional.
3. The Multnomah County Mental Health Call Center (MHCC) will manage these calls in the same way they currently manage similar calls that come directly to the MHCC from the community. MHCC mental health professional known as Acute Care Coordinators (ACCs) will initially engage in suicide risk screening and mental health triage. Based on those assessments, ACCs will provide further risk assessment, crisis stabilization, brief support, referral to higher level of care/intervention or community based resources
4. This method of processing these crisis calls should result in decreased number of calls that PPB currently responds to for suicidal individuals and/or third party callers presenting as a low public safety risk.
5. The benefits of this process are that these individuals in crisis are connected to community mental health resources by professionals, and the public's understanding of the mental health services available to individuals in the community is increased. These protocols will provide useful data on the volume of these calls and the demographics of the suicidal individuals calling 9-1-1.
6. The process will be divided into two phases. Phase one will be a six month trial review period to be conducted from the start of the 9-1-1 transfer process, which is tentatively scheduled for May 15, 2012 through November 15, 2012. This will allow the gathering of data and problem solving any systemic issues or concerns related to coordinating interagency interventions and maintaining the highest level of public safety in all possible circumstance. This first phase will assist the MHCC, BOEC, PPB and Project Respond to develop the next phase of protocols based on actual calls and outcomes.
7. Throughout the Phase One period, the parties anticipate that a monthly coordination meeting will be conducted with the MHCC, BOEC, PPB and Project Respond to review transferred calls for safety/risk assessment, interventions and outcomes. These reviews increase the positive coordination between agencies, identify system impediments, and

increase problem-solving efforts. In addition these reviews will assist in the development and implementation of Phase Two protocols for individuals that initially present to 9-1-1 with a higher degree of risk to themselves and public safety.

8. When all agencies are in agreement to the degree of success of Phase One and the ability of the MHCC to start receiving suicide calls with increased public safety risk, then a six-month phase-in period is recommended with the same degree of oversight and coordination among agencies as was demonstrated in Phase-One. Phase Two protocols will be developed based on an on-going review of outcomes and coordination information from monthly coordination meetings.

NOW, THEREFORE, the Council directs:

- a. That the Commissioner-in-Charge and Auditor are authorized to execute on behalf of the City an Intergovernmental Agreement between Multnomah County Department of County Human Services (DCHS), Mental Health Call Center (MHCC), jointly with the City of Portland Bureau of Emergency Communications (BOEC) and Portland Police Bureau (PPB).

Section 2. The Council declares that an emergency exists because this process of handling crisis calls should begin immediately. Therefore this ordinance shall be in full force and effect from and after its passage by the Council.

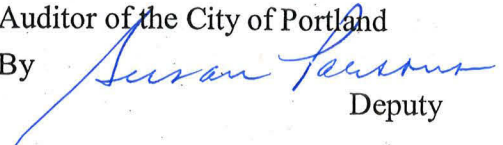
Passed by the Council,

MAY 09 2012

Commissioner Fritz
Prepared by Laura Wolfe
April 23, 2012

LaVonne Griffin-Valade
Auditor of the City of Portland

By


Deputy

Agenda No.
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 Title

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INTRODUCED BY Commissioner/Auditor: Fritz	CLERK USE: DATE FILED <u>MAY 03 2012</u>
COMMISSIONER APPROVAL Mayor—Finance and Administration - Adams Position 1/Utilities - Fritz <i>qr</i> Position 2/Works - Fish Position 3/Affairs - Saltzman Position 4/Safety - Leonard	LaVonne Griffin-Valade Auditor of the City of Portland By: <i>[Signature]</i> Deputy
BUREAU APPROVAL Bureau: BOEC Bureau Head: Lisa Turley <i>[Signature]</i> Prepared by: Laura Wolfe Date Prepared: 04/25/2012 Financial Impact & Public Involvement Statement Completed <input type="checkbox"/> Amends Budget <input type="checkbox"/> Portland Policy Document If "Yes" requires City Policy paragraph stated in document. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Council Meeting Date May 3, 2012	ACTION TAKEN:
City Attorney Approval: required for contract, code, easement, franchise, comp plan, charter <i>eco</i>	

AGENDA TIME CERTAIN <input type="checkbox"/> Start time: _____ Total amount of time needed: _____ (for presentation, testimony and discussion)
CONSENT <input checked="" type="checkbox"/> <i>Pulled</i>
REGULAR <input type="checkbox"/> Total amount of time needed: _____ (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:		
		YEAS	NAYS
1. Fritz	1. Fritz	✓	
2. Fish	2. Fish	✓	
3. Saltzman	3. Saltzman	✓	
4. Leonard	4. Leonard	✓	
Adams	Adams	✓	