

## Budget Direction: First Response to Mental Health Incidents Study

### Council Priority: Health and Environment/Safety

**Metrics:** Health A1: Years of potential life lost before age 75 per 100,000 population  
Health A2: Percentage of people who report 5 or more poor mental health days within the last 30 days

Safety A2: Percentage of residents who say they trust the City's public safety services

Safety A3: Percent of community members (public safety consumers) who say they feel the response to their emergency was delivered effectively

Safety A4: Number and percentage of our responders who have completed initial and continuing training related to serving vulnerable and diverse community members (examples: mental, behavioral health, de-escalation training)

**Strategies:** Health 4: Adjust our contracts with social service providers to include accountability for outcome-based results and determine the best approach to award multi-year contracts so that each funding category (e.g. mental health, basic needs, early childhood) can be independently reviewed on a regular cycle.

Safety 1: Develop and act on recommendations to ensure that all community members are treated fairly and equitably in the enforcement of laws and the adult and juvenile justice systems, whether they are defendants or victims of crime

Safety 9: Improve positive outcomes in the justice system by understanding the perspectives of those who interact with the adult and juvenile justice systems (crime victims, defendants, etc.). Increase information-sharing across partner organizations, with an initial focus on increasing access to services and alternatives to adjudication (formal decision by a judge)

Budgeted Dollars	\$0
Proposed Adjusted Dollars	\$75,000
<b>Funding for First Response to Mental Health Incidents Study</b>	<b>\$75,000</b>

**Purpose:** To fund a study to inform and guide Austin's first response service, to help insure that in an incident involving someone experiencing a mental health issue or crisis, Austin's first responders can ensure that individual receives clinical care as quickly as possible, while also ensuring the safety and security of the person in crisis and the responders.

**Enhancement Direction:** The scope of the study should include, but not be limited to, the following:

- Bring together stakeholders to clarify what the goal of the City of Austin is to ensure the intervention developed will address the goal
- Analyze 911 calls and dispatch data to identify potential opportunities within 911 – opportunities for triage and dispatch changes (this could probably be handled by City staff)

Submitted by CM Kitchen

- Identify 911 triage and dispatch emerging best practices from other communities, including Houston, San Antonio and Dallas, to identify strategies that align with identified goal
- Identify best practices in response to mental health calls from other communities and identify strategies that align with identified goal
- Develop an intervention with key stakeholders that addresses the goal identified by stakeholders
- Review local programs to identify what is currently in place and how to build on our community's strong foundation (community health paramedics, HOST, MCOT, EMCOT, possibly others)
- Review the Office of the City Auditor's report "APD Response to Mental Health-Related Incidents" for findings addressing this scope of work and recommended next steps
- Identify ways to maximize the effective use of CIT officers and officers with extra mental health training
- Ensure initiative will align with pending federal initiative to establish one number for mental health calls