

Meeting Minutes

City Council Work Session

January 27, 2022 | 4:00 p.m.
Council Chambers Conference Room
88 E. Chicago St., Chandler, AZ



Call to Order

The meeting was called to order by Vice Mayor Terry Roe at 4:00 p.m.

Roll Call

Council Attendance

*Mayor Kevin Hartke
Vice Mayor Terry Roe
**Councilmember OD Harris
Councilmember René Lopez
Councilmember Christine Ellis
Councilmember Orlando

Appointee Attendance

Josh Wright, City Manager
Debra Stapleton, Assistant City Manager
Kelly Schwab, City Attorney
Dana DeLong, City Clerk

*Mayor Hartke attended telephonically
**Councilmember Harris arrived at 4:38 p.m.

Absent

Councilmember Mark Stewart

Staff in Attendance

Matt Burdick, Communications and Public Affairs Director
Sean Duggan, Police Chief
Tom Dwiggin, Fire Chief
Leah Powell, Neighborhood Resources Director
Riann Balch, Community Resources Manager
Alicia Skupin, Presiding City Magistrate
Ryan Peters, Strategic Initiatives Director
Val Gale, Assistant Fire Chief
Elizabeth Herbet, City Prosecutor

Discussion

1. Presentation and Discussion of City of Chandler Behavioral Health Response Programs.

VICE MAYOR ROE called for a staff presentation.

JOSHUA WRIGHT, City Manager, introduced the discussion item and said the Council had discussed it previously at the Strategic Planning Retreat in 2021. Mr. Wright said that the presentation today would be largely educational, with information from different departments and their involvement with this issue.

VAL GALE, Assistant Fire Chief, presented the following presentation.

Behavioral Health Response

- Arizona Regional Behavioral Health Care System
 - Most AHCCCS (Arizona's Medicaid System) members receive behavioral care services through their chosen health care plan instead of from a Regional Behavioral Health Authority (RBHA)
 - The RBHA serves persons who are Title 19 eligible or in crisis
 - Foster children enrolled in CMDP, including those CMDP members who have a CRS condition
 - Members enrolled with DES/DDD
 - Individuals determined to have a Serious Mental Illness
 - RBHA services include but are not limited to:
 - Mental health counseling
 - Psychiatric and psychologist services
 - Opioid Use Disorder and Treatment

COUNCILMEMBER LOPEZ asked if the budget that funds the RBHA is solely by the Arizona State Legislature and the State budget or if there are regional or county funds as well.

CHIEF GALE replied that the federal government funds access through Medicaid, and then it is Medicaid's responsibility to fund the RBHAs through proposals and bids. Mercy Care is the local RBHA which won the bid, and then Mercy Care will partner with nonprofits and for profits to provide services. There are many organizations involved in this system.

COUNCILMEMBER LOPEZ asked where the funding sources were coming from.

CHIEF GALE said that as a fire department, it works a little different. He said that he would walk through one of those calls, as there are some complexities that make it challenging, especially as they do not bill for those services.

CHIEF GALE continued the presentation.

- Effects on Chandler Departments
 - Increased law enforcement contacts
 - Increased calls for emergency services
 - Increased resident concerns about ability to use public facilities such as parks, libraries, parking garages, bus shelters and transit centers.
 - Challenges cleaning and maintaining public facilities where people without shelter are camping
 - Increased requests for blight removal and environmental clean-up related to homeless encampments
 - Increased justice court involvement
- Chandler Fire Department

COUNCILMEMBER LOPEZ asked once someone enters the system, is there a mechanism to get reimbursement from the state for services provided.

CHIEF GALE said there is work being done on the federal level to work on Medicare and Medicaid reimbursement for services provided. Currently there is some connection between ambulance transport and Medicare Medicaid, as well as contracting services with fire departments and paramedics where the intention is to treat, but not to transport. Currently the Chandler Fire Department is not involved in that.

COUNCILMEMBER LOPEZ asked about grants or reimbursements from Mercy Care that fund mental health service.

CHIEF GALE said he is not aware of any grants from Mercy Care.

CHIEF GALE continued the presentation.

- Chandler Fire Department CR288
 - 24/7 Deployable resource through Phx 911 – Auto Dispatch or Special Call by FD or PD
 - On scene response by Masters Level Mental Health Professionals – 2 Person response team
 - Social Workers, Counselors, or Behavioral Health Practitioners
 - 3 Full Time Staff including Coordinator
 - 8 PT Staff
 - University Interns 2-6 per semester
 - Trained Crisis Response Volunteers 20+
 - CR288 Program Established in 2004, 1 unit
 - Over 17-year history of providing evidenced based and Trauma Informed compassionate stabilization, verbal de-escalation and intervention for all types of crisis situations within our community
- Chandler Fire Department Complete Crisis Care
 - *Prevention Activities*

- Community Outreach / Events
- Quarterly Training CIT – Local, Regional, State-Wide, National, and Internationally. *CFD has a Credentialed CIT Coordinator
- Regular Training CST – Curriculum Development and Implantation with accredited University and Community partnerships. *Taught nearly 6,000 First responders around the country to date. Included in AZ Fire School
- *Intervention Activities*
 - Immediate Response through 911 System – 1,700-1,900 calls annually *Part of an Automatic / Mutual Aid System
 - Treat and Refer Behavioral Protocol – ED Diversion
 - Transport – BH facilities, Advocacy Centers, Shelters, Schools, Churches, etc.
- *Postvention Care / Follow Up-*
 - Resource / Referral – In Person, Phone, Mail
 - Short Term Case Management
 - Debriefings / Defusing / Community Meetings

COUNCILMEMBER ORLANDO asked about the 1,700-1,900 calls received, if it was city-wide or just Fire Department.

CHIEF GALE responded that the Crisis Response van runs about 2,000 calls a year under the Fire Department, but they could be dispatched for a Police incident.

CHIEF GALE continued the presentation.

- Chandler Fire Department – CR288 Unit strives to:
 - Provide immediate crisis intervention and on-scene victim assistance.
 - Provide emotional support, information, and referrals to clients.
 - Facilitate communication between clients and the Fire and/or Police Departments.
 - 13:33 Minutes Avg. CR Response Time
 - 46:09 Minutes Avg. CR on Scene Time
 - Call Stabilization Rate: Actual 94%, Target 80%
- CR288 is part of a larger system of Urgent and Emergent Crisis Care
- CR288 Mental Health Workflow
 - Referral Sources
 - CR288 Crisis Response Unit
 - Client (adult or < 18) not DTS/DTO
 - Client (adult or < 15) DTS/DTO CFD Treat and Refer, Behavioral Protocol
 - DTS/DTO Voluntary Treatment Outcomes
 - DTS/DTO Involuntary Treatment Outcomes

COUNCILMEMBER ORLANDO asked about the petition process.

CHIEF GALE explained that the process is to get the Police Department involved.

ELIZABETH HERBERT, City Prosecutor, continued the presentation.

- Prosecutor's Office and Municipal Court
- Treatment Courts Flow Chart
 - The Chandler municipal Court has three treatment courts. We are a part of the East valley Veterans' Court which serves several cities. We have our own Mental Health Court, as well as the Support Court. The Support Court is our newest treatment court, which was authorized by this City Council.
- East Valley Regional Veterans' Court
 - Veterans' Court is a collaborative process that includes the prosecutor, defense counsel, Judge, the Department of Veteran Affairs and other community-based support organizations. The goal of Veterans' Court is to rehabilitate and restore veterans as active, contributing members of their community.
- East Valley Regional Veterans' Court
 - Veterans' Justice Outreach Social Workers (VJO's) are the backbone of this program.
 - VJO's connect Veterans with all of the services they qualify for through the VA.
 - The prosecutor, defense attorney, judge, and VJO work together to come up with a treatment plan designed to help the Veteran overcome service-related issues.
- East Valley Regional Veterans' Court
 - The plan can include substance abuse counseling, job training, medications, group therapy, individual therapy, mental health counseling, inpatient services, and help with housing.
 - VJO's also help Defendants sign up for and make the most of their VA benefits.
 - When Defendants graduate they receive a Challenge Coin from the VA to commemorate the challenge they faced and overcame.

COUNCILMEMBER ORLANDO brought up that we have 1,700-1,900 calls for mental illness, how many of those people go through the court system.

MS. HERBERT responded that it is a much lower number than that, but the number fluctuates over time.

COUNCILMEMBER ORLANDO said when we find someone who needs mental health help, we either go to a nonprofit agency or if they have a history or record, they go through the court system.

MS. HERBERT clarified that if they have any charge they go through the courts.

COUNCILMEMBER ORLANDO asked about the group of people that does not want help—do they go to the hospital or are they let go.

MS. HERBERT said that from the court's perspective they will not be part of the court system. Participation in these courts is voluntary.

COUNCILMEMBER ORLANDO asked about the number of people released back onto the streets.

MR. WRIGHT stated that they are not in the long-term case management business, so the data is not necessarily known. In some cases, people may be picked up multiple times.

COUNCILMEMBER ELLIS said that it is hard to know the number of people in this system. The navigators are involved, and they get to know these people.

VICE MAYOR ROE asked if we are checking to see if people fit into these categories and who is doing so.

MS. HERBERT said that this is always done. It is different for each court. There is a mechanism to confirm that veterans are qualified by the VA to participate in the court, as well as who is qualified to receive services.

MS. HERBERT continued the presentation.

- Mental Health Court
 - The purpose of the Chandler Mental Health Court (MHC) is to connect defendants who are severely mentally ill (SMI) with mental health services with the goal of reducing recidivism within this vulnerable segment of the population.
 - An average of 40 defendants are participating in this program in any given time.
- Mental Health Court
 - Defendants each have a case manager with Mercy Maricopa.
 - The prosecutor, defense attorney, case manager and judge work together to develop a treatment plan for the defendant.
 - The plan may include substance abuse counseling, job training, medications, group therapy, individual therapy, mental health counseling, inpatient services, and help with finding housing and employment.
- Support Court
 - Launched December 2021
 - Similar to Mental Health Court but includes Homeless Defendants who are not SMI.
 - The prosecutor, defense attorney, homeless navigator and the judge work together to develop a treatment plan for the Defendant.
 - The plan can include substance abuse counseling and help with housing and finding work.

VICE MAYOR ROE said we have three specialty areas, what happens when they do not fit into one of these specialty areas, but they need help.

MS. HERBERT said that it started out with only severely mentally ill defendants because they are case managed. Over time, some exceptions have been granted. Outside case managers or parents can be involved.

VICE MAYOR ROE asked about a caregiver finding themselves in the court as a defendant, would they be able to work that out through the court.

MS. HERBERT replied that situation has not occurred. Caregivers may be in crisis due to their situation, in that situation there are services and victim advocates to help them. There has not been a situation with criminal charges.

JUDGE SKUPIN stated we do have a robust specialty court docket in Chandler because of the partnerships we have with the prosecutors' office, Neighborhood Resources, the Police Department, attorneys, and the court. Other cities do not have the same resources or cooperation between departments.

COUNCILMEMBER LOPEZ said it was great to reduce recidivism in these programs and asked if there was escalations or consequences if things get worse.

MS. HERBERT replied that sometimes there are multiple services provided, but someone may not avail themselves of these services.

RIANN BALCH, Community Resources Manager, continued the presentation.

- Neighborhood Resources Department
- NRD Programs Serving Persons with Mental and Behavioral Health Concerns
 - Chandler Connect
 - Operation Open Door
 - Support Court
 - Tenant Based Rental Assistance (TBRA)
 - Emergency Housing Vouchers (EHV)

COUNCILMEMBER HARRIS asked for a definition of unsheltered.

MS. BALCH answered that unsheltered means living without a place meant for human habitation such as in a car, on the street, or in a park.

MS. BALCH continued the presentation.

- Staff Qualifications, Training, Associations
 - Peer Support Certification
 - Behavioral Health Technician
 - Non-Violent Crisis Intervention Training (CPI)
 - Casii Psychiatric Assessment

- American Society of Addiction Medicine
- Harm Reduction
- Motivational Interviewing
- Suicide Prevention
- How We Serve Persons with Behavioral Health Concerns
 - Person Centered Engagement
 - Trauma Informed Care
 - Connection to Mental Health and Recovery Services
 - Harm Reduction and Motivational Interviewing
 - Ongoing Coordination with Community-Based Providers

COUNCILMEMBER HARRIS asked about the engagement with demographics surrounding us, is there engagement from the tribal community receiving services.

MS. BALCH said that they are engaged with people who live on reservation land in the Chandler area. They work with Indian Health Services and Native American Connections, to get them culturally specific services. There has not been success with mainstream services. There is a relationship with the tribe, however; it is difficult to connect on a consistent basis. They utilize services in Phoenix providing alternative services.

COUNCILMEMBER HARRIS asked for clarification that services are offered to all.

MS. BALCH confirmed that if someone is residing in Chandler, unsheltered, we will serve them.

COUNCILMEMBER HARRIS asked about the success rate for Native American individuals receiving service.

MS. BALCH said she would get that information to the Council.

COUNCILMEMBER HARRIS requested further information on what is working and how to better serve this population.

MS. BALCH continued the presentation.

- FY 2021-21 Program Data
 - Chandler Connect: 95%
 - Operation Open Door: 44%

COUNCILMEMBER HARRIS asked for a demographic report on success rates for people receiving services.

MAYOR HARTKE said that Chandler is well-respected around the Valley for its initiatives regarding homelessness and looked forward to seeing the shelter count. Chandler has also been

involved with other cities in Maricopa County that are seeing what resources can be applied to reduce our numbers. He said many people speak highly of Riann and her team.

SEAN DUGGAN, Police Chief, continued the presentation.

- Chandler Police Department
- Crisis Intervention Team (CIT) Program
 - CIT training is a specialized 40-hour police curriculum that aims to reduce the risk of serious injury or death during an emergency interaction between persons with mental illness and police officers
 - CIT improves communication, identifies mental health resources for those in crisis and helps ensure officer and community safety
 - CIT programs create connections between law enforcement, mental health providers, hospital emergency services and individuals with mental illness and their families
- CIT in Chandler
 - Taught regionally in the Phoenix metro area since 2004
 - Program expanded significantly in 2014 with the creation of the East Valley CIT Program Collaboration (Chandler FD CR, Mesa FD CR, Mesa PD, Scottsdale PD, Gilbert PD, ASU PD, Mercy Care Maricopa County)
 - CIT trained officers receive 8 hours of continuing education training a year
 - CIT related training provided to all Chandler police officers annually
- Chandler 911 Communication Center Response to Persons Affected by Mental Illness or in Crisis
 - Adjusted dispatching guidelines and implemented call triage protocols in August 2021
 - Prior to August 2021, persons affected by mental illness or in crisis (suicidal or depressed) who call police and are *not reporting a criminal incident, not involved in a criminal situation, not acting violent (no weapons), and do not need medical attention* may be referred to Solari crisis call service
 - Officers will continue to be dispatched on all reports of situations involving persons who display symptoms of serious mental illness or in crisis and/or are a danger to themselves or others due to the unpredictable nature of those involved.
- Mental Health Related Calls for Service
 - Increased 100% from 2015 to 2021
 - Increased 3% Suicide Attempt
 - Increased 351% Mental Health Related
 - Increased 131% Mental Health Pick Up

COUNCILMEMBER LOPEZ asked if there is a change in the call out during a mental health related dispatch where there is violence or crime.

CHIEF DUGGAN explained that it is information for the officer so they can form a plan when they get there. Whatever information is provided to the officer is helpful and may dictate how they respond.

COUNCILMEMBER LOPEZ asked if they preliminarily engage in a follow-on service that will be on its way in a case of someone who does not want to leave if there is someone there to assist and deescalate.

CHIEF DUGGAN answered that their primary role is to prevent injury and keep the peace, by addressing the behavior first. If there is time and space to slow things down, they will do that when possible.

COUNCILMEMBER LOPEZ asked about the next level of training that comes after CIT training.

MR. WRIGHT added that there is a lot of integration and cooperation among City departments. There is a lot of different resources from all different aspects of the city and a lot of community partners they rely on. He reiterated that Chandler is not a long-term care provider—that comes from other levels of government and nonprofits. There are some core services we already provide that may make us more effective.

JOSH WRIGHT, Acting City Manager, continued the presentation.

- Recommendations / Next Steps
 - As resources allow, consider offering other behavioral health resources within City's purview which enhance provision of core services to residents:
 - Behavioral Health Navigator
 - Police Department Behavioral Health Unit
 - Embedded Solari crisis counselors in CPD's 911 Communications Center
 - Increase the types of behavioral health service calls diverted to Solari's network, rather than Police
 - Includes training for officers and call-taker on how the call diversion program will operate
 - Identify training resources for City employees on signs of suicide
 - Partnering with CUSD and Compass Church on "BREAKTHROUGH" a free, community-wide mental health conference focused on adolescents (February 25 and 26, 2022)
 - Continue exploring community partnerships

COUNCILMEMBER ORLANDO asked if the calls for service were 2,500 or 1,900.

CHIEF DUGGAN said this number is for police only.

COUNCILMEMBER ORLANDO asked if it was on top of the 1,700 to 1,900 calls for service for the Fire Department.

CHIEF DUGGAN said there may be some overlap, but they are totally different call systems, so the previous slide was police only. Some of those calls the Police Department may ask the Crisis Response team to respond instead, so those would have overlap.

COUNCILMEMBER ORLANDO clarified that the calls for service numbered larger than 2,500, there is a higher volume handled by Police than by Fire.

COUNCILMEMBER LOPEZ asked for clarification on the diverted Solari calls.

CHIEF DUGGAN said the number of calls diverted went from five a month to 100, an officer was not dispatched 100 times a month.

COUNCILMEMBER ORLANDO asked if they have the data, why don't they go full time.

CHIEF DUGGAN said this system has been successful in Mesa, and Tempe is doing a 40-hour beta test. He said they want to try 40 hours a week.

COUNCILMEMBER LOPEZ said if a call comes in reporting violence a police officer will be dispatched.

CHIEF DUGGAN stated that they will always respond to threats of violence. They must meet very specific criteria based on the policies in training.

COUNCILMEMBER LOPEZ said he wants to ensure they are having the proper responses and ensuring that safety is maintained and siding with caution, to keep people safe.

COUNCILMEMBER ELLIS recalled a previous discussion of officers going on mental health issue calls. She thanked CHIEF DUGGAN for listening to recommendations made. The mental health crisis needs action. City departments collaborating get the job done well. What is being discussed as recommendations are evidence-based practice, it can provide results.

COUNCILMEMBER ORLANDO asked how many specialized officers they were requesting.

CHIEF DUGGAN said four officers and a supervisor.

COUNCILMEMBER ELLIS said that this was a specific specialized unit. She talked about the region's police response to behavioral health calls. She requested that a taskforce is trained to specifically handle mental health situations.

COUNCILMEMBER ORLANDO asked if this specially trained taskforce would be able to handle domestic violence cases.

CHIEF DUGGAN answered that this would only be for mental health. Once violence is mitigated, mental health could be addressed.

COUNCILMEMBER LOPEZ asked if they have had any unhoused people say they have come to Chandler because they like our services and we have a success rate, and services were not available elsewhere.

MS. BALCH said they do not say that.

COUNCILMEMBER LOPEZ asked if they leave because of being asked to get involved.

MS. BALCH said if Chandler is their home, they stay in Chandler.

COUNCILMEMBER LOPEZ said this subject is difficult to discuss. We are here because the Feds dropped the ball, problems trickled down to the streets and it came down to our Fire, Police, and Courts to handle what's left. We need to treat our citizenry and keep them safe and get them the help they need. He asked to keep continuing services and supporting the recommendations provided, while also keeping an eye on funding as we are having to subsidize the Fed from falling. We need to escalate this to our regional partners for help. He emphasized looking for the root cause and providing follow on services from higher levels.

COUNCILMEMBER ORLANDO asked what was meant by the Feds dropping the ball.

COUNCILMEMBER LOPEZ said that the problem has been growing in recent years, due to massive changes being made in mental health programs.

COUNCILMEMBER HARRIS thanked the staff for bringing up this topic and admired the collaboration of Team Chandler for this presentation. He mentioned how the subject of addressing mental health integrates Chandler's core values. We can address these issues properly with our partner services and refer to the next level.

VICE MAYOR ROE asked if there is an active police warrant detail.

CHIEF DUGGAN said as officers come in, they are pushed out.

VICE MAYOR ROE said there would be six new positions, what would the cost be of these appointments.

MR. WRIGHT mentioned that all these things would come up with the new budget. These will be budget requests as resources are available to do so. There will be decision packages related to these items

VICE MAYOR ROE said we have a lot of resources being used to deal with this. Funding or grants can help address the cost.

MR. WRIGHT brought up items not discussed in the presentation; training with HR for City employees such as CPR training and signs of suicide. There is an upcoming training called Breakthrough for Adolescents. We are looking for community partners and funding.

COUNCILMEMBER ORLANDO voiced his support.

Adjourn

The meeting was adjourned at 5:36 p.m.

ATTEST: *Dana R. DeLong*
City Clerk

Kevin Harthe
Mayor

Approval Date of Minutes: February 10, 2022

Certification

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Work Session of the City Council of Chandler, Arizona, held on the 27th day of January 2022. I further certify that the meeting was duly called and held and that a quorum was present.

DATED this 10th day of February, 2022.

Dana R. DeLong
City Clerk

