



Mental Health Response Advisory Committee
Monday, May 3, 2021
9:00 A.M. - 10:30 A.M.
ADAMHS Board of Cuyahoga County via Zoom Meeting

MEETING SUMMARY

Present: Tri-Chairs: Scott Osiecki, ADAMHS Board; Captain James McPike, Cleveland Division of Police; Commissioner Nicole Carlton, Cleveland EMS

Committee Members: Dr. Richard Cirillo, Board of Developmental Disabilities; Dr. Randy Dupont, City of Cleveland Monitoring Committee; Shannon Jerse, Sisters of Charity; Rick Oliver, FrontLine Service; Sgt. Brigitte Dorr-Guiser, Cleveland Division of Police; Jonas Geissler, DOJ; Rosie Palfy, Community Advocate; Madison Greenspan, ADAMHS Board; Thomas Williams, ADAMHS Board; Marvetta Rutherford; Susan Neth, FrontLine Service; Larry Heller, N.O.R.A.; Beth Zietlow-DeJesus, ADAMHS Board; Carole Ballard, ADAMHS Board; Clare Rosser, ADAMHS Board; Carolyn Szweda, Beech Brook; Ruth Simera, NEOMED; Rodney Thomas, CWRU; Dr. Megan Testa, Cleveland Police Commission; Mike Evanovich, DOJ

Guests: Josiah Quarles; Ariana Wilin; Amanda Kafcsak; Chris Knestrick; Abbey Smith; Brian Mallory; Joe Gaston; Meghan Patton; Laylah Allen; Ethan Trinh; Luis (full name unknown); Bob (full name unknown); Maria Nemec

Goals of the MHRAC:

Fostering relationships and support between the police, community and mental health providers; identifying problems and developing solutions to improve crisis outcomes; providing guidance to improving, expanding and sustaining the CPD Crisis Intervention Program; conducting a yearly analysis of incidents to determine if the CPD has enough specialized CIT officers, if they are deployed effectively and responding appropriately and recommending changes to policies and procedures regarding training.

Goals of this meeting:

- To discuss priorities for 2021.
- To conduct the regular business of the MHRAC.

Review/Acceptance of Meeting Summaries – Osiecki

- March meeting summary was accepted.
- April planning retreat summary was accepted.

Discussion of 2021 Priorities based on Retreat and Questionnaire – McPike/Rosser

- Responses/themes/priorities were reviewed.
 - Clare Rosser noted that a questionnaire was sent out after the April planning retreat, to capture any additional thoughts and reflections. Six people responded. She read that input to the group, and the document is included below.

- (Please note that the following agenda items were taken slightly out of order because the group revisited this topic as the meeting progressed.)
- Captain Jim McPike went through the April retreat summary, and noted:
 - Consent decree is not over but Crisis Intervention Team (CIT) training is going well; congratulated the team that makes it happen.
 - Goal to have 25-30% of CDP officers CIT trained; trainings are underway.
 - Encouraging training officers to take CIT through consistent language in divisional notices, etc.
 - Co-responder program just finished first full quarter together, waiting for data, updates will come.
 - Electronic database will be used for a variety of purposes, helps with collection, and has been in place since February 2020.
 - “Digging down” into data, currently on demographics including race and age (juveniles).
 - Automating some internal processes for reporting (for example, “trigger emails” that show if something hasn’t been completed).
 - Working with Case Western Reserve University on data.
 - Juvenile policy is complete, but not yet officially released.
- Scott Osiecki asked group to identify priorities that can then be shaped into a workplan.
- McPike reiterated his priority of non-police response to crisis. Ruth Simera, Josiah Quarles, and the rest of the MHRAC echoed that.
- Quarles noted and explained What Works Cities Sprint.
- Quarles also noted information sharing as a priority area, and also peer-to-peer empowerment.
- Community Engagement Subcommittee will be creating new content suggestions for City website CIT tab.
- Rosie Palfy researched examples of CIT websites and webpages that she will share with the chair of the Community Engagement Subcommittee.
- Governance and structure:
 - Status of the Ad Hoc Committee with development of the bylaws:
 - McPike noted now that MHRAC has been in existence for five years, it is time to take MHRAC to the next step and formalize through bylaws and defined membership. He noted that the move to formalizing is to ensure that MHRAC continues, whether or not the City of Cleveland is under a consent decree.
 - He envisions the MHRAC Full Committee as being a more formal structure and subcommittees being less formal, with ad hoc subcommittees as necessary.

Discussion of the role of Diversion Subcommittee – *McPike*

- A goal is to look at non-police response to people in crisis, which is a fit for this subcommittee.
- Larry Heller agreed to co-chair. Seeking another co-chair. If not McPike will continue as co-chair of this subcommittee.
- McPike is securing representatives from dispatch, communications control section, and EMS Commissioner Nicole Carlton.

- Subcommittee has not met in a few months.

Update on Cuyahoga County Diversion Center – Osiecki

- Osiecki noted that the Center opened at 9 am this morning (05/03/21).
- ADAMHS Board will be collecting metrics.
- Law Enforcement Open House had more than 200 officers participate.
- McPike praised the space; Osiecki praised Oriana House and their work.

Communications Updates – Rosser

- City of Cleveland website/ADAMHS website, etc.; McPike noted that we discussed this issue earlier.
- Rosser noted that she would like to streamline information shared with and between members of the MHRAC and asked to discuss it with chairs of the committee and subcommittees.
- She noted that there is a lot of work happening in the MHRAC, and it can seem difficult to see the full picture.
- Her list of potential areas of attention included: repository of all meeting summaries that would make it easier to access; centralize and streamline public announcements including a monthly list of upcoming MHRAC-related events and meetings, and have the meetings scheduled and related documents sent out earlier. Osiecki also noted that we could benefit from one person scheduling meetings, sending out agendas and summaries.
- She noted that the ADAMHS Board website was recently redesigned and has capacity to handle this, but those functions and content are currently being updated.
- Case Western student noted this would be good, and should also include clarity on how the community can be involved.
- McPike noted that this will require diligence from the chairs of the subcommittees.
- Osiecki asked that the group finalize who are the chairs for each subcommittee, and who are the official members, as part of the bylaws process.
- Tom Williams noted an evolution in the QI Subcommittee to have participatory evaluation, which means some of the information may be incomplete or not “clean and polished.”
- McPike will send an email to Rosser with co-chairs of committees, and she will develop a plan to streamline and centralize information sharing.

Sub-committee Reports:

Community Engagement – DeJesus

- Last met on March 8.
- Next meeting tentatively scheduled for May 18 at 9 am, but there might be a conflict with the QI meeting. Attendees who are unable to make it will be provided detailed updates and a chance for input.

- Planning another virtual “Coffee with a CIT Officer” targeted to crisis providers. Other target audiences are identified for future events.
- Finalizing community engagement recommendations for the full MHRAC, which will be submitted to the Tri-Chairs for review in May.
- Finalizing annual survey questions for Cleveland police officers regarding behavioral health resource cards; working with Capt. McPike to survey officers.
- Committee will work with CDP on CIT/MHRAC web content creation for City’s new webpage; DC O’Neill will approve final content.
- Palfy said that during the subcommittee meeting, it was noted that the City is not doing certain types of events and Charles See is following up for a written response. She also noted discussion about creating a community survey and promoting the United Way May 12 event. DeJesus noted that the event is being promoted. DeJesus also noted that the communications office at the City of Cleveland is allowing MHRAC to do targeted partner events for “Coffee with a CIT Officer” while events are virtual. City events may be transitioning to in-person in near future, and McPike would be able to present at those also. DeJesus also noted that the Community Survey is part of the CE recommendations for the tri-chairs that still needs to be finalized.
- McPike asked how the 2016 community survey was done. Rev. Benjamin Gohstin noted that he was part of it, and the MHRAC held meetings in various communities and then compiled survey responses from those. Palfy noted that the policy and community engagement committees worked together to create a survey that could go online, and it was cross-promoted on judicial websites and other places as well. Also had public meetings to solicit responses.
- Brian Mallory noted that a survey does not need to be costly or difficult, but the compilation of the responses requires expertise like the Case Western team that is part of the MHRAC. He also asked that the MHRAC be creative in their thinking about meeting in real space, and moving the City to do more in-person events.
- Larry Heller noted 2016 community engagement included several locations throughout Cleveland, and was helpful for feedback and data, and generating goodwill. He noted that if we do similar outreach for a new survey, we should plan for the follow-up and keeping the relationship going.
- Osiecki noted the importance of determining a topic for discussion at community meetings; McPike said he would follow up about the district/community meetings. Mallory noted that the meetings can be good place to liaise with community; McPike agreed. Osiecki noted that the MHRAC focus is mental health and addiction. He also stated that the previous survey and community meetings focused on the development of CIT policies.

Diversion – previously discussed

Training – *Jerse/McPike*

- No training this week because of the NFL draft.
- Status of 2021 Autism In-Service Training:
 - Will receive training evaluation results soon.
- Status of 2022 Homeless In-Service Training:

- Outline is complete, need to develop curriculum.
- Status of 2021 - Learning Training:
 - Refresher training is done. Not all officers are trained on CIT Stat Sheet. E-system needs updated; McPike is working to get that done.
 - The community commitment section of CIT Update Training is being updated and is not expected to take long.
- Status of CIT Specialized 40-Hour Training:
 - 2 classes scheduled, July and October.
- Status of CIT Specialized Dispatch Training:
 - Fully approve.; Carole Ballard and McPike will work to get this in the training lineup.
 - Cleveland is switching to a new dispatch system called ProQA.

Quality Improvement Committee-Issa/McPike

- Dr. Issa was not able to attend the meeting; Rodney Thomas gave an update.
- Exploratory and participatory data will be reviewed, but currently discussing parameters on how it is used, how it is disseminated internally and externally like data briefs, dashboard, websites, reporting on Consent Degree.
- Align annual report and data reporting format and content.
- Discussion on the importance of digging deeper on topics identified by the QI Subcommittee and using data to inform curriculum development for training.

Palfy noted that she has sent requests for data and not received responses. She noted that Dr. Issa's data PowerPoints were provided through November 2020, but there was not an end-of-the-year report and the annual report did not include some data categories. McPike responded that the QI Subcommittee is formatting the annual report to align with data required to be reported as part of the Consent Decree. Thomas noted that some of the listed data was included, and other categories were not available to him. Palfy also noted that other QI members were not necessarily requesting the data, but that the data tells a "flattering" story about how Cleveland police responds to incidents. Thomas agreed and noted that the group is looking at what the data tells us and how it overlays the required reporting of the Consent Decree.

Open Discussion on Current Agenda Items – McPike

- Larry Heller noted information about the Diversion Center- and raised concerns on whether people are still on the path to treatment rather than incarceration. Rosser noted that conversation can continue between the Diversion Center and law enforcement during the person's stabilization period. Osiecki clarified that the Diversion Center only takes clients from law enforcement for low-level, non-violent misdemeanors, and there is no policy on arrest follow-up. The Diversion Center is not a jail, does not have booking or fingerprinting and is completely voluntary. McPike and Osiecki also noted that this is a pilot project that has evolved and is evolving quickly. Mallory noted that informed care is important. Palfy noted that there is a question/answer on the FAQs posted on the ADAMHS website that could be interpreted this way. Rosser and Osiecki will review that note and update the language to provide clarity. Osiecki noted that this is about treatment and recovery support services in the community, not in the jail, and reviewed the process for law enforcement. It is voluntary.

- Palfy noted an email she received from McPike addressing her involvement in the MHRAC and its subcommittees. McPike deferred conversation on the topic.

Next meeting: 07/12/2021, 9:00 AM - 10:30 AM

Responses to MHRAC member survey April 2021 – 6 responses

Please list your top two priorities for the MHRAC’s work in the immediate future. These can be specific activities, or general areas of need:

- Expansion of the Frontline CSU to accept referrals from the community MH agencies again.
- health first crisis response
- data collection and analysis
- Setting clear goals for evaluating CIT progress and impact
- Improving community supports for children, youth and adults in crisis to deter unnecessary criminal justice system involvement
- Understand what the collected data means; communicate that meaning to the wider community
- Developing a better understanding of barriers (particularly from the officer's and commander's perspectives) to regular implementation of de-escalation strategies, community engagement and related goals.
- Developing a longer-range strategy to build-upon progress already made and address ongoing barriers.

During the meeting on 04/19/21, the group identified four priority areas of work for the MHRAC. All are important, but please rank them according to what you think is a TOP PRIORITY FOR 2021. Rank the answer choices in order of preference, 1 being the highest.

Data collection and analysis	Diversion strategies such as non-police, or health-first response to behavioral health crisis	CIT-related training	Community engagement activities such as Coffee with a Cop, community forums, etc.
1	1	1	2
1	1	1	4
2	2	3	4
2	2	3	4
2	3	3	4
3	4	3	4

The group identified a need to revisit the roles and responsibilities of the subcommittees. Do you have any general thoughts about the current subcommittee structure’s strengths?

- The training subcommittee is a strong, diverse, and intelligent contingent.
- I appreciate the meetings being every other month, unless we are working on a specific project.
- Chairs/members are knowledgeable and committed.
- Rania and Rodney have been invaluable to the QI committee work. Rick and Carole have been essential to the training committee efforts.

- The QI committee has been evolving now with more and consistently collected data. We need to focus more on data meaning.
- Regarding 5 - Rankings these is very difficult - they all need to occur.
- I see the strengths as being the backgrounds and current roles of the individuals/agencies serving, the fact that the sizes of the committees are manageable and allow for work to get done, and for the most part, there was enough specificity in the respective goals to provide a shared focus and allow for tangible progress.

The group identified a need to revisit the roles and responsibilities of the subcommittees. Do you have any general thoughts about the current subcommittee structure's areas to improve?

- Better consistent communication, shared agenda-setting, and follow up overall.
- The QI committee needs to present their reading of data to the whole of MHRAC.
- I think soon, a couple of these subcommittee areas could become standing agenda items discussed by the full group, rather than separate subcommittees.
- I think this becomes more clear as goals moving forward become solidified.

The group came to consensus that the Diversion Subcommittee's role could be expanded to become a "big picture" group looking at holistic, system-wide crisis response and non-police response. If you have suggestions for an updated mission statement for the group, or any other thoughts to share about the future of this subcommittee, please include those here.

- Plenty of definitions of "diversion" exist -- I'd simply want to highlight the importance of not criminalizing trauma, mental illness and other kinds of crisis-related behaviors and diverting children, youth and adults in crisis from police and criminal justice system responses.
- I'd urge using alternatives to 911 -- like 211 -- as a potential access point to trained community crisis responders.
- We need to collect data from all CIT responders.
- Yes, I believe that a big picture focus is appropriate at this time. That said, striking a balance between broader community issues and manageable sized problems is a key.
- I see the essence of diversion as being a timely and accurate enough appraisal of a given situation to allow for a prompt directing to resources most likely to ensure safety in the short term while avoiding unnecessary force or traumatization of a mentally ill or otherwise vulnerable person. In addition to immediate care/stabilization as needed, there is a linkage to services (with a process for follow-up) aimed at addressing root causes and maintaining stability.

From your perspective, what changes might be beneficial to the MHRAC's structure and governance moving forward? This can include meeting structure, subcommittees, chairs, bylaws, core membership, or any other formalized part of the work.

- I enjoy when we invite community members like Case Western, or NEOCH, or other entities that work with the MH community in varying capacities.
- streamline meeting notice and materials with the group and with the public, especially as the City develops their new website tab for this info

- This is too big of a question for me to answer in this survey without a lot more time. I think minimally having paid staff manage the meetings, minutes and communications of the MHRAC and committees would help a lot. Connecting with the Chief and Public Safety Director on an annual basis would also help to ensure better communication and more coordination among the various first responder groups.
- We need to communicate better with the broader community either on television or via other media.

What people/organizations do you think should be recruited to be part of this work going forward?

- Organizations that represent minority groups that have been impacted by recent events in the area. BLM, Asian Community, Trans Community, Foster Care, etc.
- representation from NAMI, Council on Agency Directors, MHAAC, NEO Black Health Coalition, suicide prevention groups, Black MH providers and youth providers....
- Invite representation from the ADAMHS Board Consumer Advisory Council.
- Not sure. Perhaps the Center for Community Solutions.

Quote to promote or explain the MHRAC:

- MHRAC gives a voice to the community Mental Health Workers and local Mental Health advocates/consumers to impact social change in our community. That is why I stay involved in the committees.
- It is clear to me that present and past CPD officers participating in MHRAC want to do what is best for people in crisis in the city of Cleveland.
- A fair and effective public safety network is fundamental to our well-being as individuals, families and as a society. The perspectives and work of people from diverse backgrounds and roles are needed to achieve and sustain this.