

## **CALLS FOR SERVICE SUBCOMMITTEE MEETING MINUTES**

**February 17, 2022**

**Subcommittee Members Present:** Subcommittee Co-Chair William Ayub, Subcommittee Co-Chair Edgar Hampton, Manju Kulkarni, Abdul Pridgen, Board Co-Chair Steven Raphael, and Tamani Taylor

**Members Absent:** None

### **1. Introductions**

Subcommittee Co-Chair Ayub called the meeting to order at 12:04 p.m. Subcommittee members introduced themselves and new subcommittee members Pridgen and Taylor were introduced. Abdul Pridgen is the Chief of the San Leandro Police Department. He previously served as President of the California Police Chiefs Association. The Association represents approximately 340 active and 350 retired Chiefs; Member Pridgen is their representative on the Board. Tamani Taylor is the Chief Deputy Public Defender with the Solano County Public Defender's Office. She serves as the representative of the California Public Defender's Association on the Board.

### **2. Approval of August 24, 2021 Subcommittee Meeting Minutes**

**MOTION:** Member Raphael motioned to approve the August 24, 2021 Meeting Minutes. Co-Chair Ayub seconded the motion.

**APPROVAL:** Four members voted "yes," there were no abstentions, and no "no" votes.

### **3. Overview by Department of Justice**

Deputy Attorney General (DAG) Allison Elgart of DOJ stated that the meeting would focus on the topics that the subcommittee would like to work on for inclusion in the 2023 Board Report. She stated that the Co-Chairs would share a report about the work planned by the subcommittee during the March 30, 2022 Board meeting. She stated that if the subcommittee would like to speak with experts during a future meeting or wished to review research, they could plan for this during the meeting

### **4. Discussion regarding Proposals for Calls for Service Chapter in the 2023 Board Report**

Member Raphael stated that he found the presentation by the San Francisco Director of Emergency Management to the subcommittee in 2021 very helpful. He stated that they discussed the implementation of a program to respond to calls for service when a person was in distress with a mental health crisis and to respond to issues related to people's experiences of being unhoused. He stated that the program staffs teams with an emergency medical

technician, a nurse, and a social worker, who jointly respond to calls. Member Raphael recalled that the program was in a pilot stage last year and the subcommittee had discussed whether a similar model could be replicated in geographically expansive counties. He stated that he would appreciate receiving an update about San Francisco's Street Crisis Response Teams program and would like to learn about efforts in a large County, such as San Bernardino or Ventura, or counties in the Central Valley.

Subcommittee Co-Chair Hampton agreed that the subcommittee should request an update from San Francisco's Department of Emergency Management. He stated that the City of Anaheim has a Psychiatric Emergency Response Team and he believed that this team would be happy to discuss their work with the subcommittee. He recommended that the subcommittee continue to work on the topic of dispatcher training and dispatcher preparedness to dispatch the most appropriate services available.

Subcommittee Co-Chair Ayub agreed that he would like to receive an update regarding San Francisco's Street Crisis Response Teams. He stated that Ventura County had a Crisis Response Team composed of mental health care professionals for approximately 30 years. He stated that resources had not been allocated for this team to be available at all hours and for this reason, responsibility for crisis response often reverted to police officers and sheriff's deputies. He stated that he believed that similar issues existed in many communities.

Subcommittee Co-Chair Hampton stated that grant funding made it possible for some communities, including Anaheim, to expand crisis response team availability. He stated that Anaheim now had daytime and nighttime crisis response teams. He offered to inquire about the source of the grant funding. Co-Chair Ayub stated that he would like to receive this information because funding is a challenge.

Member Raphael asked if there were fewer calls for service at night and this was the reason that it was difficult to provide crisis response teams around the clock. Co-Chair Ayub indicated that this was the case.

Member Pridgen stated that it would be valuable to ask the San Francisco Department of Emergency Management about the lessons learned and the successes of the pilot program. He stated that when he served as the Chief of Police for the City of Seaside, the city hired three professionals to respond to substance abuse disorder-related issues, behavioral health needs, issues related to the experiences of people who were unhoused, and domestic violence. He stated that the city scheduled the staff availability based on call volume, which could change over time. Member Pridgen stated that this was a unique model dispatched through the County Dispatch Center. He stated that this was an alternative to a police response; police officers were not dispatched with this team. He stated that even though the Dispatch Center serves the

whole County, this team would be dispatched to respond to calls in the City of Seaside. Member Pridgen stated that it would be valuable for the subcommittee to hear about the results of this program.

Co-Chair Ayub stated that he believed Tuolumne County was the first county to implement Next Generation 9-1-1 and he anticipated that this technology would improve communications and increase the ability to share information. He stated that he anticipated that the implementation of Next Generation 9-1-1 throughout the state would result in good outcomes. Co-Chair Hampton stated that the Anaheim Police Department would implement Next Generation 9-1-1 near the end of March or the beginning of April. He stated that he believed it would be helpful for officers to hear the interaction between 9-1-1 callers and dispatchers.

Member Pridgen stated that dispatcher training regarding bias by proxy should be evaluated based on the change in the impact of bias-based calls for community members.

Member Raphael stated that he attended a Dispatch Advisory Council meeting in 2021, where training was discussed. He stated that the subcommittee may want to strengthen this relationship with the Council to learn more. Member Hampton stated that when dispatchers are not included in important training, like de-escalation training, this can weaken communications. He stated that while the training for dispatchers and officers should not be exactly the same, there are areas of cross-over.

Member Taylor stated that she was particularly interested in crisis response teams' responses to calls, particularly calls from family members about substance-related crises. Member Raphael asked if the subcommittee would want to engage with the National Alliance on Mental Illness (NAMI) regarding individuals' decisions about whether or not to make calls for service. Member Taylor stated that she provided a know-your-rights training for NAMI Solano County, which the group requested after an incident in which police responded to a report of an assault involving an autistic individual. She agreed that it would be beneficial for the subcommittee to reach out to NAMI.

Member Raphael asked if it would be common for larger law enforcement agencies to have a public relations officer who would engage with families of people with mental health disabilities who may wish to share information with the agency that could be helpful during any interaction with their relative. Co-Chair Ayub stated that within the Ventura County jail system, there is a Therapeutic Inmate Management System which has several components; one of these is a staff member connection with family members of people in jail who have mental health disabilities. He stated that family members could inform Sheriff's Department staff about the support that can help their relative when they have experienced a crisis and triggers that may have a role in the person's experience of a crisis. He stated that the Ventura County

Sheriff's Department (VCSD) has considered how a similar approach might be used by patrol staff by collecting information through field interviews and creating a database that deputies could access in the field. Sheriff Ayub stated that VCSD is considering how this approach might improve outcomes, while also considering problems that would need to be addressed, including the privacy of personal health information.

Co-Chair Hampton stated that the Anaheim Police Department (APD) can enter voluntarily-shared premise history information into their database or computer-aided dispatch system so that if officers respond to a call associated with the individual or their address, they will have the information that may be helpful for their response.

DAG Elgart asked Co-Chair Ayub to share information about the Next Generation 9-1-1 system. Co-Chair Ayub stated that there is a national effort to improve emergency response systems and California has a 9-1-1 Advisory Board, of which he is a member. He stated that the Next Generation 9-1-1 system is administered by the State Office of Emergency Services and a rollout of equipment and software was underway. He stated that this system will allow individuals to use text messaging to communicate with emergency response communications centers, in addition to allowing individuals to share photos, videos, or other digital media. Co-Chair Ayub stated that the communications centers would also be able to share this information with deputy sheriffs and police officers in the field. He stated that this would not resolve all issues related to communications, but would be an improvement and result in better awareness in the field and better outcomes.

DAG Elgart stated that it sounded like the subcommittee wanted to continue addressing dispatcher training and would like to reconnect with the Dispatch Advisory Council. She also stated that it sounded like the subcommittee also wanted to continue addressing various crisis response models with an emphasis on the evaluation of outcomes, potentially including models in Anaheim, Ventura County, Seaside, and follow-up with San Francisco. She stated that it sounded like the subcommittee also wanted to address how agencies connect with families of individuals with mental health disabilities. Ms. Elgart stated that it sounded like the subcommittee would like to address communications systems. She asked if there were any analyses of RIPA data related to calls for service that the subcommittee would like to address this year.

Member Raphael stated that the 2022 Report included an analysis of the differential outcomes across perceived disability categories. He stated that rather than repeating the analysis with the data that would be reported by April 1<sup>st</sup>, he recommended that the subcommittee address ways to mitigate the arrests of individuals with disabilities and ways to prevent uses of force against people with disabilities. He stated that the subcommittee might want to address whether emergency communications systems could include the contact information of a trusted family

member who may be able to assist with de-escalating a crisis and the subcommittee might want to discuss this and other ideas with representatives from NAMI. Co-Chair Hampton agreed. He stated that, of the thousands of calls that the Anaheim PERT team has responded to, there had been one use of force. He stated that it is important to evaluate positive outcomes, such as no uses of force, and the subcommittee should consider the evaluation of outcomes for any crisis response model.

Member Kulkarni stated that Stop AAPI Hate had been working with local law enforcement agencies on how to address and refer hate-based incidents that do not involve crimes. She stated that given the increase of hate incidents against communities of color and other marginalized groups, the subcommittee might want to address the referral of hate-based incidents. Member Pridgen agreed that continuing to look at the work of bias response teams would be interesting. Ms. Elgart asked the subcommittee how they would relate the work of bias response teams to calls for service received by dispatchers. Member Kulkarni described an incident in which a community member experienced racialized verbal sexual harassment by another community member at a restaurant and called 9-1-1 for assistance. She stated that in this instance, the responding officers did not provide any resources to the community member. She stated that an appropriate response would have included, at minimum, providing the community member a resource card that Stop AAPI Hate helped the Los Angeles Police Department to develop and possibly referring her to an organization like the LA vs. Hate program of the Los Angeles County Human Relations Commission. Ms. Elgart asked if Member Kulkarni would share the resource card with the subcommittee. Co-Chair Ayub stated that the VCSD has numerous resource cards that deputies share with community members that they encounter and he believes it is a good practice.

## **5. Public Comment**

Richard Hylton stated that he resented that sufficient actions were not being taken to address the hate crimes against Black community members that were documented in the 2020 Hate Crime in California report.

## **6. Discussion of Next Steps**

Co-Chair Ayub asked DAG Elgart to provide guidance about the next steps. Ms. Elgart stated that Department staff could begin working on the topics identified by the subcommittee during the discussion. She stated that if the subcommittee wanted to hear from specific individuals or organizations at their next meeting, Department staff could coordinate this.

## **7. Election of Subcommittee Co-Chair**

Co-Chair Hampton stated that while he was preparing to retire, he planned to continue working with the APD as a retired annuitant. He stated that he would be retiring from the Board, but would be happy to be contacted in the future regarding calls for service and other RIPA components. He shared that he began his service as an officer in 1997, following eight years of

service with the United States Navy. Co-Chair Ayub thanked Co-Chair Hampton for his lifetime of service to the country, the city of Anaheim, the RIPA Board, and PORAC. Subcommittee members congratulated Co-Chair Hampton.

**MOTION:** Member Raphael nominated Member Kulkarni to serve as Co-Chair. Member Kulkarni accepted the nomination. Member Pridgen seconded the motion. There were no additional nominations.

**APPROVAL:** Six members voted “yes,” there were no abstentions, and there were no “no” votes.

### **8. Adjourn**

DAG Elgart thanked Officer Hampton for his service to the subcommittee. She thanked the subcommittee members and the public for their participation. The subcommittee adjourned at 1:17 pm.