



CCMHE Quarterly Meeting

November 4, 2024

2 p.m. – 4 p.m.

A G E N D A

Welcome, Attendance, & Minute Approval

Public Comment

Introductions

Follow Up from Q3 Meeting

CPD Training Presentation

OEMC Presentation

CDPH Presentation

Mayor's Office Updates

Updates on Planning Process for 2025 CCMHE Meetings

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Neurobiology of Trauma and PTSD (Recruit BLE)

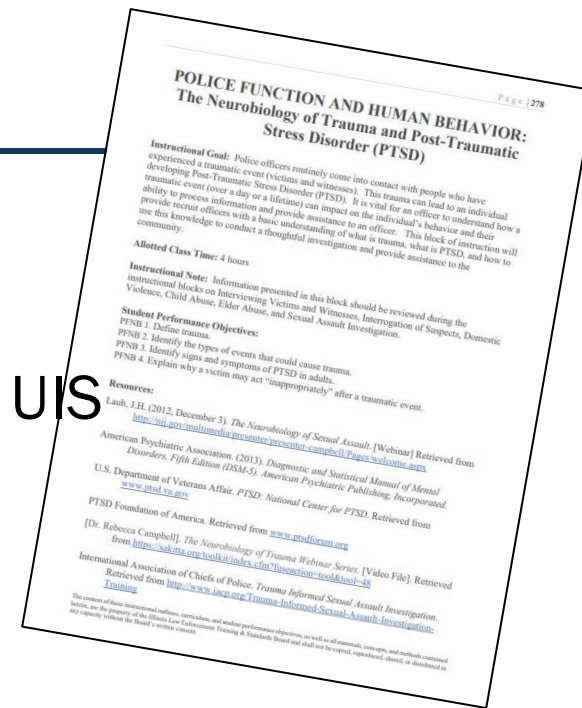
04 NOV 2024

Background...



Illinois Law Enforcement Training and Standards Board (ILETSB)

- ILETSB-mandated (4-hours)
- BLE curriculum provided by ILETSB / UIS
 - CPD-specific material incorporated
- Select CPD instructors for delivery
 - ILETSB-approved
- Consent Decree submission in process (IMT & OAG comments received)
- Part of larger BLE Mental Health suite
 - Previously presented CIT Concepts for Recruits



Curriculum

Module 1 – Overview of the Mental Health Suite of Recruit Curriculum

- What is Stress?

Module 2 – Explanation of trauma

- Indicators of exposure

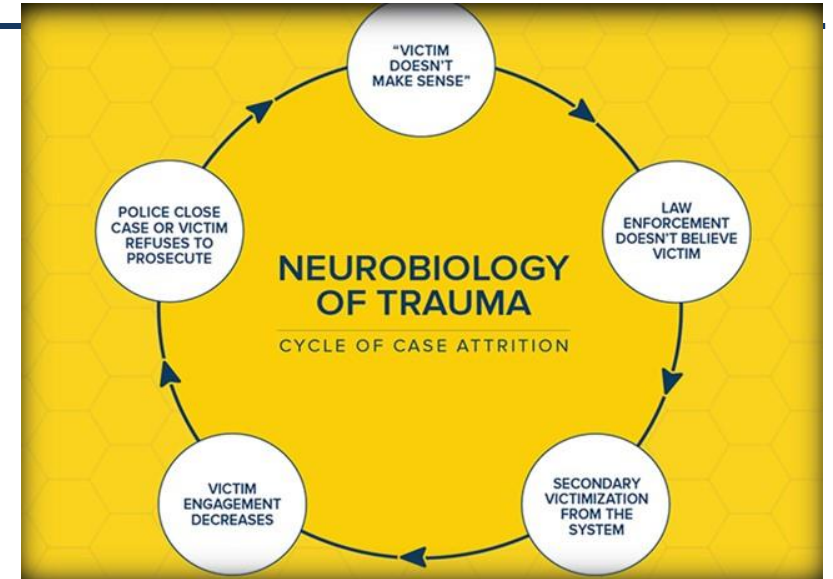
Module 3 – Cycle of attrition

- Trauma related to sexual assault
- Resources for sex assault victims

Module 4 – Description of PTS in adults

- In children
- CIT trained officer assistance
- Resources for victims & officers

1. Definitions of trauma
2. Traumatic events
3. Sign & symptoms of PTS
4. Possible action & behaviors after experiencing trauma
5. Attrition as it relates to a person who has experienced a traumatic event





Training Community Advisory Committee (TCAC)



- Open invite to CCMHE members
- Provide feedback for CPD training programs
- Mental Health component in various CPD courses
- Monthly meetings (4:00 to 6:00pm) – 13 NOV 24
- Attended by various community advocacy groups
- Intended to amplify voices and maximize feedback

Sgt. Michelle Dertz michelle.dertz@chicagopolice.org

Sgt. Eriberto Claudio eriberto.claudio@chicagopolice.org





Lt. Raymond Fierro (TSG) – raymond.fierroj@chicagopolice.org

Sgt. Richard Rice (TSG) – richard.ricejr@chicagopolice.org

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Crisis Intervention Team Program

*Assisting Those with
Mental Health Conditions
~ One Call at a Time ~*

Telecommunicator Defined

Consent Decree ¶789 : “Telecommunicator means the Police Communications Supervisors, Call-takers, and Dispatchers employed by the OEMC.”

Police Supervisors: Oversee daily operations and ensure that telecommunicators are adhering to established policy and procedure

Police Call-takers: Directly interface with members of the public who dial 9-1-1

- Gather and record pertinent information
- Forward events to dispatchers

Police Dispatchers: Deploy appropriate public safety response resources, communicating with CPD field units via radio transmissions

- CPD (dispatched by priority set by CPD)
- CFD (dispatched by parameters set by CFD)
- EMS (dispatched by parameters set by CFD)

**CIT Training for
All Active
PCO1s and PCO2s**

**Consent Decree
Paragraphs
143 and 144**

¶143 The OEMC Training will be at least an eight-hour course taught jointly by qualified OEMC staff and a mental health clinician or advocate.

¶ 144 The OEMC Training will cover, at a minimum, the following topics: identification of individuals in crisis; telephonic suicide prevention strategies; crisis and stress management, de-escalation, and scenario-based exercises; interactions with individuals with mental illness; information that should be gathered and shared with the responding officer or Certified CIT Officer when the call-taker suspects that the call involves an individual in crisis; the types of calls that may require the dispatching of a Certified CIT Officer or a coordinated crisis response of first responders reflective of established policy for intake and dispatch; and the procedures for dispatching a Certified CIT Officer.

CIT Training for All Active Telecommunicators

Consent Decree
Paragraphs
143 and 144

- OEMC provides its comprehensive 8-hour CIT course to all new telecommunicators. This course includes direct contributions from CPD, NAMI experts, and lived experience experts.
- OEMC offers regular CIT policy review by Watch Managers and Supervisors at roll calls quarterly.
 - ✓ Q1 – 02 Feb 2024
 - ✓ Q2 – 03 May 2024
 - ✓ Q3 – 05 Aug 2024
 - ✓ Q4 – 01 Nov 2024
- OEMC has established a Quality Assurance Program, which focuses on reviewing mental health events and addressing any discrepancies with employees.

OEMC CIT Refresher Training

Consent Decree Paragraph 146

➤ CIT Refresher Training

¶146: All telecommunicators will receive at least an annual refresher training on mental health and CIT awareness that is adequate to refresh the telecommunicators' skills on identifying, dispatching, and appropriately responding to calls for service that involve individuals in crisis.

- In-person 2hr refresher training.
- Currently, 98.7% of active Police telecommunicators have received the mandatory 2024 CIT refresher training
- 2024 CIT refresher training will be completed by mid-Nov.

OEMC Clinical Therapists



- Jamila Jones, LCPC
- Gwendolyn Tsuji-Chevas, LCPC

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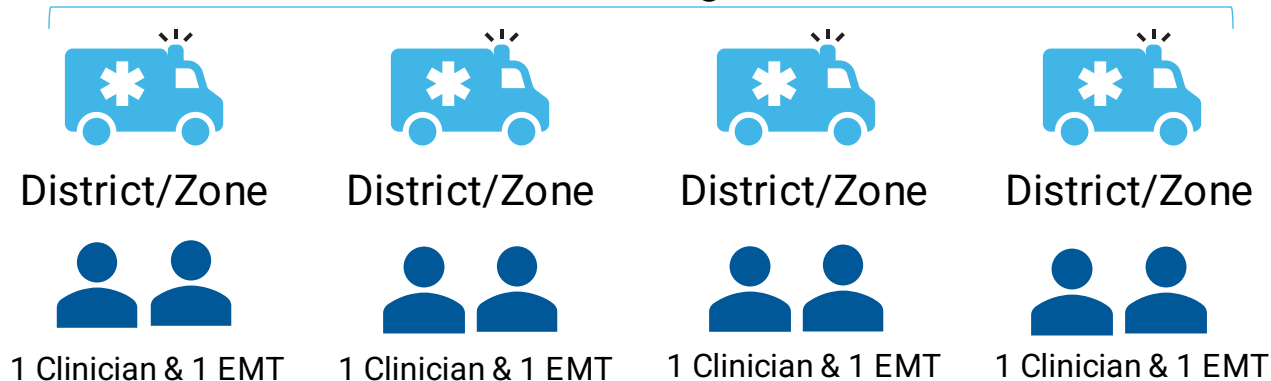
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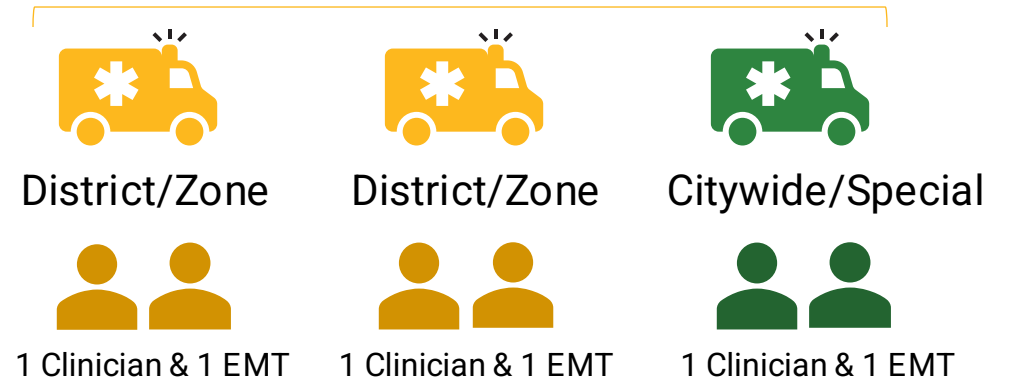
★ CARE Transition from Pilot – Relaunch

- As of **September 27, 2024**, all CARE teams have been staffed by a CDPH Crisis Clinician and a CDPH EMT
- CARE has been approved for **7 teams** to be launched before the end of the year
 - 6 District teams
 - 1 Citywide/Special team
- CARE Teams have been preparing for a full relaunch before Thanksgiving
 - Area familiarization within existing and two new districts TBA
 - Trainings for new and existing staff
 - Proactive outreach within encampments
 - Create and distribute updated resources

Existing



New



CARE New Teams Workflow

Teams	Staffing	Scope	Locations	Hours
Alternate Response (AR) 6 teams	CDPH Crisis Clinician CDPH EMT	Responds to low-risk mental health crisis calls from 911 and other community partners to offer de-escalation, on-site services, and transport to alternate destinations	District 007 & 008 (Garfield Ridge, Archer Heights, West Elsdon, Clearing, Gage Park, West Lawn, Chicago Lawn, Ashburn, Greater Englewood) District 001 (Loop & Near South) District 006 (Auburn Gresham & Chatham) District 019 (Uptown, Lakeview, North Center)	Mon – Fri 10:30 – 16:00
Case Management 2 teams	CDPH Crisis Intervention Specialist (Case Manager)	Conducts post-mental health crisis follow-up to ensure clients receive appropriate assistance and may respond to certain low-risk individuals with behavioral health needs	District 004 (Avalon Park, South Chicago, Burnside, Calumet Heights, South Deering, Eastside, Hegewisch) District 012 (West Town, Near West, Lower West)	Mon – Fri 9:00 – 17:00
Behavioral Health 911 Dispatch 15 positions	OEMC Behavioral Health Call Takers and Dispatchers	Receives, processes, and responds to 911 emergency calls and dispatches behavioral health and alternate response services to reported incidents	Citywide	Mon – Fri 10:30 – 16:00
Citywide / Special Cases 1 Team	CDPH Crisis Clinician CDPH EMT	Responds to increasing number of mental health crisis requests made outside of 911 for CARE services.	Citywide	Mon – Fri 9:00 – 17:00

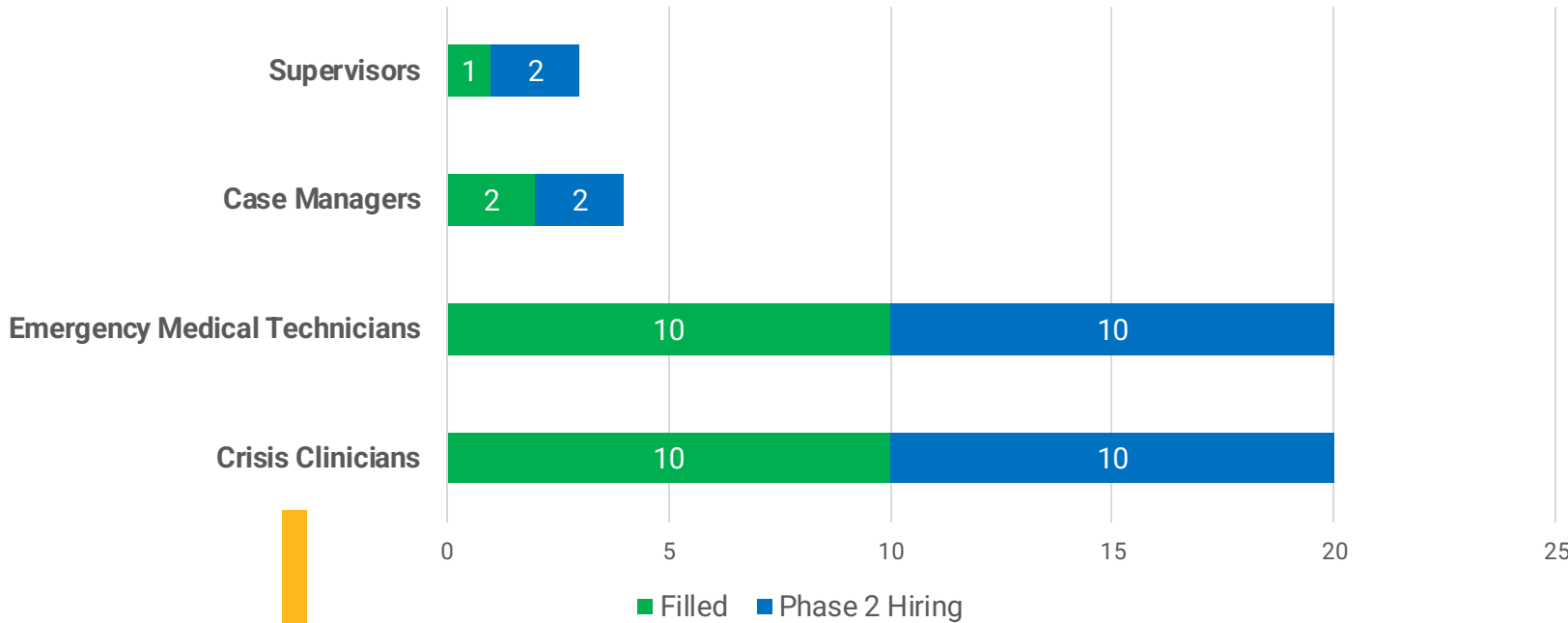


CARE Hiring Progress

2024-2025 Total FTEs: 47

Total Filled: 23

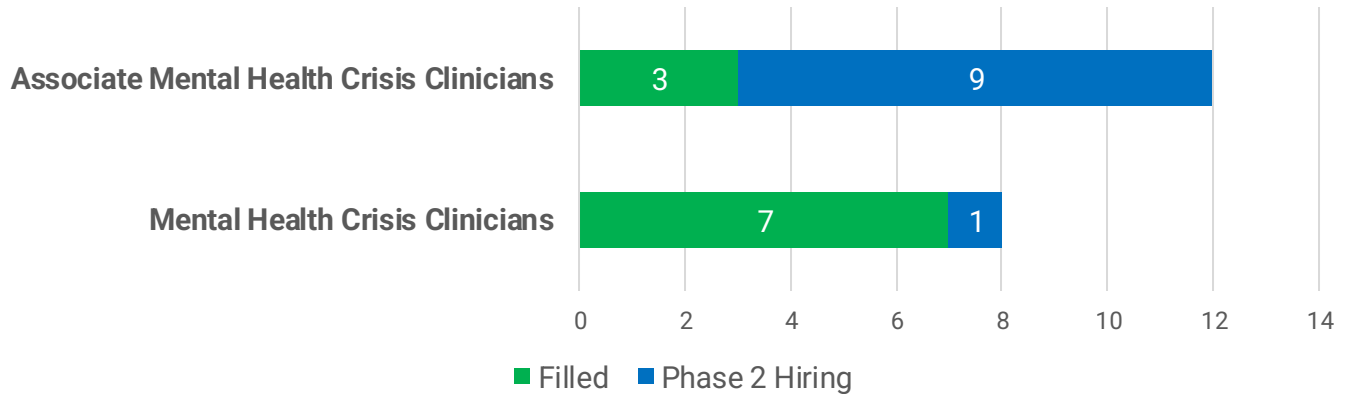
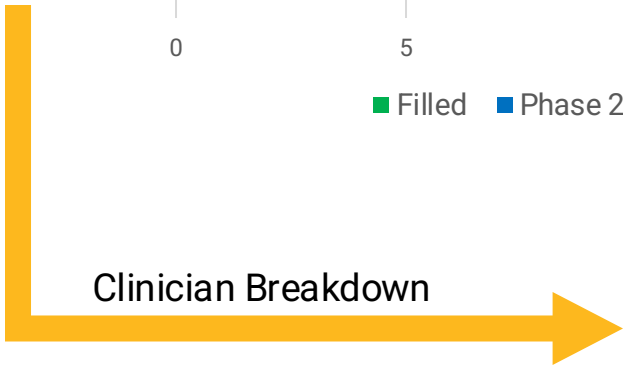
Phase 2 Hiring: 24



By the end of 2024, CARE will have expanded its workforce to a total of:

- 8 Mental Health Crisis Clinicians
- 4 Associate Mental Health Crisis Clinicians
- 12 Emergency Medical Technicians
- 2 Supervisors
- 2 Case Managers

For a total of 28 FTEs dedicated to a person-centered model of care



As of 11.04.24



CDPH Health Hub Goals and Key Offerings


Goal: Provide the best experience in government healthcare by addressing physical, mental, and social needs, with continuous improvement in service delivery and client satisfaction.

- **Connecting Services:**

- Warm hand-offs to CDPH programs such as Family Connects, Sexual Health, Mental Health, Tuberculosis, WIC, Lead, and Immunizations.
- Referrals through Unite Us and to delegate and partner agencies in the neighborhood.

- **Community Collaboration:** Create opportunities for collaboration with external organizations and facilitate health events beneficial to the Pilsen community.

- **Key Offerings:** Integrated services including vaccinations, mental health, WIC, and more, with partnerships to complement local providers.



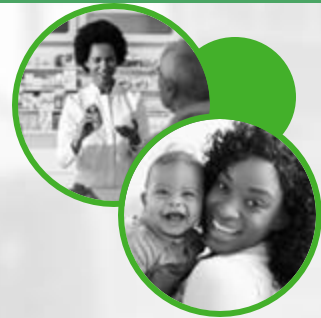
Imagine if...

CDPH is a **known, valued, and trusted** part of the neighborhood community working **together with community partners to navigate residents** to services that ultimately **improve health outcomes**



Medical Services:

- Health Screenings
- Reproductive and Sexual Health Services
- Maternal and Infant Health Services
- Pharmacy
- Vaccines



Mental Health Services:

- Outpatient MH and SUD* Services
- Psychiatric Medication Mgmt.
- Community-based MH Support Services
- Harm Reduction*



Hub Facility:

- Physically Co-located Services
- Community Health Navigators

Social Services:

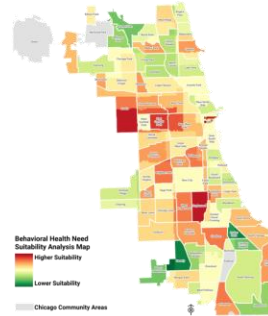
- Holistic Needs Assessment, Benefits Enrollment, and Navigation to Other Services
- Social and Wellness Programming
- Food Pharmacy
- Open Space with Free Wi-Fi

*Could be co-located in separate facility or offered via mobile units

Mental Health Expansion Timeline

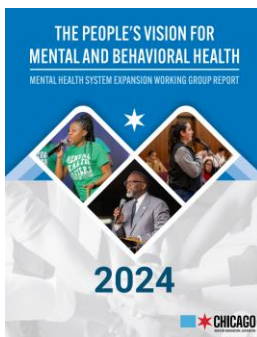
Jan -
May

Conducted suitability analyses to understand service demand gaps and accessibility problems across priority community areas



May
30

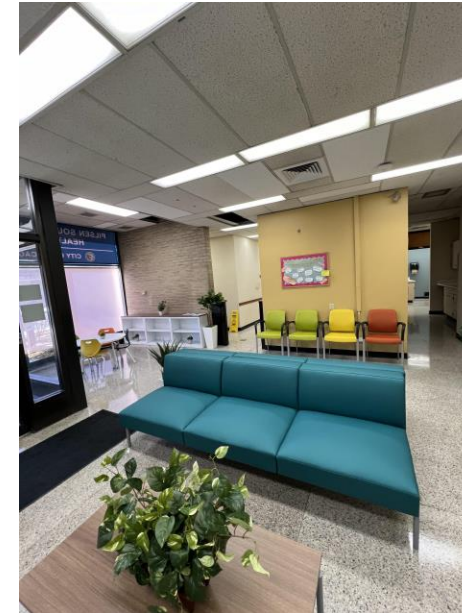
As part of the [People's Vision for Mental and Behavioral Health](#), the Mayor's Office and CDPH



announced 3 new service expansions for 2024: (1) Pilsen (2) Roseland (3) Legler CPL (opened in June)

Oct
28

Pilsen S. Ashland Health Hub started mental health services, ribbon cutting rescheduled for 11/20

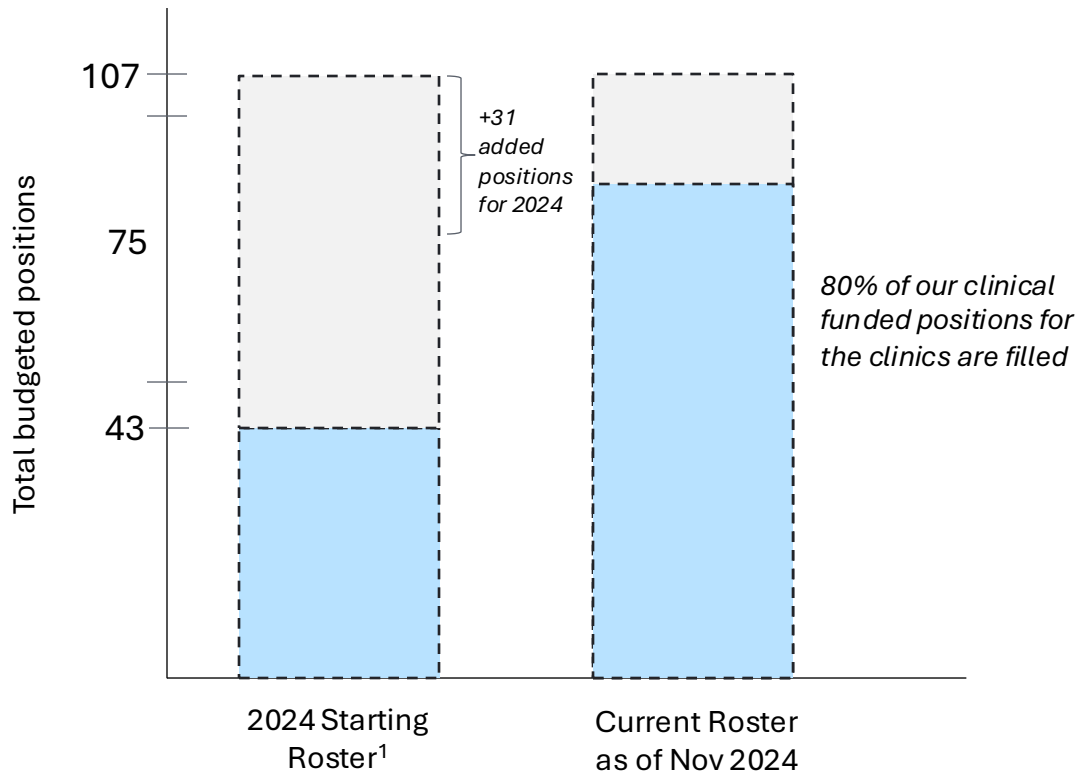


Dec

Roseland will be reopened to start mental health services

★ Highlight | MH Clinic Staffing Updates

Staffing Levels:



1) Total budgeted FTE includes 31 additional positions added for the 2024 budget, totaling 107 budgeted FTE (without 2024 adds, 76 total budgeted FTE)

■ Filled
■ Vacancies
■ Offers in progress

Fall Highlights:

- 4 of our new Public Health Nurses have onboarded and are scheduled to support two clinics each throughout the week
- Onboarded 4 new Behavioral Health Assistants
- Onboarded 2 new Administrative Assistants
- Finalized the Health Resource Navigator job specs

Future hiring progress and will depend on 2025 budget decisions

2024 Summer Opioid Response

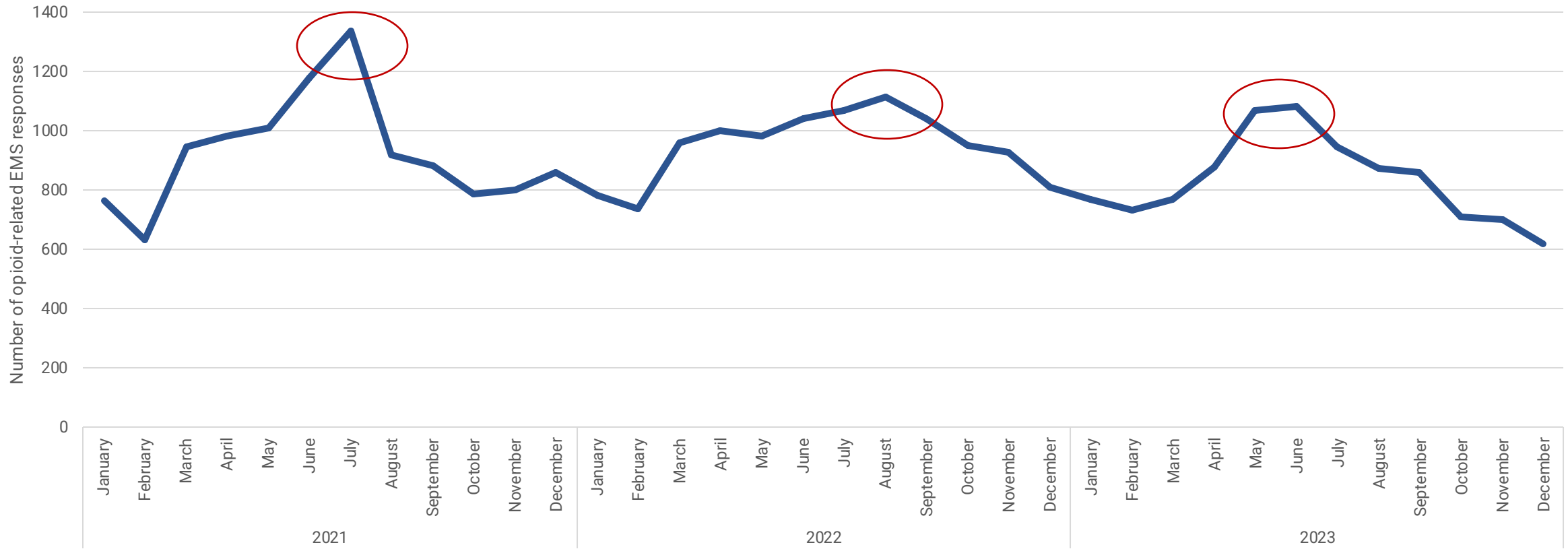
EXECUTIVE SUMMARY



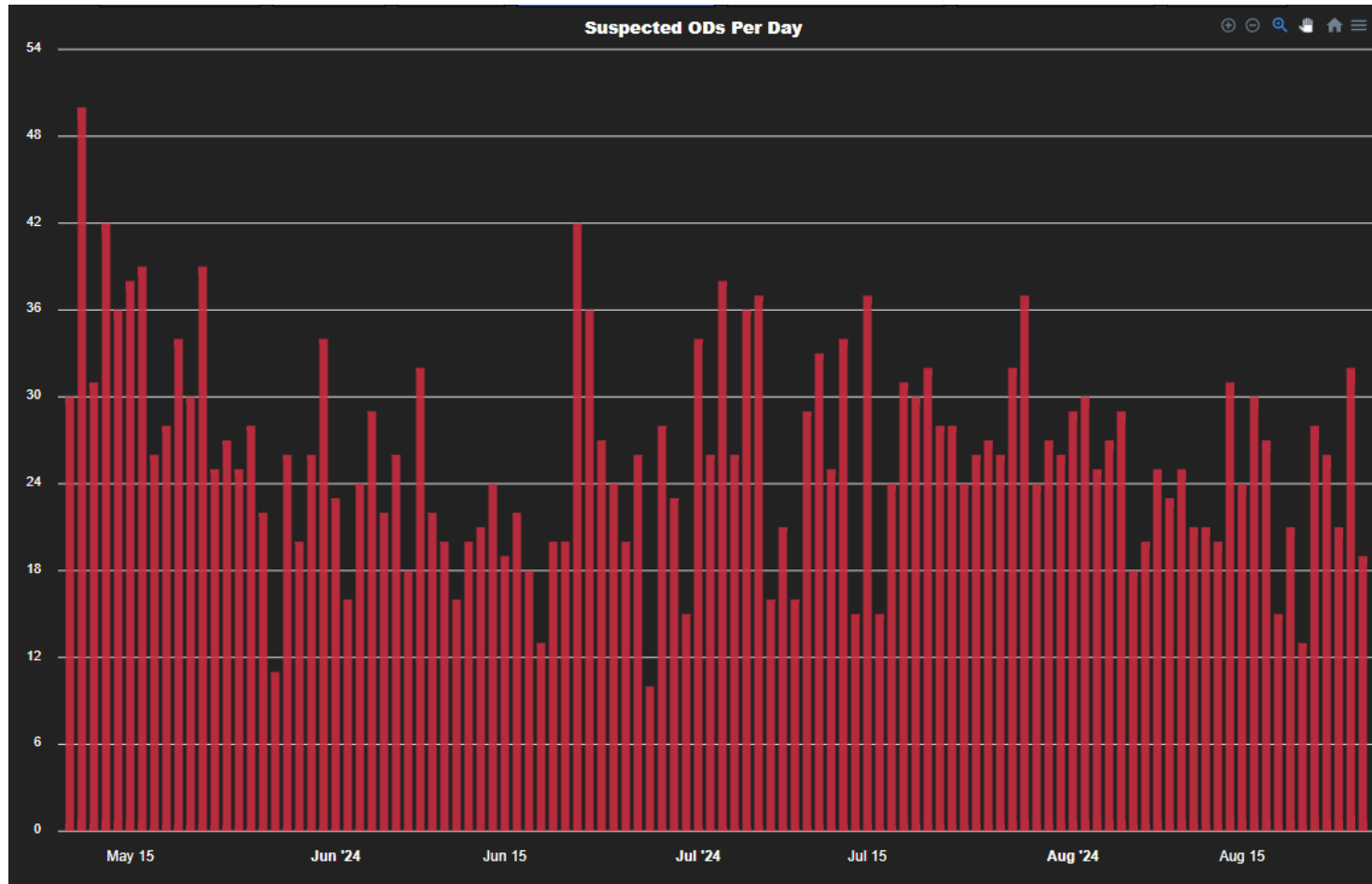
In Chicago, fatalities due to opioid-related overdoses have risen by over 1.5-fold since pre-pandemic levels, from 855 in 2019 to a high of 1441 in 2021. For Chicagoans, the number of opioid-related fatalities exceed those due to traffic accidents and homicides combined. Overdoses related to opioids are also one of the top drivers of the racial life-expectancy gap, contributing on average a 1.5-year shorter life expectancy for Black Chicagoans compared to white Chicagoans in 2022. The number of opioid-related fatalities have been on a trajectory of modest decline starting in 2022. To ensure that Chicago meets the Healthy Chicago 2025 goal of closing the racial life expectancy gap, the Chicago Department of Public Health (CDPH) has adopted a hyper-local place-based approach through the Summer Opioid Response Incident Command System (SOR-ICS). Launched from June 1, 2024 to August 31, 2024, the SOR-ICS had the mission of ensuring a sustained decline in opioid-related overdoses during the summer, when overdoses tend to seasonally increase. While citywide in reach, the SOR-ICS had a geographic focus on five West-Side communities, where over one-third of opioid-related EMS responses in Chicago occurred in 2023: Austin, East Garfield Park, Humboldt Park, North Lawndale, and West Garfield Park. The SOR-ICS consisted of five main components.

★ Seasonal Trends and Peaks (April-August)

Chicago Opioid-Related EMS Responses by Month, 2021-2023



★ Suspected opioid-related overdose EMS responses by day, **May 11-8/25**



Data source: ODMaP as of 8/27/24
Note: 2024 high was 54/day on 5/11/24

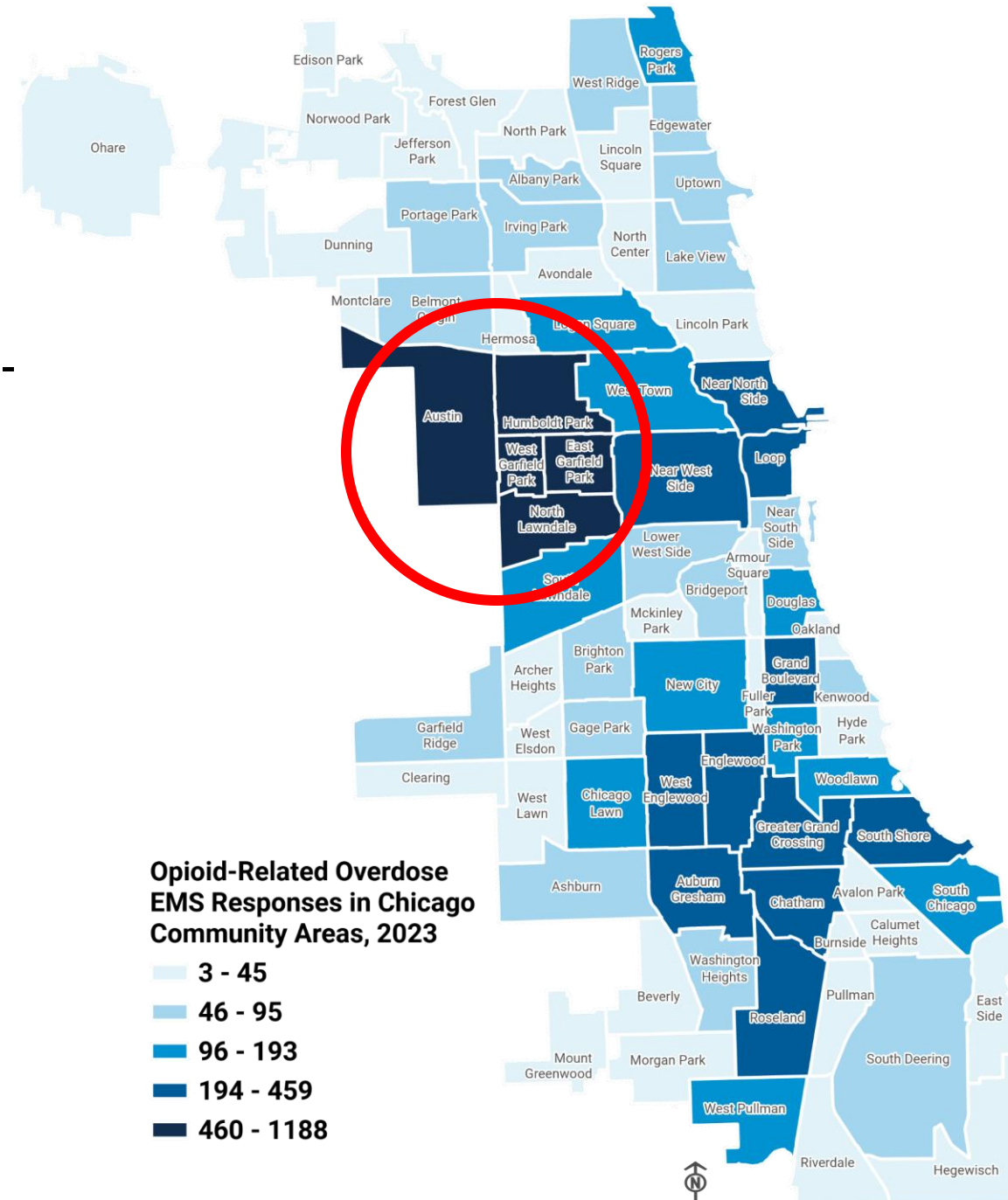


Most Impacted Communities

Every community area in Chicago had an opioid-related overdose EMS response (fatal or non-fatal) in **2021, 2022, and 2023**

However, **West Side community areas** are the most impacted

In 2023, **34%** of opioid-related overdose EMS responses occurred in **5 West Side Community Areas: Austin, East Garfield Park, Humboldt Park, North Lawndale, & West Garfield Park**



★ Operation SOS

- Door knocking campaign in five most impacted community areas to meet people where they are
- Distributed outreach kits with Narcan and other harm reduction supplies
- From July 20 (kick-off) to Aug 27, Operation SOS reached nearly 1000 individuals and distributed over 800 leave-behind kits
- Outreach efforts are ongoing and currently include street-outreach with treatment organizations



OPERATION S.O.S. SUMMER OVERDOSE SAFETY

Door knocking to prevent overdoses on Chicago's West Side

JOIN US ON SATURDAY, JULY 20 FOR
THE KICK-OFF
10:30 AM – 1:00 PM
KIT BUILD AT AUSTIN PUBLIC LIBRARY (5615 W RACE AVE)
FIRST KNOCK AT 11 AM

There are more opioid-related overdose deaths in Chicago than traffic crash deaths and homicides combined. Overdoses tend to increase in the summer, with around a third occurring in 5 West Side neighborhoods: Austin, East/West Garfield Park, Humboldt Park, and North Lawndale.

This summer, we're going door-to-door to give out Narcan and information on overdose prevention and accessing treatment.

FOR MORE INFORMATION, CONTACT:
OSU.CDPH@cityofchicago.org
Luther Syas, (773) 230-7281, Director of Outreach, West Side Heroin/Opioid Task Force

For additional resources, please visit the CDPH Office of Substance Use website by scanning the QR code or going to [OvercomeOpioids.org](https://www.cityofchicago.org/overcomeopioids).





Harm Reduction Supply Distribution

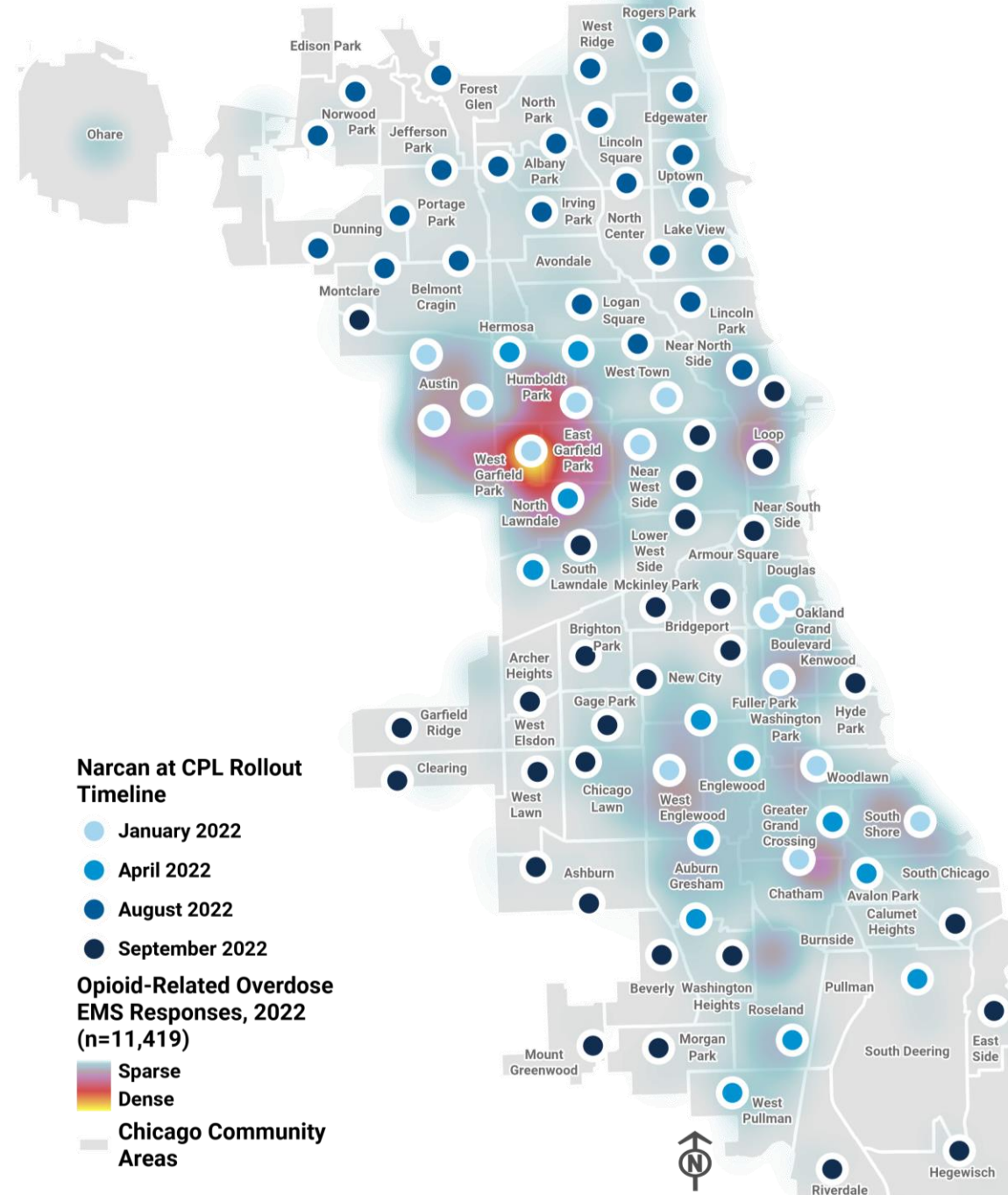
Narcan is available free at over **100 locations** around Chicago

- All Chicago Public Libraries
- Select Ward Offices
- CDPH Locations
- Select DFSS Locations
- CDPH Vending Machines

SOR-ICS enabled expansion of distribution footprint to include DCASE-sponsored events

Over a 75-day period from 5/13/2024 to 8/23/2024, CDPH and distributed **10,327 Narcan kits** and **42,574 fentanyl and xylazine test strips** to partner organizations.

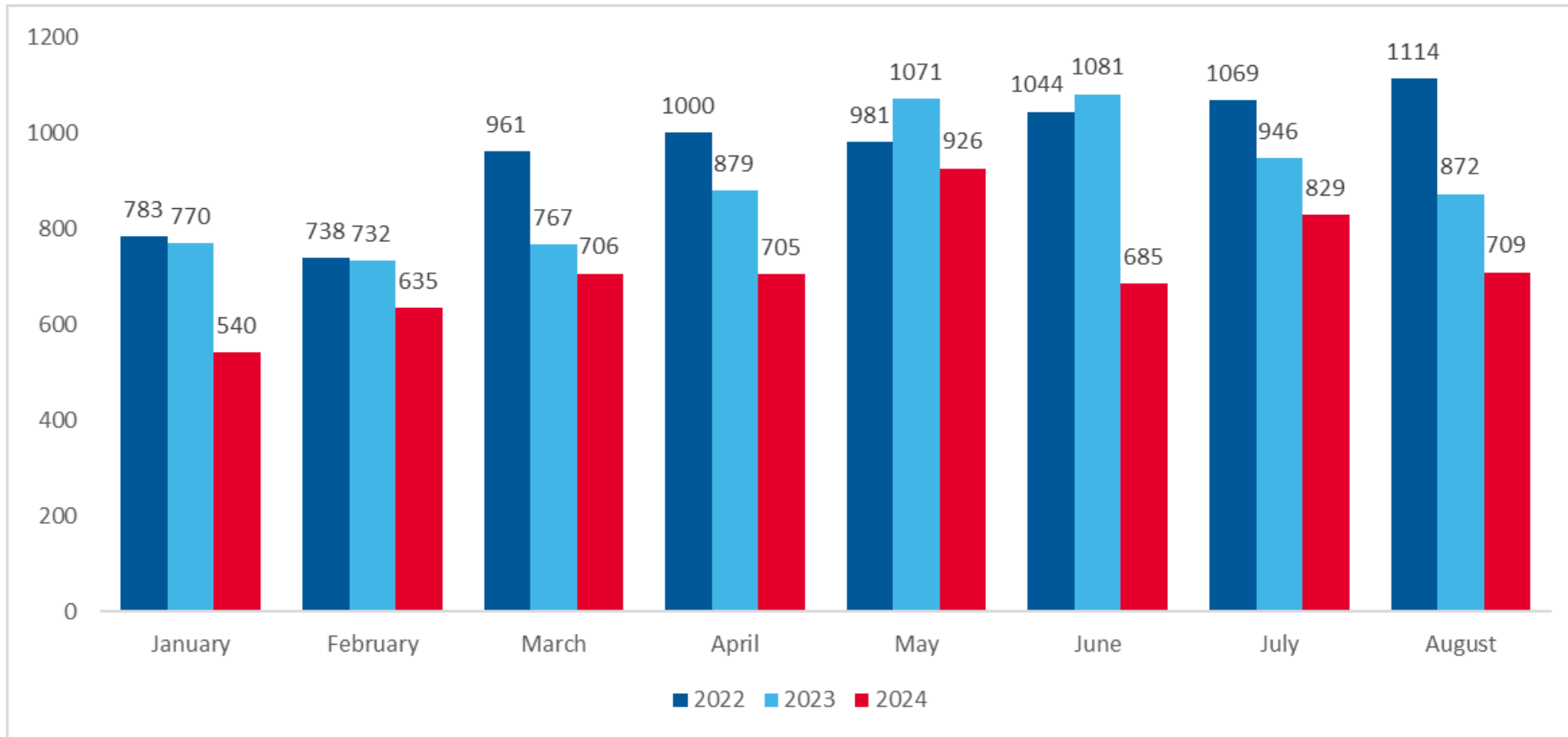
Data Source: Chicago Fire Department, Chicago Department of Public Health





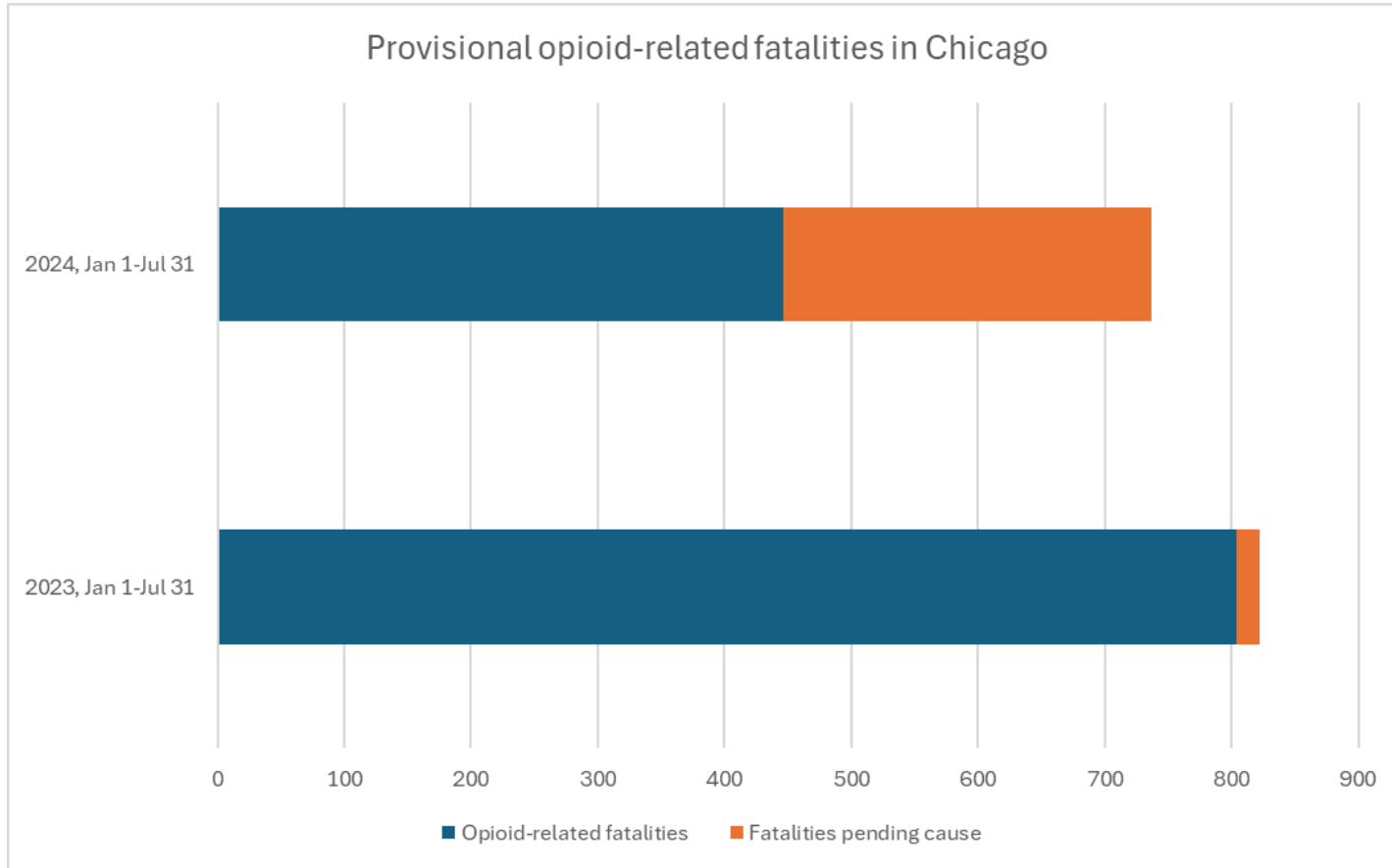
Opioid-related EMS responses **citywide**, 2022 & 2023 & 2024

Jan-Aug 2023 n= 7,118
Jan-Aug 2024 n= 5,735





Opioid-related fatalities in Chicago – provisional data



Mental Health Clinics Current Offerings

What Behavioral Health services do we offer?

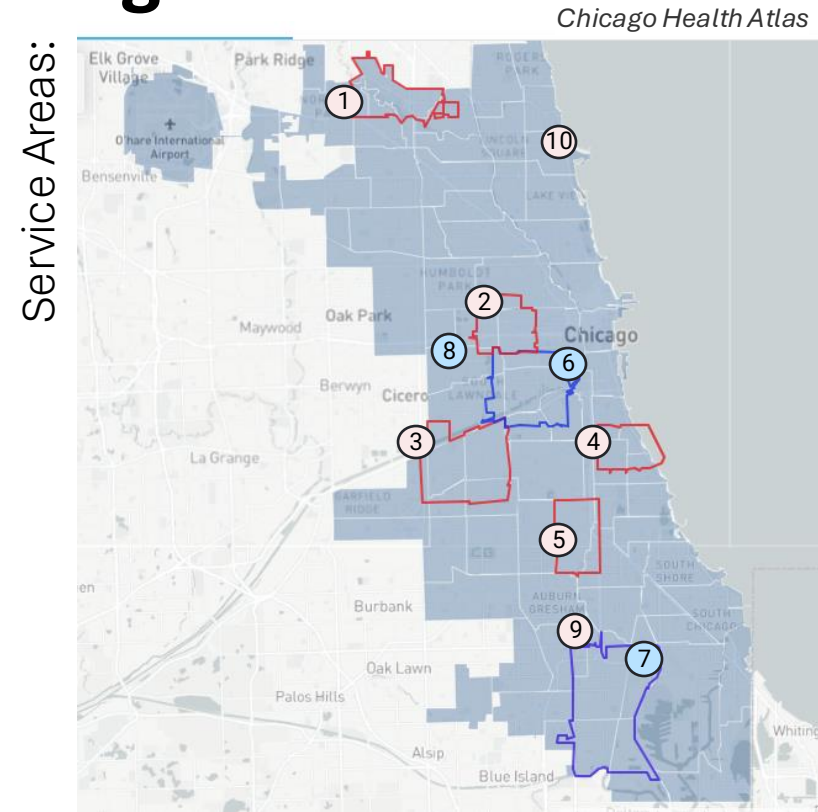
Outpatient mental health services intake/assessment, individual therapy, group therapy, case management, and medication management.

Who do we serve?

Clinics serve Chicago residents ages 6 through the lifespan appropriate for Outpatient level of care.

What is our reach?

Currently, we serve approximately 300 people at any given time per clinic location but with our expanded offerings we expect to increase capacity of people served



Existing Sites:

- ① North River
- ② Lawndale
- ③ Greater Lawn
- ④ Greater Grand
- ⑤ Englewood

New Sites (to be opened by end of 2024):

- ⑥ Pilsen
- ⑦ Roseland

CPL Extension Sites

- ⑧ Legler (Added 2024)
- ⑨ Beverly
- ⑩ Edgewater



Highlight | Same-Day Medication Expanded Offering

Starting 9/1, we will implement a new workflow change to offer **Same Day Medication** appointments.

Benefits:

- Prescribing medication without the requirement of therapy can offer a viable treatment option for individuals unable to engage in regular sessions.
- Additionally, medication may be necessary to address serious conditions, provide immediate relief during crises, or improve a person's readiness to participate in therapy by alleviating acute symptoms.



Service Impact: we expect to increase capacity of people served as well as the following:

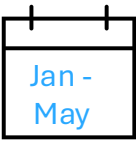
- 1 **Strengthen relationship with CARE clients:** CARE Clients often face distress or instability due to lack of medication or missed doses. Same-day medication appointments can promote more sustainable treatment and access to complementary healthcare resources
- 2 **Strengthen partnership with MHEI network:** Facilitate more referral opportunities, particularly for providers without or limited psychiatric capacity
- 3 **Fill service gaps across the City:** Address the gap in psychiatric capacity by offering same-day appointments for clients in urgent need of medication



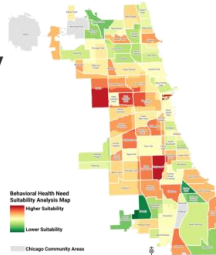
★ Expand Mental Health Services

Planning Phase:

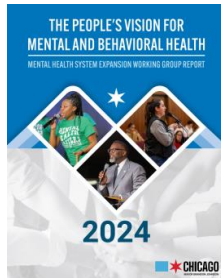
In order to ensure a community-driven approach, the team produced several analyses to understand needs



Conducted suitability analyses to understand service demand gaps and accessibility problems across priority community areas



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announced 3 new service expansions for 2024: (1) Pilsen (2) Roseland (3) Legler CPL

Implementation Phase (June-Present):

Opening new service areas requires significant collaboration across several departments and operations

Hiring: Ramped up hiring processes, reducing time to post and filling 34 related clinic vacancies, representing ~55% of total vacancies from the beginning of the year

Updated Titles: Created/ing new titles such as Public Health Nurse II to expand primary care screening and linkage to community services

Physical Space Design Scheme: Developed a trauma informed interior design scheme to ensure welcoming space for clients

Expanded mental health services programming: Expanded evening hours and same-day medication appointments to improve access

Expanded supplementary programming: Healing Arts Chicago embeds 10 artists (certified as Community Health Workers) across our clinic sites to offer free arts programming on a daily basis

Health Hub rebranding: Partnering with Health Hub team to integrate CDPH services and strengthen the provider referral network

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Future Meetings

- 2024 Quarterly Meeting Dates
 - ~~February 26, 2024~~
 - ~~June 27, 2024~~
 - ~~September 23, 2024~~
 - ~~November 4, 2024~~
- 2025 Quarterly Meeting Dates
 - To be discussed as a group and posted on the CCMHE website



CCMHE Website

