Central Minnesota
Next Generation 9-1-1 Committee
Thursday, June 9, 2022 – 10:00 a.m.
Microsoft Teams [Meeting Link](#)
Phone: (877) 565-1202, Conference ID: 327 789 143#
Agenda

1. Call to Order
2. Roll Call and Introductions
3. Approval of Agenda **(P1)**
4. Approval of Minutes from May 12, 2022 Meeting **(P2-9)**
5. **Communications**
6. **Reports**
   a. ECN Update (View [Monthly Update](#))
      1. MN Public Safety Communications Conference – Reimbursements (View [online](#))
      2. RapidDeploy Radius Mapping Project (Update)
      3. StatusBoard – Recommended Browsers **(P10)**
   b. Statewide NG911 Committee
      1. 988 Mental Health transition (View [online](#))
         a. 9-1-1 Best Practices Guide – Review and Comment **(P11-15)**
      2. Operations/Technical Workgroups
   c. Statewide NG911 GIS Workgroup
   d. Current Legislative Initiatives (View [online](#))
7. **General Discussion**
   a. Regional Strategic Plan (view [online](#))
      1. Promote the recruitment and retention of PSAP staff
      2. Implement equipment/technology to improve 9-1-1 location accuracy
   b. CMN800MHz List Serve – Ended May 16th (Sign-up for [Notifications](#))
   c. Training Opportunities
      i. Training Roadmap **(P16-17)**
8. **Other Issues**
9. **Upcoming Meetings**
   a. July 14, 2022 – Teams Meeting
10. **Adjournment**

Central MN
Next Generation 9-1-1 Committee
Microsoft Teams Meeting
Thursday, May 12, 2022 – 10:00 AM

NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT
1. Julia Fraley – Benton County
2. Tom Egan, Vice Chair & Kevin Smith – Douglas County
3. Jon Combs – Grant County
4. Jody Norstegard – Kandiyohi County
5. Becky Howell – Meeker County
6. Andy Beckstrom – Mille Lacs County
7. Victoria Ingram – Morrison County
8. Greg Seim – Otter Tail County
9. Tim Riley – Pope County
10. Mary Lieser – Stearns County
11. Brian Koehler – Stevens County
12. Tracy Koosman – Swift County
13. Sarah Booker, Chair – Todd County
14. Brenda Bartz – Traverse County
15. Bryan Savaloja – Wadena County
16. Sheriff Rick Fiedler – Wilkin County
17. Haley Dubois – Wright County

NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:
18. City of St. Cloud
19. Big Stone

GUESTS:
1. Brandon Larson – City of St. Cloud
2. Caitlin Christenson, GIS – Stevens County
3. Cathy Anderson – ECN, Standards/Training Coordinator
4. Scott Wosje – Northland Business Systems

CALL TO ORDER:
Meeting called to order by NG911 Chair Sarah Booker at 10:00 a.m.

INTRODUCTIONS:
Introductions were conducted. There was a quorum for the NG911 Committee.

APPROVAL OF AGENDA
Traverse County made a motion to approve the NG911 Committee Agenda. Wilkin County seconded, motion carried. Roll Call Vote: Benton – Aye; Douglas – Aye; Grant – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stearns – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye; Wadena – Aye; Wilkin – Aye; Wright – Aye.

APPROVAL OF MINUTES

Otter Tail County made a motion to approve the April 14, 2022. NG911 Committee minutes. Benton County seconded, motion carried. Roll Call Vote: Benton – Aye; Douglas – Aye; Grant – Aye; Kandiyohi – Aye; Meeker – Aye; Mille Lacs – Aye; Morrison – Aye; Otter Tail – Aye; Pope – Aye; Stearns – Aye; Stevens – Aye; Swift – Aye; Todd – Aye; Traverse – Aye; Wadena – Aye; Wilkin – Aye; Wright – Aye.

Communications
None.

REPORTS:
ECN Update
Anderson has now added the sunset standards to the standards site. Anderson had talked with some of the people on the workgroup that had been around for a long time and they thought it would be nice to have that on there as well. It did not give Anderson any space to put why they were sunset, but some of them say sunset "refer to standard" or "replaced by standard."

1. MN Public Safety Communications Conference (Update)
   Anderson explained it was nice seeing some of you guys at the conference in-person. Anderson did not have to follow-up with any of you on the 9-1-1 audits regarding interest. Anderson is still following up with people trying to get interest. Anderson knows they do not necessarily go to the PSAPs, but Anderson is sure most of your PSAPs are involved with helping the Finance people.

   Booker stated hopefully many of you got a chance to attend. The feedback from that was really good. Reminder if you are submitting for reimbursement for the conference to get those forms back to Shari by June 15th. Make sure you have your detailed receipts and proof of payment along with the expense reimbursement form that is on the region's website. Shari added make sure you get reimbursement from your county first. We will only be reimbursing counties after they reimburse you. That way we know how much they were going to reimburse you, because county reimbursements are different, per diems, etc. Booker added if you paid for those items yourself you need to get your county to reimburse you and then follow the process.

2. RapidDeploy Radius Mapping Project (Update)
   Booker stated for the most part all of the devices have shipped or will be shipping shortly. There have been a couple of agencies in the state that have completed the installation the training and are up and running. Booker would anticipate in the next few weeks that will increase.

3. StatusBoard Contingency Plan (Update)
   Anderson reported the security thing that went into StatusBoard hopefully nobody is having any issues with that anymore. There were two or three PSAPs that could not get in and our IT people were trying to help their IT people. Should be a little safer now. Anderson found out StatusBoard is one of the most attempted hacking things for outsiders. It is a good thing that it is now protected better. Booker explained we are two weeks into that security change on StatusBoard. Hopefully, everyone has been able to work through that.

3. StatusBoard Contingency Plan (Update) (Continued)
Booker reported the Director sent out the StatusBoard contingency plan as a reminder to everyone. We do have a process if there is a StatusBoard outage and we need to utilize those regional and statewide resources. Listen for the voice traffic on your talkgroup. Inquire on the talkgroup if somebody is already using it. Then make an announcement on the talkgroup that your agency will be using it. If you are currently using that talkgroup and someone from another agency talks just let them know the talkgroup is in use by whatever agency you are. As always, if there are any concerns let Anderson know.

Anderson added for those of you who have been around for a long time, like Anderson when she was at Hennepin, that is all we had in the old days if somebody was on a channel that we were using or going to use. That is a simple contingency plan, but just a good reminder for people that you can do it that way as well if you need too.

Statewide NG911 Committee
1. 988 Mental Health transition
    a. 9-1-1 Best Practices Guide – Review and Comment
        Booker reported the workgroup did present the draft best practices guide at the April 20th NG911 meeting. That group will continue to meet and work through other 988 related issues as they come up now that they have completed this best practices guide. There is the subgroup that also continues to meet monthly with MDH and the 988 Call Center representative so that we are still working through the relationships between 988 and 911. Minnesota was also chosen as one of five states participating in SAMHSA's Policy Academy to look at some of those issues in the interconnection between 988 and 911. The best practices guide is included your packet. We are just looking for some review and comment on this. This is kind of the first go round on what is intended. It started out intending to be a best practices guide for actual procedural wise, and it became apparent pretty quickly with the variety of resources around the state that making a one size fits all guide of that nature is not going to be very practical. This is really intended to be a guide to assist agencies in making their own policies and procedures. It has a lot of different items for consideration. Maybe some information that agencies are not familiar with. They can look at it as they make their own procedures going forward to help meet the requirements of Travis's law. There are some agencies that already have some pretty robust existing procedures, but for those agencies that are in limbo on how do we comply with the statutory requirements we wanted to make it comprehensive so we can help work through that. At the at the end of this, the intention is to have some attachments with some of those examples of other people's policies and procedures along with some tool kit type items with fill in guides, decision trees, some of those things. There are several sections in this document. We have of our statement of purpose there. We also included considerations to be taken when you are creating procedures from each of those levels in the process, from the administration to how do we track these types of things. Then we included a bunch of definitions that are pertinent in the Travis's law, statutory language. Including the in consultation with some of the legal departments, as far as what constitutes a referral. That is the keyword for this whole law, that 911 must include a referral, so we wanted to include that. There are some sample thoughts on call processing. The intention was also to include some toolbox materials to supplement this information. There is also a list of general information or some other items for consideration when we are working through this.

1. 988 Mental Health transition (Continued)
   a. 9-1-1 Best Practices Guide – Review and Comment (Continued)
   Booker added and then we tried to include a resource list both public safety resources or resources for our agencies and then also some community resources that are out there that we can share with our citizens. Booker thinks this is going to be an ongoing thing. It will make updates to it as we go along as things become apparent, or as we roll out 988 here in July, and if there is things that come up, we will certainly come back to this and make those adjustments as needed. Booker opened it up for any comments, concerns, questions, things that you maybe saw in here that you think should be different or something that was not included that should. Booker would appreciate any feedback you guys have on this document.

   Otter Tail County asked do you know if there will be any statewide push to do a similar style policy? Like the Sheriff's Office who use Lexipol. Is there anybody that needs standard boiler plate language, or are we all individually drafting our own alone on this?

   Booker thinks MSA and some folks on that side of the world are also making a similar type guide. Unfortunately, it is kind of what became apparent when we were going through here. With the sheer variety of resources that are out there, it is really hard to make that boilerplate type guide because some agencies may have access to the embedded social workers or they may have access to some of those interim steps where some agencies may just have the call center or law enforcement. That is kind of what you get. So, trying to make something that fits everyone to say Step 1 is this, Step 2 is this, Step 3 is this, in the response tier really makes that pretty hard to do something across the board. It is certainly possible as some of this expands and if there is a potential that some of those resources become more available across the state, that certainly could change. This is going to be something that is going to be on the radar for a long time. There is a lot of folks from all sides of this that are continuing to look and work on this. If you have not had a chance, please look through and you can feel free to send Booker any of those comments. We are going to discuss it again. Bring some of those comments or concerns back to the statewide meeting next week.

2. Operations/Technical Workgroups
   Booker reported the operations and technical workgroups that were formed under the state NG911 Committee, they both had their second meeting. They have been assigned some topics for review. They are having some good discussion and they have some really good tasks ahead of them to work towards.

Statewide NG911 GIS Workgroup
No report.

Current Legislative Initiatives
Booker explained we changed this as an agenda item to lump in everything that has been going on, because a lot of things are in stasis at the moment. Rather than talk about all of them separately saying no update, we will include them in this standing agenda item. The 403 technical bill which included the first 15 chapters of the 403 statute did not make the cut for the final Public Safety omnibus bill.

Current Legislative Initiatives (Continued)

Booker reported the workgroup presented their report and findings along with the suggested next steps to the Legislative Committee last week. The workgroup that worked on this statute update did get the blessing from the Legislative Committee to go ahead and start taking those steps on what needs to happen to be able to bring it back to session next year. One of the big concerns came from the telcos in regards to cost recovery and whether they should get it, or whether they should not, or whether it should be amended, so that is going to be one of the big questions going forward on how to make that work. There is hope that some conversations can be had with those folks and figure out if we can find some common ground to move forward and continue to work on that. The workgroup will be back at it. They are going to meet twice a month and see if we can get some things worked out so that can go back to the 2023 session.

Booker reported the 403 governance, which is those last couple chapters of the 403 statute that was sent to the DPS legislative liaison. It is still with him. He is super busy with congress being in session. Once we get some comment and review from Jordon we will hope to see if there is any changes that need to be made and that also will be presented for the 2023 session.

Booker reported the public safety training and certification request is working its way through the omnibus bill. The conference committees have met the last two days. That is still in progress. Hopefully that is one of the things that does make it all the way through to a vote on the floor for the omnibus bill.

GENERAL DISCUSSION
   a. Text-to-911 Go Live
   Booker reported with Swift getting up and going last month we are now at everyone taking their own. Does anyone have anything new? Koosman reported we have had more than a few hiccups. We got a few ironed out yesterday. Hopefully, we only have a few more to iron out.

   b. NG911 Grant
      1. NGGIS
      Booker reported the grant did close on March 31st. All the final submittal information is here in our packet.

      Booker explained one note with regards to not just specifically this grant, but for grants going forward to the future. There has been some confusion between members and Auditor/Treasurers as far as what terminology we are using for proof of payment, and what specifically it is that we need to have submitted as far as proof of payment. The information has been updated on the website. There will also be an email that will be coming from Shari. Please share with your Auditor/Treasurer staff. For some agencies that is a combined office, for some agencies they are separate; one does part of it and one does another part of it. We can try and clean-up some of the terminology we use to make sure it makes sense when we ask for that. That we are not asking for something that people have never heard of. We want to make sure we are using the right terms to help simplify this process when we are at the stage of acquiring this documentation. Please communicate with your Auditor/Treasurer staff to see what process your county uses. Some examples that will be in the email and that are on the webpage would include a cancelled check or warrant. The existence of the actual physical checks is becoming a thing of the past. That would be acceptable documentation. Some agencies have Commissioners Warrants, Auditors Warrants, also the automatic ACH payment statements, or a credit card statement with proof your agency paid this statement or at least paid an amount that exceeds what the actual expenditure is.

b. NG911 Grant (Continued)

Booker added there is also some other documentation that comes from your financial systems, so once you have determined after talking to your Auditor/Treasurer folks what terminology your agency uses, or if the terminology we currently have up there makes sense to them, please let Shari know that information. Then if we do need to make updates to the website, so that it does make sense, we can hopefully help make the grant process and the reimbursement process go a little smoother. Be watching for the email from Shari. She is going to send it out to the membership and the Auditors also. Have that communication with your Auditor/Treasurers Office and make sure that what we are asking for makes sense to them, because we do want to make these grant processes, it is a lot of work it is a lot of hours, so the easier we can make it for everyone, so it makes sense, the better off we will be for any of the grant processes in the future.

2. CPE
See NGGIS.

c. Regional Strategic Plan
1. Promote the recruitment and retention of PSAP staff
2. Implement equipment/technology to improve 9-1-1 location accuracy
Booker reported for the recruitment and retention of PSAP staff there was good support for that video and marketing materials that MSA and ECN were working through. The RapidDeploy Radius Mapping project would certainly fit under #2. So, hopefully the pilot goes well on that and we have some things to move forward with in the future.

d. CMN800MHz List Serve – Ending May 16th (Sign-up for Notifications)
Booker reported the list serve is going to be ending. The sunset date will be the 16th. You will need to sign-up for your notifications if you have not already done so through our website. Shari did go through and create some public lists for each of the Board/Committees along with the Auditors group. There is also some generic News Flash groups for the different agencies along with any of the statewide, the ECN updates, etc. If you have not already, go in here to the website to make sure you are signed up for any of the groups that you need notifications for, or you are interested in getting notifications for, so you do not miss any of the communications that we need.

e. Training Opportunities
i. NENA 2022 Louisville Conference & Expo – June 11-16th
NENA 2022 conference is in Louisville on June 11-16th.

ii. Training Roadmap
Booker reported this is going to be an item for discussion for us. We did look at some specific trainings for 9-1-1. We received information from both the 9-1-1 Training Institute and on a specific class from Public Safety Training Consultants, the Crisis Communications & Suicide Intervention class. The list of the training offerings from the 9-1-1 Training Institute are included in the packet. What we are looking for so that when we go to the RAC and then the ESB for approval on funding some of these courses is we need to have some consensus on what trainings we feel would be the most beneficial or create the most interest for our region, so we can formalize our request for funding and start working on getting something set-up. Booker opened it up for some discussion. One of the requests was for those specific mental health or suicide caller ones, so these are the ones we listed on the training roadmap.

    e.   Training Opportunities (Continued)

      ii.   Training Roadmap (Continued)

Booker explained we also have the option for any of these other course offerings listed if we think that one of those would be beneficial we can make the request to do that. Based on what we get here you guys might get another survey from us to try and figure out where we need to prioritize that.

Smith with Douglas asked with the Mental Health Travis's Law coming up Smith thinks his staff maybe could use the mental health caller class. Smith does not know how that is all going to come together, or what it is going to look like come July and where we are going to be at with it. We have been talking about how we do not even know for sure if we are going to change anything that we do currently with our mental health calls, but Smith thinks some background information or some training to recognize certain things for the dispatchers would probably be good. Smith would have to preview the course he has not seen it yet.

Booker thinks that is going to end up being true in the big scheme of things. There is probably going to be very little change in how we operate when 988 comes through. It may just be where we transfer callers to 988 verses our local crisis line, but for the most part we have all got partnerships with our local resources. It is going to end up being sufficient, so we will be good there. The concern was even a refresher for some on how to talk to these callers or other things we may need to look at. Some of those tips and other information to support our call takers and what they are doing when they are having these conversations.

Sheriff Fiedler thinks training is good the more the better. However, it is tough for all of our telecommunicators to get to these trainings. Fiedler does not know if that could be something online that they could view at 2-3 a.m. Fiedler feels sorry for the telecommunicators, because more and more are getting put on their plate. Fiedler wishes there was something to ease up their positions. Fiedler thinks that is why there is such a shortage of staff. We are down a couple of staff. We just had one quit not too long ago he was behind the mic for a couple of months and just no longer interested.

Booker replied that is definitely true. We are putting more and more on them and not necessarily helping support that from the back side of it. These trainings are good. There are some options for whether it is from these training vendors or not. There are also some options out there for a pre-recorded training or one they can view on their own time or when it is more convenient for them. This is not necessarily going to be a rush to get this done by July. If we feel these are things that are beneficial to our region we can look at doing them on a more frequent basis. The majority of our training has been focused on the ARMER side. So, we are trying to include some of these other things that go outside the radio world that would also have a benefit to our folks. If there is nothing you are probably still going to get a survey, because we are going to discuss it again at RAC. We will send out a short survey with the links to the information, so we can get an idea of whether it is three particular classes that we have listed or whether there is some other offering that we feel would be where we should put our focus. We can always start small and we can expand from there. Try and do something on a more frequent basis a couple times a year, so we can try and work through this.

GENERAL DISCUSSION (Continued)
    e.   Training Opportunities (Continued)
      ii.   Training Roadmap (Continued)

Larson stated going along the lines of training, Larson did want to reach out. Larson sits and represents the region at the communications unit workgroup. In that capacity we have had conversations with ECN. They have requested some technical assistance from CISA. One of the classes is in the NG911 PSAP alley which is the Incident Tactical Dispatcher course. That course Larson is bringing back to you all looking for some feedback. CISA has an opportunity to provide that as a virtual class or an in-person class. The Incident Tactical Dispatcher recognition in the state is one that helps educate telecommunicators how to operate outside of a PSAP center, or in an incident command post situation. Be able to help out to support an incident and take the load off of the host agency's PSAP. Larson would also be looking for some feedback from you all, what capacity, and if there is any interest in this region for that course.

Booker stated maybe that is something we can include survey-wise and see if we get some response to that. Just a simple yes we would be interested, or no we would not to get through some of that.

OTHER ISSUES
Smith brought this up in a past meeting probably six months ago. It is a problem we are having with our VESTA. Smith wanted to survey everybody to see if anybody else is having this problem. VESTA is telling us it is unique to Douglas County. Smith has had a ticket open for 9 months on this. Our VESTA randomly will pull up and display a 9-1-1 call from previous during the day and overwrite on top of whatever ANI/ALI information is there, so Smith's dispatchers are getting the incorrect information on the call. This actually happened to a point where we sent somebody to somebody's residence in the middle of the night, an elderly couple and woke them up. It was a 911 hang-up that had happened 5 hours earlier. You can imagine the frustration on our side. Is anyone else experiencing wrong ANI/ALI information or previous calls populating in the caller information display not giving correct information? Booker explained Todd County has not had that or not that Booker has been made aware of. Wilkin County has not, the only little glitch we had is we had a text-to-911 come in a day late, but we got that fixed. Smith thinks we have baffled VESTA and they are having problems trying to figure out what is wrong. They are telling us that it is going to be addressed in a new software version, but they cannot give us an ETA on when that is going to come out. If anybody experiences something like that please get ahold of Smith.

UPCOMING MEETINGS
    a.   June 9, 2022 – Microsoft Teams Meeting

ADJORNMENT
Chair Booker made the executive motion to adjourn the meeting and the motion was carried unanimously at 10:43 a.m.

Minutes by Shari Gieseke.

Having trouble viewing this email? View it as a webpage.

Recommended Browsers for StatusBoard

Wednesday, May 25, 2022

Due to recent updates made by Google, Chrome is, once again, the recommended browser for StatusBoard. Firefox is recommended, as well. While other browsers may also be used, these two are current recommendations by MNIT for optimal operation of StatusBoard.

You should no longer be using Internet Explorer.

Please see the most recent StatusBoard Cheat Sheet for information / tips about many of the features.

Contact Cathy Anderson at ECN if you have questions.

Stay Connected with the Minnesota Department of Public Safety:

9-1-1 Best Practices Guide
Mental Health or Crisis Referral Guide (Travis's Law)

Purpose

To define Public Safety Answering Point (PSAP) responsibilities for compliance with Minnesota Statute 403.03, sub 1 (b), 911 Services to Be Provided, which directs the 9-1-1 system to include a referral to mental health crisis teams, where available.

All MN PSAP's have different staffing, operations, resources, and technology considerations and platforms which makes it difficult to introduce a policy or procedure that all PSAPs must follow; rather this best practice guide will assist PSAPs with creating an individualized procedure for their PSAP with known local, regional, or statewide resources available in their area to support their ability to follow this statutory requirement.

Considerations

The following are areas that individual PSAPs should consider when creating their own procedure related mental health calls for service:

- PSAP Administration
  - Identify and coordinate with the local mental health crisis group(s), that currently collaborates or contracts with the agencies served by the PSAP, to understand what types of resources are available in the area served along with what days or times those resources are available.
  - When working with mobile mental health crisis groups (stand-alone or co-responder) determine certification and training requirements based on access levels (i.e., CPR certified, ARMER, CJIS, etc.) and if they will carry any specialized equipment (Narcan, AED) or supplies (clothing or food for transient welfare checks), this knowledge will support the 9-1-1 Telecommunicators ability to best understand the scope of the teams ability and aide with determining when to refer an event to mobile mental health responders.
  - On-going communication and coordination between EMS/Police/Fire
- Metrics
  - Each agency may maintain data/statistics relative to mental health crisis calls for service that could include volume of calls, transfers, talk time, percentage of calls where mental health crisis teams responded alone or with a public safety partner, time spent on scene, dispositions etc. At a minimum, collecting the number of transfers would be helpful.
  - Location or method where your data is recorded (CAD, Problem Nature Code, Comments, Specific Field, RMS, etc.) and is this information/data easily accessible or retrieved from your systems.
- 9-1-1 Telecommunicator should consider the following when taking calls:
  - Concern urgency (risk of harm, in progress, direct threat, indirect threat, concerned, etc.)
  - 1st party call (on behalf of themselves) vs 2nd party call (on behalf of another person)
  - Behavior (threat to themselves or others, concern)
  - Weapons (possession or availability)
  - Violent or combative (currently or known to be)
  - Substance use (illegal, prescription, or over-the-counter drugs or narcotics; alcohol)
  - Caller requesting general mental health assistance
  - Criminal activity
  - Medical emergency

Considerations (Cont.)
- Types of Crises
  - Mood disturbance (e.g., Depression, mood swings, withdrawn, agitation, out of control behavior).
  - Suicide Ideation
  - Self-harm
  - Anxiety/Panic
  - Psychotic or Delusional
  - Substance Abuse
- Problem Nature Code Examples
  - Every agency would need to determine which problem nature codes or types of calls they would consider to be a mental health crisis call to refer. Because there is not a one size fits all, all nature codes could have circumstances that dictate who would or would not respond. This list are only examples.
    - Mental/Behavioral Health, Person in Crisis, Abnormal Behavior
    - Substance Abuse
    - Welfare Check
    - Indecent Exposure
    - Panhandling, Soliciting, Loitering, Transient, Homelessness concerns

Definitions
- 9-1-1 System: designated universal emergency number to request emergency assistance. It is intended as a nationwide telephone number for access to a Public Safety Answering Point (PSAP) that must include police, firefighting, and emergency medical and ambulance services.
  - System where such services are available within a 9-1-1 service area, the 9-1-1 system must include the following services:
    - Police services, which includes police, Sheriff's departments, and state patrol
    - Firefighting services; and
    - Emergency medical service, which includes ambulance service and first aid or other immediate response service provided directly from the caller.
    - Other public safety services may be included in the 9-1-1 system at the discretion of the public agency operating the PSAP. (MN Administrative Rules 7580.0500, subp.2)
- Referral: an act of referring someone or something for consultation, review, or further action (immediate or past action)
- Mental Health: a person's condition with regard to their psychological and emotional well-being
- Mental Illness: including but not limited to, depressive disorders, bipolar disorder, post-traumatic stress disorder, and anxiety disorders.
- Crisis Team: A mental health crisis team assesses the crisis, assists the recipient in coping with the crisis and follows up with the person to assure that they receive longer-term support and services as needed (public or private)
- Where Available: at, in, or to which something is present or ready for immediate use
- Mental Health Emergency: A mental health emergency is a life-threatening situation in which an individual is threatening immediate harm to self or others, is severely disoriented or out of touch with reality, or is otherwise out of control.

Call Processing

For Sample procedures of the following, please see the appendixes

- PSAP does **not** have mental health crisis team available for referral or on duty:
  - 911 Telecommunicator shall ask all pertinent and related questions related to the type of call.
  - 911 Telecommunicator should obtain as much information as possible, including contact information for the subject.
  - 911 Telecommunicator shall dispatch appropriate available public safety responders based on protocols (Police, Fire, EMS, Co-Responders, Alternative Response, etc.)
  - PSAP should establish a process for either the PSAP, Law Enforcement, Fire Department, or EMS agency to provide caller/contact information for the subject related to the mental health crisis to your identified mental health crisis team.
    - Examples:
      - PSAP Automatically sends call information from CAD to crisis group
      - Law Enforcement forwards CAD event or RMS report to crisis group

- PSAP has mental health crisis team available with an immediate threat to the subject:
  - 911 Telecommunicator shall ask all pertinent and related questions related to the type of call.
  - 911 Telecommunicator should obtain as much information as possible, including contact information for the subject.
  - 911 Telecommunicator shall dispatch appropriate available public safety responders based on protocols (Police, Fire, EMS, Co-Responders, Alternative Response, etc.)
  - PSAP should establish a process for either the PSAP, Law Enforcement, Fire Department, or EMS agency to provide caller/contact information for the subject related to the mental health crisis to your identified mental health crisis team.

- PSAP has mental health crisis team available (or other resources) with no immediate threat
  - After call taking is, or almost complete and there are no signs of a threat, weapon, danger, or harm to themselves or others; you may offer the caller the opportunity to be transferred to a mental health crisis team telephone line in lieu of a law enforcement, fire, or EMS response.
    - Answer is YES:
      - Transfer caller to mental health crisis team (acceptance of call must be confirmed either with warm transfer or providing caller information to the mental health crisis team).
    - Answer is NO:
      - 911 Telecommunicator shall dispatch appropriate available public safety responders based on protocols (Police, Fire, EMS, Co-Responders, Alternative Response, etc.)
      - Document in the call for service that the caller declined the referral offered.

General Information

- Liability - Consult with your legal counsel for their interpretation of your procedure.
  - o Liability exemption
    - ▪ Voice Logging Considerations
      - If a call is transferred, consider the legal aspect to the mental health information being recorded. The recording and transcript could be classified as private based on MSS 13.82, subd.17, (f).
      - Have a conversation with the mental health providers you work with on when the call should end/how long to stay on the phone.
  - o Caution Notes
    - ▪ Caution or information notes/alerts to individuals or addresses within your CAD or computer systems can assist with call handling recommendations or responder awareness. Be aware that depending on where the information came from or how it is classified falls under MN chapter 13, data practices.
      - Your PSAP should have a practice to review caution/alerts based on your agencies schedule to verify the information is still active.
  - o Autism & Mental Health Flags on Driver's License within MN and other states
    - ▪ There is no legal requirement for individuals to have these added to their state identification. Individuals have the choice to have them added if they would like these shown. This is meant as situational awareness, a flag can be aired. Having this is an opt in, and users sign a Tennessen warning allowing this information to be shared.
  - o Civil Commitment Query in Portals/State System
    - ▪ Message key QCC is a new message key located in the person files within Portals. The Query Civil Commitment, or QCC, query searches for civil cases regarding findings on mentally ill, developmentally disabled, chemically dependent, sexually dangerous, and psychopathic personality.
  - o Criminal Justice Information (CJI)
    - ▪ Security Awareness Training – Make sure your PSAP is following CJIS security policy and training requirements
    - ▪ What Data can be forwarded to agencies, contact your legal counsel.
    - ▪ Data maintained by PSAP's, and Law Enforcement is governed by MN data practice laws Chapter 13. Not all infromation can be shared to public entities. (Think about when setting up 3rd party groups)
- Secondary PSAPs including Tribal PSAPs (including 10-digit lines)
  - o No matter the telephone line that a crisis call comes in on, it should be treated the same as a 9-1-1. Should a Secondary/Tribal PSAP receive a mental health call, follow your protocols for response and communicate and coordinate with primary PSAP on response.
- Exigent Circumstance Requests
  - o MN State Statute 626.085 (Search Warrant Required for Electronic Communication Information) requires government entities that request disclosure of electronic communication information (location, subscriber info, etc.) to obtain a search warrant unless there are exigent circumstances that exist where there is a danger to life or physical safety of an individual. Subdivision 3 of this statute requires the government entity to provide notice to the subject that electronic communication was accessed within 90 days. PSAP's may want to consult with legal counsel with compliance depending on the circumstances.

9-1-1/Public Safety Resources

The following is a list of different initiatives or resources being used around the state. Considerations or programs are not used everywhere, only listing different types of services that could be.

- Mental Health Crisis Team
  - Local/Tribal/County/Regional Crisis Team or Line
  - 9-8-8 National Suicide Hotline
- Mobile Crisis Team
- Co-Responder Option (licensed clinician and licensed officer, etc.)
- Embedded Social Workers
  - Within Law Enforcement Departments
  - Within PSAPs
- Alternative/Appropriate Responses
- 2-1-1 Call Center (2-1-1 call centers are staffed 24/7 by trained Community Resource Specialists who quickly assess needs and refer callers to the help that they seek)

Community Resources/Pre-9-1-1 Options

The following are not all inclusive due to availability in different areas within the state.

- SAMHSA (Substance Abuse and Mental Health Services Administration) Treatment Locator: https://findtreatment.samhsa.gov/
  - This is a comprehensive resource that has a variety of services available throughout the state, some of which are:
    - Mental Health Crisis Lines
    - Tribal Nation Crisis Lines
    - Veterans Crisis Line
    - Behavioral Health Centers
    - Inpatient & Residential Services
- 9-8-8 (National Suicide Hotline)
  - 4 Minnesota 9-8-8 Centers
    - First Call Itasca County (2-1-1 Center)
    - Twin Cities United Way (2-1-1 Center)
    - FirstLink (2-1-1 Center)
    - Carver County Health and Human Services
- MN Crisis Number **CRISIS (**274747)
  - Mobile Crisis Teams (34 Team's within MN)
  - Reimbursement through MEDICARE

Additional Information

- This document is current as of the date of approved. This document is intended to be a fluid document with on-going review and updates.

Central MN Emergency Services Board
2022 Training Roadmap

Courses	Track	Hrs	Limit	Date	Location/Notes	Quote	Amount	Courses	Total
ARMER Radio Trainer	ARMER Radio	16	20	April 12-13	Stearns County Service Center	$4,500	$4,500	1	$4,500
ARMER Radio Trainer	ARMER Radio	16	20			$4,500			
REFRESHER: ARMER Radio Trainer	ARMER Radio	8				$2,300			
ARMER System Administrator	ARMER Radio	24				$9,500			
ARMER Dispatch 2 (1 day)	ARMER Radio	8			*Potential for State Funding*	$2,500			
Radio Programming Workshop	ARMER Radio				*In-house workshop*	$0			
CASM	CASM				*Waiting on CASM upgrade*				
NG911 Mental Health Caller (911 T.I.*)	NG911		25-30		*Potential for State Funding*	$4,500			
NG911 Caller Management	NG911		25-30		*Potential for State Funding*				
Public Safety Training Consultants*	NG911				*Potential for State Funding*	$4,500			
					Quote Total	**$32,300**	**Total Approved**		**$4,500**

911 Training Institute   *Amount:*   **Grand Total**   **$32,300**

*Foundations of Emergency Mental Health Dispatching $209-229/person
*LifeBridges to Suicide Callers $209-229/person

Public Safety Training Consultants
*Crisis Communications & Suicide Intervention $199/person   (25 paid seats gets 2 free and 35 paid seats gets 3 free)

Previous Courses:	*Last Year Held:*	*Amount:*
New Commissioner Training	2021	$500
ARMER Dispatch 1 (2-day)	N/A	$4,500
ARMER Dispatch 2 (1 day)	2021	$2,400
ARMER Dispatch 3 (2 half-day)	2021	$2,500/2
REFRESHER: ARMER Radio Trainer	2020	$2,300
ARMER System Administrator	2020	$9,500
APX Radio Programming Workshop	2019	$8,700
APX Advanced programming features	2019	$1,300
ICS/Communication Planning	2019	$4,000
All Hazards Incident Dispatcher	2019	$4,000
Search and Rescue Incident Management	2019	
MCC7500/7100 Console Configuration	2018	$3,000
Radio Programming Workshop	2017	
CASM - Level 1/2	2016	

Training Roadmap
Course Ranking Survey Results

Agency	ARMER Radio Trainer REFRESHER (1-day)	ARMER System Administrator (3-day)	ARMER Dispatch (1-day)	NG911 Mental Health Caller	NG911 Caller Management
Benton Co	3	3	3	1	2
CentraCare	1	3	2	4	5
CentraCare EMS	3				
CentraCare St. Cloud Hospital	1				
City of Saint Cloud	1	5	1	3	3
City of Saint Cloud, Minnesota	3				
City of St Cloud - Public Works	1	4	4	4	4
Douglas County Sheriff	3	4	5	1	2
Grant County Sheriff's Office	2	5	2	1	2
Grant County Sheriff's Office	4	5	3	1	2
Kandiyohi County Sheriff's Office	2	2	3	2	3
Meeker County	3	4	1	1	1
Metro Bus	1	2			
Mille Lacs County	3	1	3	1	2
Morrison County Sheriff's Office	4		1	2	3
Otter Tail County Sheriff's Office	3	4	2	1	1
Pope County	1		2	1	
Rockville Fire Department	2	5	4	1	3
Stearns	2	5	1	3	5
Stevens County	1	2	3	4	5
Stevens County Sheriff's Office	3	2	1	1	1
Swift County Sheriff's Office	3	5	4	1	2
Todd County Sheriff's Office	4	5	2	1	3
Traverse County Sheriff's Office	3	5	4	2	1
Wadena County SO	5	3	3	2	2
Wright County Sheriffs Office	2	1	3	5	4
Rank 1	**7**	**2**	**5**	**12**	**4**
Rank 2	**5**	**4**	**5**	**4**	**7**
Rank 3	**10**	**3**	**7**	**2**	**5**
Rank 4	**3**	**4**	**4**	**3**	**2**
Rank 5	**1**	**8**	**1**	**1**	**3**
Responses Total	26	21	22	22	21