

TRANSMITTAL MEMORANDUM

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TO: Honorable Mayor & City Council

FROM: Delilah A. Walsh, City Manager

Initials:



DATE: May 24, 2024

File #: MGR24-357

RE: MIH Program & 988 Call Responses

During the regular Council meeting on May 16, 2024, Councilor Judy Zenge requested a presentation of information relating to how the City responds to 988 calls directed back to the City of Ketchikan.

Our Fire Department's Division Chief of Community Risk Reduction Gretchen O'Sullivan and the Mobile Integrated Health team will prepare a presentation outlining MIH for the meeting of June 6, 2024. Ms. O'Sullivan will also present information from the State 988 coordinator regarding assessing 911 calls to see if they are appropriate to transfer to 988 and how those calls are handled.

A memorandum from Fire Chief Rick Hines explaining the dispatch response for 988 calls, verified with Police Chief Jeff Walls, is included in your packet. In summary:

- Calls to 988 requiring police or EMS dispatch are routed to the City's Communication Center and dispatched accordingly.
- The City's Mobile Integrated Health unit will not respond to calls via dispatch but will focus on referrals and community outreach.
- The 988 center provides the caller with a list of local resources.

Crisis Now Community Director Lisa DeLaet with the Ketchikan Wellness Coalition has made significant outreach efforts to promote 988 and available resources. The State Careline, with new SAMHSA grants, is focusing on aftercare specialists for youth and young adults to prevent readmission and suicide attempts. This program could be a valuable resource for our MIH coordinators. Ms. DeLaet also shared Careline information for our area; that table is included with this memorandum.

Please note: Help is available. Speak with someone today by calling 988 or visiting [988lifeline.org](https://www.988lifeline.org).

Table: 988/Careline Calls 2024, January through April

Communities:	Jan	Feb	Mar	Apr	Tota
Careline Calls				1	1
Lifeline/988 Calls	4	1	8	10	23
Outbound Call: Follow-up			2		2
Third Party calls			2	1	3
Communities:					
Craig	2				2
Ketchikan	1	1	3	11	16
Metlakatla			7		7
Prince of Wales	1				1
Dispatches:					
Unrelated to Suicide Risk	2				2



KETCHIKAN FIRE DEPARTMENT

Integrity, Professionalism, Respect, Compassion, Teamwork, and Innovation
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Fire Chief Rick Hines
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Memorandum

TO: Delilah Walsh, City Manager

FROM: Rick Hines, Fire Chief

DATE: 05/29/24

SUBJECT: MIH and 988

Manager Walsh,

Our two Mobile Integrated Health (MIH) Paramedics, Owen Loscar and Ben Watson, will be present at the June 6th Council meeting to present on the Mobile Integrated Healthcare Program. This MIH team has been working hard in the community and has been able to make a difference on more than one occasion already. Under the leadership of Division Chief Gretchen O’Sullivan, who has been assisted by Crisis Now Community Director Lisa DeLaet, who represents one of our partnership agencies, the Ketchikan Wellness Coalition has met with several agencies who are willing to collaborate with the MIH team to help develop an excellent model of community paramedicine for our community. Owen and Ben will be presenting the vision, goals, and development process of this community-based program. Division Chief O’Sullivan and myself will also be present to offer support and answer any questions that might arise.

Ketchikan Police Chief Walls provided the following follow-up concerning the 988 calls.

1. If the complainant calls 988 and is not in any danger, 988 will handle it.
2. If the complainant calls 988 and is in danger of harming themselves or others, 988 would then call 911, and we would dispatch the appropriate units.
3. Should the complainant calls 911 and is not in immediate danger, we would transfer the call to 988. If 988 were not available, we would refer them to the Ketchikan CARES Crisis Line (907-225-2273). Depending on the situation, we may send an officer. If available, we would specifically send a CIT (Crisis Intervention Trained) Officer to speak with the complainant.
4. Should the complainant call 911 and be in danger of harming themselves or others, we would send the appropriate units. This would include a CIT Officer if available.
5. Should the complainant be calling 911 for someone else in crisis, we would handle it the same way as if the complainant was in crisis of harming themselves. Likewise, should the complainant call 988 for someone else, they would notify us to contact the person in crisis.

In any of these situations, we would advise MIH, who may follow up with the complainant, depending on the situation.

I hope that this short presentation can provide more information to our community regarding the “Why” of the MIH program. I am confident that this program will offer long-lasting benefits to the health and well-being of our community, and I also look forward to the presentation.