



CITY OF NORMAN, OK CITY COUNCIL CONFERENCE

Municipal Building, Executive Conference Room, 201 West Gray, Norman,
OK 73069

Tuesday, January 10, 2023 at 5:00 PM

MINUTES

It is the policy of the City of Norman that no person or groups of persons shall on the grounds of race, color, religion, ancestry, national origin, age, place of birth, sex, sexual orientation, gender identity or expression, familial status, marital status, including marriage to a person of the same sex, disability, retaliation, or genetic information, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination in employment activities or in all programs, services, or activities administered by the City, its recipients, sub-recipients, and contractors. In the event of any comments, complaints, modifications, accommodations, alternative formats, and auxiliary aids and services regarding accessibility or inclusion, please contact the ADA Technician at 405-366-5424, Relay Service: 711. To better serve you, five (5) business days' advance notice is preferred.

CALL TO ORDER

Mayor Heikkila called the Meeting to Order at 5:00 p.m.

ROLL CALL

PRESENT

Mayor Larry Heikkila
Councilmember Ward 2 Lauren Schueler
Councilmember Ward 3 Kelly Lynn (arrived 5:27 p.m.)
Councilmember Ward 4 Helen Grant
Councilmember Ward 5 Rarchar Tortorello
Councilmember Ward 6 Elizabeth Foreman
Councilmember Ward 7 Stephen Holman
Councilmember Ward 8 Matthew Peacock

ABSENT

None

AGENDA ITEMS

1. DISCUSSION REGARDING MENTAL HEALTH CRISIS RESPONSE.

Mr. Ron Simms, Chief of Statewide Crisis Services for the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS), said he has worked at both Griffin Hospital and ODMHSAS and has found the Norman Police Department (NPD) to be good faith partners wanting to do their best in every situation, especially situations involving mental health issues.

Mr. Simms said ODMHSAS has been working on expanding its crisis services and network. The components of the crisis network include the 988 Mental Health Lifeline (a federal program used by all States), mobile crisis team dispatch, urgent recovery centers, crisis centers, in-patient hospitalization, and outpatient services. He said 4.1% of adults in Oklahoma have had serious thoughts of suicide in the past twelve months and each week approximately 300 Oklahomans are admitted for urgent care or crisis mental health services. He said ODMHSAS believes Oklahomans deserve to have mental health and addiction service within reach and building a Comprehensive Crisis Response Continuum (CRC) is an evidence-based approach for helping reach the goal of meeting people where they are located when they need it the most. ODMHSAS is building a CRC to enhance services Oklahomans receive when experiencing a psychiatric emergency with the goal of providing immediate access to the lowest level of care.

Mr. Simms highlighted the CRC process as follows:

- 988 Mental Health Lifeline (one call away helpline) – an easy to remember helpline number staffed by mental health professionals to answer calls around the clock for those experiencing a mental health crisis (approximately 80% of crisis calls can be resolved at this touchpoint)
- Mobile Crisis Team – When necessary, the 988 Call Center will dispatch statewide mobile crisis teams to the situation for further assessment and intervention (approximately 70% of crisis situations can be resolved at this touchpoint)
- Appointments – Every level of the continuum will be equipped with the ability to make same day or next day appointments at every Community Health, Behavioral Health, and Comprehensive Addiction Recovery Centers in Oklahoma
- Technology – Every law enforcement officer across the State will be equipped with 24/7 access to a licensed behavioral health practitioner to assist with assessment, evaluation, and connection for treatment
- Transportation – Each year, over 20,000 trips are made by law enforcement to assist Oklahomans in need of mental health crisis services. This model allows the ability for private sector companies to provide transportation services to individuals experiencing a psychiatric crisis greater than 30 miles
- Facilities – The Continuum will add 50% more urgent care and crisis centers across the State diverting 90% of those needing inpatient psychiatric hospital care

Mr. Simms said when a person calls the 988 Health Crisis Lifeline they are immediately connected with a mental health professional, not law enforcement. The conversation is confidential and the mental health professional will connect the caller to whatever service is needed at the moment. The 988 Mental Health Lifeline has answered approximately 16,000 calls, responded to more than 3,000 texts, and dispatched more than 850 mobile crisis teams since its pilot program launch on July 5, 2022.

Mobile Crisis Teams respond locally within the community to de-escalate a crisis situation. A team includes a licensed clinical and certified peer recovery support specialist or case manager that utilizes best practices in behavioral health, including suicide prevention and intervention. Mobile Crisis Teams are dispatched by the 988 Mental Health Lifeline and response to crises are provided 24/7 for anyone in need.

Urgent Care and Crisis Centers are a place of stabilization, offer a “no wrong door” access to mental health and substance abuse care, and includes models for children, youth, and family services. Operation of these facilities are similar to hospital emergency departments that accept all walk-ins, ambulances, fire, and police drop-offs. These facilities provide assessment and support and are staffed 24/365 with a multidisciplinary team that include, but are not limited to, psychiatrists, nurses, licensed behavioral health practitioners, and peers with lived experience similar to the population served.

There are approximately 24,000 tablets dispersed among first responders, consumers, and staff across Oklahoma. Since April 1, 2022, the 988 Mental Health Lifeline has delivered services on 46,000 calls via these integrated devices and tablets are available for all law enforcement agencies to provide 24/7 access to a licensed behavioral health practitioner to assist with assessment, evaluation, and connection to treatment. The NPD initially worked with ODMHSAS on an iPad Pilot Program with 12 iPads distributed on July 5, 2022, and currently has 46 iPads with the goal of having 95 iPads to roll out the program live on March 1, 2023.

Ms. Nisha Wilson, Chief Clinical Strategist for ODMHSAS, said ODMHSAS purchases and disperses the iPads that operate on the cellular AT&T First Responder Network so there are no issues with access in rural areas.

Councilmember Grant asked how many police officers are Crisis Intervention Team (CIT) trained and Mr. Ricky Jackson, Deputy Police Chief, said approximately 18% of the police force is trained and all supervisors are trained as well as all 911 Dispatchers. He said NPD goes beyond what is required for police training, especially on mental health issues.

Councilmember Studley asked if all officers can request a Mobile Crisis Team if they see that someone is in crisis and needs help. Mr. Simms said the 988 Health Crisis Lifeline is not going to dispatch a mobile team to a person that is absolutely saying they do not want an in-person response. He said they will dispatch a Mobile Crisis Team to a family or friend having difficulty dealing with a situation.

Ms. Carrie Statten-Hodges, Commissioner for ODMHSAS, said someone from the Mental Health Crisis Team reaches out to each and every caller the next day to determine if they received the help they needed, if they had trouble getting to their appointment, how they are feeling that day, if there is other support they might need, etc. She said the 988 Mental Health Lifeline is incredibly important because the only current option is going to the hospital and meeting the only determining factor for treatment, which is whether or not they are a danger to themselves or other people, and that is not enough. She said ODMHSAS wants to provide care to all people whether it is for depression, anxiety, insomnia, addiction, suicidal thoughts, etc., and move them forward in a productive way as opposed to waiting for them to get to the point of requiring hospitalization. She said a comprehensive system will provide

multiple layers of care that include Urgent Care Centers, Crisis Care Units, hospitals, and community based care. She said 90% of callers reach successful treatment with continued outpatient treatment, if needed, and 93% of callers do not require hospitalization and are moved to community-based care leaving hospital beds open for people who need them for long-term treatment.

Mr. Simms said not everyone needs to go to an Urgent Care Center and not everyone needs in-patient hospitalization. He said most situations can be deescalated and stabilized within the community.

Councilmember Schueler asked about the urgent care level and the difference between what the public knows about urgent care and how the 988 Mental Health Lifeline process is different. Mr. Simms said when someone is a danger to themselves or others due to a mental health issue or substance abuse issue, an Urgent Recovery Center in the mental health realm is a stabilization period where the person can talk to a professional with the goal of stepping that person off the crisis. As stated earlier, 90% of callers will reach successful treatment and 93% will not require hospitalization.

Mr. Simms said urgent care is a generic term and when people think about Integris Health Urgent Care they are thinking of medical issues not mental health issues. He said Urgent Recovery Centers in Norman include Red Rock Behavioral Health Sciences, Central Oklahoma Community Mental Health Services, Children's Recovery Center, and Griffin Memorial Hospital. He said an Urgent Recovery Center is a voluntary situation until the person is assessed by a clinician who determines future treatment.

Mr. Simms said there is a 988 Mental Health Lifeline dashboard at ODMHSMS.org that provides information about the Mobile Crisis Unit as well as the program itself. The dashboard also has data on the number of calls received, number of Mobile Crisis Units deployed, etc.

Cleveland County is the third busiest county after Oklahoma County and Tulsa County. Mr. Simms said the call volume is not high right now, but once people become more aware of the program, calls are expected to increase. He said Cleveland County is responsible for providing mental health services to inmates at the Cleveland County Detention Center through their contractor, Turn Key Health.

Mayor Heikkila asked about the response time for the Mobile Crisis Unit and Mr. Simms said all teams have to respond in one hour for urban areas and two hours for rural areas. He said people calling the 988 Mental Health Lifeline are kept on the phone until the crisis team arrives and if at any point they become concerned about the acuity level of the call, law enforcement is contacted as well. He said Norman averages approximately 50 calls per month.

Councilmember Grant said Norman Regional Health Systems (NRHS) will have a Mental Health Facility on the Porter Campus and asked what kind of care NRHS plans to provide to people if they come to NRHS instead of going to jail. Dr. Farhan Jawed, M.D., Chief of Staff for the Behavioral Health Program for NRHS, said anytime someone is in a crisis situation they are brought into the emergency room by law enforcement, ambulance, or family members. They are evaluated by a team

of professionals and put through a complete medical screening for stabilization and once they are stable they are assessed for safety in regards to mental health. At that time, a determination is made on whether or not that person needs to be hospitalized based on State mental health criteria. He said many times, the patient might not be medically suitable for a psychiatric facility so NRHS will admit them for further evaluation and treatment based on their individual circumstance.

Mr. Darrel Pyle, City Manager, said all the information discussed tonight is on YouTube, which will be shared and there may be an opportunity for some podcasts specifically focused on the program.

Mayor Heikkila and Councilmembers thanked Mr. Simms for the presentation.


Items submitted for the record

1. PowerPoint presentation entitled, "Crisis Response," dated December 20, 2022

ADJOURNMENT

The meeting was adjourned at 6:19 p.m.

ATTEST:


Deputy City Clerk


Mayor

