



## SHAKER HEIGHTS

### City Council Agenda At City Hall Council Chambers Monday, March 13, 2023 at 7:00 pm

This meeting is being held in person with the option to join the Zoom meeting online as a viewer or listener during the meeting from a PC, Mac, iPad, iPhone or Android device at <https://us06web.zoom.us/j/86730157463?pwd=dDNkZUNMYUxGTTFYTVdZR3pFV3A4dz09> Password: 33553400: Description: Council Meeting; or join by phone at 833-548-0282 (toll free); Webinar ID: 867 3015 7463, Password: 33553400. International numbers available at <https://zoom.us/u/ahwKbeuA>. The video of the meeting will be available the following day on the City's [website](#).

#### **WORK SESSION**

1. Pilot Mental Health Response Program Update
  - Mental Health Response Program Clinician Annette Amistadi, MSW, LISW
  
  - Police Chief Wayne Hudson
  
  - Fire Chief Patrick Sweeney

Documents:

[MENTAL HEALTH RESPONSE PROGRAM COUNCIL 3 13 23.PDF](#)

*To request an accommodation for a person with a disability, call the City's ADA Coordinator at 216-491-1440, or Ohio Relay Service at 711 for TTY users.*



SHAKER HEIGHTS

# Mental Health Response Program Update

## Council Work Session

### March 13, 2023

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Chief Administrative Officer Jeri E. Chaikin  
Chief of Police Wayne D. Hudson  
Fire Chief Patrick F. Sweeney

Annette Amistadi, MSW, LISW Clinician,  
MHRP  
Seona Goerndt, MBA, CPXP, Executive Director,  
Recovery Resources  
Sandra Sims, MAEd, PCC-S, Director of Clinical  
Operations, Recovery Resources MetroHealth

# Mental Health Response Program

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## Program Goals

- To more effectively address crisis- related calls for service as they come in, as well as
- Reduce/Prevent calls based on preventative social service or mental health services or intervention by:
  - Improving outcomes for individuals in crisis or who need social services,
  - Provide more effective SHPD/SHFD response to mental health and crisis calls, and
  - Diverting individuals in crisis away from the emergency response or justice system and into services to proactively address their needs prior to an actual crisis.

# Mental Health Response Program

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- Dedicated full-time social worker since November 2022
  - Social work intern coming May 2023
- Response with shift, if available
  - Unmarked vehicle, Motorola radio
- Conduct follow-up via phone or in-person
  - Meeting where the individual feels comfortable (home, public space)
- Dedicated hours at Police, Fire and Library
- Assessment of high utilizers of 9-1-1 calls
  - Monthly meetings with Police and Fire departments, Cuyahoga County Board of Developmental Disabilities
- Virtual component

# Mental Health Response Program

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- Mental Health training for police officers and firefighters/paramedics
  - CIT Training to be provided by MHRP
- Referrals from Housing Department, Recreation Department, Legal Department, Courts, and community members
- Database to track referrals and analyze results
- Ongoing relationship with MetroHealth/Recovery Resources
  - Training social worker to assist in capacity and growth in the community
  - Transport and referrals to MetroHealth Cleveland Heights Behavioral Health Hospital

# November 2022-February 2023 Data

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## REFERRALS:

- 191 Program referrals
- 145 Individual residents

## RACE:

- 121 African American
- 42 Caucasian
- 26 Unknown
- 2 Hispanic/Latino

# November 2022-February 2023 Data

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## SEX:

- 105-Female
- 84-Male
- 2-Unknown

## AGE:

- 0-17=33
- 18-29=34
- 30-39=26
- 40-49=19
- 50-59=17
- 60-69=13
- 70 and over=31
- Refused=6
- Unknown=12

# November 2022-February 2023 Data

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Reason for call/referral:

Welfare check

Disturbance

Suicide/Suicide in progress

Family trouble

Domestic in progress

Behavioral

Assault in progress

Trespass

Assist general

Bed bugs

Transportation

Insurance

Community resources

Mental subject

Fire

Probate order

Courts



# November 2022-February 2023 Data

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Possible observations which caused referral:

Suicidal

Memory Concerns

Mania

Hoarding

Anxiety

Substance Use

Depression

Delusions

Hallucinations

Physical Health Concerns

# November 2022-February 2023 Data

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Assessment of presenting problem made by MHRP:

- 54-Unknown
- 36-Psychosis/Thought Disorder
- 30-Mood Disorder-30
- 23-Interpersonal Conflict
- 20-Intellectual Disability
- 17-Suicidal
- 16-Memory Concerns
- 15-Physical health concerns
- 10-Substance Use
- 6-Traumatic Event
- 4-No mental health issues

# November 2022-February 2023 Data

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Follow ups completed in-person/phone:

- 221

Final disposition:

- 70-Linked to provider
- 54-Unable to contact
- 40-No services needed
- 20-Services needed but client refused
- 4-Remains in jail
- 3-Could not locate, incomplete demographics

# High Utilizer Analysis

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- 15 calls in 2022 for physical health concerns and welfare checks
- 29 follow-ups completed in person, by phone, contact with family members, and community resources completed by MHRP
- Final Disposition: Since 12/29/22 receiving appropriate level of care and no longer high utilizer of 9-1-1

# Call Analysis

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- Suicidal/Suicide in progress call
- Scene stabilized resulting in resident to return home
- Final Disposition: 4 follow-ups completed in person and phone by MHRP to link resident to counseling and services

# Questions and Answers

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