

# **CCMHE Quarterly Meeting**

May 12th, 2025 2 p.m. – 4 p.m.

#### Welcome, Attendance, & Minute Approval

Public Comment

Administrative Updates- Open Meetings Act

Follow Up from Q1 Meeting- feedback loop

Presentations

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# **Open Meetings Act**

Justin Edge, Department of Law

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# Office of Emergency Management & Communications

Dr. Chenetra Washington, Deputy Director - 911 Operations



## CHICAGO'S 911 ENIERGENCY SYSTEM



Smart911<sup>\*</sup>



### CHICAGO 9-1-1 and 3-1-1



Process 4.5 million calls a year at 9-1-1 and 3.5 million calls at 3-1-1

Call volume influenced by time of year, time of day, day of the week and weather

Busiest days of the year are NYE, 4<sup>th</sup> of July, and Halloween







## Calls for Service: "Help Us Help You"

Relevant details that are most useful to the Call-Taker:

- Where: Location of Service
- What: Synopsis of what is happening/type of service needed
- Who: Description of offenders, Direction of flight.
- When: Is incident currently happening or has it passed
- **Weapons**: Weapons involved, Gun, knife, bat, brick etc.
- Additional Details : Physical descriptions, vehicle information, direction of flight

Call takers can use the **Details To Follow** feature to get an event over to the appropriate District while updating the event.



# WHAT IS SMART911?

- A free online app that allows you to create a custom 9-1-1 Safety Profile for you and your family.
- The Safety Profile for residents can include as little or as much information as needed about themselves and their family members.







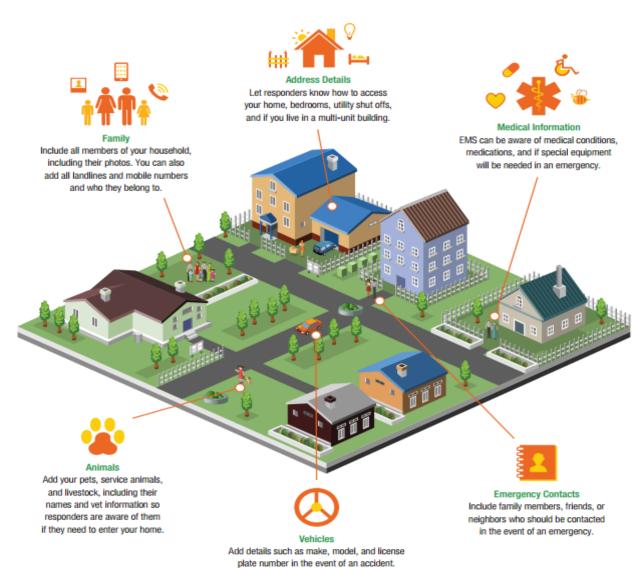
## WHAT IS SMART911?

- The profile can be linked to any number of addresses you may frequent (home, work, etc.) as well as any phone numbers you wish to add.
- The profile will be shown to 9-1-1 call takers ONLY when you call 9-1-1; relevant information will be shared with first responders
- Smart911 has a texting feature Call takers can utilize in the event a caller can not speak.









#### What Can My Smart911 Safety Profile Include?



## SMART911 IS SECURE

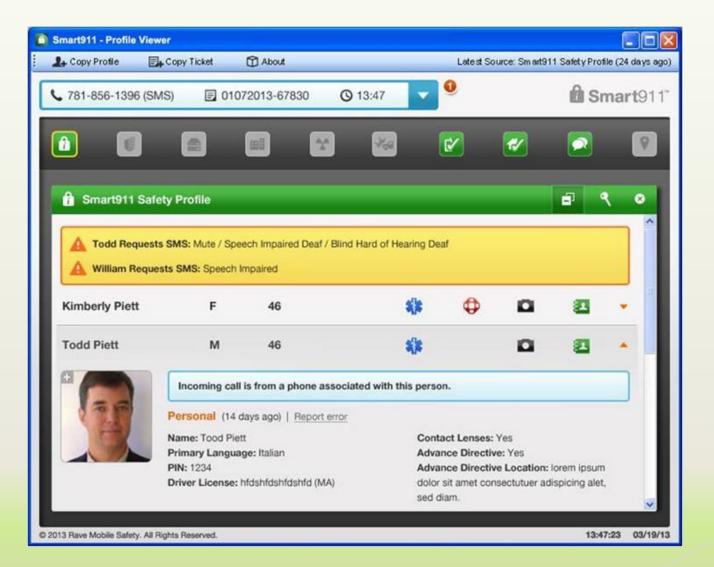
- Highest levels of security certifications
- There have been no security breaches experienced in over 10 years
- All data collected is encrypted at every level and is not searchable by call takers







### SAMPLE SAFETY PROFILE





## **CREATE AN ACCOUNT**

#### Sign Up Now

#### Plan Ahead For Any Emergency

Once you've signed up for Smart911, first responders will be aware of important information you have provided that will help Police, Fire, and EMS locate and help you in an emergency.

reminders on this phone? *	® Yes ◎ No 🛿	
Phone type * Receive profile update	Mobile Other (Land Line, VOIP, Cable)	_
Confirm Password * Phone number *		at least 1 upper case letter     at least 1 number     at least 1 special character or symbol
Password *		Password Requirements 8 or more characters at least 1 lower case letter
User ID * We recommend using your email address for your User ID.		
Email Address		
Receiving Assistance	Someone is assisting me in setting up my account 😧	
Last Name *		]
First Name *		
First Name *		

- Go to the website "Smart911.com"
- Click on the "Sign Up Today" button in the middle of the screen
- Fill in the required information and click "Create Account"



## **CREATING AN ACCOUNT USING THE APP**

### DOWNLOAD THE SMART911° APP TODAY

GET IT ON Google Play

Download on the App Store

i

Smart911°





# Chicago Police Department

Sgt. Sanchez, Crisis Intervention Unit

## Crisis Intervention Unit (CIU) Policy Review

#S04-20 "Recognizing and Responding to Individuals in Crisis" #S04-20-05 "Persons Under Arrest in Need of Mental Health Treatment"

- Replacement of "designated" with "Certified" CIT Officer
- Update language for bond procedures related to the SAFE-T Act
- Remove language related to CPD and CFD involvement in the CARE program
- Verify service provider information is accurate



# Chicago Department of Public Health

Dr. Jenny Hua, Medical Director of Behavioral Health Interim Deputy Commissioner of Behavioral Health



# **Injury Prevention ICS**

5/5/2025-9/1/2025



#### Opioid Overdose

- Year-on-year decrease in opioidrelated overdoses compared to May 5 – Sept. 1, 2024 exceeding pre-ICS months
- Parity in reduction citywide and key priority neighborhoods
- 5-10% reduction in opioid overdose in 2025 compared to 2024

#### Violence Reduction

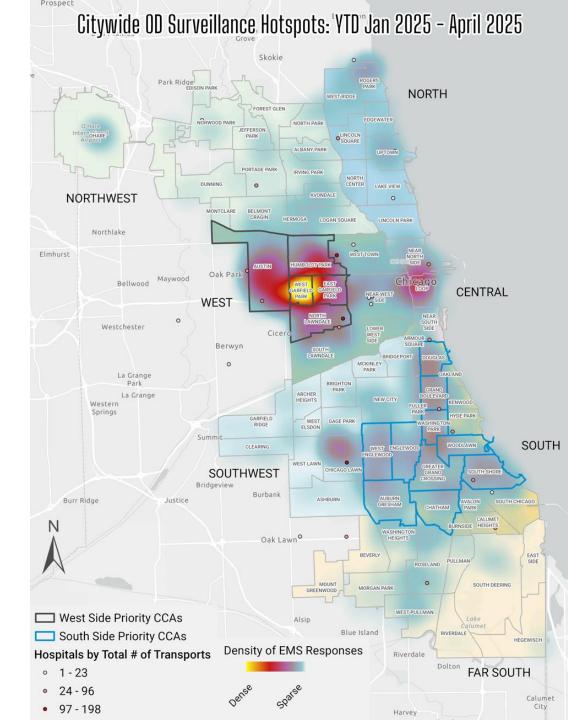
- Year-on-year decrease in shooting victimizations compared to May 5 – Sept. 1, 2024 exceeding pre-ICS months
- Parity in reduction between citywide and key priority neighborhoods
- <500 homicides in 2025 compared to 581in 2024 (>14% reduction)



- Response Dates: 5/5 9/1/25
- Key dates:
  - May 11 (Mother's Day)
  - May 26 (Memorial Day)
  - June 15 (Father's Day)
  - June 19 (Juneteenth)
  - July 4 (Independence Day)
  - Aug 18 (First day of CPS)
  - Sept 1 (Labor Day)

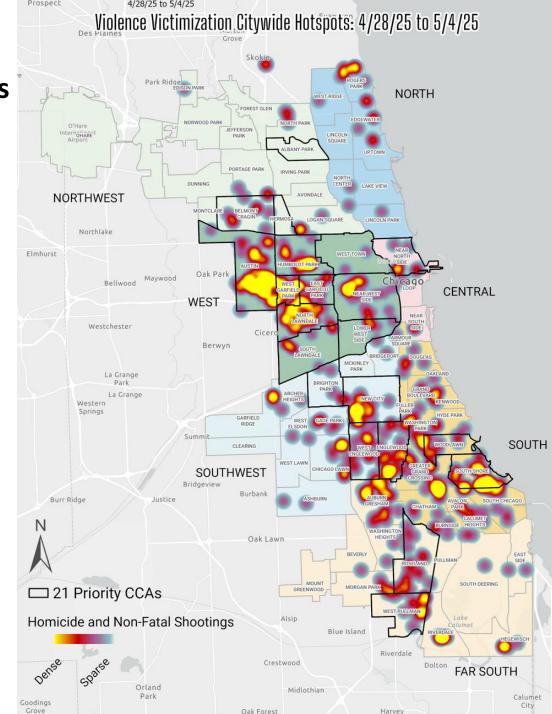
### OD Surveillance: Citywide Hot Spots - Wendy Opioid-related overdose EMS responses

- **1/1/25 4/30/25** • Citywide: n = 1880
  - West Side Priority CCAs: n = 656
  - South Side Priority CCAs: n = 380
- Hospitals with highest # of transports
  - 1. Humboldt Park Health: n = 198 (West side)
  - 2. Mt. Sinai: n = 153 (West side)
  - 3. Holy Cross: n = 106 (South side)
- Hot Spots (year-to-date):
  - Central corridor, Huron to Madison (Austin)
  - Pulaski corridor, Lake to Polk (West Garfield Park)
  - 47th-Madison intersection (Grand Boulevard)
  - Ashland corridor, 63rd to 85th (West Englewood, Auburn Gresham)
  - Kedzie corridor, 57th to Marquette (Chicago Lawn, adjacent to West Englewood)





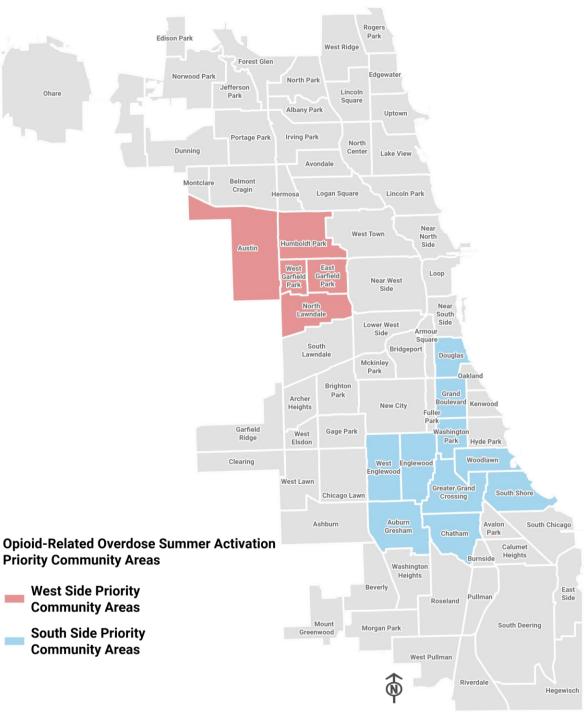
- Citywide: n = 503
- Priority CCAs with highest totals:
  - Austin n = 57
  - South Shore n = 28
  - North Lawndale n = 25
  - Englewood n = 21
  - New City n = 21
  - West Garfield Park n = 21



Data source: Chicago Data Portal, Victims of Homicides and Non-Fatal Shootings (https://data.cityofchicago.org/Public-Safety/Violence-Reduction-Victims-of-Homicidesand-Non-Fa/gumc-mgzr/about\_data). Data as of 5/6/2025.

## Priority Community Areas: Opioid Overdose (15)

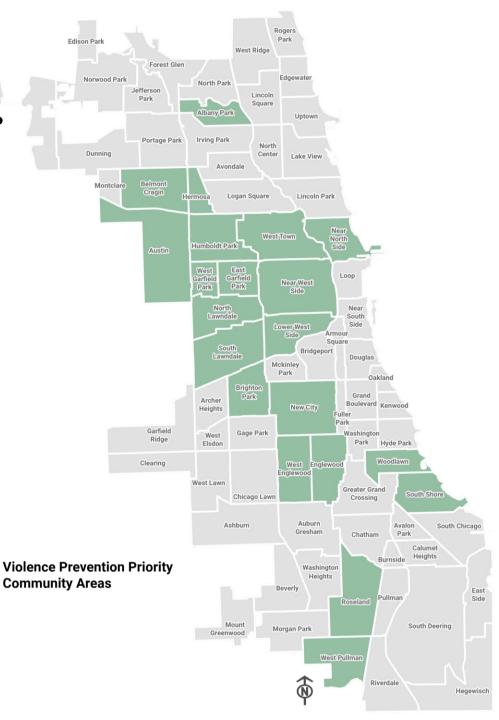
- Austin
- Humboldt Park
- East Garfield Park
- North Lawndale
- West Garfield Park
- South side CA (10)
  - Englewood
  - W. Englewood
  - South Shore
  - Washington Park
  - Woodlawn
  - Douglas
  - Grand Boulevard
  - Auburn Gresham
  - Chatham
  - Greater Grand Crossing



## Priority Community Are Violence Reduction (21)

- Albany Park
- Austin
- Belmont-Cragin
- Brighton Park
- East Garfield Park
- Englewood
- Hermosa
- Humboldt Park
- Little Village (South Lawndale)
- Near North
- Near West

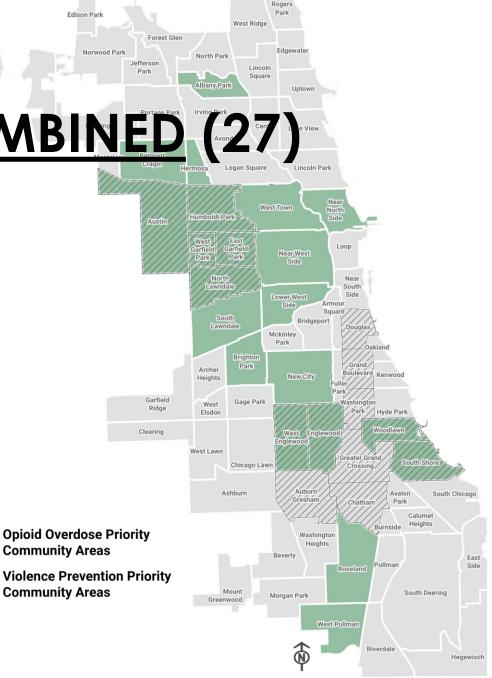
- New City
- North Lawndale
- Pilsen (Lower West Side)
- Roseland
- South Shore
- West Englewood
- West Garfield Park
- West Pullman
- West Town
- Woodlawn



## Vince Park Priority Community Areas: Vince Park Violence COMBINE ED (Vince Park Violence Combined ED (Vince Park Violence Violen

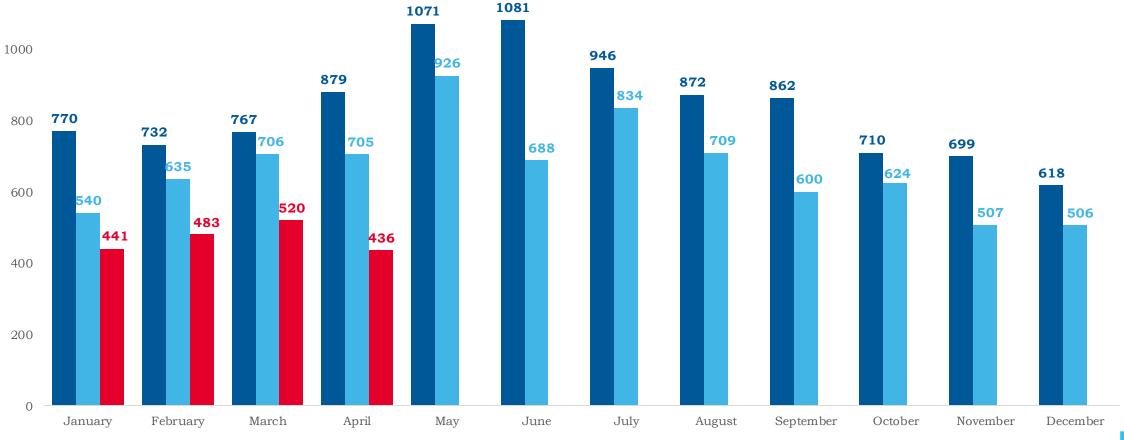
- Albany Park
- Auburn Gresham
- <u>Austin</u>
- Belmont-Cragin
- Brighton Park
- Chatham
- Douglas
- Grand Boulevard
- Greater Grand Crossing
- East Garfield Park
- Englewood
- Hermosa
- <u>Humboldt Park</u>
- Little Village (South Lawndale)

- Near North
- Near West
- New City
- North Lawndale
- Pilsen (Lower West Side)
- Roseland
- South Shore
- Washington Park
- West Englewood
- <u>West Garfield Park</u>
- West Pullman
- West Town
- <u>Woodlawn</u>



### OD Surveillance - Maria <u>Citywide Opioid-related Overdose EMS Responses by</u> Month

1200 January 2023- April 2025

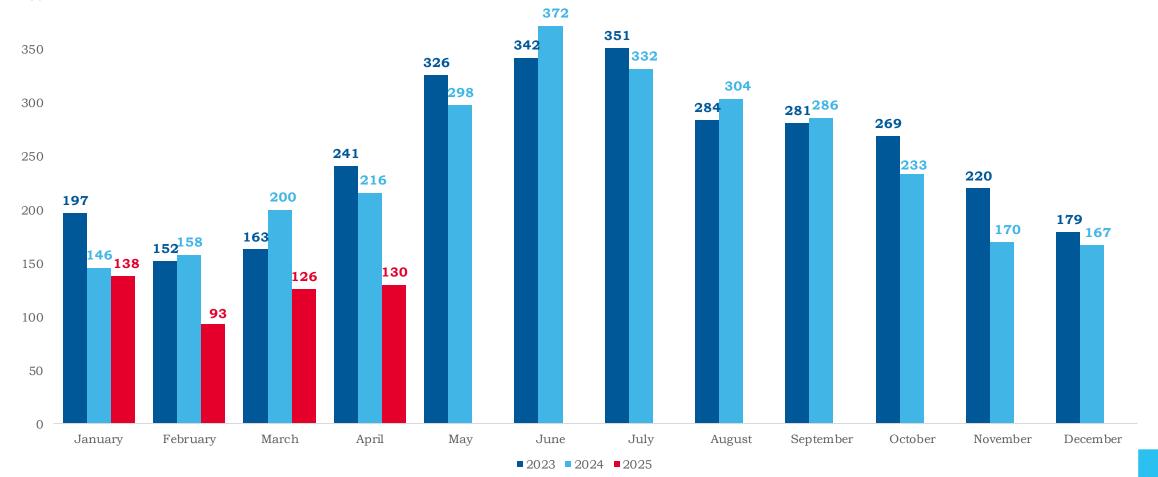


■ 2023 ■ 2024 ■ 2025

Data source: Chicago Fire Department

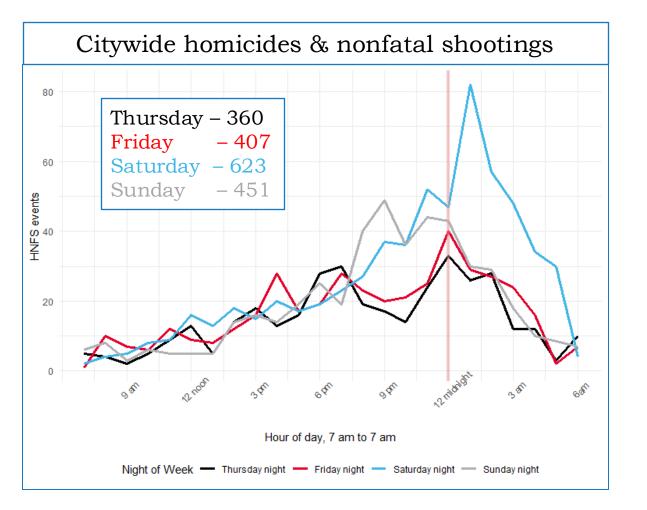
### Violence Victimization – Dave <u>Citywide All-Cause Homicides and Nonfatal Shootings</u> by Month

400 January 2023- April 2025

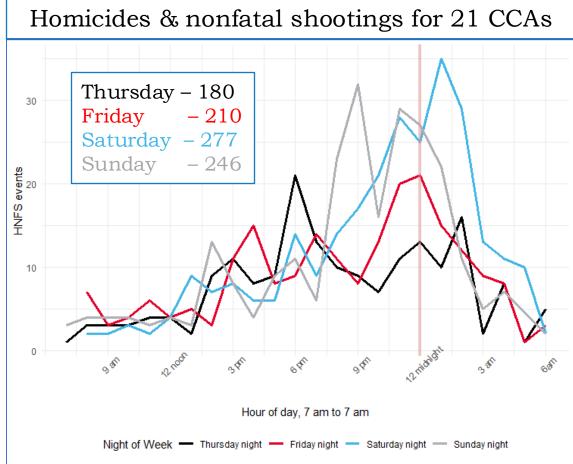


Data source: Chicago data portal Victims of Homicides and Non-Fatal Shootings dataset

# 2024 violence victimization: Overnight Hours on the Weekends



Vertical line is Midnight



Data source: Chicago data portal Victims of Homicides and Non-Fatal Shootings dataset 2024



### Planning

- OD Surveillance
- Tox Surveillance
- Violent Incident Monitoring/Hotspots
- Violence Incident Risk Assessment

### Operations Section – OSU

- Drug Checking/OEND
- Street Outreach/Operation SOS
- Encampment
- ED MOUD/Bridge
- Summer Festivals

### Operations Section – OVP

• CVI

- HBVI
- Safe Space Activation
- Victim Services/Relocation
- Post-Incident Response & Comms

### Logistics Section

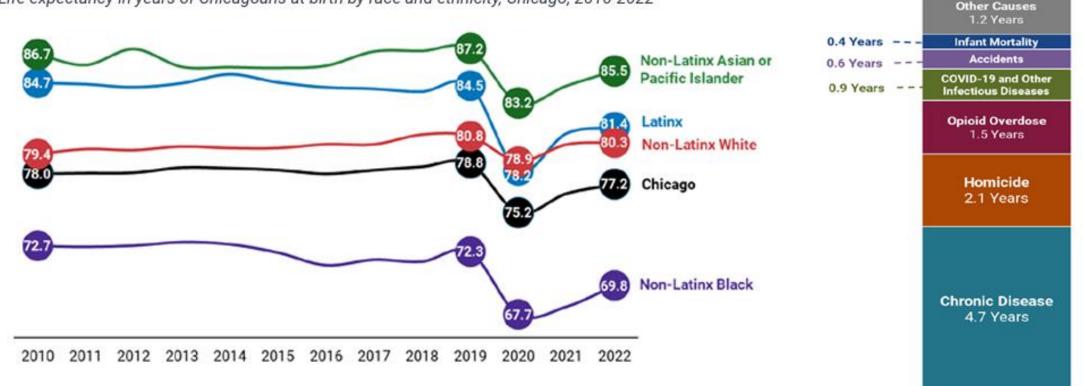
- Kit building
- Inventory
- Distribution
- Communications
- Interagency Affairs



# **Mental Health**

## **X** Our public health quality metrics

Figure 2. Life expectancy in years of Chicagoans at birth by race and ethnicity, Chicago, 2010-2022



Healthy Chicago 2025: Closing the 11.4 years in Black and non-Black life expectancy gap



#### Theory of Change

#### Current Programmatic Response

 Provision of mental health care through counselling and medication
 Connection to wraparound support services through an integrated care model

#### Population-Specific Risk Factors

#### High rate of community violence

landessess
 Recent or unresolved trauma

 Lack of social supports
 Undiagnosed serious mental illness (SMI)

#### **Prioritized Strategies**

- Hyperlocal marketing campaigns to drive connection to and continuance of treatment among people with SMI
- Mental health promotion and early intervention through community screenings and referrals
- Develop quality assessment tool to determine effectiveness of treatment

#### Short-Term Outcomes

 Reduce the unmet mental health need among people with psychological distress Reduce unnecessary behavioral health hospitalizations Increase linkages to mental health care Increase treatment effectiveness

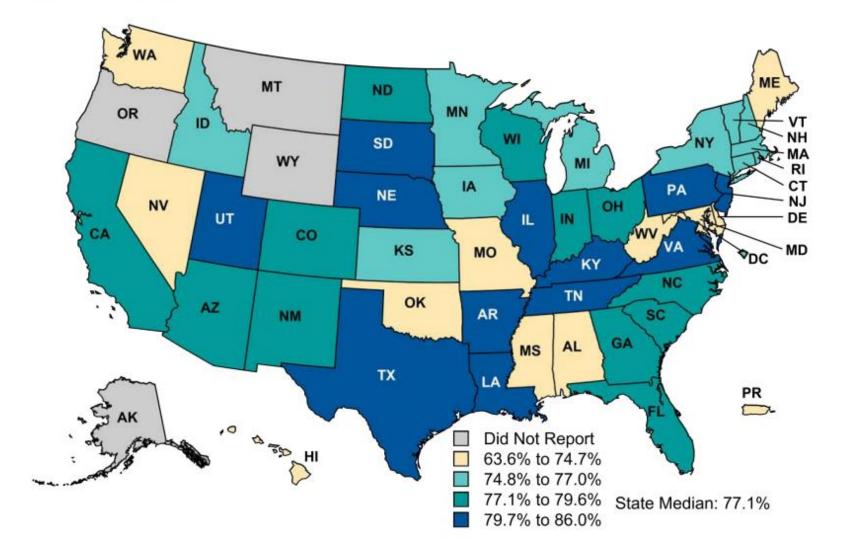
#### Long-Term Outcomes

 Ensure everyone who requires or desires mental health care is connected to appropriate services Close the Life Expectancy Gap

## **What are mental health quality metrics?**

- Medicaid is the single largest payer for mental health services in the U.S.
- 9 Adult Core Set measures:
  - Initiation and engagement of SUD treatment
  - Use of pharmacotherapy for OUD
  - Medication assistance with smoking and tobacco cessation
  - Follow-up after ED visit for substance use
  - Follow-up after ED visit for mental illness
  - Antidepressant medication management
  - Adherence to antipsychotic medications for individuals with schizophrenia
  - Diabetes screening for people with schizophrenia or bipolar disorder using antipsychotic medications

# Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD-AD), 2023 Core Set (n = 48 states)

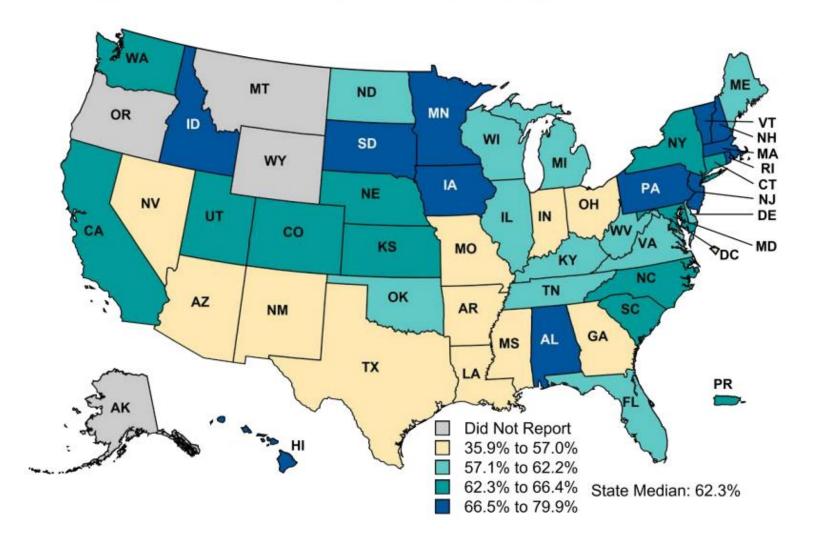


A median of

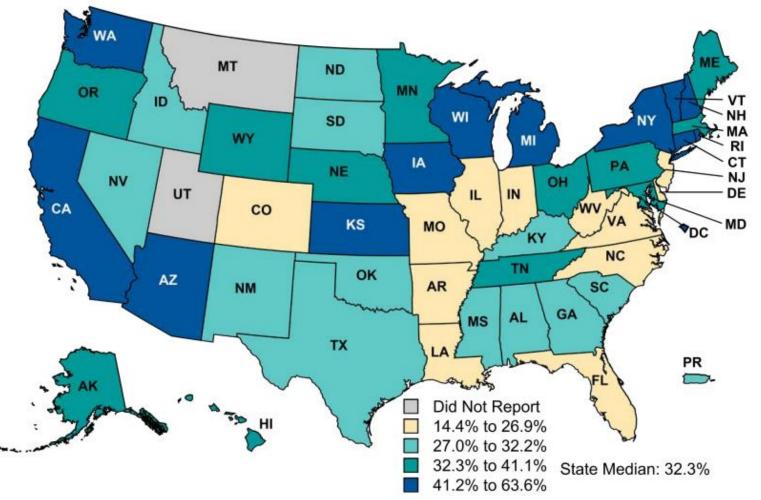
percent of adults ages 18 to 64 with schizophrenia, schizoaffective disorder, or bipolar disorder who were dispensed an antipsychotic had a diabetes screening test during calendar year 2022.

Source: Mathematica analysis of the QMR system reports for the 2023 Core Set as of May 16, 2024.

## Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA-AD), 2023 Core Set (n = 48 states)



A median of **62** percent of adults age 18 and older during calendar year 2022 with schizophrenia or schizoaffective disorder remained on an antipsychotic medication for at least 80 percent of their treatment period. Percentage of Discharges for Adults Ages 18 to 64 Hospitalized for Treatment of Selected Mental Illness or Intentional Self-Harm Diagnoses with a Follow-Up Visit with a Mental Health Provider within 7 Days After Discharge (FUH-AD), 2023 Core Set (n = 50 states)



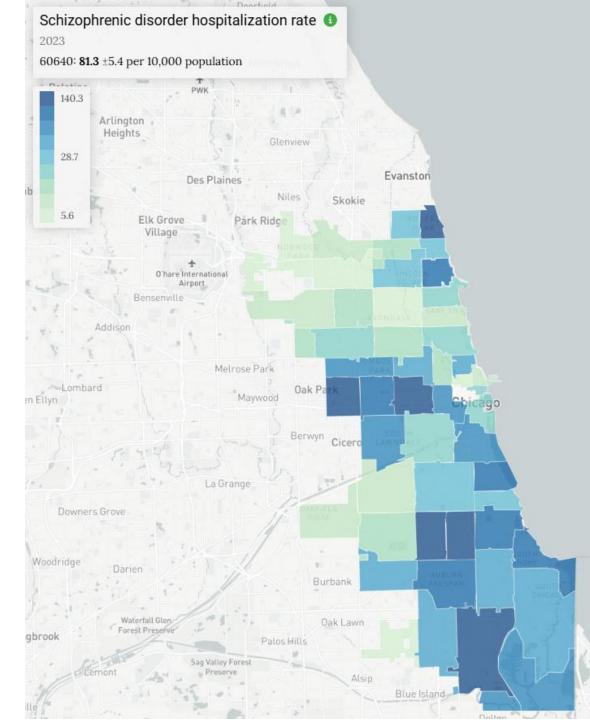
A median of percent of discharges for adults ages 18 to 64 who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses from January 1 to December 1, 2022 had a follow-up visit within 7 days after discharge.

Source: Mathematica analysis of the QMR system reports for the 2023 Core Set as of May 16, 2024.

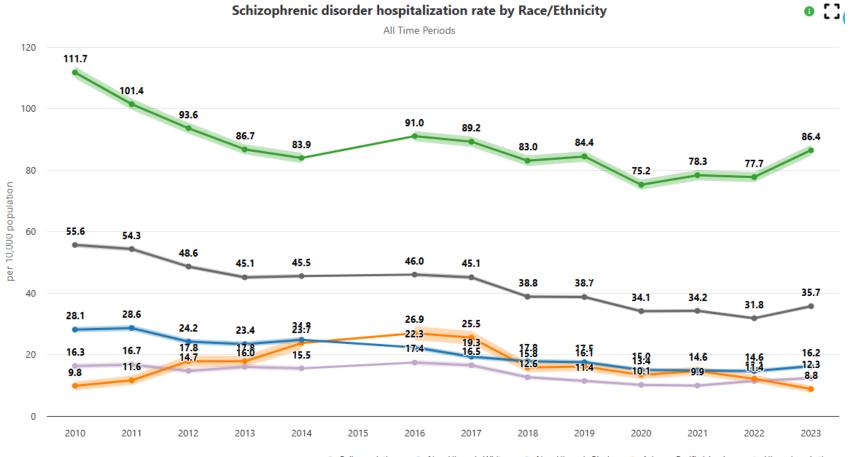
Note: This chart shows state reporting for the 7-Day Follow-Up rate for the Follow-Up After Hospitalization for Mental Illness: Age 18 and Older measure.

# **★** Disparities in Chicago

- Huge difference in rate of hospitalization
- Low of 6 per 100k (Downtown and North side) to high of >100 per 100K (Austin area)







🗢 Full population 🔹 Non-Hispanic White 🗢 Non-Hispanic Black 🔶 Asian or Pacific Islander 🐢 Hispanic or Latino

## **\*** Internal KPIs: Volume and intake

### • Intake yield

- Number of encounters per site
- Number of encounters by encounter type
- Number of unique clients served per site
- Number of unique clients served by encounter type
- Productivity metrics
- Roles and responsibilities



**58%** 

202501

#### Improvements:

**27%** 2024Q1 Intake yield has more than <mark>doubled</mark>

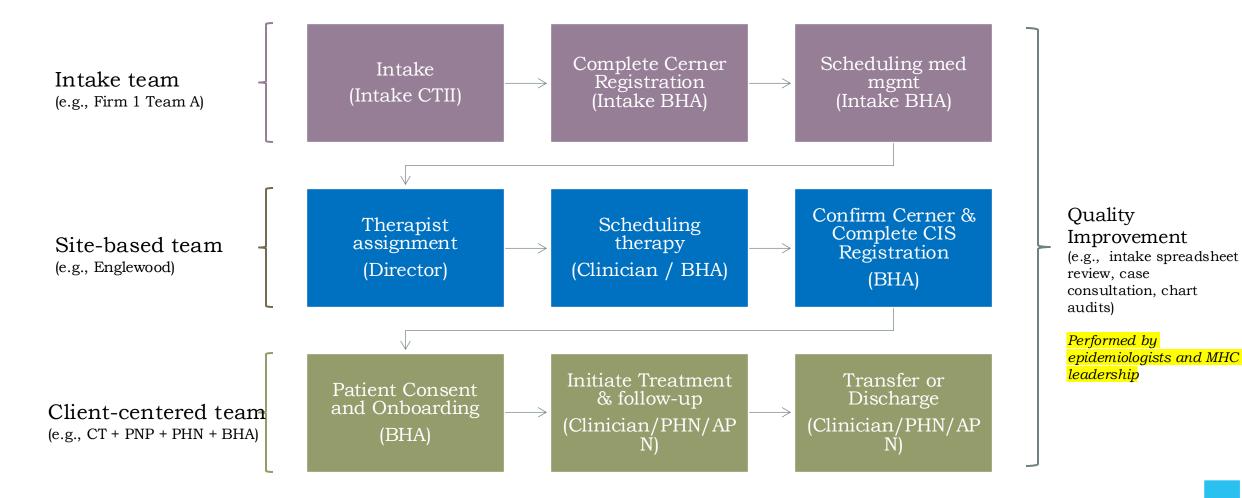
**31** 2024Q1 2025Q1 The number of new clients we are accepting are 3-5x 2023-2024 levels

Even though we've expanded to 7 clinics, we are increasing per clinic volume

#### Goals:

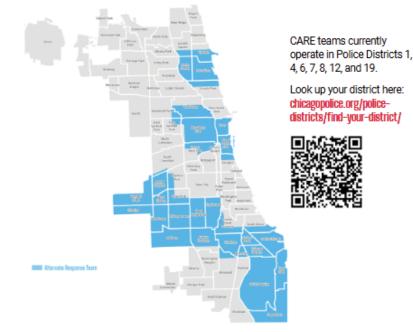
- 100% of patients requesting and eligible for medication appointment should be scheduled in the same week with Psych NP
- **90%+** of all eligible intakes should receive an appointment within 2-4 weeks
- We will continue to refine our Intake and Discharge process to ensure we are the lowest barrier and most readily accessible MH provider in Chicago

### **K** Responsibilities Across Three Teams





#### WHERE WE OPERATE



#### HOW IT WORKS

· A Public Health-led staffing model services 911 calls that require a behavioral health intervention. The responders include a CDPH Mental Health Crisis Clinician and a CDPH Emergency Medical Technician.

A Citywide/Special Cases team provides coverage across the city and is not limited to any geographic area and responds to complex behavioral cases around the city through referrals.

### RESOURCES

To access the Citywide team or for more information, get in touch CAREProgram@cityofchicago.org

CURRENT SERVICE HOURS Monday - Friday, 10:30am - 4pm



If you or someone you know is experiencing a mental health crisis, call **911** and ask for the **CARE team** 

Additional crisis lines:

Mental health resources: mentalhealth.chicago.gov, or call 211



24/7 National Suicide Prevention Hotline: 988

Illinois CARES Hotline: 800-345-9049 (Available 24/7 for children and adults with Medicaid)

24/7 Multilingual City of Chicago Domestic Violence Helpline: 877-863-6338

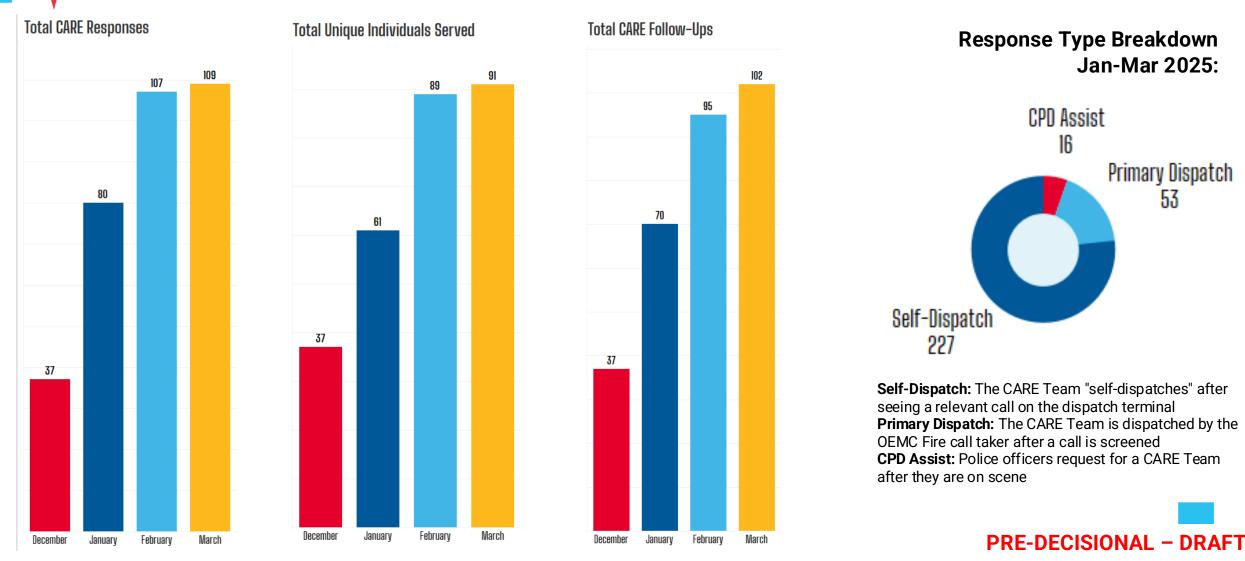
PARTNERS





### **CARE Metrics Update Mar 2025**

6 Alternate Response Teams Active Mon-Fri, 10:30am – 4pm in 7 police districts as of 3/31/25

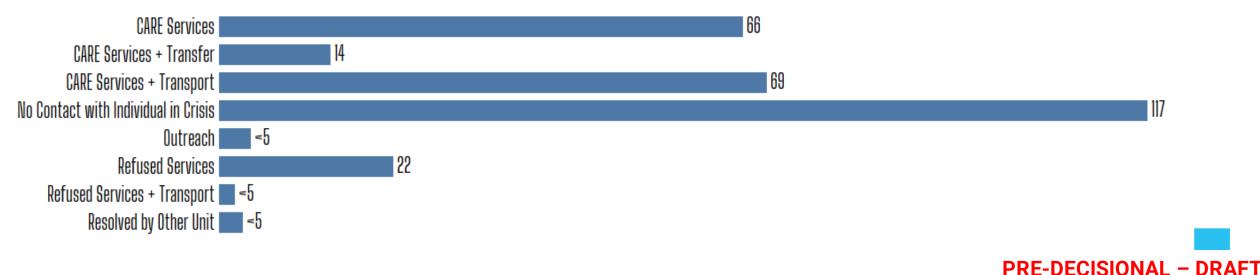


### **CARE Metrics Update Mar 2025**

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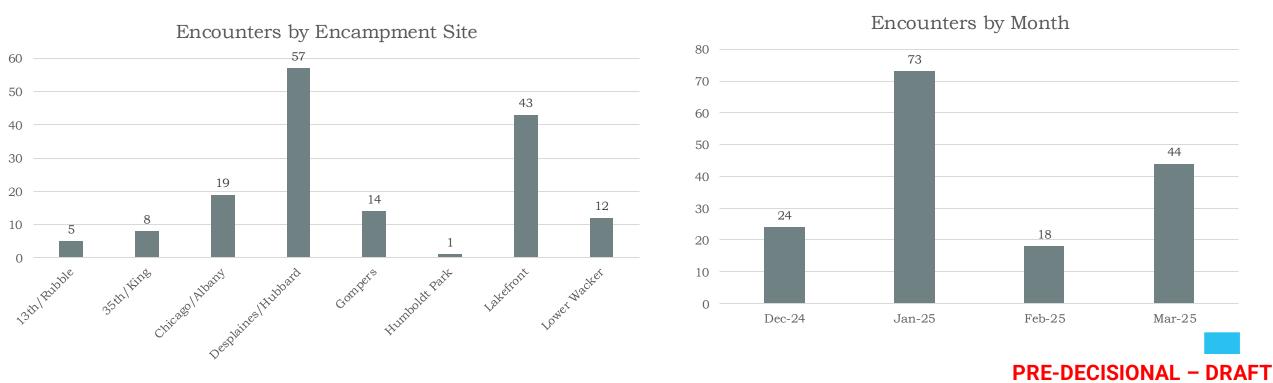
Responses		Follow-Ups		Unique Individuals	Unique Individuals	
Total to Date: 12/16/24 - 3/31/25	333	Total to Date: 12/16/24 - 3/31/25	304	Total to Date: 12/16/24 - 3/31/25	278	
		*some individuals are followed with multiple times based on n	-			

#### CARE Responses by Outcome Jan-Mar 2025:



### **CARE in the Encampments**

- CARE Team has been supporting encampments since 2024
- Assists DFSS and CDPH Substance Use Teams with mental health assessments, kit distribution, and basic medical care.
- Total Kits Distributed: 159 : Benzodiazepine, Fentanyl, Nitazene, and Xylazine test kits, harm reduction education, Narcan



AGENDA

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Mayor's Office Updates



- 2025 Quarterly Meetings
  - Q3-August 25, 2025
  - Q4-November 10, 2025



CCMHE Website