

**Missoula City Council Committee of the Whole Minutes - DRAFT**

**October 27, 2021**

**9:00 AM**

**ZOOM Webinar**

**Members present:** Stacie Anderson, Mirtha Becerra, John P. Contos, Heather Harp, Gwen Jones, Julie Merritt, Amber Sherrill, Sandra Vasecka, Heidi West

**Members absent:** Jordan Hess, Jesse Ramos, Bryan von Lossberg

**Others present:** Gretchen Neal, John Petroff, Terry Kendrick, Claire Trimble

**1. ADMINISTRATIVE BUSINESS**

**1.2 Approval of the Minutes**

**1.2.1 Minutes from the September 22, 2021 Meeting**

The minutes were approved as submitted.

**2. PUBLIC COMMENT**

No attendees.

**3. COMMITTEE BUSINESS**

**3.1 Mobile Support Team Update**

Gretchen Neal presented on the Missoula Mobile Support Team (MST) pilot evaluation findings.

John Petroff, Missoula Fire, updated the committee on last six months of calls, dispatch procedures, hours on scene, and increased staffing requests.

Gwen Jones commented on the importance of appropriate crisis response, even when it is difficult to quantify in the data.

Julie Merritt had a question regarding the 21 clients established with Partnership Health Center. Gretchen Neal confirmed that these are individuals who did not have previously established primary care.

Julie Merritt asked about the frequent and super utilizers, what kind of resolutions were achieved, such as housing? Gretchen Neal said that at least one super utilizer was able to be connected to primary care after many contacts with the MST. John Petroff added that some utilizers are housed and need to be linked with non-housing services such as treatment or de-escalation. Terry Kendrick mentioned that FUSE coordinators are actively looking for housing options for the non-housed utilizers. Gretchen Neal clarified that of the 16 super utilizers, 10 were unhoused and 6 were housed.

Heather Harp thanked and congratulated the MST on the ability to stand up a program in a little over a year during the Covid crisis. Harp asked about the age groups and why

certain ages are more susceptible to needing assistance. Gretchen Neal responded that many of the unhoused in Missoula have significant medical bills or medical issues and may have many years of need that have compounded over time.

Heather Harp asked what the team would do differently going forward. John Petroff responded that jail and emergency department diversions were a large part of the goal and that has been a success but could be improved going forward. Terry Kendrick responded that it is very important for various agencies to work together and that the MST needs to have a good relationship with partner programs in town. Additionally, as Montana has an aging population there are more aging people who need wellness checks, etc.

Amber Sherrill mentioned that she is thankful for the team and the program so far. There is an unquantifiable value to this program, but are there recommendations for additional or changed data collection? John Petroff said that a centralized data dashboard would be helpful. Gretchen Neal mentioned that a difficulty in tracking workload for first responders, there needs to be someone on the law enforcement side to flag calls as behavioral health calls. Similarly, the way 911 categorizes calls affects how the data collection works. There would be costs associated with changing the software systems to better categorize behavioral health incidents. John Petroff added that there are both training and consistency issues that go into good data collection. Terry Kendrick added that there are privacy concerns and it is important to protect client privacy as they collect data.

Gwen Jones mentioned that as a policy maker, the MST team will learn more about how to improve the program, including data collection and expanded hours. Also, can use this data to help inform policy at the state and federal level.

Information only

#### **4. ADJOURNMENT**

Gwen Jones adjourned at 9:48 am.