



## Recommendation for Action

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**File #:** 20-2698, **Agenda Item #:** 38.

8/27/2020

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### **Posting Language**

Authorize negotiation and execution of an interlocal agreement with Austin-Travis County Mental Health and Mental Retardation Center d/b/a Integral Care to provide staff to assist the Austin Police Department with handling 9-1-1 calls for mental health emergencies.

### **Lead Department**

Austin Police Department

### **Fiscal Note**

This item has no fiscal impact.

### **Prior Council Action:**

December 13, 2018 - City Council authorized an interlocal agreement with Travis County and the Austin-Travis County Mental Health and Mental Retardation Center d/b/a Integral Care for the Expanded Mobile Crisis Outreach Team. Funding for the services provided by Integral Care in this agreement is managed by Downtown Austin Community Court as part of the initial agreement.

September 19, 2019 - City Council authorized amendments to the interlocal agreement.

### **For More Information:**

Troy Gay, Chief of Staff, Austin Police Department, (512) 974-5030

### **Additional Backup Information:**

Integral Care's Expanded Mobile Crisis Outreach Team (EMCOT) program currently collaborates with the Austin Police Department (APD) for real-time response for psychiatric crises. EMCOT connects people to treatment appropriate for psychiatric crises, diverting them from emergency rooms and jails. This improves health outcomes and ensures law enforcement can return to responding to public safety issues. EMCOT clinicians provide assessment, which includes consideration of suicide risk, housing status, food security, substance use, mood, psychosis, psychosocial needs, safety planning, and disposition planning with the person experiencing a mental health crisis.

This interlocal agreement will provide for additional EMCOT staff members to be co-located at the 911 Call Center. These EMCOT staff members will be available to receive direct transfer of calls from 911 Call Takers when a caller is experiencing a mental health crisis. Callers are linked with EMCOT mental health professionals, who can quickly triage calls and dispatch EMCOT staff as appropriate. The goal is to ensure individuals receive specialized mental health services from the time they call 911 to the time a mental health professional arrives to assist and provide support. 911 call takers immediately transfer calls to EMCOT when a caller requests a mental health officer, so that EMCOT can triage and provide expert assistance. In addition, EMCOT is also available to be conferenced into a call to assist with crisis de-escalation.

The Interlocal Agreement delineates the terms and obligations for the City of Austin and Integral Care, as required by the Texas Government Code. Specifically, this Agreement obligates Integral Care to provide

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additional staff members to assist with accepting and transferring mental health emergency 911 calls. The City will provide appropriate office space, parking facilities, and access to the Combined Transportation, Emergency, and Communications Center (CTECC) facility for these Integral Care employees. Neither the City nor Integral Care is entitled to any compensation in exchange for providing these services. The Interlocal Agreement will continue until terminated by either party.

**Strategic Outcome(s):**

Safety.