



Agenda

PUBLIC SAFETY COMMITTEE
Tuesday, February 19, 2019, 4:00 PM
City Council Chambers
200 Lincoln Avenue, Santa Fe, NM 87501

1. Roll Call
2. Approval of Agenda
3. Approval of the December 18, 2018 and January 22, 2019 Minutes
4. New Business/Action Items:
 - A. Update on Mobile Integrated Health Office (MIHO) contract with Santa Fe County Accountable Health Communities (AHC). (Andres Mercado, MIHO Officer, AJMercado@ci.santa-fe.nm.us, 955-3110.) INFORMATIONAL PRESENTATION ONLY.
5. Matters from Police Chief Andrew Padilla
6. Matters from Fire Chief Paul Babcock
7. Matters from the Regional Emergency Communications Center Ken Martinez
8. Municipal Court Report
9. Communications from the Floor
10. Matters from Committee Members
11. Adjournment

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DATE: February 12, 2019

TIME: 1:59 PM

**SUMMARY OF ACTION
MINUTES OF THE MEETING
CITY OF SANTA FE
PUBLIC SAFETY COMMITTEE
Tuesday, February 19, 2019**

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**MINUTES OF THE MEETING
CITY OF SANTA FE
PUBLIC SAFETY COMMITTEE
Tuesday, February 19, 2019**

A meeting of the City of Santa Fe Public Safety Committee was called to order by Chair Christopher M. Rivera, on Tuesday, February 19, 2019, at 4:00 p.m., in the City Council Chambers, 200 Lincoln Avenue, Santa Fe, New Mexico.

1. ROLL CALL AND INTRODUCTIONS

MEMBERS PRESENT:

Christopher M. Rivera, Chair
Joe Arellano
Herbert L. Harris, Jr.
Gerald Joyce
Dr. Mike Mier
Peter D. Mizrahi
Stephen Tapke

MEMBERS ABSENT:

Dr. Nancy Owen-Lewis, Excused
Michael Bowen, Excused

OTHERS PRESENT:

Chief Andrew Padilla, Santa Fe Police Department
Chief Paul Babcock, Santa Fe Fire Department
Jessica Pfeiffer, Office Manager, Police Department
Elizabeth Martin for Melessia Helberg, Stenographer

There was a quorum of the Committee in attendance for the conducting of official business.

2. APPROVAL OF AGENDA

MOTION: Mr. Mizrahi moved, seconded by Mr. Mier, that the Agenda be approved as presented.

VOTE: The motion was approved unanimously on a voice vote.

3. APPROVAL OF MINUTES FOR DECEMBER 18, 2018 AND JANUARY 22, 2019 MINUTES

Mr. Joyce said the comments from the Fire Chief should be on page 4, it was Chief Babcock not Rivera speaking, it was Chief Padilla speaking no Chief Rivera in the minutes.

MOTION: Mr. Tapke moved, seconded by Mr. Mier, to approve the minutes of the meetings of December 28, 2018 and January 22, 2019, as amended.

VOTE: The motion was approved unanimously on a voice vote.

4. NEW BUSINESS/ACTION ITEMS:

A. UPDATE ON MOBILE INTEGRATED HEALTH OFFICE (MIHO) CONTRACT WITH SANTA FE COUNTY ACCOUNTABLE HEALTH COMMUNITIES (AHC). INFORMATIONAL PRESENTATION ONLY (ANDRES MERCADO, MIHO OFFICER)

Chair Rivera said Mr. Mercado would give a brief update of the program and their contract with the County.

Mr. Mercado gave his presentation which is incorporated herewith to these minutes as Exhibit "1".

Mr. Mercado said he was happy to answer any questions and to have the opportunity to get to know members of this Committee better. The report to the County that is in your packet is a quarterly report that we submit per our agreement with the County.

Chair Rivera asked what is the County looking for in the report.

Mr. Mercado said they are trying to measure how many connections are made, how many appropriate referrals are made and how much impact is made on social determinants of health. It is a big project. The name of the project is Accountable Health Communities. They want to know a bit about the folks we are working with and their issues.

Mr. Tapke stated that Mr. Mercado gave an excellent presentation. Are your mobile services provided strictly within the City limits.

Mr. Mercado said they are almost exclusively within the City, but we do sometimes go into areas bordering the City. A lot of the population we work with are homeless so it is hard to tell. The program is patient centered and targets the folks that call 911 the most. 99% are within the city limits.

Mr. Tapke asked have you been able to gage the impact of the program on your heavy volume callers.

Mr. Mercado said we have done some internal evaluation. We are in the process of developing a scope of work for UNM to do an external evaluation. 911 calls are down 50% to 61% comparing when they entered the program to six months after.

Chair Rivera said thank you for the excellent report. Page 1 of the report indicates an eligible annual income of \$38,850. That could be from zero to that amount. Why that amount.

Mr. Mercado said the funds for this program are former County indigent funds. Those funds have requirements for use including annual income. These numbers are tied to federal poverty levels. The population we work with is indigent. Most are on Medicaid. The eligibility is set by the County. The intent of the program is health care assistance.

Chair Rivera asked said the number of reports is high. Are the higher ones related to substance abuse.

Mr. Mercado said anecdotally the top callers to 911 are struggling with mental illness, homelessness and alcohol. There are some outliers where substances are not involved. These numbers seem fairly low. Some folks we work with have called 16 times in one quarter. There is a high correlation with alcohol, opiates and meth.

Chair Rivera asked what is the 4th column on transport.

Mr. Mercado said the columns are food, housing, personal safety and transportation.

Chair Rivera asked Quarter 2 was last year, 2018.

Mr. Mercado said the Quarter that just ended.

Nicole Ault, MIHO social worker, said she believes this is from October through December from last year.

Chair Rivera asked the fiscal year started in July.

Ms. Ault said yes. We are now in the third Quarter of the County fiscal year.

Chair Rivera said on page 2 it talks about ER visits this Quarter, but it does not match with page 1 visits.

Ms. Ault explained that page 1 is self reported visits in the previous year. We are trying to now gather real data. That is the year leading up to our intervention.

Chair Rivera asked how do you keep track of that.

Ms. Ault said she looks through the Fire Department information on when they are transported. We also know that people go to the ER without being transported or they transport themselves so a lot of the numbers are actually higher.

Chair Rivera asked do you track by name

Ms. Ault said yes.

Chair Rivera asked so if they walk in the ER or get a taxi ride do you have any way of coordinating with the hospital ERs.

Ms. Ault said not at this time.

Chair Rivera asked so this is just what we can track so it could be much higher than we think it is.

Mr. Mercado said often we get calls where the name is not documented. Those numbers are higher. We get consents from the people we work with and we used to go through medical records and were getting paper files, but it was too labor intensive. With the program evaluation we hope to improve that.

Chair Rivera said on page 3 it talks about suspended and completed navigation plans. It is a bit confusing.

Ms. Ault said a suspended navigation plan would be if we lost touch with them or they moved away. If they continued to engage some, but not to complete tasks to finalize that plan she puts no.

Chair Rivera asked Andres, you recently made a presentation about taking over the LEAD program patients. Are those reflected in here.

Mr. Mercado said we have not started LEAD case management yet. There may be some overlap, but it is not official yet. Last year the meetings with patients were over 1,000. This only reflects our contact with 20 individuals. It is specific to one program.

Chair Rivera asked will the patients enrolled in the LEAD program reflect in this report at some point.

Mr. Mercado said they could. The County asks from us that we complete a screening tool with the factors in this report. We have chosen to do 20 based on the contractual numbers they give us. If you would like updates on the other programs we could try to come up with a more comprehensive report for this Committee in the future.

Chair Rivera said he tries not to create more report work for you. At some point we may want that, but it is fine for now.

Chair Rivera said we are targeting the high utilizers. Is it safe to say our overall call volume has decreased.

Mr. Mercado said no, they will probably never decrease with increased population and annexation. If we reduced the top 20 utilizers that is what we measure. We don't expect to reduce the Fire Department call volume. The current targeted population is the high users of 911. There are a lot of models we could

try out in the future.

Fire Chief Babcock said he had IT do a call run by call type and our call volume for this type of call has reduced due to this program intervention.

Dr. Mier said he would like clarification looking at the sampling of 20 high volume callers. Is this the highest volume callers.

Mr. Mercado said this is every quarter looking at the top 20 callers.

Dr. Mier asked what is the threshold to be designated as a high volume caller.

Mr. Mercado said the cut off is around five calls in three months. Typically there are a lot of those. We identify down to that number.

Dr. Mier asked what is the typical number of calls for this population.

Mr. Mercado said four to sixteen calls in a quarter.

Chair Rivera said thank you. Welcome Nicole and thank you for the work you are doing. This program is working and effective. We appreciate the report.

5. MATTERS FROM POLICE CHIEF ANDREW PADILLA.

Chief Padilla said property crimes are still the highest number of crimes in Santa Fe. Cars warming up are easy targets. Auto burglaries, at least two-thirds of those are unsecured vehicles. He urges the community to not leave anything visible and to secure the vehicle. We have also seen them go through glove compartments and take insurance documents and registrations and try to forge those documents or sell them to someone else. We use bait cars in areas where we see a lot of vehicle thefts. On vacancy rates we have 29. Next week we have an officer going over to the Attorney General's Office. We will hire 4 to 6 cadets. March is the swearing-in ceremony for two laterals and in April for the cadets. As we gain we lose. We are losing 2 to 5 next week to Albuquerque and have a handful still thinking about it.

Mr. Joyce said we had a problem in District 3 with car brake ins. We got together with the Police Department and the Deputy Chief and three guys were apprehended within a week. We have not had any more problems. Thank you for that. We are going to have a Public Safety Day in the District to let people know how and when to call the Department.

Dr. Mier asked with auto burglaries is it less likely that someone will break a window to get inside if it is locked. If someone locks their vehicle in the evening is it less likely to be broken into.

Chief Padilla said that is correct, but we do see window breaks. Someone using a flat head screwdriver can pry a window open and it shatters quietly. If a window is tinted it falls out in one piece.

Chief Padilla called up Deputy Chief Ben Valdez to highlight a handful of cases.

Deputy Chief Valdez said Officer Jason Patty is retiring. He has been with us since he was a cadet. He has served in many capacities. He will be missed. We are proud of his accomplishments.

Deputy Chief Valdez said we had a meeting with some community members Mr. Joyce and Councilors Rivera and Abeyta in Tierra Contenta. The meeting was about the issue of motor vehicle thefts and break ins happening at night. We took a proactive approach to find these people taking property from vehicles. It was a concerted effort. On January 30, 2019 our graveyard officers got a call about a suspicious person in Tierra Contenta. We disbursed that person. Our day shift came across the person. Officers went to the area near Olive Garden. A member of the public pointed out that individual as the person doing this. There was a foot pursuit and we took him into custody. The suspect was a resident of Espanola and stated he broke into at least 20 vehicles by checking the door to see if it was locked. He said he uses the property from the thefts to fuel his drug habit. He had knowledge of areas of town where they don't lock their vehicles. He was linked to several burglaries in the County and City. Now we are about to close out some cases in both the County and City. We are glad to hear that there have been no future issues at this point, but if it comes back we will be back to let them know that is not tolerated in this City.

Deputy Chief Valdez said on February 1st officers continued with patrols in those areas and got a call that someone saw someone rattling vehicle door handles. We found him and found that he had medications from a previous vehicle break in. He was under the influence of meth when arrested. It was a great arrest. It is hard to prosecute these cases on the tail end if we don't find the suspect in or tampering with vehicle. The data we get when people make reports is invaluable so that we can deploy resources to address the situations.

Deputy Chief Valdez said on the evening of February 13th officers responded to a call of an individual in crisis and threatening suicide in the SWAN Park area. The officers arrived and made contact with the individual. The officers isolated the situation and stopped the traffic flow. They were able to convince him to come from on top of a bridge to a safe area. This is a very big demonstration of the investment our officers take in the profession to serve the community. This could have turned into a tragedy, but came to a safe conclusion. A great rapport was built between the officer and the person in crisis. He even requested to be transported by the police who were helping him. It is a testament to the rapport formed. We will continue to share examples with this Committee. We are working together to accomplish the mission of the Department and keep the vision of the City in mind to provide the highest level of service.

Chair Rivera said nice job, thank you.

6. MATTERS FROM FIRE CHIEF PAUL BABCOCK.

Chief Babcock said he wanted to acknowledge a seasonal fire fighter who was the victim of domestic violence. He was taken too early and it is a tremendous loss to the community. Christian Reed. He left behind two young children. He was a member of the Jemez Pueblo.

Chief Babcock said we continue to do community risk reduction through a pilot program Code Blue is the program name. We go to the homeless and offer shelter, sleeping bags or hot warming bags on these very cold days and nights and during cold snaps. We are in a pilot to ensure that we don't over step our occupancy load at the shelters. We don't want to tax the system in place. We are working with Community health Services. We partnered up with Red Cross and installed smoke detectors in mobile home parks. If they did not have one the crews installed one. We will continue to do that across the City. We had 20 in the academy. 16 have made it this far. We re going to have a family night. A cadet starts on March 4th and goes to July 4th. The Fire Department is providing educational instruction to 13 students from the VoTech School. The Police Department took the lead then they hand off to us. Today we took over and the program will go to May 30th. The Fire Department is taking over the case management of the LEAD program. MIHO will do the case management. There are 2 bills at the Legislature now to help pay for some of the expenses. \$ 700,000 is requested. \$ 200,000 would come to the City of Santa Fe for operations. MIHO is already bursting at the seams with accomplishments. They have outgrown their space and moved this week to the Midtown Campus next to the Emergency Management Office. It will be based there. Also we are getting a new type one engine in the next few weeks.

Mr. Joyce asked what is the progress on the new Fire Station.

Chief Babcock said we are still in the design phase. Once the final drawings are completed he will report back to the Committee. It is about 80% designed now.

Chair Rivera said thank you

7. MATTERS FROM THE REGIONAL EMERGENCY COMMUNICATIONS CENTER, KEN MARTÍNEZ.

Chair Rivera said no one is here from the Center.

8. MUNICIPAL COURT REPORT

Chair Rivera said there is a report in the meeting packet. No one is here from the Court.

9. COMMUNICATIONS FROM THE FLOOR

None.

10. MATTERS FROM COMMITTEE MEMBERS

Dr. Mier asked are you aware of any CIP funds designated for the transfer station area where the arroyo bank eroded. On Camino Torreon.

Chair Rivera said he will send an email to our Public Works Director to take a look at that.

Mr. Joyce said he would like to thank John Romero for the work he has done for us in District 3

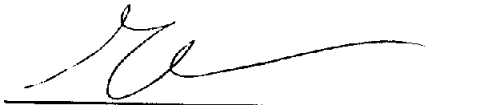
with the 4 way stops and blind intersections signs. It has made a big improvement.

11. ADJOURNMENT

There was no further business to come before the Committee, and with the Committee having completed its agenda, Mr. Joyce moved, seconded by Mr. Tapke, to adjourn the meeting. The motion was approved unanimously on a voice vote, and the meeting was adjourned at approximately 5:00 p.m.

A handwritten signature in black ink, appearing to read "Chris Rivera", written over a horizontal line.

Christopher M. Rivera, Chair

A handwritten signature in black ink, appearing to read "Elizabeth Martin", written over a horizontal line.

**Elizabeth Martin, Stenographer for
Melessia Helberg**

Good afternoon. My name is Andres Mercado and I am the Mobile Integrated Health Officer for the Fire Department. I have not had the opportunity to present before this committee before and I would like to thank Councilor (and ex-Fire Chief) Rivera for inviting me here today. Although the primary purpose of this presentation is to discuss a contract we have with Santa Fe County Community Services, I would like to provide the backdrop of SFFD's Mobile Integrated Health Office (or MIHO) to this committee if that would be acceptable to you.

Mobile Integrated Healthcare-Community Paramedicine (MIH-CP) is the provision of healthcare using patient-centered, mobile resources in the out-of-hospital environment. MIH is provided by a wide array of healthcare entities and practitioners that are administratively or clinically integrated with EMS agencies.

SFFD has provided emergency response in the City since 1880 and, during that time, we have evolved with the needs of the community. We have grown from a volunteer organization to a combination paid/volunteer force to a full-time 100% paid department. We have grown from a focus on fire suppression to taking on all 911 ambulance operations when Gold Cross shut its doors and left town. We have taken on the disciplines of technical rescue, hazardous materials, wildland firefighting and more. We are now facing different evolutionary pressures.

The burly image of the firefighter is iconic; but it's also obsolete. It's important that our emergency services personnel maintain high levels of fitness; but these days, intelligence and empathy are more relevant than physical strength. In the past century, building codes and improved construction techniques have made severe structure fires a rarity. During the same period that the number of serious fires has declined, the demand for emergency medical services has skyrocketed. Today, almost nine in 10 of our FD's calls are for medical services. Our firefighters have to be as deft with a blood pressure cuff as they are with the jaws of life.

We are fortunate that our FD had the foresight to expand its role as protectors of our wellbeing when it started providing EMS in the 1960s. Today, a further evolution is taking place. A high percentage of our current medical calls are not for emergencies, but the callers need help accessing services. A large segment is from chronically ill people who usually have complex medical conditions often involving mental health issues, substance abuse and, often, homelessness. This population needs a lot more care than just being transported to the emergency room. Many of them need an array of social services in addition to access to medical care.

Our FD launched its innovative Mobile Integrated Health Office thanks to a forward thinking Chief Litzenberg and support from a smart City Council (including Councilor Rivera) in 2016 to address the broader needs of our residents, ask questions about current gaps in our EMS system and find innovative ways to accomplish our mission of protecting life safety. Since then, we have operationalized a program for high utilizers of the 911 system whereby we provide three months of intensive case management to the top callers of 911. We partner with these individuals to

Exhibit "1"