

LISA REYNOLDS, MD
STATE REPRESENTATIVE
District 36



HOUSE OF REPRESENTATIVES

Dear Chair Smith Warner, Vice Chair Drazan, Vice Chair Holvey and members of the House Committee on Rules,

Thank you for the opportunity to testify in favor of House Concurrent Resolution 5 this morning and entertaining an important discussion about mobile crisis response units. I wanted to follow up on Representative Zika's question regarding how mobile crisis response units are dispatched. While no mobile crisis response system is the same in operation, let me share one example of a dispatch procedure. Here are the dispatch and triage policies for Portland Street Response (taken from their FAQ webpage):

“Can I call 911 and request Portland Street Response?”

During the pilot period, community members in the service area may request Street Response. Our 911 dispatchers will have a list of questions they will ask to determine which responder is most appropriate to send: Police, Fire, Portland Street Response, or AMR ambulance service. PSR is not dispatched if there is a weapon present. If the call fits the criteria for Portland Street Response, dispatchers will alert the team and send them to the call.

How are calls triaged to PSR?

Currently, PSR will be dispatched when a caller reports:

- *A person who is possibly experiencing a mental health crisis; intoxicated and/or drug affected. This person is either outside or inside of a publicly accessible space such as a business, store, public lobby, etc.*
- *A person who is outside and down, not checked.*
- *A person who is outside and yelling.*
- *A person who needs a referral for services, but does not have access to a phone line.*

The call meets the previous criteria - AND

- *There are no weapons seen.*
- *The person is not in traffic/not obstructing traffic.*
- *The person is not violent towards others (physically combative, threatening violence, assaulting).*
- *The person is not suicidal.*
- *The person is not inside of a private residence.”*

Thank you again for the lively discussion and being willing to explore these concepts in depth. Please reach out if you have any more questions about HCR 5 or mobile crisis response units in general.

Best,