



WAYNE STATE
UNIVERSITY
School of Social Work
Center for Behavioral Health and Justice

Research Information Sheet: Emergency Dispatch Questionnaire

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Purpose: You are being asked to be in a participate in a research study of processes and practices within emergency dispatch because you are employed by this system. This study is being conducted by Wayne State University's School of Social Work's Center for Behavioral Health and Justice (CBHJ) which provides local communities, organizations, and behavioral health and law enforcement agencies across Michigan with expertise, evaluation, support training, and technical assistance to optimize diversion of individuals from jail and prison through the implementation of best and innovative practices at every intercept of the criminal justice continuum.

Study Procedures: If you take part in this anonymous study, you will be asked to respond to questions about day-to-day practices at your emergency dispatch unit. This survey should take about 10-15 minutes to complete. We know emergency dispatchers play a critical role in assisting citizens experiencing a behavioral health crisis with the most appropriate response. To that end, we are interested in the processes and services in your emergency dispatch center when responding to these types of calls.

Benefits: As a participant in this research study, there will be no direct benefit for you; however, information from this study may benefit other people now or in the future.

Risks: There are no known risks at this time to participation in this study.

Costs: There will be no costs to you for participation in this research study.

Compensation: For taking part in this research study, you can opt to be included in a raffle for one (1) of ten (10) \$20.00 Amazon gift cards which will be conducted once the survey closes.

Confidentiality: All information collected about you during the course of this study will be kept without any identifiers.

Voluntary Participation/Withdrawal: Taking part in this study is voluntary. You are free to not answer any questions or withdraw at any time. Your decision will not change any present or future relationships with Wayne State University or its affiliates.

Questions: If you have any questions about this study now or in the future, you may contact Erin Comartin or one of her research team members at the following phone number (313) 577-2240. If you have questions or concerns about your rights as a research participant, the Chair of the Institutional Review Board can be contacted at (313) 577-1628. If you are unable to contact the research staff, or if you want to talk to someone other than the research staff, you may also call the Wayne State Research Subject Advocate at (313) 577-1628 to discuss problems, obtain information, or offer input.

Participation: By completing the survey you are agreeing to participate in this study.

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APR 19 2021

APPROVED



WAYNE STATE UNIVERSITY
INSTITUTIONAL REVIEW BOARD

Please provide the county/counties where you provide emergency dispatch services, so we can understand the county-representation among questionnaire responses.

- | | | |
|---|-------------------------------------|---|
| <input type="checkbox"/> Alcona | <input type="checkbox"/> Hillsdale | <input type="checkbox"/> Montcalm |
| <input type="checkbox"/> Alger | <input type="checkbox"/> Houghton | <input type="checkbox"/> Montmorency |
| <input type="checkbox"/> Allegan | <input type="checkbox"/> Huron | <input type="checkbox"/> Muskegon |
| <input type="checkbox"/> Alpena | <input type="checkbox"/> Ingham | <input type="checkbox"/> Newaygo |
| <input type="checkbox"/> Antrim | <input type="checkbox"/> Ionia | <input type="checkbox"/> Oakland |
| <input type="checkbox"/> Arenac | <input type="checkbox"/> Iosco | <input type="checkbox"/> Oceana |
| <input type="checkbox"/> Baraga | <input type="checkbox"/> Iron | <input type="checkbox"/> Ogemaw |
| <input type="checkbox"/> Barry | <input type="checkbox"/> Isabella | <input type="checkbox"/> Ontonagon |
| <input type="checkbox"/> Bay | <input type="checkbox"/> Jackson | <input type="checkbox"/> Osceola |
| <input type="checkbox"/> Benzie | <input type="checkbox"/> Kalamazoo | <input type="checkbox"/> Oscoda Otsego |
| <input type="checkbox"/> Berrien | <input type="checkbox"/> Kalkaska | <input type="checkbox"/> Ottawa Presque |
| <input type="checkbox"/> Branch | <input type="checkbox"/> Kent | <input type="checkbox"/> Isle |
| <input type="checkbox"/> Calhoun | <input type="checkbox"/> Keweenaw | <input type="checkbox"/> Roscommon |
| <input type="checkbox"/> Cass | <input type="checkbox"/> Lake | <input type="checkbox"/> Saginaw |
| <input type="checkbox"/> Charlevoix | <input type="checkbox"/> Lapeer | <input type="checkbox"/> St. Clair |
| <input type="checkbox"/> Cheboygan | <input type="checkbox"/> Leelanau | <input type="checkbox"/> St. Joseph |
| <input type="checkbox"/> Chippewa | <input type="checkbox"/> Lenawee | <input type="checkbox"/> Sanilac |
| <input type="checkbox"/> Clare | <input type="checkbox"/> Livingston | <input type="checkbox"/> Schoolcraft |
| <input type="checkbox"/> Clinton | <input type="checkbox"/> Luce | <input type="checkbox"/> Shiawassee |
| <input type="checkbox"/> Crawford | <input type="checkbox"/> Mackinac | <input type="checkbox"/> Tuscola |
| <input type="checkbox"/> Delta | <input type="checkbox"/> Macomb | <input type="checkbox"/> Van Buren |
| <input type="checkbox"/> Dickinson | <input type="checkbox"/> Manistee | <input type="checkbox"/> Washtenaw |
| <input type="checkbox"/> Eaton | <input type="checkbox"/> Marquette | <input type="checkbox"/> Wayne |
| <input type="checkbox"/> Emmet | <input type="checkbox"/> Mason | <input type="checkbox"/> Wexford |
| <input type="checkbox"/> Genesee | <input type="checkbox"/> Mecosta | |
| <input type="checkbox"/> Gladwin | <input type="checkbox"/> Menominee | |
| <input type="checkbox"/> Gogebic | <input type="checkbox"/> Midland | |
| <input type="checkbox"/> Grand Traverse | <input type="checkbox"/> Missaukee | |
| <input type="checkbox"/> Gratiot | <input type="checkbox"/> Monroe | |

Please answer the questions to the best of your ability. Please respond only for your center and not based on what other emergency dispatch centers in the state do.

Your title/position (check all that apply):

- Call-taker
- Dispatcher
- Dispatch supervisor
- Certified training officer
- Administrative role
- Deputy director or director
- Quality assurance
- Other, please indicate

Your length of time working in emergency dispatch:

- 1 day - 1 year
- 2 - 4 years
- 5 - 9 years
- 10 - 19 years
- Over 20 years

Your gender:

- Male
- Female
- Non-binary / third gender
- Prefer not to say

Have you, or your staff, undergone any kind of mental health, suicide, or substance use/overdose training?

- Yes
- No
- Unsure

What types of training have you, or your staff, had? (check all that apply)

- Mental health crisis calls
- Suicide calls
- Substance use/overdose calls

What call categories does your dispatch center use for mental health incidents?

If no specific codes exist for mental health incidents, what alternative methods for tracking these kinds of calls do you have?

What percentage of calls that you service can you easily recognize as having a mental health issue?

- 0%
- 1 - 10%
- 11 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%
- Unsure

Does your dispatch center rank calls by priority levels (i.e. high-medium-low)?

- Yes
- No
- Unsure

	Not a SU/O call	Very unlikely a SU/O call	Unlikely a SU/O call	Unsure if it is a SU/O call	Likely a SU/O call	Very likely a SU/O call	Absolutely a SU/O call
Caller comes home to his wife who is unconscious.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caller's son has been drinking and threatened to hurt himself as he left to go for a drive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caller's niece took a handful of Xanax because she was depressed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What could be improved for emergency dispatch staff to identify mental health, suicide, and substance use/overdose calls?

The next set of questions aims to understand the process and field options you, or your staff, currently have for deploying a response for mental health, suicide, or substance use/overdose calls.

Types of responses we currently have the ability to call-out (check all that apply):

- Fire department
- Emergency medical services (paramedics)
- Police officers, not trained in Crisis Intervention Teams (CIT)
- CIT-trained police officers

- Co-responder model (i.e. police officer and behavioral health clinician)
- Mobile mental health team (i.e. clinical, peer, and/or nurse only (no police))
- Other, please indicate:

Do you, or your staff, suggest available resources (such as a mobile crisis unit, community mental health case manager, Access Center) to the field responders to determine the most appropriate response?

- Yes
- No
- Unsure

Are you, or your staff, mandated by agency policy to have certain responders called out?

- Yes
- No
- Unsure

If yes, what responders are you, or your staff, required to send out for mental health, suicide, or substance use/overdose crisis calls?

- Fire department
- Emergency medical services (paramedics)
- Police department
- Other, please indicate:

If your local police department has CIT-trained officers, do you or your staff, call-out these officers specifically to a mental health, suicide, or substance use/overdose crisis call?

- Yes
- No
- Unsure

	Fire department	Emergency medical services (paramedics)	Police officers, not trained in Crisis Intervention Teams (CIT)	CIT-trained police officers	Co-responder model (i.e. police officers and behavioral health clinician)	Mobile mental health team (i.e. clinician, peer, and/or nurse only (no police))
Caller is severely intoxicated and has a history of opioid use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller's son has been drinking and threatened to hurt himself as he left to go for a drive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller's daughter has taken a butterknife to her wrists and has made superficial cuts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller's neighbors are shouting at each other.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller's child won't go to school in the morning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What concerns would you have about mobile mental health teams that would need to be addressed before implementing them for crisis response?

The next set of questions aims to understand what referral practices you, or your staff, currently engage in for mental health, suicide, or substance use crisis calls.

Do you, or your staff, receive calls from your local mental health/substance use crisis line?

- Yes
- No
- Unsure

About how many calls per month do you receive from your local mental health/substance use crisis line?

- 0
- 1 - 5
- 6 - 25
- > 25
- Unsure

Do you ever refer callers while on the phone with them to crisis lines such as the National Suicide Prevention Lifeline(800-273-TALK) or Local Community Mental Health Crisis Hotline/Access Center?

- Yes
- No
- Unsure

What barriers exist in referring low-risk mental health or substance use calls to a mental health/substance use crisis line?

How would you describe the typical feedback your emergency dispatch receives from officers on scene once a mental health incident is over?

How common is it for law enforcement officers to advise you of pressing mental health issues they found when they arrived on scene that may not have been previously recognized?

- All the time
- Sometimes
- Unsure
- Not very often
- Never

Is there anything else you wish to share about how you, or your emergency dispatch center, responds to mental health, suicide, or substance use/overdose crisis calls that hasn't been asked?

If you are interested in participating in future studies about emergency dispatch or would like to be included in the drawing for a \$20.00 gift card to Amazon.com, please click on the link to provide this information. Your contact information is collected separately from your questionnaire responses and will not be shared outside the CBHJ.

https://waynestate.az1.qualtrics.com/jfe/form/SV_1MlhdfxmQzXnwVw

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