
**Committee Meeting Minutes
Police Interactions Committee**

**Protection of Individuals with Disabilities in the Criminal Justice System Task Force
May 24, 2021**

**Conducted via WebEx Pursuant to
Executive Orders 2020-07 and 2020-18**

Minutes

Task Force Member Attendees: Leigh Richie, Bianca Camargo, Kathy Hunt-Muse, John Keigher, Lt. Col. Akil Smith

Not present: Kathleen Bankhead, Fred Chinn, Kimberly Johnson-Evans, Darlene Perry

1. Call to order

- Meeting was called to Order at 11:01 am – Leigh Richie, Member and Committee Chair
- Roll Call completed with certification of number of members to constitute a quorum

2. Approval of April 19, 2021 meeting minutes

- Leigh Richie, Chair asked that the committee give some time to review the minutes before voting and suggested edits based on her recollection. Attendance was verified and amended by task force administrator, Gia Orr as well as verification of the committee member who Seconded a motion for the March minutes.
- Motion to approve the minutes as amended was made by Lt. Col. Akil Smith, Member
- Second of the Motion made by John Keigher, Member
- Ayes have it and 0 Nays

3. Old business:

- Leigh Richie opened with indicating the main purpose of the meeting, which is to discuss that the committee would like to present in terms of recommendations to the full task force stressing the importance of efficiency. Chair Richie spoke about the number of ideas that have been floated around and the items that the committee has dedicated to continuing to research. The previously shared compiled list of recommendations was referenced to be used during the meeting.
- Leigh Richie suggested sharing her screen and starting with one of the first items the committee wanted to research and discuss more- training for emergency responders. Lt. Col. Smith shared information with the committee via the email thread and Leigh Richie asked that he present his further research with the members.

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- Lt. Col. Smith indicated that he found out that from the state police perspective, they are not a 911 call center and they receive calls from intake via 911 centers throughout the state. The only way they get a call is if a citizen calls the district or the local dispatch center. ISP's telecommunicators are synonymous with dispatchers, however they are never the first ones to receive the call. The ISP telecommunicators do not do the vetting and intake, but they do dispatch a car to a call. These ISP employees do receive an abbreviated kind of crisis intervention training. Lt. Col. Smith also shared information on what types of training local 911 dispatchers receive and acknowledged that John Keigher may have some further information on this area of training as well. From the state police perspective, the call takers do not receive extensive training because they are just dispatching people out, however the 911 intake dispatchers receive pretty extensive training.
- Lt. Col. Smith continued presenting information related to taking a call, listening to a call and going through checklists along with questions that are used while interacting with the public in crisis situations and subsequently deciding what is appropriate. There was also the reminder that if there is any indication of violence or sporadic, erratic behavior, law enforcement is always going to get the call to go and secure the scene even if there is a call for an ambulance or fire rescue. If there are any indicators that there are things that need to be handled other responders do not respond without law enforcement including social services personnel.
- Lt. Col. Smith asked John Keigher if there was anything he would like to add from his perspective.
- John Keigher, member, indicated that ILETSB's involvement goes back 3-4 years ago when the association of 911 operators got together. John spoke to likely the same contact that Lt. Col. Smith has and their conversation yielded information related to the exploration of opportunities to standardize training and perhaps issue certification. There have been some developments in this area related to a bill filed that will establish a minimum set of requirements for 911 dispatchers throughout the state. The topics will likely be set in administrative rules and Mr. Keigher suggested that a recommendation be that the task force reach out during the JCAR process and recommend that they do have some components for responding to persons with disabilities calls. The training is expected to be 40 or 80 hours in a one- or two-week course which could possibly present a challenge to get all the topics in during the timeframe. The training board will help if guidance is needed or if there is a need for content to be shared.
- As Mr. Keigher understands it ISP operators are trained to standard, but not everyone is in the state. Once the law goes into effect there would be a year or two to get all operators up to speed and the need to establish the baseline training to use for all the dispatchers.
- Leigh Richie asked some clarifying questions which Lt. Col. Smith and John Keigher fielded related to the difference between dispatcher and ISP telecommunicators.
- There was additional conversation surrounding who oversees the 911 dispatchers statewide (Cindy) and the bill (HB0370) that is going through the legislative process basically requiring training be the same for all dispatchers throughout the state. JCAR will be relied upon to iron out the details. John Keigher indicated that after session, Cindy may be able to come speak about this area and the next steps if signed into law.
- Leigh Richie then moved the meeting topic to CAHOOTS which she indicated she reviewed some time ago as well as recently via her notes. She stated that the Chicago City Council or at least a segment of the city council would like to try to incorporate in some form locally in Chicago. Leigh Richie asked John Keigher to speak on the pilot program occurring in Winnebago County. Leigh Richie went on to say that it sounded like the 911 dispatch issue was a similar overlapping. She also went on to state that 911 dispatchers are getting calls involving individuals experiencing some form of mental health crisis and that they are going to have to figure out how to respond appropriately. Richie suggested that if the CAHOOTS model was available then some percentage of those calls that are going to 911 that do not require a police response could be routed somewhere else. She asked if the committee wanted to talk further

about the CAHOOTS model and that she had notes on the cost-savings that were experienced in Oregon and that it could potentially alleviate some of the concerns that were expressed previously about the police being inundated with these types of calls and just only going off of the information that is given to them, however it sounds like a significant number of calls are potentially things that the police don't necessarily need to respond to and perhaps the calls can be better serviced by a clinician or someone else.

- John Keigher stated that when he talked about CAHOOTS, one of the main components he always wants to bring up is the kind of financial investment that it takes. At the community level there is also the need to bring in several other entities in addition to bring the police on board with the program. Mr. Keigher indicated that there are places that have done it and got it to work and in a month ILETSB is having a conference and there is a large chunk of the agenda is dedicated to co-responder models with some guest speakers to address it. He believes that this will provide an opportunity to gauge interest levels over the summer on what kind of commitment there is from communities to explore these options after they establish some kind of framework that helps them think about whether this will work for them. They are awaiting a report from Winnebago to see how well the model is working.
- Leigh Richie then indicated that if any committee members were curious about Eugene, Oregon, their budget for CAHOOTS is 2.1 million annually compared to their 90 million dollar budget for their police department so the estimated savings is 8.1 million in public safety spending per year. Ms. Richie acknowledged that Oregon was not like many other parts of the country. The team handled about 18% of the calls to 911 and backup was requested for a small percentage of those. She stated that there were roughly 133K calls to 911 a couple years ago and 18% of those are 23K calls and backup was requested 150 times.
- Kathy Hunt-Muse, member, wondered if some of the concerns centering around local investment from local partners. about adapting this model that has worked in some localities to the state framework have been addressed already or whether the committee would want to consider instead of imposing some sort of requirement to do codes. Mrs. Hunt-Muse suggested that in coming up with recommendations, one could be at the state level and be creating funding or grants that localities could then apply for so that it is not a top down approach, but rather providing support for places where there is interest from those local service providers. Then it may need to be coupled with some sort of education or outreach to advertise why this is something people should try and while it is new it trickles out in a way that makes sense and is more adapted to the local community.
- Leigh Richie agreed and indicated that she was thinking along the same lines about creating opportunities for more areas of the state to pilot programs and see if CAHOOTS could work.
- Leigh Richie went on to say that John Keigher indicated in the last meeting that the goal for police departments should be to have 20-25% of their officers trained potentially or certified. Ms. Richie went on to say that she was unsure of more information about the programs in terms of members trained or if Chicago has attempted to increase the officers then asked John Keigher if he could talk about where the 20-25% goal comes from or if that is something that the task force would want to recommend for police officers to strive towards.
- John Keigher responded that the goal is to have at least one officer available at all times and that the 25% may have come from the Memphis model which set its goals based on populations over 50K, but under 500K. Mr. Keigher cited that Illinois does not have many cities that meet those population requirements except in areas that have 100+ officers on duty at a time and at that point 25% is a great number that you would have at least one officer on call to handle the issue if it arose. John indicated that when you get into much more rural communities with the departments that are a lot smaller then it gets harder. ILETSB has worked to address this area for years regionally so that perhaps a county sheriff can have a safety officer on call who can handle a call if the municipality does not have anyone to do that. Most municipalities do not have weekend or evening service so there is a lot of sharing resources hence although the 25%

number is something that has been pointed to, the real objective is making someone is always on call and if a dispatcher realizes that it's a call that needs it, they can get that call to the officer with the best resources to respond.

- Lt. Col. Smith weighed in that the program kinds of weighs in n the officer and how involved they want to be with that certificate and reminded the committee that this is really a voluntary training. ISP is working on C.I.T. training for 80 officers this summer and has a little over 100 officers who are fully certified with the 40-hour class. ISP offers it up and you have to have at least 2 years of policing before you can take the training. Mr. Smith indicated that the Memphis model talks about not forcing everyone to be trained and that officers/departments only get what they put in to it, so there will never be 100% compliance for training and it should not be something that officers are forced to participate in. Lt. Col. Smith acknowledged that John Keigher's statement about a having a certain percentage available or on call would be advantageous. Although Chicago Police Department has quite a few officers trained as a result of pushing training for a few years, but it is a densely populated area. The training needs to be rolled out to more communities that have fewer officers and a decent amount of capital and cause for those types of services.
- John Keigher stated that C.I.T. is designed to be more than a simple training and that once an officer completes it, they become part of a group with special skills to respond and is considered a specialty like SWAT or Dive team. Candidate officers will have expressed an interest to explore skills in a certain field. Taking steps to obtain those, even in Chicago, where every officer is being asked to train does not mean that every officer is part of the response team when a dispatcher does flag a call. They have a separate group of officers that they would send out to that call. Those officers have not only had the training, but have shown a commitment to the training and has also chosen to do refreshers therefore making them an assets and officers that you want on calls versus those who may not be interested in engaging those skills and would rather respond in a different way. That is not the officer you want and while there is some benefit to having every officer trained, but there is a greater benefit to having that select group of officers identified as a specialty response team.
- Gia Orr, the task force administrator placed questions in the chat and was acknowledged to ask them. A question was raised about if an officer receives overtime if they are called in to respond to specialty calls.
- Lt. Col. Smith indicated that it depends on the agency and their contract and gave the example of ISP who does approve overtime for officers who come in from off duty. If an officer is on a standby code for a specialty like that, the officer would get paid money for just being available, therefore for ISP there may not be a financial impact, but it depends on the agency. Mr. Smith indicated that the best-case scenario is for your 24 hours of police shifts, there would be a trained officer on duty during those times like with a canine officer. If a canine is needed and one is not available, they would be called in from home.
- Gia Orr's second question centered around if the same would apply to incentive pay for example incentivizing getting training beyond the basic hours.
- Lt. Col. Smith indicated that for ISP they have incentivized positions like drug recognition officers, accident reconstruction officers and crime scene investigators because they were not getting enough people in the positions. Again, it depends on the department and labor contracts as well, however incentivized pay is a real option to consider.
- Gia Orr made a final statement concerning ensuring that people who are volunteering to do more are getting something in return for being committed to implementing new and more programs which also puts more burden at their feet.
- Leigh Richie asked if there was anything else from committee members on the topic
- Kathy Hunt-Muse indicated that she had a question for John Keigher. She asked if it would be helpful to make a recommendation that officers to take on these sort of specialty training and projects are provided resources and support for themselves to prevent burnout or to otherwise

support them in the work they are doing repeatedly in the program. If this is already incorporated into the model, then it is redundant to make that explicit.

- John Keigher indicated that he was doing some work in this area by way of some pieces of legislation in the current session that he hoped would make it to the finish line. He indicated that there is data to support the finding that officers who are most interested in being trained in programs like this are also interested in talking about their own unique experiences and problems. Mr. Keigher indicated that some informal peer support groups have developed out of those trainings that have been very successful. ILETSB trainers are focusing on creating a concentration in first responder challenges and considering building a portal or some type of web app or a website that connects officers to resources in that area, but perhaps also give them a direct line to a therapist. If they have issues during a call or have issues, they want to talk about themselves like what they are experiencing and seeing or seeing others experience. We know they see self-help and peer support as an issue to work on. ILETSB is training specialists in peer support which they rolled out about a year ago in accordance with a mandated training element. They are also hoping to expand that with an internal institute if they can get some approval in funding this upcoming fiscal year.
- Leigh Richie asked if the committee would like to move on to some of the items on the list circulated last week like improving training for law enforcement officers in generally recognizing disabilities and directing individuals they come in contact with to resources. Leigh asked Bianca Camargo, member, to present on this area in consideration of volunteering for research.
- Bianca Camargo indicated that she had done research and reached out to a department in her jurisdiction that had the largest number of officers. She spoke with an officer and was thrilled to hear that what their department was implementing. She asked about what training was in place for officers for when they are dealing with individuals with ID/DD and the officer indicated that there is no specific training yet and he has yet to encounter a citizen who is suffering from an ID disorder or a co-occurring disability. There are currently 40 plus officers on their department who are trained though the officer would like to move to the 100% model, however he worries about some of the issues being discussed on the committee. They are looking for entities like the Arc to come give presentations, which was scheduled to happen in 2020, but the pandemic derailed that, and the department does not do well with Zoom conferencing. With the pandemic restrictions being lifted, they hope to schedule them to come out to the department.
- Bianca Camargo indicated that her line of questioning was based on previous committee conversations, presentations and how upsetting some of the information shared was. The officer also indicated that the department looks at recommending charges for the State Attorney's office and not trying to wreak havoc on the citizens life or others who are involved especially if they are not appropriate for prosecution and in need of services like counseling or training. If an individual does need to be interviewed, they treat them kind of like the Juvenile Justice Act. She gave more details about what happens when a juvenile with a intellectual disability is interviewed. Ms. Camargo indicated that having that conversation made her feel better about her local PD which is the largest in Kane County which also has crisis intervention officers who contact the department if they run into some issues. It appears that their training is going well and officers are vested instead of just going through the motions.
- Ms. Camargo then confirmed that the new bill was going to make mandatory training for crisis intervention, which she indicated is a good thing and upon reviewing the bill she identified that officers who want to be trained are following along with the Department of Justice required at least 20% depending on the size of the police department.
- Leigh Richie indicated that confirming that information was helpful and began moving on to the next item.

- Kathy Hunt-Muse asked if Bianca Camargo had a sense from any of the police departments what kind of training they had for other disabilities like vision issues, hearing issues to get a sense of what trainees are looking like in smaller jurisdictions and those disabilities.
- Bianca Camargo indicated that she has had experiences with individuals what do require sign language interpreters and that Aurora PD does have resources available to bring in interpreters at any time. Once they see that an individual would benefit from such a service, they make accommodations from there. She went on to give details about a trial she worked on where a specific type of interpreter was needed and all the steps they went through to ensure that the proper resources were available.
- The question was asked by Leigh Richie if perhaps the committee should consider recommending the concept of having police departments on hand an in house ABA coordinator to help identify resource, develop training and develop policy with respect to people with disabilities. She acknowledged that this might not be easy for smaller departments given their fiscal situations, but even if it was a small department the county could have someone to at least pay some attention to the police department and look at those things. She asked what the committee members think about that?
- Bianca Camargo agreed and indicated that it is a great idea to have someone who can funnel the needs of an individual and would be best equipped to help the citizen with additional needs.
- Kathy Hunt-Muse agreed that this type of person sounded particularly helpful for law enforcement. She gave a detailed example of how this would be able to assist with a witness who may communicate entirely with sign language especially using technological means as a point of resource for the police officers weather dealing with a specific case or public inquiries.
- Leigh Richie suggested that this could also be recommended for smaller police departments even if they are not in a position to have a inside full-time person. She also suggested that the county or the municipality will have someone at the county level or municipal level that might be able to pay a little bit of attention to the police department with respect to this issue, which could be a committee recommendation.
- Lt. Col. Smith indicated that he agreed with the idea and that ISP has a person in that type of position although he was unsure how much she is utilized outside of her own personnel, however she does all of that work on the civilian and sworn side. He is unsure of how that looks regarding work with the public but thinks this is a good recommendation.
- Leigh Richie asked Lt. Col. Smith to describe what happens in scenarios where state troopers respond to a traffic crash or pulling someone over for a traffic violation and encounter a citizen with disabilities who may also need help communicating.
- Lt. Col. Smith responded indicating that he is not entirely sure of the procedures in place currently, but spoke to what occurred in his time in the field including an officer's opportunity to make a determination of whether to hold the violator or let them go as well as a list of numbers to call for assistance/resources. He indicated he would look into current procedures further.
- John Keigher stated that he was running a quick search on his end and that there were over 4,000 classes that ILETSB offers continuing education credit, however he only has access to a few of the databases at his fingertips and of the 150 common courses he was not seeing anything, but there may be about a day and a half devoted to people who are responding to individuals with disabilities and ADA compliance. He indicated that he was shocked to not find any in-service classes on the topic but indicated that this was definitely a topic that could be developed in the online format. He then asked Lt. Col. Smith if he saw a demand for this type of content in an online format which may be better for a statewide component. He stated that this may be beneficial in the sense of there only possibly being a handful of officers across the state interested in exploring this.
- Lt. Col. Smith agreed with an online platform and perhaps a portion that included roleplay elements considering there is not a lot of demand for this training, but perhaps making it remote/web-based would help with getting more people to take the course now that they have

become more comfortable with distance learning platforms. He also confirmed that there is not continuing education for it and at this time, officers are only getting entry level training without the refreshers. This would be beneficial to the law enforcement community.

- Leigh Richie asked if refresher trainings for law enforcement officers was something that the committee wanted to make a recommendation on and perhaps identify any other refresher trainings that this could be added to. She proceeded to give a detailed example of her time at the Attorney General's office and cases involving officers not recognizing a person with a physical disability. She suggested that this could be added as another component to other training and perhaps not overcomplicate things.
- Lt. Col. Smith indicated that this was a good idea and that he could see this being implemented into when officers do quarterly call control and arrest tactics, which is when they practice handcuff and verbal commands and a whole host of other techniques including practicing oral communication. It could be rolled into scenario-based training via PowerPoint and perhaps some curriculum type training. Further examples and details were given on in field scenarios.
- John Keigher indicated that on the local side there's been an annual and what is called tri-annual mandates in places for the last 5 years, which are also undergoing a revision in the course of another reform bill and a potential trailer bill. John indicated that he could see this fitting in with the use of force requirements and also all the other special use of force situations that an officer may encounter. This may be able to easily fit into the existing mandate structure.
- Leigh Richie asked if there was anything else on this particular topic and then indicated that there were other topics on the draft list that were supposed to be researched by other committee members who were not on the meeting. Those topics are extending legal protections that exist for juveniles with ID/DD like the Miranda Rights are given in a particular sort of way. Leigh indicated that police departments may already be doing something like that already.
- Bianca Camargo indicated that it seems like they are implementing use of a forensic interviewer when they are dealing with someone who may have an intellectual disability. It seems it is being implemented by departments on their own, but it is a great recommendation.
- Kathy Hunt-Muse offered that Kathleen Bankhead, member, sent an email indicating that she would send the committee members information that she had gathered on the area she was asked to research.
- Leigh indicated that the next issue that was to be researched by member, Darlene Perry centered around providing step down resources for individuals being discharged from confinement. She indicated that those two items would have to be discussed at the next meeting and asked if the committee wanted her to share her screen so that the recommendations discussed for the day could be put to paper so that the committee did not lose its momentum.
- Committee members agreed and Leigh began working on sharing her screen.
- Gia Orr asked if there was anything in the recently passed Criminal Justice Reform bill that touched on work and engagement with persons with disabilities that the committee members were aware of.
- John Keigher indicated that there were areas that needed to be cleaned up with a trailer bill, but essentially all officers must get an introduction to crisis intervention responses and the full 40-hour course, however it will remain a specialty.
- The committee began rehashing topics covered throughout the course of the meeting and determining how best to list draft recommendations.
- Gia Orr let the committee know that some of their draft recommendations are being made by other task force committees as well.
- John Keigher concurred and shared information from another committee that he sits on Legal Representation.
- Clarification was sought regarding striving for a sufficient number of specialized officers during each shift and if that would be a minimum of one person per shift.
- John Keigher and Lt. Col. Smith indicated that they were hesitant to commit to that much detail.

- John Keigher indicated that he thought that the committee needed to explore some options and see what's out there and address maybe the regional type response including getting responders as many resources as possible which his board is working on, but recognizes that it is a heavy lift especially for departments past Interstate 80.
- Kathy Hunt-Muse commented on edits to the list as it was being typed including verbiage that was sensitive to federal regulations and laws that police departments must follow.
- The committee continued to work on how to articulate and transcribe their recommendations to a document over a period of time.
- Leigh Richie asked if there were any other recommendations that people sought to add to the list and reiterated that there were two other areas that were not covered in the meeting due to the absence of other members.

4. Next Steps/Assignments

- Leigh Richie did a wrap up of what the committee spoke about and what needed to potentially be discussed for the next meeting.
- Leigh Richie indicated that she would circulate an updated list as well as asked if there were other speakers that committee members wanted that could be added to the next agenda.

5. Public Comment

- None

6. Adjournment

- John Keigher moved to adjourn the meeting
- Kathy Hunt-Muse Seconded the Motion
- Ayes have it and the meeting adjourned at 12:36 pm