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To: Dane County Board of Supervisors (Personnel & Finance Committee)
From: John Dejung, Director, Dane County Public Safety Communications (PSC)

Subject: PSC update on sustainability and racial equity/social justice efforts

The Public Safety Communications department continues to work effectively as THE conduit between the public in need of police, fire, and emergency medical services; and the responders who provide those services directly. Moreover, the PSC personnel answer literally thousands of questions each year that don't require responder activation (indeed more non-emergency calls reach PSC than do 9-1-1 calls). PSC personnel pride themselves in answering those questions and/or "connecting" persons in need of public safety assistance without regard to who those persons are. Indeed, about the only time PSC folks treat someone "special" or different is when there is a language barrier (and then we connect with translation services and conduct business as usual).

The most salient, recent initiative on equity and social justice the department has involved itself in is the committee working for the Criminal Justice Council...implementing the concepts of the Sequential Intercept Model (SIM). SIM theorizes that the process of involving the mentally ill or those involved in behavioral health issues in the criminal justice system should be altered to, when appropriate, link those persons with more appropriate community health outlets to help heal them and not punish them. This involvement in SIM implementation complements the training provided by NAMI on Crisis Intervention Partnership received by all employees these last 2 years (and will be on-going via new applicant classroom training).

Sustainability initiatives are less able to be accomplished in the PSC environment (call center and dispatch work stations). Therefore, our efforts typically fall to sustaining the resilience of the 90+ employees. PSC continues to improve a robust Peer Support program comprised of our internal Peer Support Team (in cooperation with the Waukesha County 9-1-1 Center, FEI (employee assistance program), and a local chaplain program). 6 employees were trained by the 9-1-1 Training Institute in 2019 to join the existing 7 employees trained in 2017 and 2018 to be Peer Supporters. To date, those team members have been contacted over 150 times in the past 2

years to provide support and/or services that help ensure those team members stay well even in the demanding, heart-wrenching work environment they are in.

And, perhaps a play on words, but we continue to be highly involved in the sustainability of operations or what we refer to as “continuity of operations”. Planning efforts were successful, poising us to operate without a hitch during the July 10th and July 19th power outages that found us operating out of our back-up center. We are grateful to hear that the County Executive and County Board are planning to replace/repair the aging emergency power plant for the City-County Building. It is needed.

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