

Scott County 9-1-1 Dispatch Center

Location: Virtual Zoom Meeting

Date: February 10, 2022 9:30 – 11:00 a.m.



Bethany Tjornhom, FISH Executive Director, welcomed 34 people to the meeting. Information about FISH was shared as well as recent needs filled.

The Scott County Sheriff's Office provides 911 services to the entire county through their Dispatch Unit. Sheriff Luke Hennen and Dispatcher Breanna Giebel presented information on how it works and how they manage calls. Breanna has been a dispatcher for three years. She explained their Public Safety Answering Point (PSAP) is a 24/7 operation. They provide services to all county municipalities at no charge. This includes eight law enforcement agencies, eight fire departments and five ambulance services. The attached PowerPoint explains how calls are handled and routed in much more detail. Mental health situations that are non-life-threatening are diverted to Canvas Health, the county's mobile mental health service. Canvas also follows up with crisis calls. This service is free to county residents.

There is a phone app available to provide medical information to give to responders. If there are non-English speaking calls the Language Line is available and provides translation services, even particular dialects within a language. Someone asked about the co-responder model when dealing with mental health issues. Sheriff Hennen applied for a grant to fund a social worker going along with the officer to respond but did not get the grant. He's still working on this. Callers can also text to 911 if they're in a situation where they don't want to be heard.

When the Sheriff's Office is purchasing new software they look at a regional approach so information can be shared with nearby 911 systems. Someone asked about a non-emergency number to call with questions. That number is 952-445-1411. All calls come through the 911 Dispatch so 911 can be called as well.

There is a six-month training period for dispatch staff. Policies and procedures are the first thing they learn. Emergency Management holds tabletop exercises to train for incidents that could happen at a school or other location. Covid has put some of this training on hold. Wellness classes are offered to staff as well as the Employee Assistance Program (EAP) to deal with stress.

Announcements:

- Next month's FISH meeting will feature Trellis (formerly Metropolitan Area Agency on Aging) speaking on the MinnesotaHelp Network for seniors.
- Southern Valley Alliance has several fundraisers coming up: Bingo Night on 2/20/22 at Excelsior Brewing <https://www.facebook.com/events/622651932315791>; a Bowling Fundraiser on 3/6/22 at Shakopee Bowl <https://svamn.org/news/sva-bowling-fundraiser>; and their Gala at Turtles Event Center on 4/29/22 <https://svamn.org/news/23rd-gala-hops-and-hotdish>.
- Together We Can, which supports families in Scott County, provides a number of opportunities to families. Information is attached.
- 2nd Harvest food distribution on the second Thursday of each month at Friendship Church in Prior Lake – 5:30 – 7:30 p.m. No eligibility requirements, everyone gets two boxes of groceries and only need an ID with your address.