

This transcript was exported on May 01, 2023 - view latest version [here](#).

Amin Shariff:

What we've been able to do is not only free up the 911 dispatcher to go back in, continue to answer calls, but by diverting that call over to a crisis specialist, we now have an opportunity to intervene with that person in a very least restrictive sort of way because it's just a phone conversation.

Madyson Ganeles:

I think it's just a huge opportunity for them to gain a lot more public trust as well for those folks that are afraid to work with law enforcement regarding behavioral health concerns.

Amin Shariff:

Ultimately, in order to provide the best care and service that we can to the community, we want that response to be as trauma informed as possible and using the least restrictive method possible.

Madyson Ganeles:

911 is typically the face of public safety, right? So many people call 911 just for behavioral health manner because they're not maybe quite sure what other route to take, and I think it's really important for law enforcement and public safety agencies to adjust the way that they're training their officers.