

SAFETY AND JUSTICE SERVICE TEAM

September 13, 2022

Service Team Description

The Safety and Justice Service Team consists of five departments: the County Attorney's Office, Sheriff's Office, Emergency Communications Department, Medical Examiner's Office, Emergency Management and Homeland Security Department. The service team also provides support functions for the Second Judicial District Court.

The service team's key strategic priorities: ***Talent Attraction, Retention and Promotion, Putting Well-being and Community at the Center of Justice System Transformation and Residents First: Effective, Efficient and Accessible Operations.*** These priorities will focus on enhancing the wellbeing of Ramsey County residents through effective public safety and justice services that keep Ramsey County residents and visitors safe.

Service Team Performance Measures

Strategic Priority #1: *Talent, Attraction Retention and Promotion*

- *Service Team turnover rate: White, Black, Asian, Hispanic and American Indian*

Strategic Priority #2: *Putting Well-being and Community at the Center of Justice System Transformation*

- *# of calls diverted to Ramsey County Crisis*
- *# of calls dispatched with a co-response*
- *# of calls dispatched with a nontraditional response*

Strategic Priority #3: *Residents First: Effective, Efficient and Accessible Operations*

- *Percent of new hires from under-represented Ramsey County ZIP codes who are racially and ethnically diverse*

Strategic Priority #1 TALENT ATTRACTION, RETENTION AND PROMOTION

<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2025 Goal</i>	<i>2030 Goal</i>
Service Team turnover rate:					
White	6%	10%	8%	8%	8%
Black	9%	11%	21%	15%	8%
Hispanic	4%	2%	29%	15%	8%
Asian	13%	11%	9%	8%	8%
American Indian	0	33%	0	8%	8%

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- Safety and Justice represents 22% of the county’s workforce
 - Racially and ethnically diverse employees represent 28% of the Safety and Justice workforce compared to 40% of the countywide workforce
 - **48%** of the new hires for 2021 were racially and ethnically diverse employees

Strategic Priority #1 TALENT ATTRACTION, RETENTION AND PROMOTION

A diverse, inclusive workforce is essential to earning the trust in the communities we serve.

- Focus on maintaining a workforce that looks like the communities we serve
- Ongoing peer mentorship programs
- Increase staff development with a focus on wellness and culturally sensitive environment
- Departments focus on career development and advancement

Strategic Priority #2: Putting Well-being and Community at the Center of Justice System Transformation

<i>Performance Measures</i>	2019 Actual	2020 Actual	2021 Actual	2025 Goal	2030 Goal
Calls diverted to Ramsey County Crisis	165 (0.03%)	1002 (0.20%)	1460 (0.28%)	TBD	TBD
Calls dispatched with a co-response	TBD	TBD	TBD	TBD	TBD
Calls dispatched with a nontraditional responses	TBD	TBD	TBD	TBD	TBD

Emergency Communications receives calls for service via 911, text or admin line. The response can include the following:

Traditional Response: Law enforcement, EMS, Fire or combination response to calls

Ramsey County Crisis: Calls are sent to Ramsey County Crisis and a crisis professional handles the response

Co-response: Combination of traditional and nontraditional resources responding to a call

Nontraditional Responses: Would include social services, public health or community member/organization responding to the call without law enforcement

Strategic Priority #2: Putting Well-being and Community at the Center of Justice System Transformation

Transforming the current public safety system will involve reducing the overreliance on traditional responses to 911 and non-emergency calls received by the Emergency Communications Center (ECC). In collaboration with justice partners and impacted communities using co-design to develop an appropriate responses initiative that enhances and transforms the ECC dispatch processes, public wellness systems (Social Services and Public Health) and community institutions will provide a wider range of options in responding to people in need.

The Safety and Justice Service Team has identified key initiatives that will support the transforming of the current public safety system. With community members advising county leadership on resources needed for co-designing alternatives to the traditional criminal justice while working alongside system stakeholders to provide alternatives responses for residents who are in need.

Strategic Priority #2: Putting Well-being and Community at the Center of Justice System Transformation

Aligning the work of the service team with the values of community continues to be a priority as the team focuses on public safety transformation. Public Health, Social Services, and community will play an integral role in public safety responses. Low-level criminal offenses and nuisance behaviors are more appropriately handled through Public Health and Social Services interventions rather than using the criminal justice system. Safety and Justice will engage in the following initiatives alongside system stakeholders and community members:

- Bail Reform
- Diversion Programs
- Re-imagining Justice for Youth
- Non-Public-Safety Traffic Stops
- Appropriate Responses Initiative

Strategic Priority #3: Residents First: Effective, Efficient and Accessible Operations

<i>Performance Measure</i>	<i>2019 Actual</i>	<i>2020 Actual</i>	<i>2021 Actual</i>	<i>2025 Goal</i>	<i>2030 Goal</i>
Percent of new hires from under-represented Ramsey County ZIP codes who are racially and ethnically diverse	UNK	UNK	UNK	UNK	UNK

Distrust of public safety systems created by past harm leads to a reluctance to call 911 or access other voluntary services from Safety and Justice departments. There are many segments of our communities that are afraid to interact with our departments to access services to which they are entitled. The Safety and Justice Service Team seeks to create deeper connections, trust, and increased proximity between our departments and underrepresented communities through intentional outreach for the purpose of recruiting employees from these zip codes.

Strategic Priority #3: Residents First: Effective, Efficient and Accessible Operations.

Intentional focus on building relationships with traditionally underserved communities helps build trust with Safety and Justice Service Team departments. As we shift the focus of public safety to community wellness lens, the service team needs to build trusting relationships with influential leaders of communities that are reluctant to engage with us voluntarily. Some of our departments have few connections to these communities and broad, generalized public strategies will not be successful in achieving the desired outcome.

Examples of strategies to increase partnerships and identify trusted messengers:

- Resident Academy
- Recruitment Events/Job fairs in areas of focus
- Participation in community events in areas of focus
- Reform/Transformation Initiatives that involve meaningful community engagement
 - Bail reform
 - Appropriate Responses Initiative

Upcoming Board Workshops for Department Measures

- **Ramsey County Attorney Office:** September 13, 2022 @ 9:30 a.m.
- **Ramsey County Sheriff Office:** September 13, 2022 @ 2:00 p.m.
- **Emergency Communications:** November 22, 2022 @ 10:30 a.m.
- **Medical Examiner, and Emergency Management and Homeland Security:** January 10, 2023 @ 10:30 a.m.