



FY24 Highlights and Happenings

Kalamazoo Protect and Connect (KPAC) had a highly impactful and eventful Fiscal Year 2024. Founded in 2021, KPAC was created to foster collaboration between law enforcement, first responders, and mental health professionals throughout Kalamazoo County. This year, our focus has been on enhancing crisis response efforts in Kalamazoo and developing alternatives to police involvement in non-criminal, crisis-related situations.

We continue to collect and analyze data on behavioral health-related calls through the Behavioral Health (BH) Code, which was developed by KPAC. This data helps guide staffing decisions and allows us to identify individuals and areas in the community with high call volumes, ensuring more targeted responses.

Integrated Services of Kalamazoo (ISK) currently employs two clinicians who co-respond with our major law enforcement agencies. In 2024, we will add two more clinicians to bolster Mobile Crisis Response in the City of Kalamazoo and be co-located at the Kalamazoo Department of Public Safety. ISK is also developing a 24/7 Mobile Crisis Response team that will respond to identified crisis situations, with or without law enforcement, depending on the nature of the crisis. Once fully staffed, these teams will also be available to respond to law enforcement requests when needed.

In addition to these efforts, several KPAC members participated in Crisis Intervention Team (CIT) Training sessions in November 2023, April 2024, and most recently, October 2024. This year, the CIT Training team has worked to recruit additional coordinators to assist with planning and execution of these trainings, while also attending the annual Crisis Intervention Team International Conference in Indianapolis, IN.

As we look ahead, we are excited to continue expanding our Crisis Response programs in Kalamazoo and to further develop our CIT training initiatives. We remain committed to leveraging the partnerships we've built to address both the ongoing challenges and emerging issues related to behavioral health crises in our community.

Fiscal Year 2024 Data Report (10/1/2023 - 9/30/2024)

Kalamazoo County
Population: 261,173

KDPS
Population: 73,598

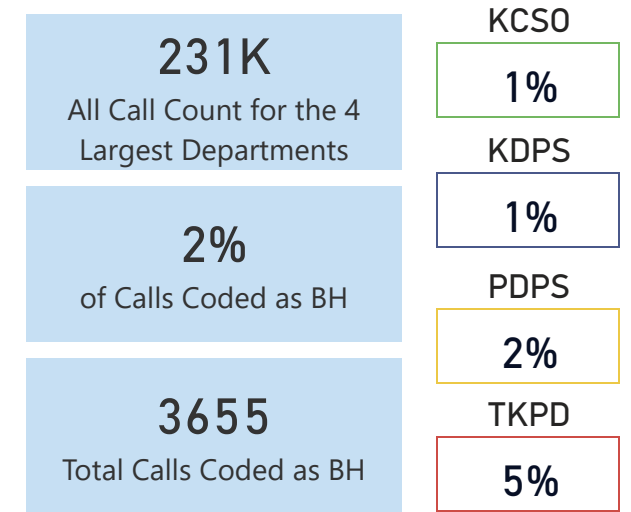
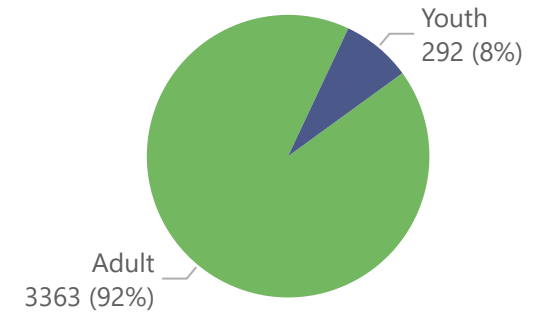
TKPD
Population: 22,522

PDPS
Population: 48,891

KCSO
Population data not available.
KCSO responds to calls outside of all-other jurisdictions.

Source: Census.gov

Behavioral Health Call FY 2024 Total



Other Agency BH Disposition Data		
All Other Police Departments	All Fire Departments	Ambulance Services
42	27	186

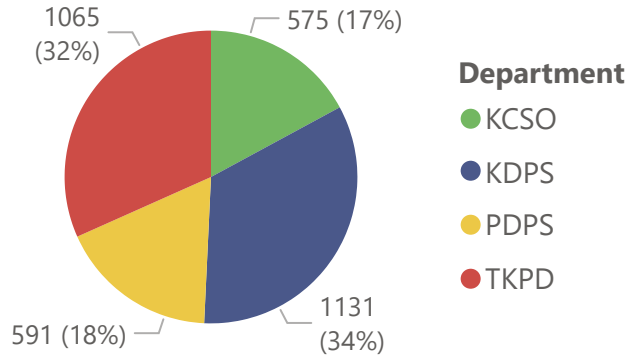
The data shown in this report was collected and analyzed by ISK from the behavioral health disposition code. The "All Call Count" data and "Other Agency" data was provided by Kalamazoo County Consolidated Dispatch Authority. All other data in this report will refer to the ISK collected data that only includes call counts from the 4 largest police departments: Kalamazoo Department of Public Safety (KDPS), Kalamazoo County Sheriff's Office (KCSO), Portage Department of Public Safety (PDPS), and Township of Kalamazoo Police Department (TKPD).

FY 24 Adult (18+) Call Data

Calls Identified as Behavioral Health	Unique Individuals Identified
3,363	1,724

FY 2023 Numbers		Highest Call Volume	May 23	Tuesday	2 PM
Calls Identified as Behavioral Health	Unique Individuals Identified		386	533	181
		Lowest Call Volume	Oct 22	Sunday	4-6 AM
			119	406	75

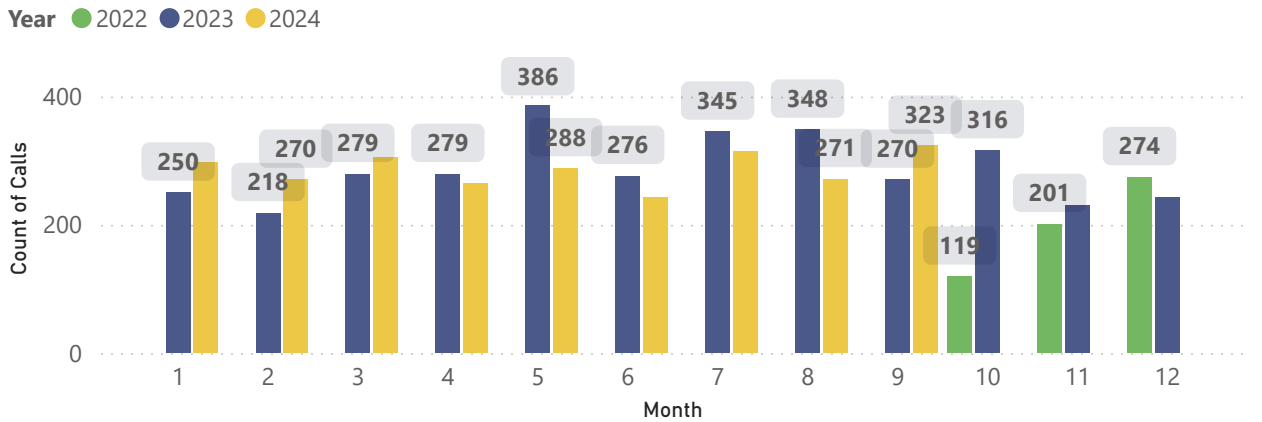
Calls by Department



Top 15 Incident Types

Incident Type	Calls
Check Welfare	708
Suicide/Attempt	478
Suspicious	448
Trouble with Subject	408
Assist Person	389
Assist Other Dept	269
BH Petition	84
Assist Fire Dept	69
Assault/DV	67
911 Hangup(s)	56
Disturbance/Fight	54
Trespassing	53
All Other Offense	35
Noise Complaint	18
Felonious Assault	16
Panhandler/Vagrant/Solicitor	16
Total	3168

Month

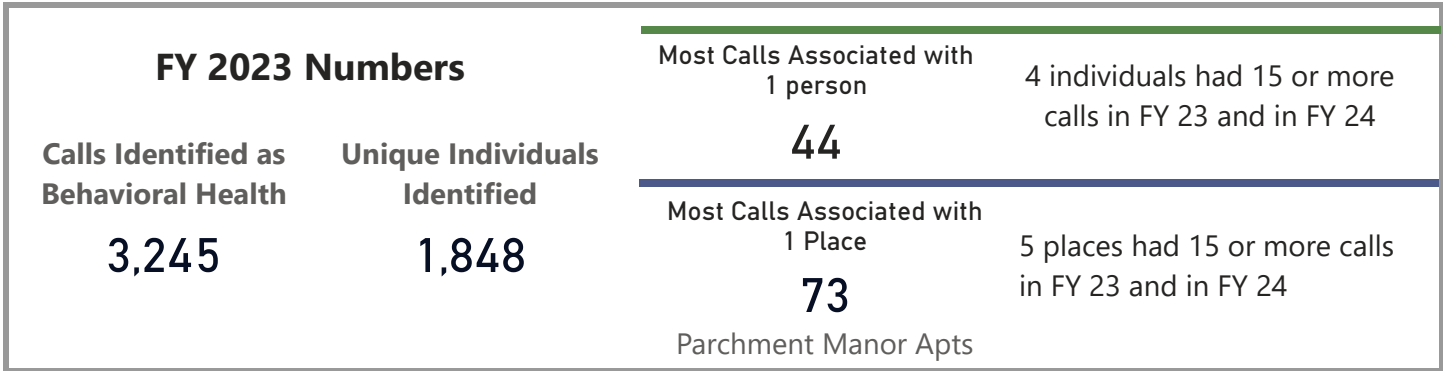


Day and Hour Matrix

Example: Monday at 11 AM had 43 calls

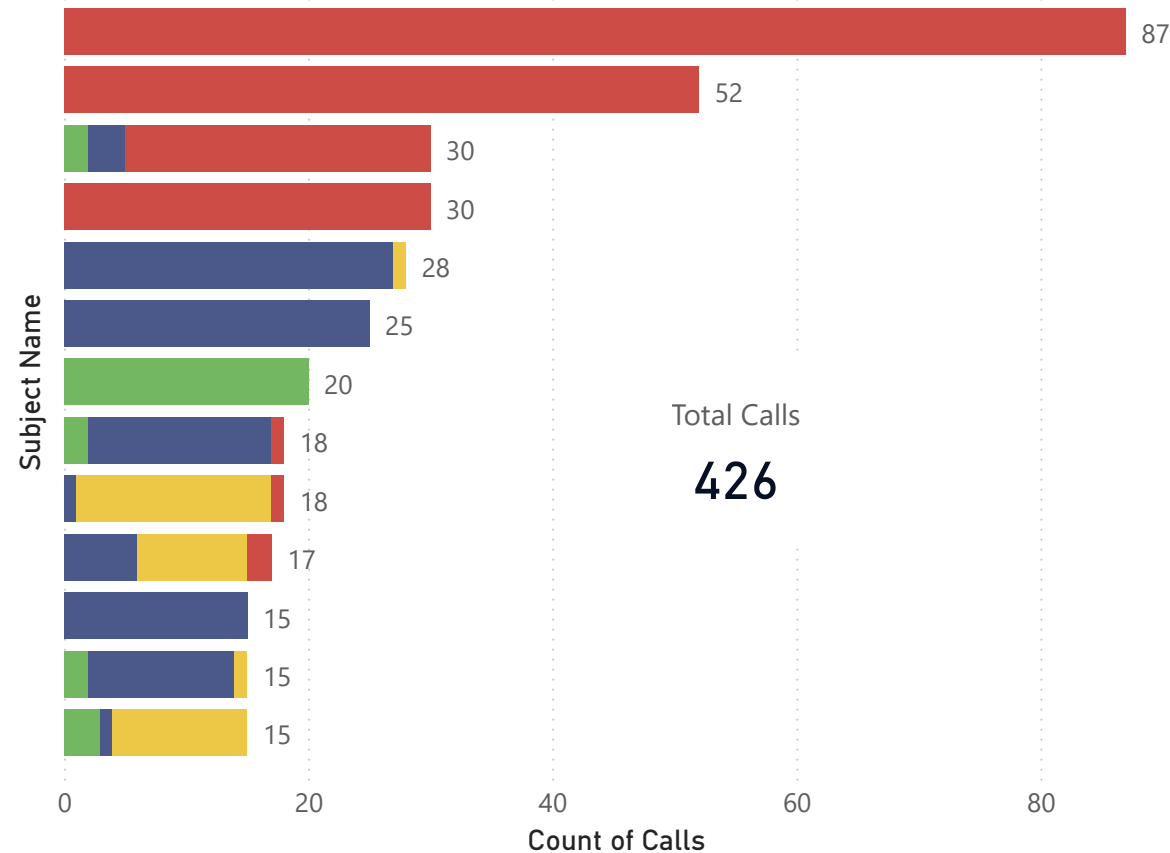
Day of Week	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Sunday	19	25	19	9	14	12	13	14	17	24	23	18	24	21	10	15	26	23	18	13	26	19	21	9	432
Monday	21	20	8	8	15	15	14	8	28	24	29	43	34	21	21	23	23	12	16	20	25	23	25	17	493
Tuesday	7	16	11	20	15	15	15	16	23	34	22	41	38	29	20	19	33	25	19	18	25	20	12	8	501
Wednesday	12	15	14	11	12	14	13	21	19	26	28	27	20	21	22	29	28	22	18	19	27	22	17	17	474
Thursday	12	24	16	16	17	12	13	11	25	33	37	33	27	26	26	24	15	19	20	21	24	24	18	16	509
Friday	11	22	27	9	15	19	10	11	15	25	27	37	36	25	29	21	25	25	18	17	25	15	30	22	516
Saturday	13	26	17	17	12	18	13	15	23	20	26	16	33	15	13	12	16	15	18	17	31	18	15	19	438
Total	95	148	112	90	100	105	91	96	150	186	192	215	212	158	141	143	166	141	127	125	183	141	138	108	3363

FY 24 Familiar Faces and Places for Adults (18+)



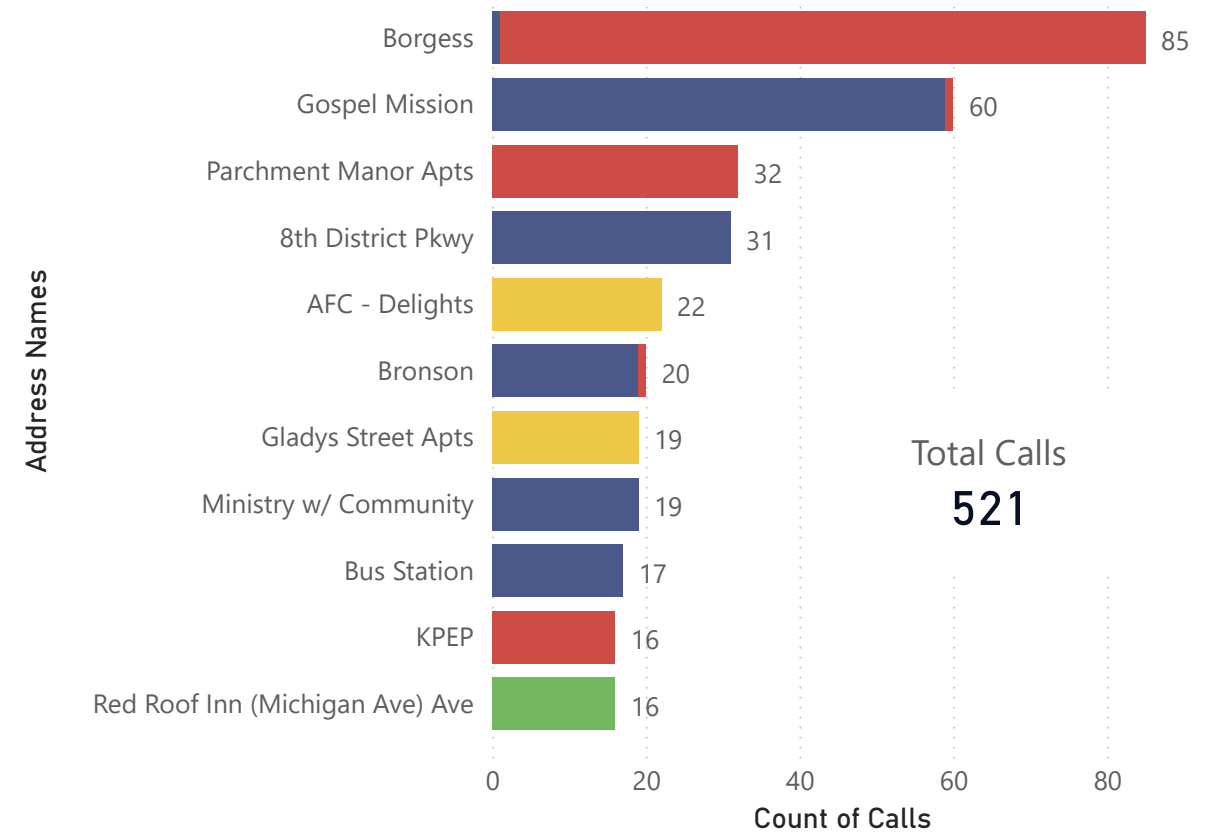
Familiar Faces with 15 or More Calls

Department ● KCSO ● KDPS ● PDPS ● TKPD



Familiar Places with 15 or More Calls

Department ● KCSO ● KDPS ● PDPS ● TKPD



Adult (18+) Service Status Progress Tracking

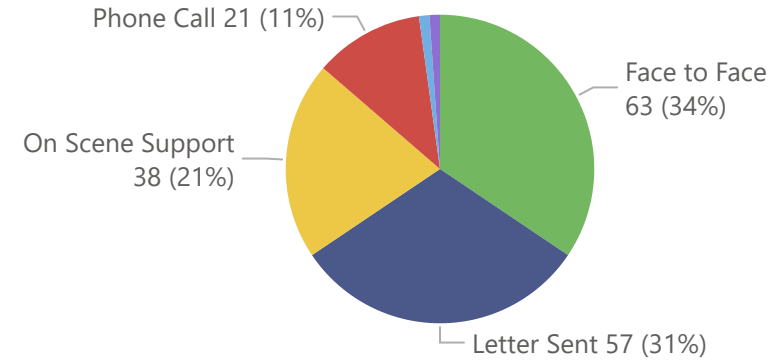
This data set is for individuals that received their first LE Liaison response to a BH call between October 1st 2023 and March 31st 2024.

182 individuals received a response within that 6 month period.

162 were not active in services at the time of the response.

The tree maps below breakdown the service status progression of the 162 individuals not active at the time of their initial response from a LE Liaison.

Initial Response Type



Active After 14 Days

7.36%

After 30 Days

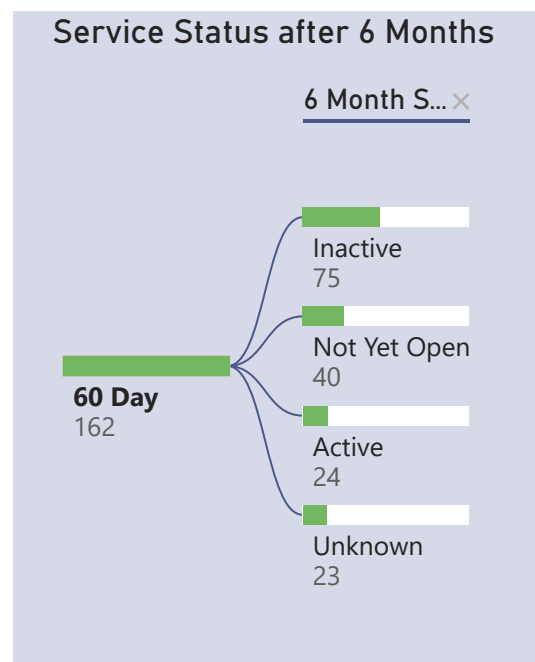
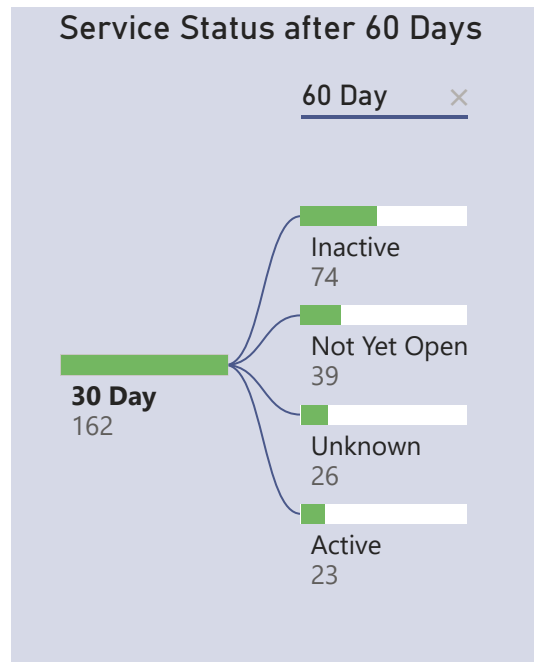
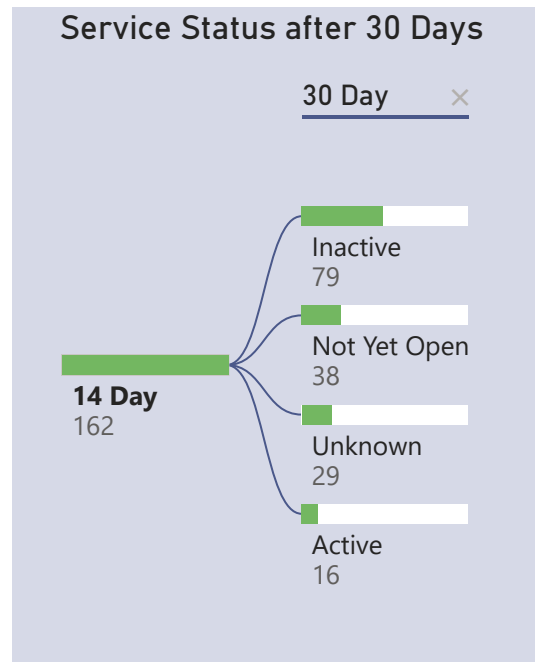
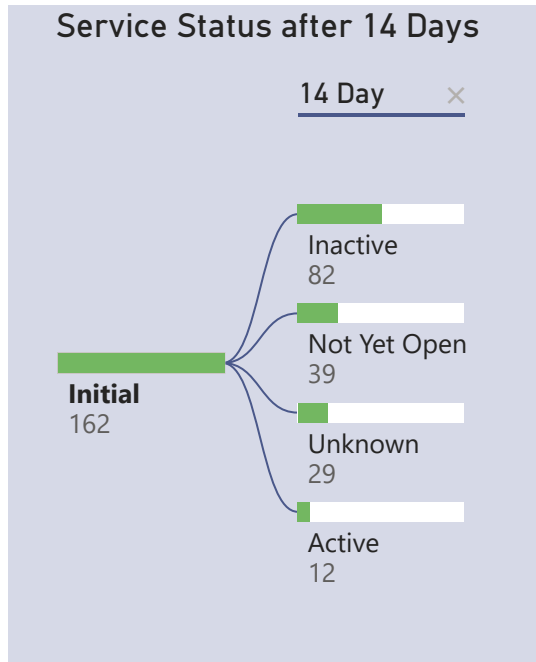
9.82%

After 60 Days

14.11%

After 6 Months

14.72%



6 Month Details

Inactive to Active

17

Unknown to Active

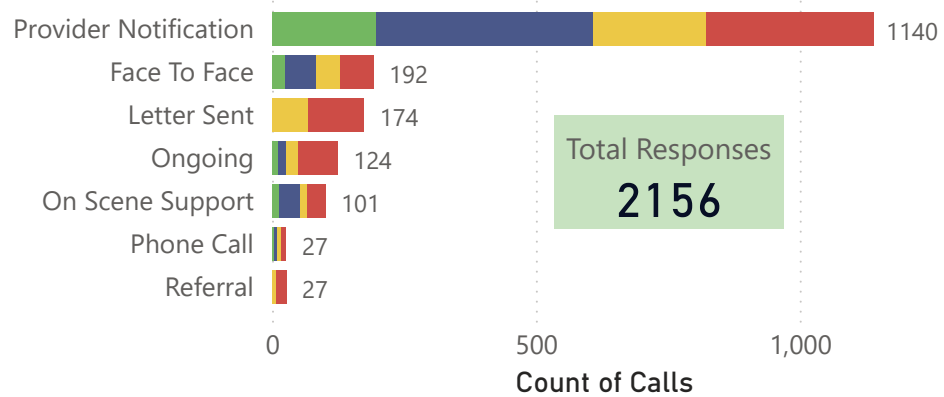
5

FY 24 Adult (18+) Response and Demographic Data

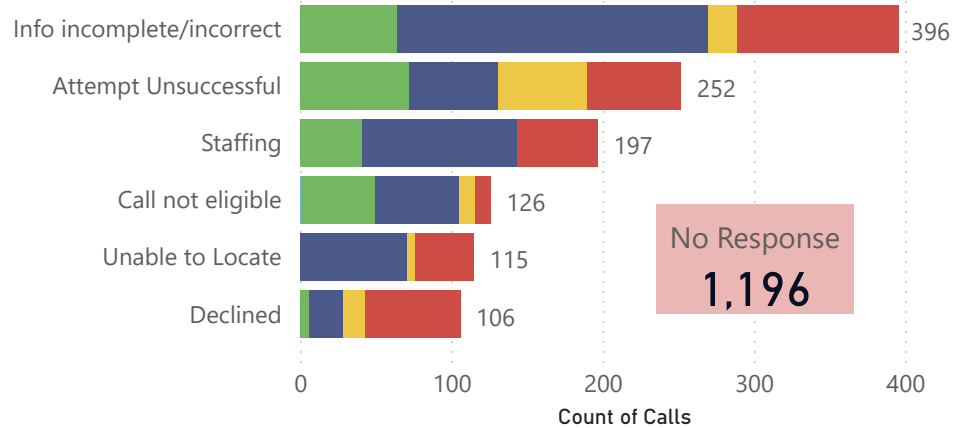
Calls Identified as Behavioral Health 3,363	Unique Individuals Identified 1724
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Responses Completed

Department ● KCSO ● KDPS ● PDPS ● TKPD



No Response

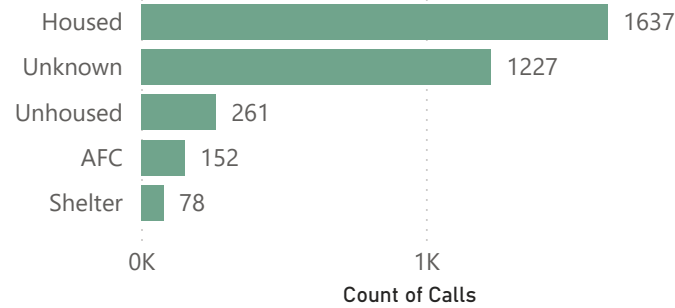


FY 2023 Numbers

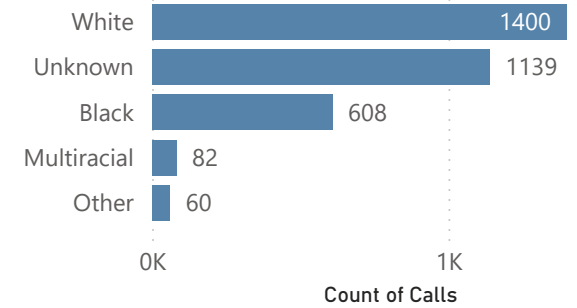
Calls Identified as Behavioral Health 3,245	Unique Individuals Identified 1,848
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Responses Completed 995	Active at Time of Call 34%	On Scene Support 11
No Response 2,005	Info Incomplete/Incorrect 381	Attempt Unsuccessful 229

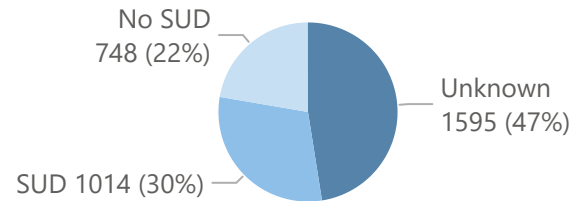
Housing Status



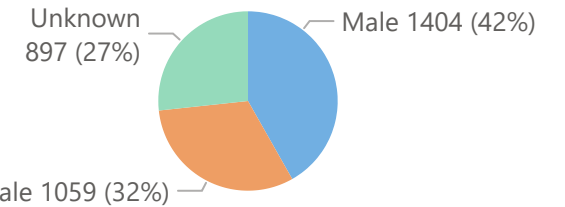
Race



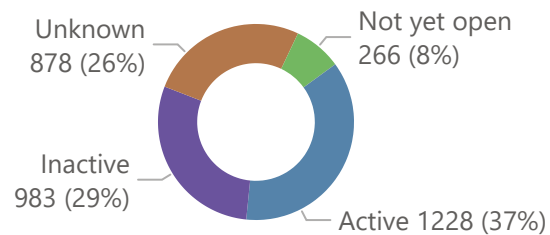
Substance Use Diagnosis



Sex



ISK Service Status



Service Status Definition

- Unknown** - Subject was not known to ISK at the time of the call
- Inactive** - Known to ISK but not active in services
- Not Yet Open** - Received a response from a LE Liaison and an ISK record was created, but the subject is not yet receiving ongoing services
- Active** - Receiving services from ISK or a contracted provider

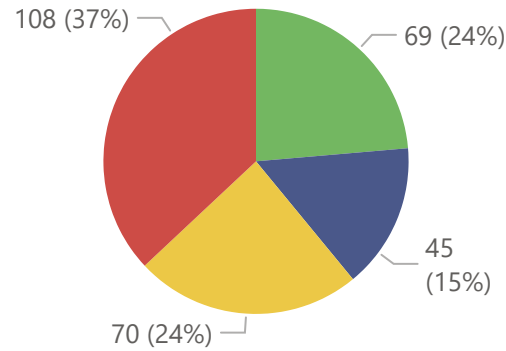
FY 24 Youth Call and Response Data

Calls Identified as Behavioral Health 292	Unique Individuals Identified 195
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FY 2023 Numbers		Highest Call Volume	May 23	Wednesday	6 PM
Calls Identified as Behavioral Health	Unique Individuals Identified		46	50	27
272	134	Lowest Call Volume	Aug 23	Sunday	2 AM
			15	34	1

Calls by Department

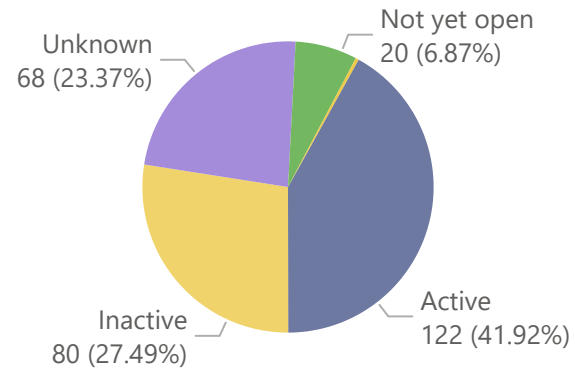
Depart... ● KCSO ● KDPS ● PDPS ● TKPD



Top 5 Incident Types

Incident Type	Calls
Trouble with Subject	77
Suicide/Attempt	62
Check Welfare	35
Assist Person	29
Assault/DV	19
Total	222

Service Status



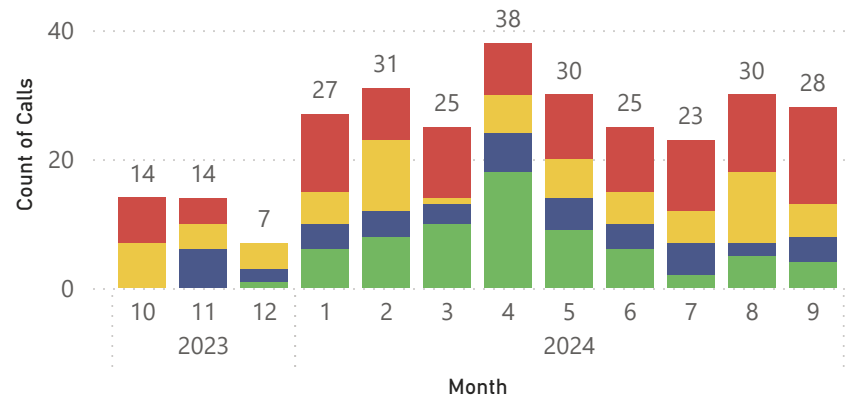
98

Referred to ISK Youth Dept.

112

Provider Notifications

Month



Day and Hour Matrix

Example: Sunday at 3PM had 7 calls

Day Name	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Sunday		2	1	1				1	1	2	1	3	2	1		7		1	4	2	1	3		2	35
Monday	1	2						1		4	2	1	2		4	2	3	3	5	2	2	1	3		38
Tuesday		2	2		1		1	2	2	3	3				4	4	2	4	1	3	6	1			44
Wednesday	1		1					1	1	4	3		3	5	2	3	5	4	2	4	3	3	2	3	50
Thursday		1					3	3	5	3	1	2	2	2	3	4	6	5	2	4	5	5	3		59
Friday	2					1			4	5	4	1	1	2	3	2	3	3	4	1	1			5	42
Saturday	2					1			3		1	1			2	1			2	2	4	2	2	1	24
Total	6	7	4	1	1	2	4	8	16	21	15	7	13	11	14	23	21	18	23	16	19	20	11	11	292