

This month's spotlighted member is [S. Rebecca Neusteter](#), executive director of the University of Chicago Health Lab. In her interview, Neusteter argues that the criminal justice system's biggest challenge begins with the millions of annual 911 calls that often lead to mismatched emergency responses. She also reflects on the need for stronger front-end triage systems that better identify community needs and highlights the severe stress and trauma experienced by 911 professionals.