

# Calls for Service Research: Understanding Alternative Responses in Winston-Salem, NC

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# Project Work to Date

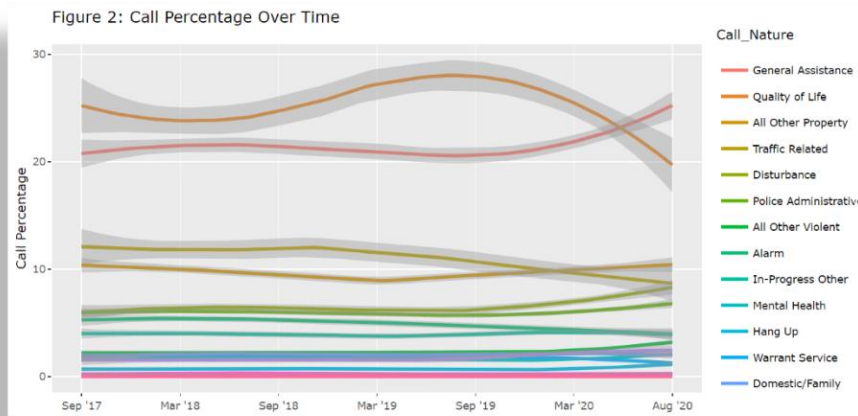
- **Phase I: Understanding the Context**
  - Analysis of calls for service data
  - Focus groups with officers
- **Phase II: Scan literature and field of practice to identify alternative response strategies**
  - Two Alternative Response Overviews
  - Alternative Response Technical Summaries
- **Phase III:**
  - Potential Pilots: Co-response, third party community-based responses
- **Other project activities:**
  - Inventorying of Resources Plan



# Phase I: Understanding the Context



## Context: CFS Analysis



RTI analyzed about 578,338 resident-initiated events and 187,437 police-initiated calls over 3 years:

- Traffic-Related
- Suspicious Activity
- Property-Related
  
- Deeper dive as pilots move forward

# Context: Focus Groups

RTI Conducted focus groups with members of the Winston-Salem Police Department:

- Feedback
  - Mental Health Calls
  - Unique CIT program
- Recommendations
  - Expand formal CIT training
  - Additional Mental Health Training
  - Adopt a co-response model





# Phase II: Identifying Alternative Responses



# Alternative Strategies: Customized Approach

**Overview:** There is no one-size-fits-all approach to implementing alternative responses that exist in other jurisdictions.

**Purpose:** The purpose of a customized approach is to tailor an alternative response (that was developed to meet the specific needs of another jurisdiction) to meet local needs.

**Call Natures Appropriate for Alternative Response:** Flexible and dependent on outcomes of interest.

# Summarizing Alternative Response Approaches

Alternative Response	Objective
CAHOOTS	Community-based public safety system to provide first response for individuals in crisis related to mental illness, homelessness, and addiction.
HOME Team	Reduce the use of EMS by high-frequency users by engaging them in long-term solutions that addressed their primary need.
CAMP	Focus on high-risk individuals and link them to mental health services before an untreated mental health issue escalated.
LEAD	Prevent criminalization of those with behavioral health problems.
Crisis Intervention Teams	40-hour training developed with the National Alliance on Mental Illness and community providers to help officers understand different types of mental illnesses.



# Alternative Strategies: Co-responder Model



**Overview:** Pairs police officers with civilians who are mental health clinicians or social workers. Police officer provides safety assessment; civilian performs mental health assessment.

**Purpose:** The purpose of the co-responder model is to reduce arrests, injuries, and involuntary commitments.

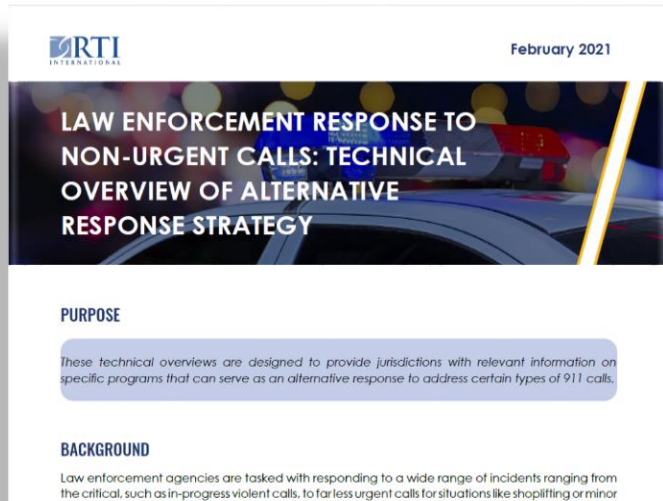
**Call Natures Appropriate for Alternative Response:** Co-responders are responding on-scene via 911, as secondary responders, or can focused on follow-on support after initial 911 call (or both).

# Alternative Strategies: Non-Critical Call Diversion

**Overview:** Alternative responses to non-urgent calls have taken the form of an in-person civilian response, remote MPH responses, telephone response units, and online reporting.

**Purpose:** Diverting non-urgent calls reduces the law enforcement workload and reduces the number of in-person police-public interactions.

**Call Natures Appropriate for Alternative Response:** Non-urgent calls, minor traffic accidents, calls that don't require law enforcement action.



# Defining and Identifying Mental Health CFS

There are two approaches for better measuring the proportion of calls related to mental health:



- Retrospectively review the unstructured text in the 911 call notes field to identify calls involving a person experiencing mental health symptoms
- **Potential pilot:** modify existing practices to implement the CAD technology in a way that allows for the better capture and documentation

# Inventorying Service Provider Resources

## Inventorying Alternatives to Enforcement Resources: Plan for Identification & Documentation of Public Safety & Public Health Services

The implementation of alternatives to traditional law enforcement responses is dependent on local resources that would make the strategy viable. Therefore, it is critical to know what resources currently exist (or could exist) within a community. It is also important to develop a comprehensive understanding of the demand for resources; it is possible that there is strong public demand for resources that do not exist. The analysis of 911 call for service data is a central part of understanding community demand for public safety and public health resources, and the associated response, but further contextual information is also needed. Inventorying public and community-based resource providers, cataloguing the types of services they provide, and understanding community needs they are encountering provides useful complimentary information. This plan describes the methods that will be used to accomplish the aforementioned tasks.

### Data Collection Plan

Three methods would be employed to inventory existing public safety and public health resources in a community. The first data collection method would involve collating existing resource lists and

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# Next Steps in Winston-Salem

- **Phase III: Pilot Implementation**
  - Select which pilots will be implemented
  - Implement selected pilots
- **Phase IV: Pilot Evaluation**
  - Develop implementation plan
- **Potential Next Steps**
  - Scale promising pilots into permanent program
  - Full scale program evaluation

