



ALTERNATIVE POLICE RESPONSE STRATEGIES

FOR MENTAL AND BEHAVIORAL HEALTH (MBH) INCIDENTS



PUBLIC SAFETY COMMITTEE

JANUARY 11, 2021



REVIEW OF MODELS FROM OTHER CITIES IN NORTH CAROLINA AND THE UNITED STATES

RESPONSE TYPES FOR MBH CALLS FOR SERVICE

- Law Enforcement Only
 - Typically with staff receiving Crisis Intervention Training (CIT)
 - Many cities have MBH or CIT specialized Units
- Co-Response – Law Enforcement and MBH Professional
 - Can respond together or separately
 - Can be internal resources or contracted
- Alternative Response – MBH/Medical Professionals Only
 - Can still call law enforcement officers (LEO) as needed



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RESEARCH FROM OTHER CITIES

JURISDICTION	YEAR	RESPONSE TYPE	RESOURCE TYPE
Eugene, OR	1989	Alternative Response	Contract
Los Angeles, CA	2020	Alternative Response	Contract
Oakland, CA	2020	Alternative Response	Planning Phase
Albuquerque, NM	2020	Co-Response	Contract
Charlotte, NC	2019	Co-Response	Contract
Denver, CO	2016	Co-Response	Contract
Greensboro, NC	2020	Co-Response	Internal
Houston, TX	2008	Co-Response	Internal
Minneapolis, MN	2018	Co-Response	Internal
Portland, OR	2013	Co-Response	Contract
Raleigh, NC	2020	Co-Response	Internal

CITIES IN NORTH CAROLINA

- Three cities in NC known to have co-response models

CITY	RESPONSE TYPE	STAFFING	MBH FUNDING ¹
Greensboro ²	Internal Staff	7 MBH professionals, 8 LEO	\$500,000
Raleigh	Internal Staff	3 MBH professionals, 5 LEO	No Addition
Charlotte	Contracted	6 MBH professionals, 8 LEO	\$700,000

¹ MBH funding is additional appropriation approved for MBH personnel and program costs

² Greensboro is in the process of transitioning from contracted to internal resources



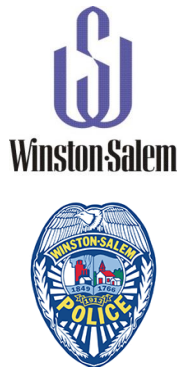
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BEST PRACTICE FOR ALTERNATIVE RESPONSE

Eugene, OR – Crisis Assistance Helping Out On The Streets (CAHOOTS) Model

- Response Model
 - Mental/behavioral health professional and medical professional
 - 1-2 “vans” available depending on time of day
- Performance Information
 - Sole responder to 13,854 calls for service in FY 2019
 - Estimated 5% - 8% diversion rate (reported as 17% by CAHOOTS)
 - Called for LEO support in less than 1% of responses
 - Program expenditures of approximately \$2.1 million
 - Estimated law enforcement savings of \$8.5 million
 - Expenditures and savings not independently verified



ADDITIONAL ALTERNATIVE RESPONSE MODELS

Cities reviewing “Civilian Response” opportunities

- Oakland, CA
 - Potential expansion of current pilot alternative response model for MBH
- Charlotte, NC
 - Governing article sites potential for diverting “non-urgent” call types:
 - Noise complaints
 - Abandoned cars
 - Illegal parking
 - Larceny
 - Property damage





911 CALLS FOR SERVICE PROJECT

911 CALLS FOR SERVICE PROJECT

- Analysis to evaluate if community resources align with community needs based on the types of calls for service coming to 911 center
- Develop recommendations to improve response by law enforcement and other first responder agencies



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911 CALLS FOR SERVICE PROJECT

- 18 Month Goals
 - Gain a better understanding of community needs through CFS analysis
 - Identify alternative response strategies that fit needs and align with resources
 - Support implementation and evaluation of alternative strategies

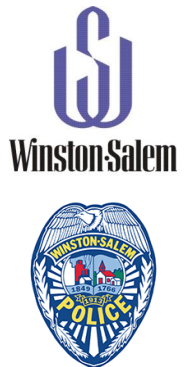


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911 CALLS FOR SERVICE PROJECT

- Partnership
 - Six cities in the Carolinas
 - Burlington
 - Cary
 - Durham
 - Greensboro
 - Raleigh
 - Rock Hill, SC
 - RTI International and Arnold Ventures



911 CALLS FOR SERVICE PROJECT

- Approach
 - Phase 1: Collect 911 Calls for Service (CFS) data
 - Phase 2: Explore evidence-based responses
 - Phase 3: Implement pilot project(s)
 - Phase 4: Pilot project(s) evaluation



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QUESTIONS

