



Alternatives to Police Response to 911 Mental Health Calls in Winston-Salem

Public Safety Committee, May 2022
Patrice Toney, Assistant City Manager

Timeline

Fall 2020

The City of Winston-Salem began looking at potential response models in the Fall of 2020.

Spring 2021

The BPM and WSPD staff began working with RTI to begin data collection for a pilot project.

Summer 2021

RTI presented an update to Public Safety Committee.

Fall 2021

- Bi-weekly meetings with RTI
- Monthly NC Mental Health Response Cohort meetings

Spring 2022

Community Engagement Session



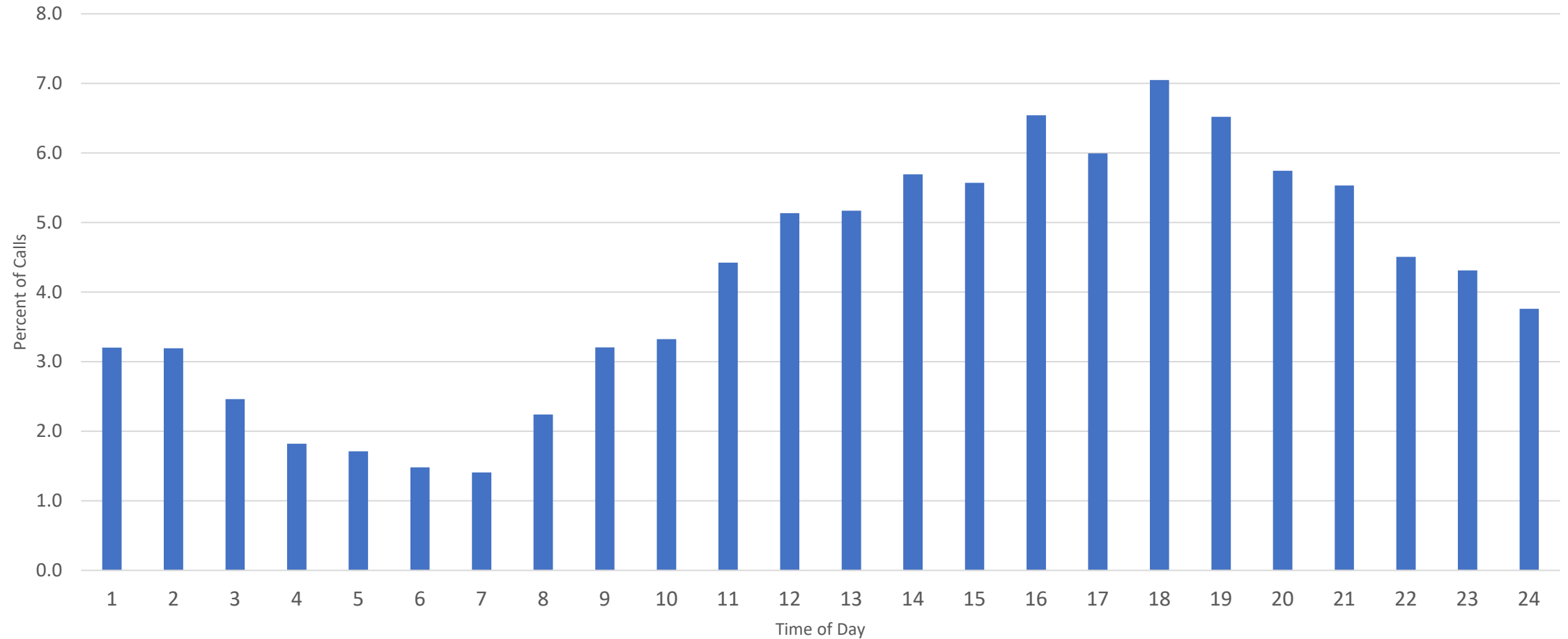
THE DATA

911 MENTAL HEALTH NATURE CODES

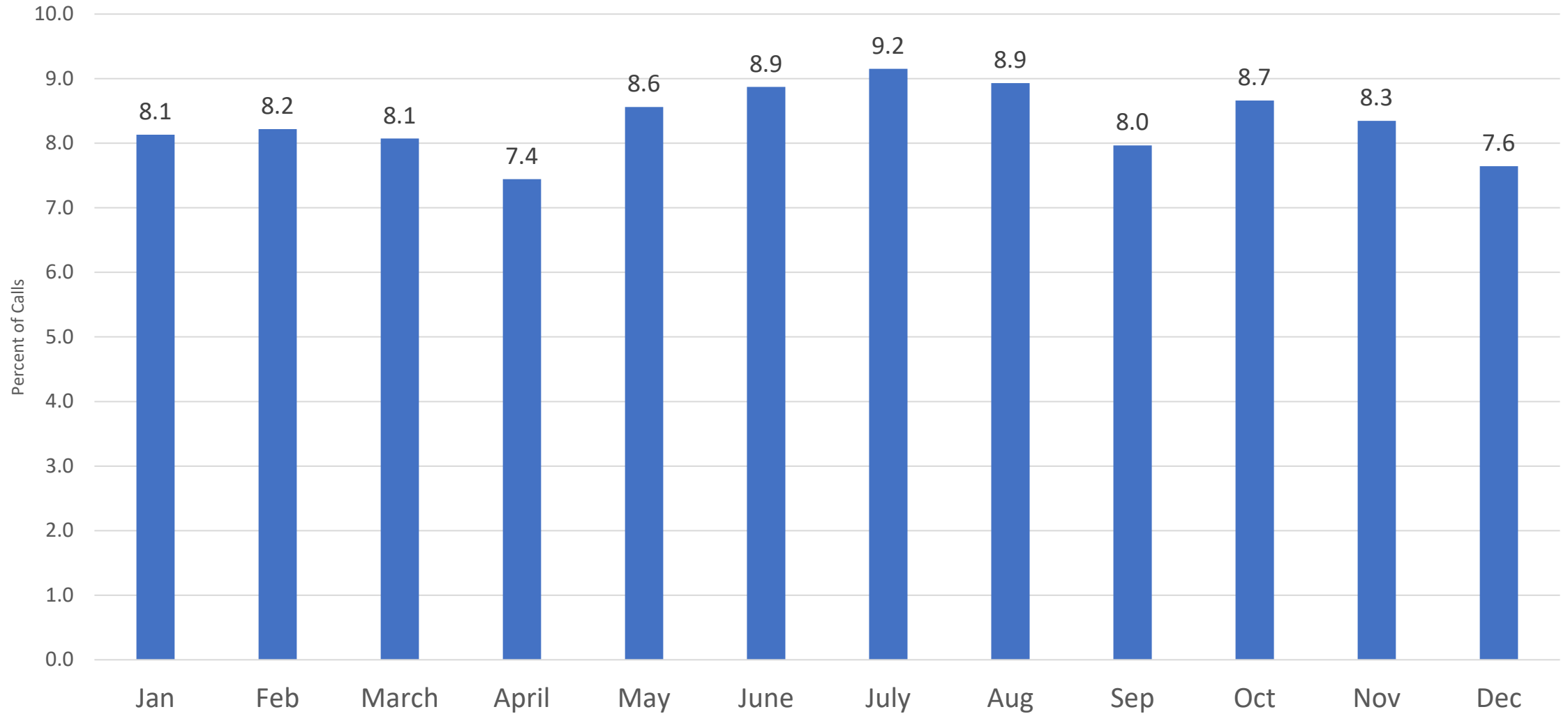
- 73 - MENTAL SUBJECT NONVIOLENT
- 73V - MENTAL SUBJECT VIOLENT
- COMI - COMMITMENT/INVOLUNTARY
- COMV - COMMITMENT VOLUNTARY
- ICSO - INVOL COMMIT SERVICE ONLY
- SUIA - SUICIDE ATTEMPT
- SUIT - SUICIDE THREATS



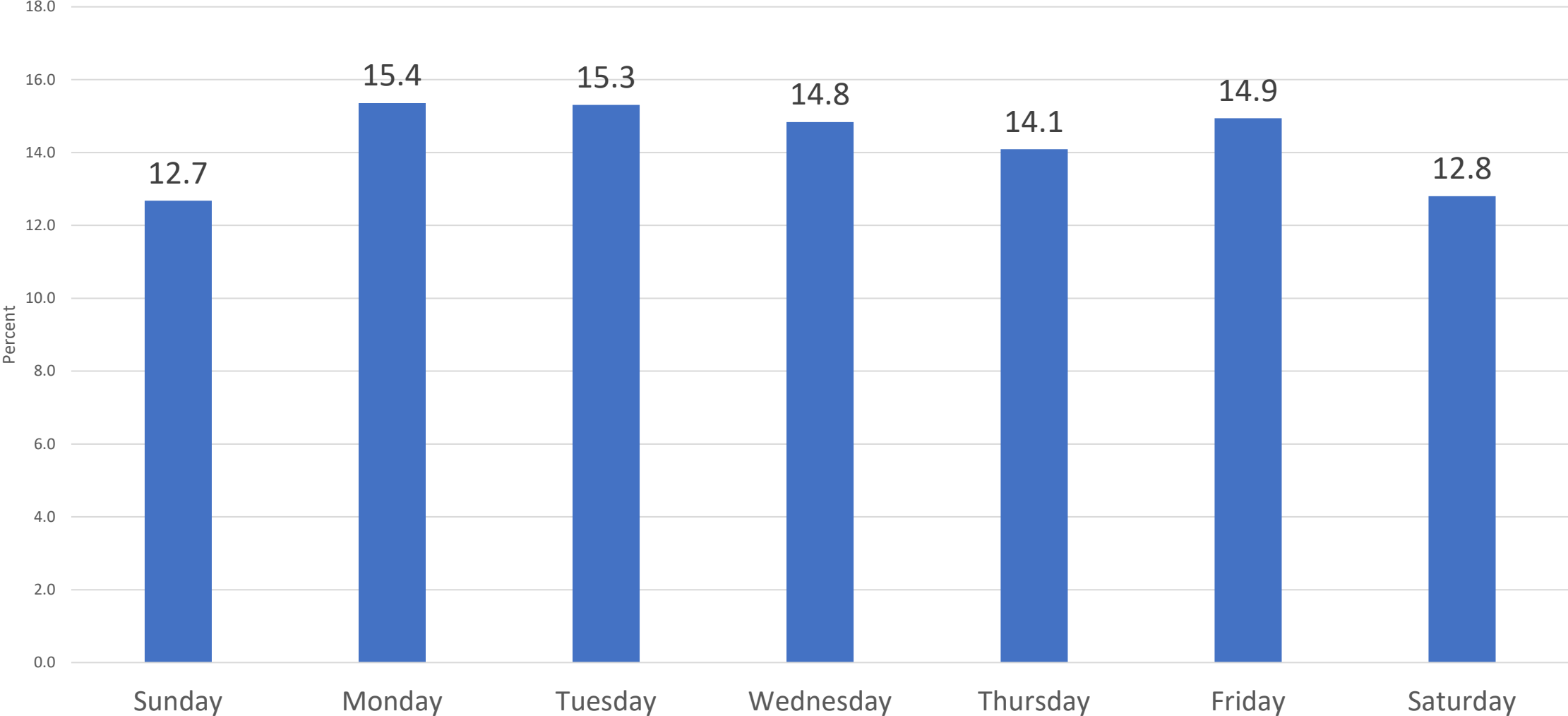
Mental and Behavioral Health Calls for Service Percent by Time of Day



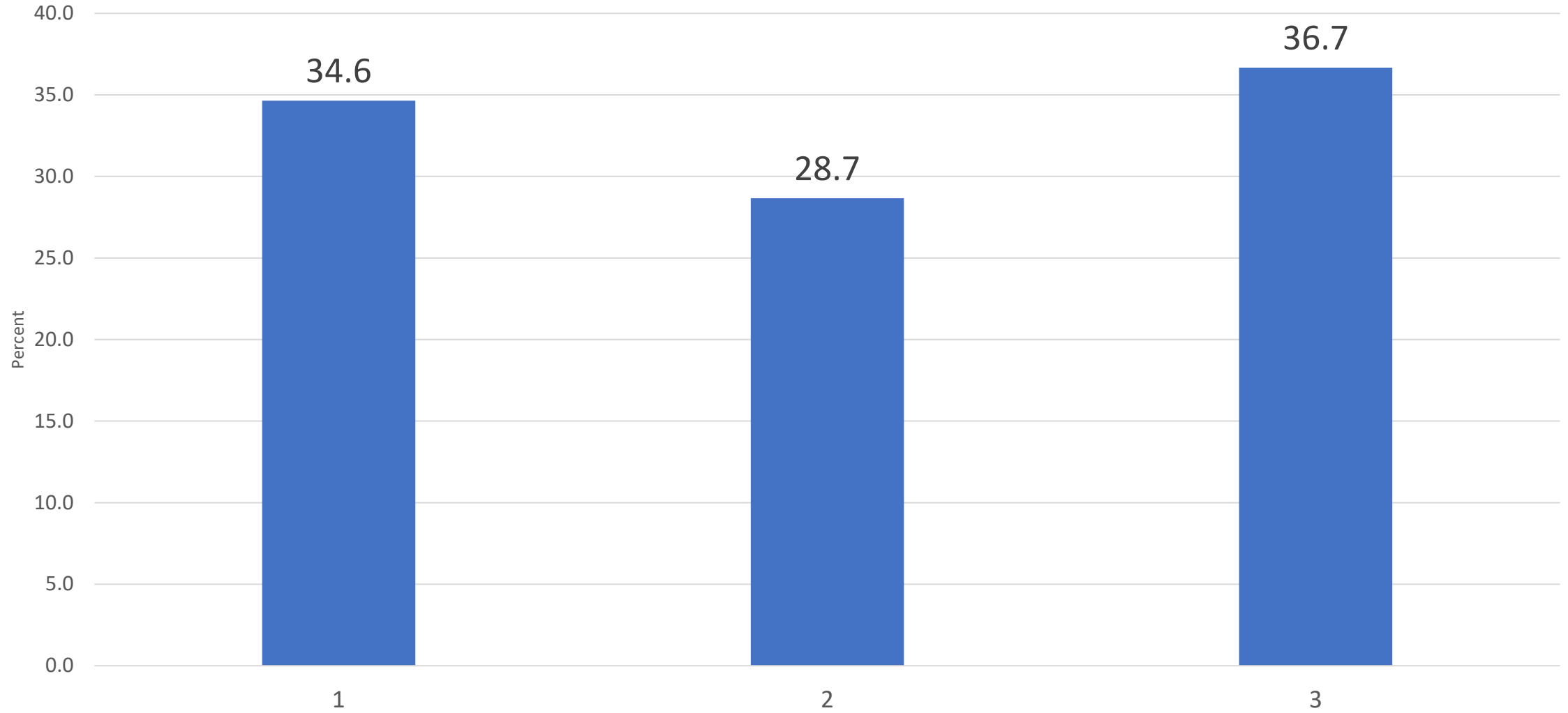
MBH CFS - Percent by Month



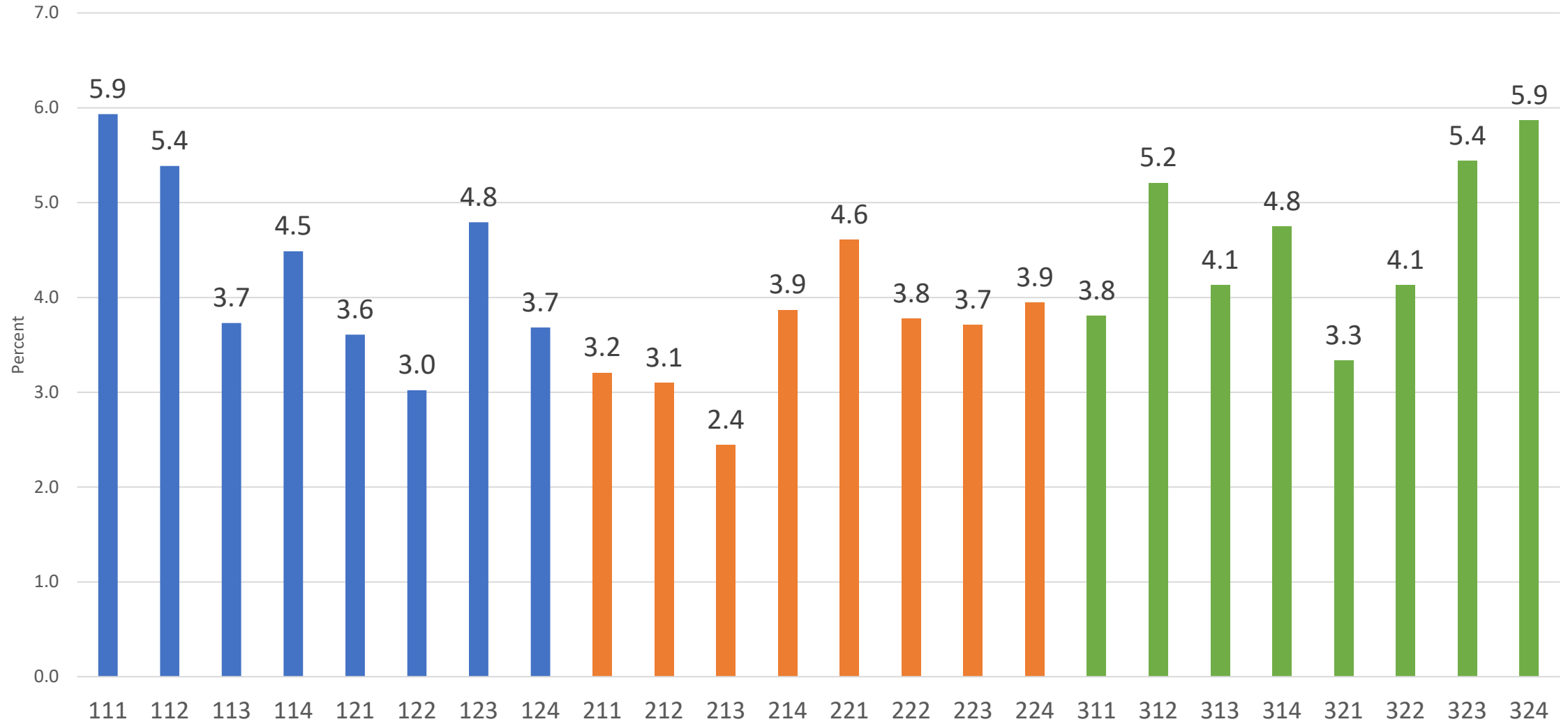
MBH CFS - Percent by Day of Week



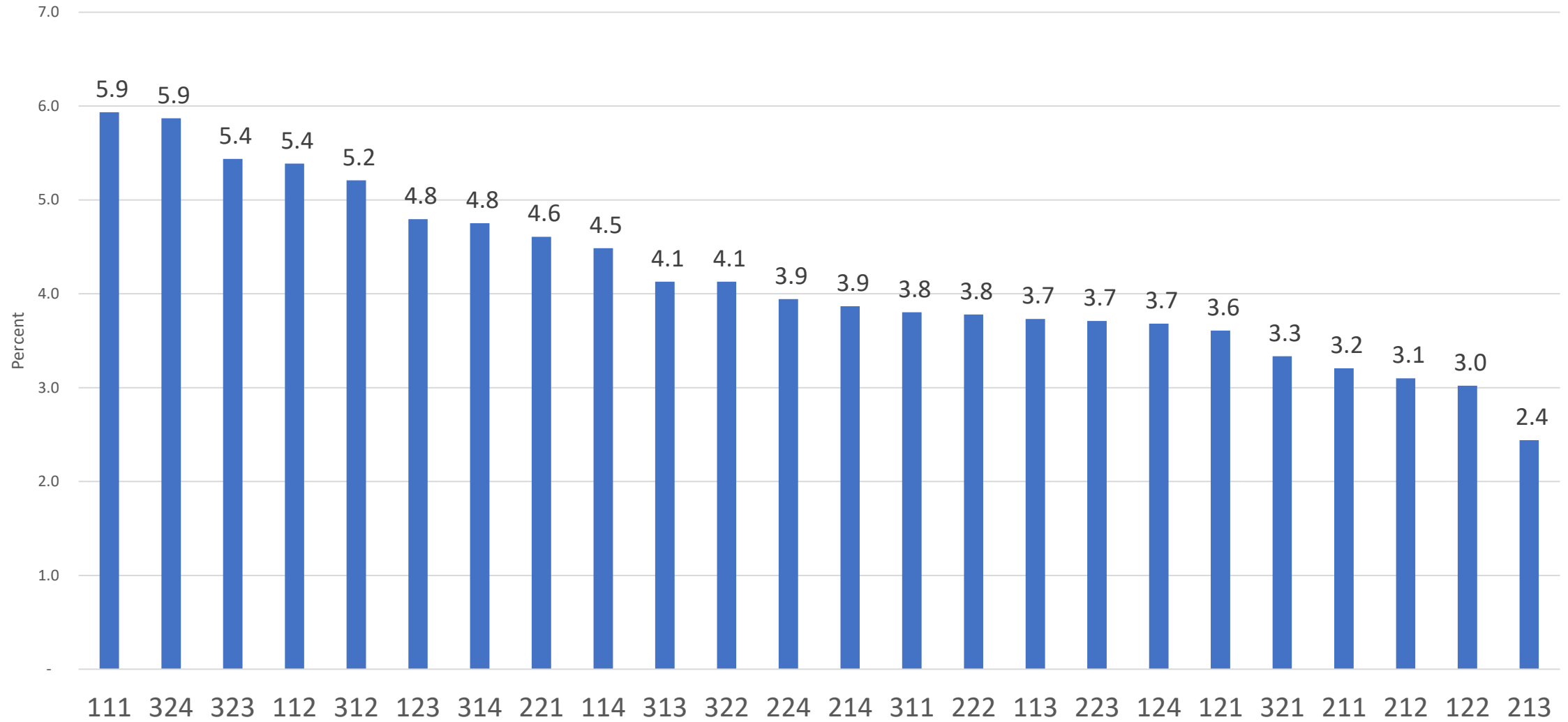
MBH CFS - Percent by District



MBH CFS - Percent by Beat (Numeric Order)



MBH CFS - Percent by Beat (Sorted Greatest to Least)



Community Input Session

- April 6th
- City Council Chamber
- Co-facilitated with WSSU Justice Studies Department



Winston-Salem

Alternative Strategies

Prevention

Alternatives

Reform

Engagement



Winston-Salem

Project Goals

01

Divert individuals in mental crisis or with mental illness away from the criminal justice system

02

Create an alternative to police response to non-violent mental health calls and provide follow-up services

03

Reduce the per capita number of 911 mental and behavioral health calls for service.



WS BEAR Team

Winston-Salem Behavioral Evaluation And Response Team

- Projected \$700k Budget (ARPA)
- Housed in the Fire Department



Winston-Salem

PROPOSED PILOT PROGRAM

August 2022 – May 2023

1 Lead Clinician/Behavioral Health Coordinator

- M-F, 8am-5pm

4 Clinicians

- Licensed Professional
- M-F, 8am-10pm, staggered

2 Crisis Counselors

- Master's degree in counseling, social work, etc.
- M-F, 1pm-10pm, staggered; on-call nights and weekends

Operating Needs

- Uniforms, Vehicles, Radios, Computers, On-going Training/Development, etc.

Next Steps

- Hire WS BEAR Team staff
- Partner with FC Mobile Integrated Healthcare (MIH) and other existing Mental Health Services/Program
- Train 911 Dispatch in Assessing Mental Health Calls/Review CAD codes to determine if MBH CFS can be better identified at call-taking and dispatch
- Embed Mental Health Professionals in 911 Center (long term)
- Evaluate the data at the end of the pilot, look for additional funding sources, expand program

