



# Community Crisis Response Pilot Program

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# What is an Alternative/Community Crisis Response Team?

- Specialized, non-law enforcement teams responding to eligible non-violent 911 calls for service with a focus on behavioral health and quality of life issues.
- Civilian teams focused on connections to service rather than enforcement
- Most teams include mental health professional, medical professional, and service/peer navigator
- National examples include CAHOOTS (Eugene, OR), Denver STAR, and Portland Street Response

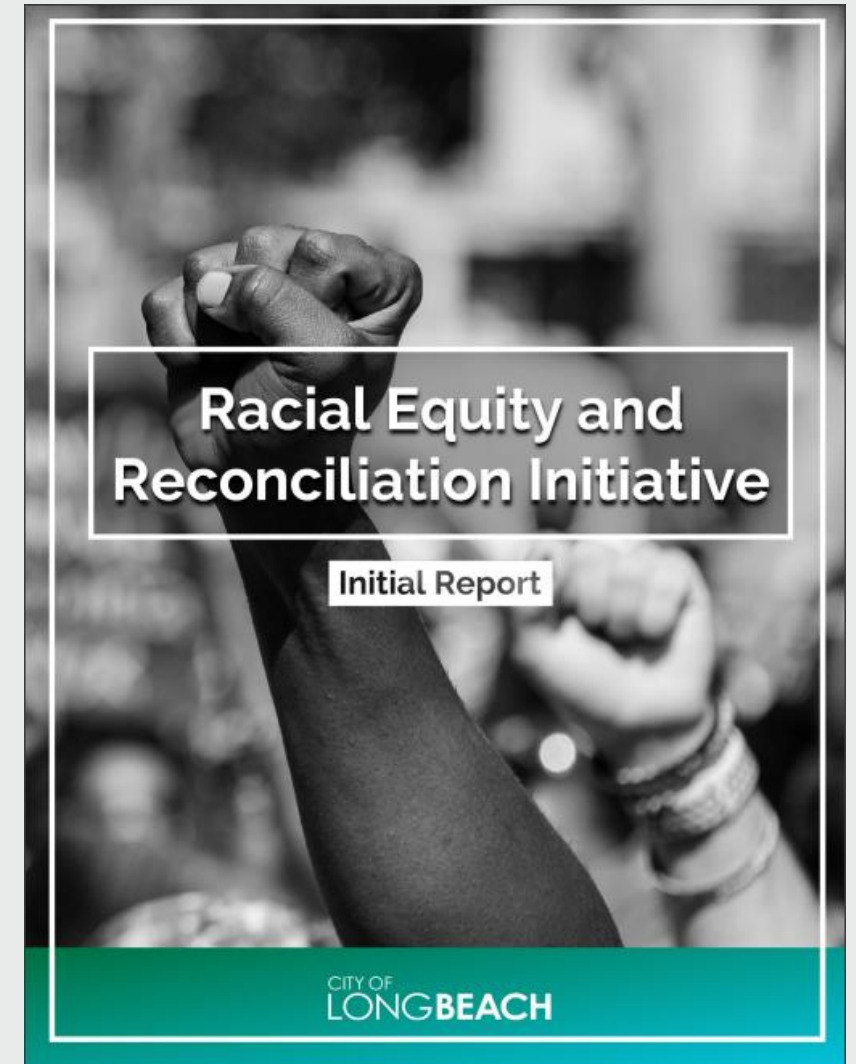




# Long Beach and Alternative Response Team Development

## Framework for Reconciliation

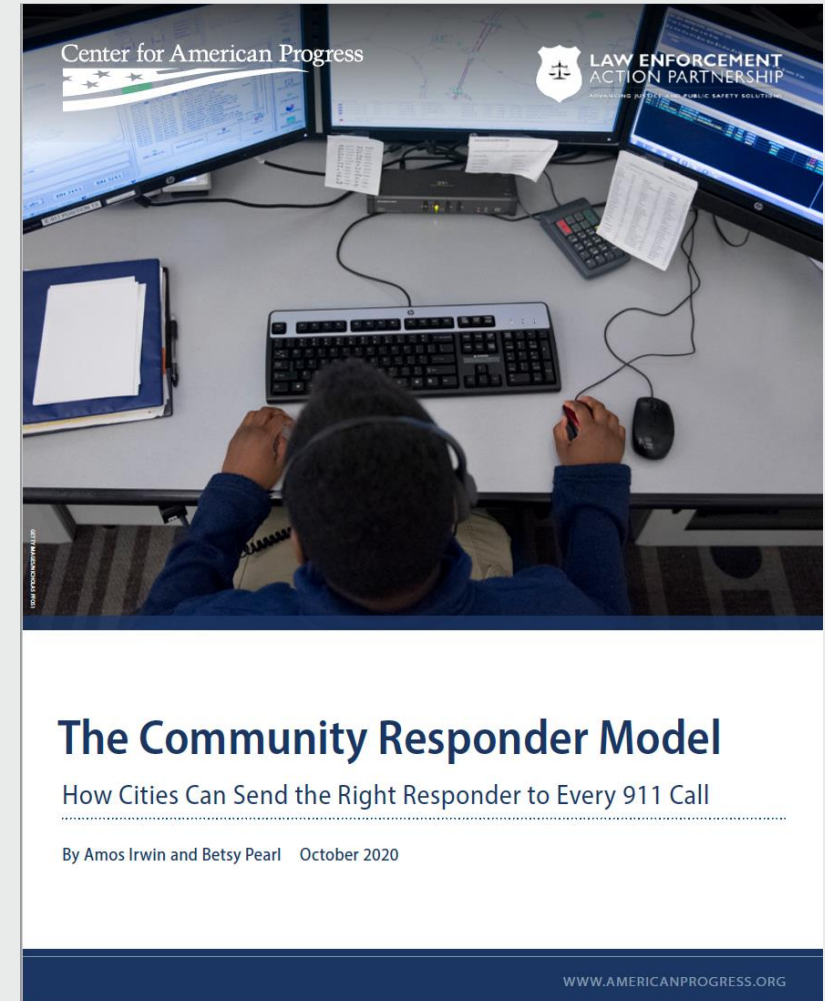
- Following the murder of George Floyd, the Long Beach City Council engaged in an earnest conversation about racism as a public health crisis, the need to restore public trust in City government, and how to reconcile a gap in the experiences of impacted and vulnerable people with current City policies, especially the Black community.
- The protests and public outcry in Long Beach led the City Council to unanimously adopt a Framework for Reconciliation.
- Alternative Models for Addressing Nonviolent Calls for Service is included as one the Framework's potential actions.
- Locally this team will be known as the Community Crisis Response Team (CCR)



# Impacts of Diverting Low Priority Calls for Service

1. Specialized Expertise in Response
2. Improved Connection to Services and Intervention
3. Diversifying and Increasing Public Safety Resources
4. Reduction of Unintentional Escalation or Stigma
5. Reduction in Unnecessary Criminal Justice System Involvement

“To strengthen outcomes for the community and law enforcement alike...Community Responders (CRs) could be dispatched for...calls for service that do not always require police presence, like behavioral health and low-level community conflicts”



# CCR's Development 2020-Today



# CCR Workgroup Summary

**Scope for Community Crisis Response Workgroup:** Recommend model(s) for a non-police, civilian crisis response team to respond to non-violent, non-medical or life-threatening, calls for service related to mental health crises

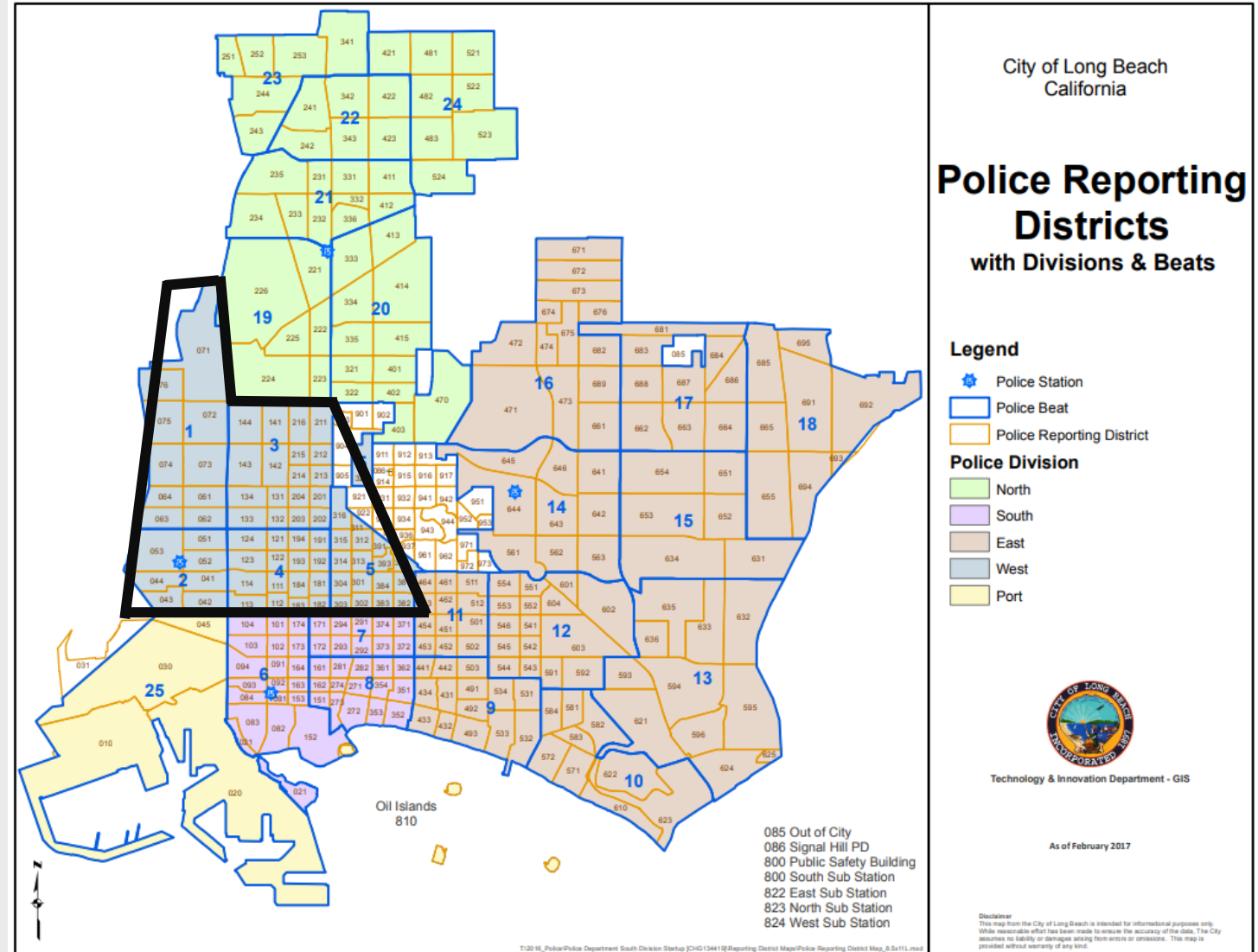
## **CCR Workgroup Members:**

- City Manager's Office, Office of Equity
- City Prosecutor's Office
- Disaster Preparedness & Emergency Communications
- Fire
- Health & Human Services
- Library Services
- Police
- Harvard Kennedy School Government Performance Lab
- Los Angeles County Commission on Human Relations

# CCR Team and Pilot Area

## Pilot Area and Hours

- West division including the Anaheim Corridor
- Hours are tentatively weekdays, 10-5pm.
- Response Teams will respond in a City vehicle (no lights and sirens), outfitted with CAD systems, cell phones and laptops that can connect them to PD Dispatch.
- The responding team will also be in uniforms that are different from PD and FD.



# Types of Police Calls Eligible for Diversion to CCR

## **These calls will be eligible for diversion to the Community Crisis Response Team:**

- Mental Health Crisis (non-violent)
- Suicidal Caller
- Public Intoxication
- Unwelcome Person
- Welfare Check
- Disturbance

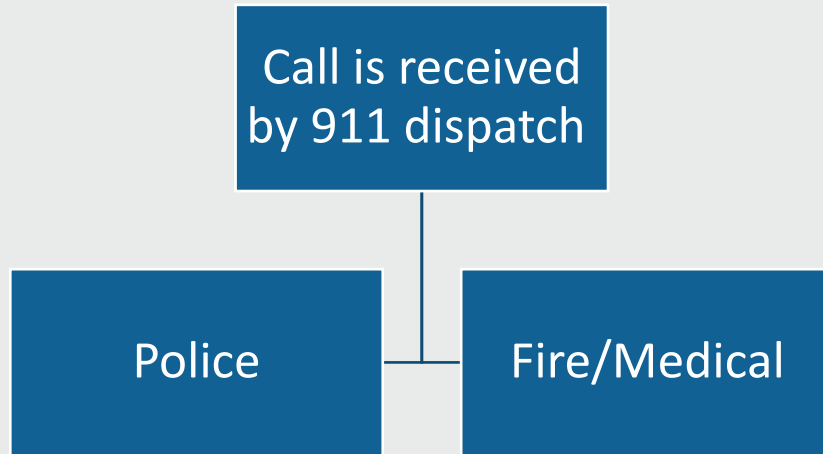
## **So long as they do not meet these exclusionary criteria:**

- Person is exhibiting violent behavior
- Person is in possession of a weapon
- Person is experiencing a medical emergency
- Person is threatening or at imminent risk of hurting self or others
- Person has committed a crime

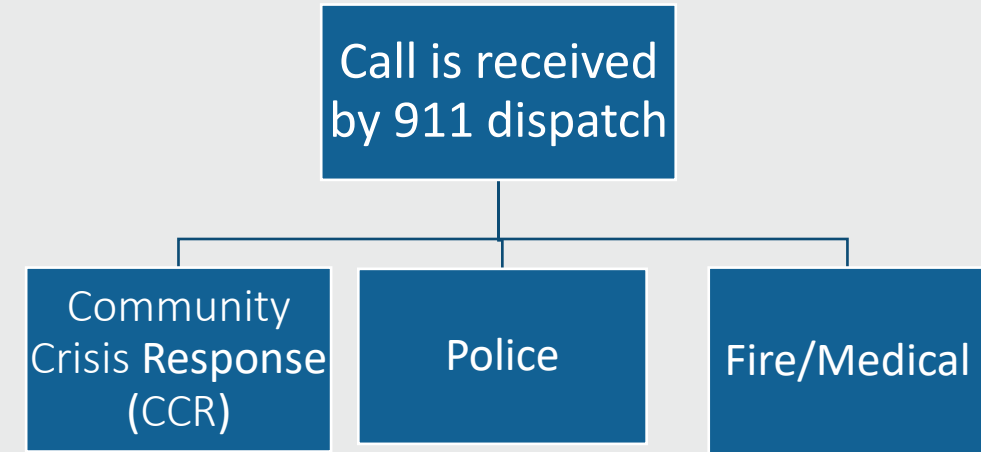


# Long Beach Emergency Response System

Current Emergency Response System

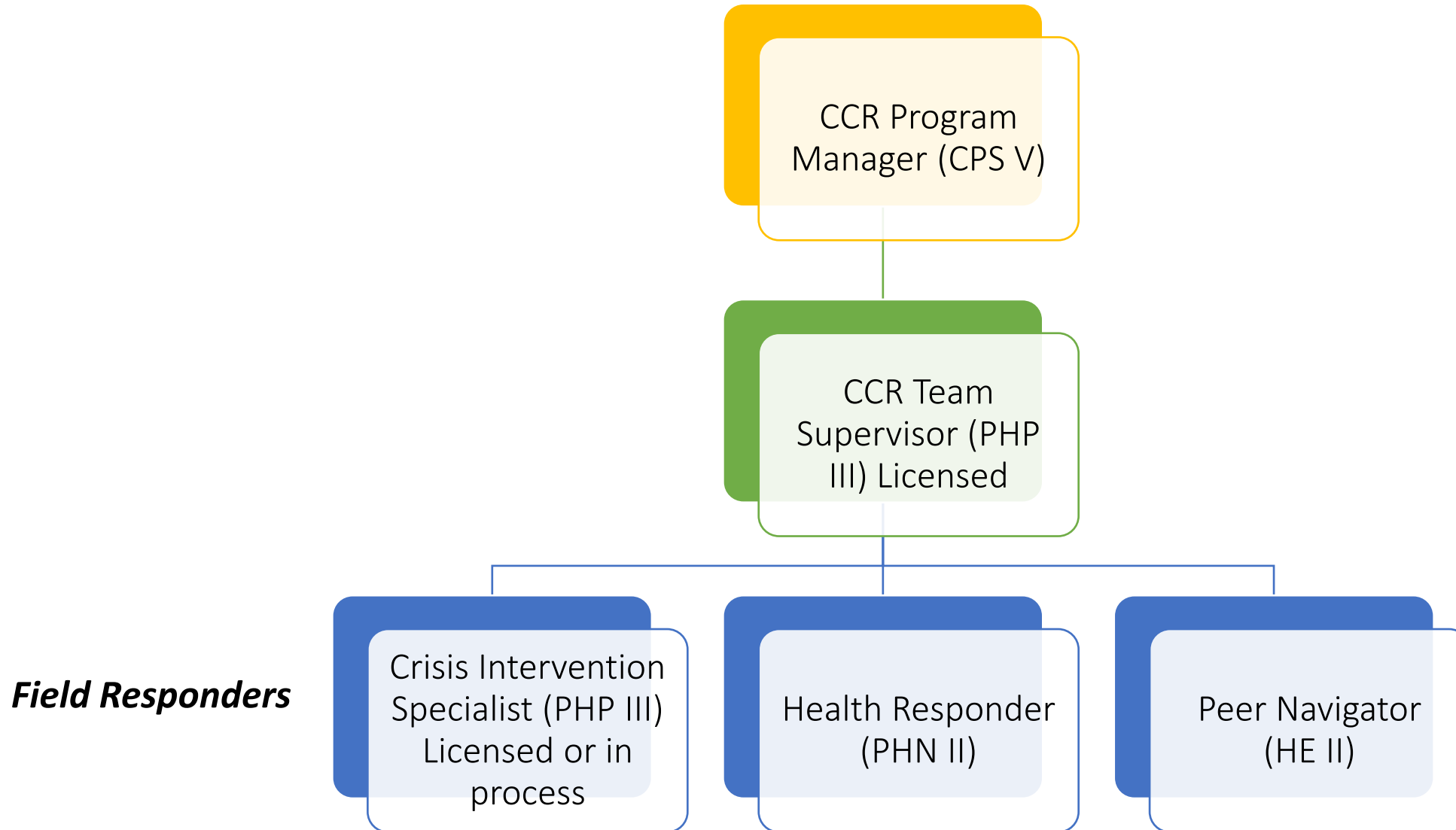


Emergency Response System w/CCR



CCR will serve as an additional emergency response option for certain situations

# CCR Team Daily Operation Structure



# CCR Professional Development

## General Team Trainings

- Cultural Competency and Diversity Training
- How to work with youth/adolescents, older adults, LGBTQIA community, and those experiencing homelessness
- Mandated Reporter training
- Peer Supports 101
- Racial Equity 101
- Resource Navigation
- Team Building

## Mental Health Trainings

- Crisis De-escalation Training
- **Domestic Violence and Victim Advocacy**
- Human Trafficking Awareness and Prevention
- AMSR
- Assessing and Managing Suicide Risk
- Self-care and Wellness
- **Substance use/addiction related to Mental Health**
- Suicidality Assessment and Evaluation
- Trauma Informed Care

## Health Trainings

- **CPR and First Aid**
- **Narcan use training**
- **PPE/Covid Protections and Sharps Training**
- HIPAA/ Ethics
- Strength Based Case Management
- **Substance use / under influence training**

## Scene Trainings

- Defensive/Safe Driving
- **IT Tech On-boarding**
- **Radio and Dispatch Training**
- Ride along (EMT, Police, Dispatcher, Firefighter)
- Scene Safety and Situational Awareness
- Threat Assessment Training

# Data to be Captured by CCR

METRIC	DESCRIPTION
<b>1. Number of People Served</b>	Provide the number of people served. Aggregate level summary of unique individuals served by race, ethnicity, age, zip code, primary language spoken, homelessness status, mental health status, chronic health conditions, Medicaid eligibility. This data should be unduplicated counts where possible.
<b>2. Response Time</b>	Provide the length of time it took for the team to respond to a call for service.
<b>3. Call Closure</b>	Data of how the call ended. Example: resolved on scene, resident refused services, resident was gone on arrival, called for police or ambulance back-up, transportation provided.
<b>4. Demographic Information of Persons Served</b>	Provide the demographic information of the population served, including race, age, gender identity
<b>5. Collaboration with First Responders</b>	Information of calls referred to CCR from police or emergency medical services, or vice versa.
<b>6. Type of Resource/ Referral /Education</b>	Provide the types of resources, referrals, or education provided to the person receiving services.
<b>7. Staff Retention Rate</b>	Number of staff hired, trained and retained on a monthly basis.



# Countdown Until Launch

New Hires to  
Complete  
Background  
Checks and  
Onboarding



Finalize  
Guidelines for  
Responding  
Team



Purchase  
Program  
Supplies and  
Retrofit City  
Vehicle



Complete All  
Trainings



Launch  
Summer 2023



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