

Roadmap to Raleigh's Alternative Response Program

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Raleigh



AGENDA



- ACORNS Program Review and Updates
- Our Research on Alternative Response Programs
- Roadmap to a Raleigh Alternative Response Program
- Next Steps

ACORNS Program Review and Updates





ACORNS Team

ACORNS Team

Addressing Crises through Outreach, Referrals, Networking, and Service

ACORNS Focus

Homelessness, Mental Health Issues and Substance Use Concerns

- 993 Contacts
- Care Navigation using Case Management

"Care and Safety First, Enforcement Last"

ACORNS FOCUS

Addressing Crises through Outreach, Referrals, Networking, and Service

- Respond to a call and provide field services
- Assist with finding services offered by community partners
- Help identify needs and goals to create an individualized care plan
- Maintain communication to discuss and evaluate a care plan
- Help reunite family members
- Assist with reducing likelihood of relapse
- Help transition to long-term stability

ACORNS Team

Addressing Crises through Outreach, Referrals, Networking, and Service

ARPA Funds Allocation - \$800,000

- **Personnel/Salary** – 3 additional ACORNS Social Worker Positions and 1 ACORNS Social Work Supervisor Position
- **Software** – RFP process completed, and vendor selected (\$42,778)
- **Motor Vehicle Upfit** – 2 Transportation Vans and 1 Mobile Office Van (\$154,275)
- **Furniture** (\$8,000)

ACORNS Success Stories

Homelessness – RPD encounters dating back to 2011, ACORNS Detective & ACORNS Social Worker engaged for 1.5 years, housed in October 2023

Mental Health Issues - referral from RPD Trauma Counselor, ACORNS Officers & ACORNS Social Workers responded to scene due to daughter, connected to service provider for medication & advocated to leasing office

Substance Use Concerns - referral from Patrol, ACORNS Officer assisted individual with entering detox, ACORNS Social Worker helped with applying for benefits after going to NCDMV for identification

Our Research on Alternative Response Programs



Independent Review of ACORNS

Recommendation regarding the Unit

- Conducted an independent review to evaluate programs successes and options for expansion
- Because of ACORNS success and current community support...
 - Best operated under police department to address higher acuity cases- similar to co-response in other cities
 - Serve the purpose they were created to address- homelessness, case management, resource connection, etc.
 - Identify and implement additional components of alternative response models to serve the City

Background and Research

Assessing Community Needs

- ***Research Triangle Institute Study in 2020*** for Raleigh and 6 other cohort cities
 - Found lack of resources addressing low acuity and mental health related calls
 - Worked with cities to help develop programs- including Durham HEART
 - Alternative Response Models should aim towards providing tools of de-escalation and connection to resources

Independent Review of Alternative Response Units

- Observation with ACORNS team
- Observation with Raleigh Emergency Communications Center
 - Nurse Navigation Line
- Observation with Durham HEARTS
 - Community Safety Department
 - Discussion regarding CCD program and logistics

Alternative Program Components/ Themes

Component Name	Crisis Call Diversion	Co-Response	Community Response Team	Care Nav. and Case Management
Team Composition	Licensed Clinician/Mental Health Professional	Social Workers and RPD Officers	Social Workers, EMS, and Peer Support Specialists	Social Workers, Peer Support Specialists and/or RPD Officers
Description	911 Call Taker for over the phone support and de-escalation	911 Dispatch to Higher Acuity Calls	911 Dispatch to Lower Acuity Calls	Follow-up and resource connection

Alternative Response Programs

Denver, Colorado- STAR Program

- **Team Composition:** Community Response - Paramedics and mental health clinicians
- **Department:** Public Health and Environment
- **Dispatch:** 911
- **Description:** "STAR provides person-centric mobile crisis response to community members who are experiencing problems related to mental health, depression, poverty, homelessness, and/or substance abuse issues."

Alternative Response Programs

Durham, North Carolina- HEART Program

- **Team Composition:** Co-Response, Community Response Team, Crisis Call Diversion, and Care Navigation
- **Department:** Community Safety
- **Dispatch:** 911
- **Description:** CCD embeds mental health clinicians in Durham's 911 call center. CRT dispatches unarmed three- person teams as first responders to non-violent behavioral health and quality of life calls for service. Care Navigators follow up with people within 48 hours of meeting with one of our first responders to help connect to the community-based care they need and want.

Alternative Response Programs

Eugene, Oregon- CAHOOTS Program

- **Team Composition:** Community Response
- **Department:** Police Department
- **Dispatch:** 911
- **Description:** "Provides mobile crisis intervention response to incidents related to mental health, substance abuse, suicide threats, as well as providing conflict resolution and welfare checks. Two-person teams including a medic and crisis worker in collaboration with the White Bird Clinic. In 2019, out of 24,000 calls the CAHOOTS team received, police backup was requested only 150 times."

Alternative Response Programs

Other Programs in North Carolina

- **Greensboro BHRT-** Co-response team under PD; clinicians and crisis counselors
- **Charlotte CARES-** Pilot community response including clinician and paramedic
- **Winston-Salem BEAR-** Pilot community response under Fire Dept.
- **Chapel Hill Crisis Unit-** Co-response team under Police Dept.

Alternative Response Programs

Programs in Cities with Comparable Population

- **Portland, Oregon PSR- Community response** team under Fire Department: Firefighter, Peer Support Specialist
- **Albuquerque, New Mexico ACS - 4 different team** compositions resembling Durham HEART- Located in Community Safety Department

Alternative Common Program Themes

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Roadmap to a Raleigh Alternative Response Program

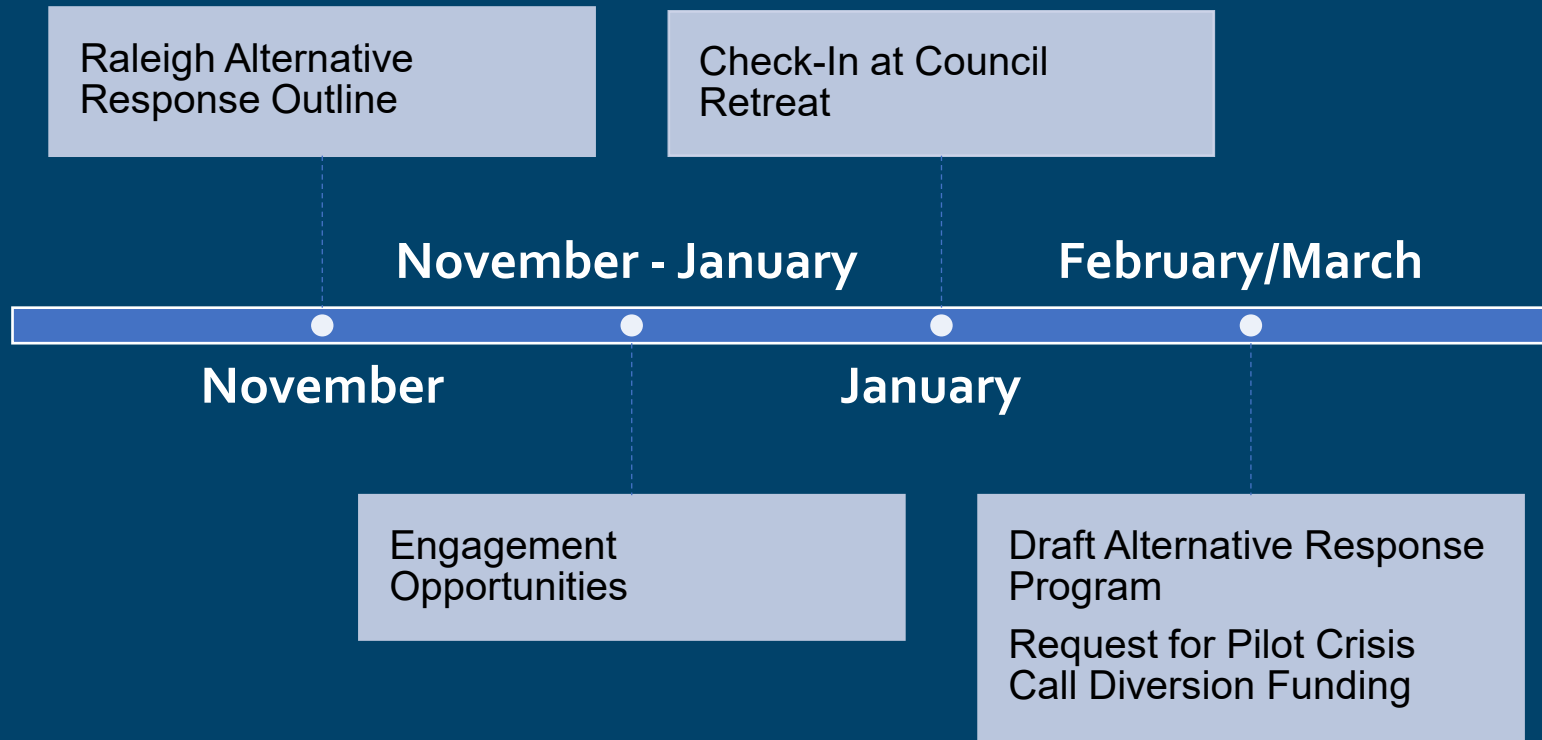


Engagement Overview & Next Steps




Raleigh

Proposed Timeline for Raleigh Alternative Response Model



IAP2 Spectrum of Public Participation

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION 

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Engagement Goals

Consult & Involve

- Work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered
- Reflect those concerns and aspirations into the alternatives developed
- Obtain feedback on common themes
- Extend the opportunity to incorporate additional or missing themes
- Seek ideas on name for an Alternative Response Program

Engagement Plan

Quantitative and Qualitative Data Collection

1. Two Listening Sessions
2. Two Community Workshops
3. One Feedback Telephone Line
4. Five Pop-Ups with the Community Engagement Van
5. One Open House
6. One Online Poll

Next Steps



Stakeholders

Who would we like to reach?

- Raleigh residents
- Community organizations
- Local non-profits
- First responders
- Mental health professionals
- Peer support specialists

Looking Forward

Continued conversations with external partners

- Community Partners: **Raleigh Hearts Coalition, Faith leaders, etc.**
- EMS/connection to nonprofits/orgs: **WakeMed, Allied Health**
- Health and Human Services connection: **Wake County**
- Peer support specialists/community resources: **Healing Transitions, Oak City Cares, etc.**

Next Steps

City Departments

- Within the City of Raleigh
 - **Raleigh Police Department** – Continued work by ACORNS
 - **Raleigh ECC** – FY25 Pilot to establish a crisis call diversion line



Questions



Raleigh