

Alternative Crisis Response Models

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for Indivisible Eastside

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Alameda, CA (population 79,174)

Program Name: Community Assessment Response & Engagement (CARE)
Response Type: Fire Department EMS Based
Who Responds: Licensed Paramedic and an Emergency Medical Technician (EMT)
Dispatch: 911 and police non-emergency line
Description: 24/7/365 alternative response to individuals facing a mental health crisis. Paramedic personnel, who have received training on behavioral health, including crisis de-escalation, safety planning, and psychiatric-holds criteria, respond to mental health crises and contact licensed clinicians from AFS for clinical consultation regarding clinical interventions and verification of the need for involuntary holds, or 5150/5585.
Start Date: December 2021
Status: Pilot, which in Sept. 2022 received \$1.8M from the state to fund the program for another year
Sources:

- <https://patch.com/california/alameda/ca-allocates-1-8m-alameda>
- <https://www.alamedaca.gov/RESIDENTS/Information-for-Residents/Alameda-CARE-Team>
- <https://www.jems.com/community-paramedicine-and-mobile-health/city-of-alameda-ca-behavioral-paramedic-program-dramatically-reduces-ems-transports/>

Alameda County, CA (population 1,716,769)

- Program Name:** Community Assessment and Transport Team CATT
- Response Type:** Community Based
- Who Responds:** A clinician and emergency medical technician respond to crises related to mental health or drug use.
- Dispatch:** 911
- Description:** A clinician and emergency medical technician respond to crises related to mental health or drug use. CATT provides mental health assessment, crisis intervention, medical assessment, information, referral, and transportation to a variety of voluntary settings. CATT hopes to divert individuals who are not in need of involuntary hospitalization or an emergency department whenever possible. 7 days a week, 7am to 11pm
- Start Date:** July 2020
- Status:** Program continues to expand
- Sources:**
- <https://bonitahouse.org/catt/>
 - <https://santacruzlocal.org/2021/05/20/how-alameda-county-addresses-mental-health-crisis-response/>
 - https://mhsoac.ca.gov/sites/default/files/documents/2018-10/Alameda_INN%20Project%20Plan_Community%20Assessment%20and%20Transport%20Team_8.6.2018_Final.pdf
 - https://acmhsa.org/wp-content/uploads/2022/03/MHSA2023Plan_07.pdf
(relevant info on page 564)

Albany County, NY (population 316,976)

Program Name: Albany County Crisis Officials Responding and Diverting (ACCORD)

Response Type: Police Based

Who Responds: Social workers and paramedics

Dispatch: 911

Description: The ACCORD program consists of two response teams, with social workers from the County's Mobile Crisis Team and paramedics from the Sheriff's Office, who have been trained to handle situations involving mental health and nonviolent emergency cases where law enforcement is not essential.

Start Date: June 2021

Status: Pilot with expected expansion in 2023.

Sources:

- <https://www.albanycounty.com/Home/Components/News/News/1204/59>
- <https://www.albanycounty.com/Home/Components/News/News/1662/59>
- <https://www.albany.edu/news-center/news/2022-aiding-mental-health-response-mental-health-crises-ssw-sph-team-receive>
- <https://www.albanycounty.com/Home/Components/News/News/2023/59>
- <https://www.timesunion.com/news/article/Officials-want-to-expand-non-violent-911-call-17430841.php>

Albuquerque, NM (population 568,301)

Program Name:	Albuquerque Community Safety (ACS)
Response Type:	4 different response types which vary based on dispatch protocols
Who Responds:	4 different response team types - mix of licensed clinicians and others. One co-response team for high acuity includes police & licensed clinician.
Dispatch:	911 — Albuquerque Fire & Rescue dispatch
Description:	<p>Behavioral Health Responders work in pairs responding in person or by phone to assist individuals experiencing issues with mental and behavioral health, inebriation, homelessness, addiction, chronic mental illness and other issues that do not require police, fire or EMS. These responders have education and experience in fields including social work, counseling, social services, health, and peer support. They focus on addressing any immediate crisis then connecting individuals to the services they need.</p> <p>Community Responders provide support to community members in need of assistance related to inebriation, homelessness, addiction and mental health. They respond to minor injuries or incapacitation, abandoned vehicles, non-injury accidents, needle pickups, or other calls for service in the community.</p> <p>Street Outreach and Resource Responders provide street outreach in coordination with other City departments and community-based organizations to individuals experiencing homelessness in encampments; conduct in-person assessments; and assist with screening, organizing and prioritizing reports regarding homeless encampments. This team will play no role in code enforcement regarding encampments and will focus on connecting individuals to long-term services.</p>
Start Date:	Sept. 2021

Sources:

- <https://nmindepth.com/2021/01/17/albuquerques-vision-for-non-police-first-responders-comes-down-to-earth/>
- <https://www.brookings.edu/research/innovative-solutions-to-address-the-mental-health-crisis-shifting-away-from-police-as-first-responders/>
- <https://www.abqjournal.com/2437479/citys-community-safety-department-is-up-and-running.html>
- <https://www.cabq.gov/acs/our-response>
- <https://www.startribune.com/why-albuquerques-latest-experiment-in-policing-doesnt-involve-officers/600145781/>
- https://thecrimereport.org/2022/08/24/third-branch-of-public-safety-thrives-in-albuquerque/?mc_cid=274742f603&mc_eid=fc05272f41

Amherst, MA (population 39,995)

Program Name:	Community Responders for Equity, Safety & Service (CRESS)
Response Type:	Community Based
Who Responds:	Civilian responders
Dispatch:	911
Description:	Responders will be available around the clock seven days a week, with the lone exceptions to that coverage being Mondays, Tuesdays and Wednesdays from 1 to 9 a.m. Those times were selected as periods when the program defers to police because the fewest emergency calls come during those time periods.
Start Date:	July 2022
Status:	Launched

Sources:

- <https://www.amherstma.gov/3655/Community-Responders-for-Equity-Safety-S>
- <https://www.masslive.com/police-fire/2022/07/policing-alternatives-amherst-swears-in-first-group-of-unarmed-responders-tasked-with-handling-certain-public-safety-calls.html>
- <https://lawenforcementactionpartnership.org/wp-content/uploads/2021/12/LEAP-Amherst-Community-Responder-Report-Final-1.pdf>
- <https://www.amherstbulletin.com/Community-responders-to-begin-handling-calls-in-August-in-Amherst-46720362>
- <https://www.gazettenet.com/Community-responders-program-in-Amherst-likely-to-launch-in-spring-44805860>
- <https://www.nepm.org/regional-news/2022-03-25/mental-health-alternatives-to-policing-gather-steam-in-western-massachusetts>

Anaheim, CA (population 348,936)

Program Name: Community Care Response Team (CCRT)

Response Type: Community Based

Who Responds: The team is made up of outreach workers, mental health clinicians, nurse practitioners and plain-clothes, private safety officers.

Dispatch: 911 and CCRT Hotline

Description: The goal of the CCRT is to provide more effective outreach and better use city resources by diverting homeless calls from the Anaheim Police Department.

Start Date: January 2021

Sources:

- <https://behindthebadge.com/anaheim-shifts-thousands-of-homeless-calls-from-police-to-a-new-team-and-the-results-bring-hope/>
- <https://www.anaheim.net/5808/Community-Care-Response-Team>
- <https://cls.soceco.uci.edu/news/livable-cities-lab-evaluates-community-response-program>
- <https://abc7.com/anaheim-homeless-community-care-response-teams-housing/10594228/>

Anchorage, AK (population 291,131)

Program Name: Mobile Crisis Team

Response Type: Fire Department EMS Based Response

Who Responds: Paramedic and a behavioral health clinician

Dispatch: 911

Description: Response team includes behavioral health clinicians, paramedics and case managers — people who are trained to listen to and stabilize someone in a crisis and then connect them with the resources they need, whether it's medical care, a shelter referral or other social services.

Start Date: Summer 2021

Status: Program received additional funding to expand May 2022

Sources:

- <https://www.alaskapublic.org/2020/11/29/new-mobile-crisis-team-to-shift-mental-health-crisis-response-from-police-to-behavioral-health-experts/>
- <https://www.adn.com/alaska-news/anchorage/2020/11/24/anchorage-funds-a-new-mental-health-first-responder-team/>
- <https://mustreadalaska.com/new-mental-health-crisis-team-in-anchorage-for-some-crisis-police-calls/>
- <https://www.adn.com/alaska-news/anchorage/2021/11/05/a-new-team-of-anchorage-first-responders-focuses-on-mental-health-crises-officials-say-it-frees-up-hospital-beds-and-public-safety-resources/>
- <https://alaskapublic.org/2022/08/15/anchorages-mobile-crisis-team-hopes-funding-to-operate-24-7-will-expand-ability-to-addresses-mental-health-crises/>

Athens, GA (population 129,687)

Program Name:	Alternative Response Team (ART)
Response Type:	Community Based
Who Responds:	Medical professional such as an EMT, a licensed clinician and a peer specialist
Dispatch:	911
Description:	The Alternative Response Team is described as a “civilian community response team” and will be dispatched for "non-emergency behavioral events." The team will be operated by Advantage Behavioral Health Systems, a local mental health organization.
Start Date:	TBD
Status:	Athens-Clarke Commission approved a new team of mental health professionals to respond to non-emergency 911 calls in Oct. 2021 with \$276,800 from the American Rescue Plan. They appear to be in the hiring stage as of July 2022.

Sources:

- <https://www.onlineathens.com/story/news/politics/government/2021/10/07/athens-clarke-commission-approves-alternate-response-team/6037767001/>
- <https://athenspoliticsnerd.com/alternative-crisis-response-teams-pilot/>

Atlanta, GA (population 514,457)

Program Name: Policing Alternatives & Diversion Initiative (PAD)
Response Type: Community Based
Who Responds: Two-person PAD Harm Reduction team
Dispatch: 311 (non emergency version of 911)
Description: PAD accepts referrals for quality of life concerns. Provides APD, MARTA, and Georgia Tech police officers with the ability to divert to PAD when an individual is detained for law violations related to mental health, substance use, and extreme poverty. Also provides housing support and case management through our Care Navigation team, building relationships to support people in achieving their goals for a more stable and healthy life. Our services are grounded in the principles of harm reduction and housing first.

Start Date: January 2021
Status: Full Program Implementation

Sources:

- <https://www.atlantapad.org>
- <https://www.ajc.com/news/atlanta-news/an-alternative-to-911-atlanta-311-line-now-takes-non-emergency-mental-health-drug-calls/QKOTMAAREJAHFE2J53HDLYTRCM/>
- <https://www.washingtonpost.com/opinions/interactive/2021/reimagine-safety/incident-response-police-public-safety/>
- <https://static1.squarespace.com/static/5e9dddf40c5f6f43eacf969b/t/62d17b64d443b62b622cb884/1657895782646/PAD+June+Monthly+Report.pdf>

Aurora, CO (population 398,497)

Program Name: Aurora Mobile Response Team (AMRT)

Response Type: Community Based

Who Responds: Mental health clinician and paramedic

Dispatch: 911

Description: The Aurora Mobile Response Team (AMRT) partners mental health and medical professionals to serve as an additional emergency services response for individuals identified to be experiencing a behavioral health crisis.

Start Date: August 2021

Status: 6-Month Pilot which has received additional funding

Sources:

- https://www.auroragov.org/residents/neighborhood_resources/aurora_mobile_response_team
- https://cdn5-hosted.civiclive.com/UserFiles/Servers/Server_1881137/File/Residents/Aurora%20Mobile%20Response%20Team/AMRT%20End%20of%20Pilot%20Final%20Report.pdf
- <https://www.upworthy.com/police-department-sends-health-professionals-instead-of-cops-to-911-behavioral-health-calls?rebelltitem=1#rebelltitem1>
- <https://www.cbsnews.com/colorado/news/aurora-mobile-response-team-begins-second-year-operations-responding-emergency-calls/>

Austin, TX (population 996,147)

Program Name:	Austin Coordinated Access to Resources and Essential Services (Austin CARES)
Response Type:	Community Based
Who Responds:	Civilian-only response system modeled on CAHOOTS, as well as a homeless street outreach team and a traditional mobile crisis team
Dispatch:	911
Description:	<p>Multi-agency collaboration involving the Austin Police Department (APD), Austin-Travis County Emergency Medical Services (ATCEMS), and Integral Care, the local community mental health center.</p> <p>The project team has fully implemented its reforms to the mental health dispatch process for 911 and developed a training process to help dispatch call staff better detect unstated crises and more effectively communicate needs to responding personnel while reducing risk of escalation on scene. The communications center has also added a fourth option to an incoming 911 call, in which the caller now has the option to choose between police, fire, EMS, or mental health services. The city has developed protocols for which team to dispatch based on the presence or lack of perceived public safety risks.</p>
Start Date:	Projected start date of early 2022 for an initial team which is projected to serve at least 20% of the 44,0002 mental health calls made annually by the 975,000 residents of the city.
Status:	Mental health clinician in dispatch since 2019. Community responder program added 2022.

Sources:

- https://mmhpi.org/wp-content/uploads/2020/06/MDRT_Texas-Statewide-Snapshot.pdf
- <https://www.austintexas.gov/edims/document.cfm?id=302634>
- <https://www.fox7austin.com/news/911-calls-austin-pd-mental-health-clinicians>
- <https://talk.crisisnow.com/austins-911-call-center-integrates-mental-health-call-crisis-diversion/>
- <https://www.fox7austin.com/news/crisis-counselors-responding-to-more-mental-health-calls-in-austin>
- <https://www.austintexas.gov/publicsafety/about>

Bellingham, WA (population 93,602)

- Program Name:** Alternative Response Team (ART)
- Response Type:** Community Based
- Who Responds:** Two-person teams of a behavioral health specialist and a public health nurse
- Dispatch:** 911
- Description:** The Alternative Response Team (ART) will work closely with the existing Mobile Crisis Outreach Team (MCOT) and WhatComm dispatch, who will be able to send two-person teams of a behavioral health specialist and a public health nurse for calls that don't need EMS or law enforcement. Using funding allocated by the 2022 state legislature, the program is slated to begin in mid-summer to early fall of 2022.
- Start Date:** Fall 2022
- Status:** Not yet launched
- Sources:**
- <https://www.whatcomcounty.us/CivicSend/ViewMessage/message/168809>
 - <https://www.westernfrontonline.com/article/2021/05/unarmed-crisis-response>

Boston, MA (population 687,257)

Program Name:	TBD
Response Type:	EMS response, Community-based response, Police co-response
Who Responds:	One of three types of teams
Dispatch:	911
Description:	Three Pilot programs: Alternative response will deploy teams of Emergency Medical Technicians and mental health workers / Community-led response led by trained community members/Co-response dedicated teams of police officers and mental health workers
Start Date:	Dec. 2021-May 2022 design phase
Status:	Pilot (4 FTEs for Boston EMS to staff new alternative response unit included in 2023 budget.)

Sources:

- <https://www.boston.gov/news/pilot-mental-health-emergencies-announced>
- <https://www.boston.gov/health-and-human-services/mental-health-crisis-response>
- <https://www.mma.org/boston-launches-pilot-program-to-address-911-mental-health-calls/>
- <https://www.boston.com/news/local-news/2021/10/22/bostonians-sought-to-improve-the-citys-response-to-mental-health-emergencies/>
- <https://commonwealthmagazine.org/courts/compassionate-response-to-911-calls-with-social-workers-makes-sense/>
- <https://www.boston.gov/sites/default/files/file/2022/06/BOH%20Slides%20April%2020%202022.pdf>

Chicago, IL (population 2,756,546)

Program Name:	Alternate Response Teams (under the Crisis Assistance Response and Engagement or CARE co-responder program)
Response Type:	Police Based
Who Responds:	Paramedic and mental health professional team.
Dispatch:	911
Description:	Alternate Response Teams launched May 2022. MHP embedded in 911 dispatch too. A third model where a paramedic and a peer recovery specialist will respond to substance use will launch fall 2022.
Start Date:	May 2022
Status:	Pilot

Sources:

- <https://news.wttw.com/2022/05/26/chicago-expanding-911-alternative-response-pilot-southwest-side-communities>
- <https://blockclubchicago.org/2021/09/02/chicago-rolls-out-mental-health-emergency-teams-to-reduce-police-encounters-with-people-in-crisis/>
- <https://news.wttw.com/2022/06/23/city-launches-new-dashboard-track-911-alternative-response-program>
- https://www.us-amsa.org/wp-content/uploads/2022/03/CARE_onepager_v1_English.pdf
- https://www.chicago.gov/city/en/depts/mayor/press_room/press_releases/2021/august/MentalHealthInitiative.html
- <https://www.chicagotribune.com/news/breaking/ct-mental-health-response-programs-20220801-b6oux6lejjccfiuj5evzqjmbd4-story.html>

Cincinnati, OH (population 311,791)

Program Name: Alternative Response to Crisis Team (ARC)
Response Type: Fire Department EMS Based Response
Who Responds: Licensed behavioral health clinician and a Fire Department paramedic
Dispatch: 911
Description: 6-month pilot starting July 2022 The plan calls for the creation an Alternative Response to Crisis Team (ARC) that will be part of the 911 system's response to behavioral health calls and other community services.
Start Date: July 2022
Status: Pilot

Sources:

- <https://spectrumnews1.com/oh/columbus/sports-news/2022/05/05/cincinnati-to-send-unarmed-health-professionals-to-nonviolent-mental-health-calls>
- <https://www.cincinnati-oh.gov/ecc/arc/>
- <https://www.cincinnati-oh.gov/ecc/news/arc-announcement/>
- <https://public.powerdms.com/cincinnati/documents/2578548>

Contra Costa, CA (population 1,189,307)

Program Name: Anyone, Anywhere, Anytime (A3)

Response Type: Community Based Response

Who Responds: A response team that best meets the caller's needs will be dispatched for timely, in-person support.

Level 1: This team is for calls requiring a welfare check, is low-risk for escalation and can address social needs. Peer Support Specialist*
Emergency Medical Technician (EMT)

Level 2: This team is for calls where a person is experiencing an acute and serious behavioral health crisis or in need of further assessment. Peer Support Specialist Licensed Clinician Substance Abuse Counselor (if needed)

Level 3: This team is for calls where a person is experiencing an acute and serious behavioral health crisis with the possibility of the situation escalating and creating safety concerns. While we want to lessen the need for law enforcement, we recognize that is sometimes an appropriate response. Peer Support Specialist Licensed Clinician Law Enforcement

Dispatch: 911, 211 and Community Crisis Hub

Description: Calls will be triaged by trained personnel and response teams will include behavioral health specialists, who will coordinate with other first responders.

Start Date: January 2022

Status: Pilot

Sources:

- <https://localnewsmatters.org/2022/01/17/contra-costas-new-a3-crisis-unit-helps-prioritize-mental-health-call-response/>
- <https://patch.com/california/concord-ca/city-concord-cities-county-win-award-behavioral-health-program>
- <https://cchealth.org/a3/>
- <https://www.ci.richmond.ca.us/ArchiveCenter/ViewFile/Item/12122>

Dayton, OH (population 136,868)

Program Name: Dayton Mediation Response Unit

Response Type: Community Based

Who Responds: Two-person team from five trained responders with a wealth of experience and certification in areas such as crisis response, de-escalation, conflict resolution and community development and relationship building

Dispatch: 911

Description: Alternative response to 911 calls that include but are not limited to: noise complaints, neighbor/roommate disputes, barking dogs, loitering, unruly juvenile complaints. A call taker will divert 911 calls deemed appropriate for MRU. If the situation can be resolved with a phone call, the caller will be provided with information, connected to resources and case management services provided. If an on-scene response is warranted, a two-person team will be dispatched to the scene.

Start Date: Soft launch May 2022

Status: In the first 283 hours the MRU had 251 calls.

Sources:

- <https://spectrumnews1.com/oh/columbus/news/2021/11/20/unarmed-mediators-instead-of-police-to-respond-to-non-emergency-911-calls>
- <https://www.daytonmediationcenter.org/copy-of-mediation-response-unit-mru>
- <https://www.mediate.com/providing-mediation-as-an-alternative-response-to-low-emergent-911-calls-within-the-city-of-dayton/>
- https://www.sinclairclarion.com/home/local/2022/03/24/dayton-implements-mediator-response-unit-as-part-of-police-reform/?utm_source=rss&utm_medium=rss&utm_campaign=dayton-implements-mediator-response-unit-as-part-of-police-reform
- <https://www.daytonmediationcenter.org/copy-of-mediation-response-unit-mru>
- https://www.youtube.com/watch?v=HqhHiOR4_LA
- <https://spectrumnews1.com/oh/columbus/news/2022/08/22/dayton-officials-cite-progress-in-first-few-months-of-mediation-based-alternative-911-response>
- <https://spectrumnews1.com/oh/columbus/news/2021/11/20/unarmed-mediators-instead-of-police-to-respond-to-non-emergency-911-calls>

Denver, CO (population 738,594)

Program Name:	STAR (Support Team Assisted Response)
Response Type:	Community Based as of Jan 2022 (Initially Police Based)
Who Responds:	Paramedics and mental health clinicians
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.
Start Date:	June 2020
Status:	Program expanding in 2022 - increasing their fleet to include five additional vans, seven more mental health clinicians from the Mental Health Center of Denver and four more paramedics with Denver Health. It also includes the addition of two emergency medical technicians to the team.

Sources:

- <https://denverite.com/2021/02/02/in-the-first-six-months-of-health-care-professionals-replacing-police-officers-no-one-they-encountered-was-arrested/>
- https://wp-denverite.s3.amazonaws.com/wp-content/uploads/sites/4/2021/02/STAR_Pilot_6_Month_Evaluation_FINAL-REPORT.pdf
- <https://www.9news.com/article/news/denver-star-program-results-police/73-90e50e08-94c5-474d-8e94-926d42f8f41d>
- <https://denverite.com/2022/02/14/after-starting-out-with-just-one-van-denvers-star-program-will-expand-to-six-this-year/>
- <https://kdvr.com/news/local/denvers-co-responder-star-program-is-expanding-after-receiving-additional-funding/>
- <https://www.denverpost.com/2020/09/06/denver-star-program-mental-health-police/>

Durham, NC (population 294,542)

- Program Name:** Holistic Empathetic Assistance Response Teams (HEART)
- Response Type:** Community Based
- Who Responds:** Crisis Call Diversion (CCD): Licensed mental health clinicians.
Community Response Teams (CRT): Licensed mental health clinicians, peer support specialists and EMTs.
Care Navigation (CN): Licensed mental health clinicians and peer support specialists.
- Dispatch:** 911
- Description:** CCD embeds mental health clinicians in Durham's 9-1-1 call center. CRT dispatches unarmed 3-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. These new first response teams will operate under the name of HEART, which stands for Holistic Empathetic Assistance Response Teams. HEART responders will wear a distinct logo on their apparel and vehicles to help distinguish them in the community.
- Start Date:** June 2022
- Status:** Pilot
- Sources:**
- <https://www.durhamnc.gov/4576/Community-Safety>
 - <https://www.wral.com/in-durham-unarmed-responders-will-answer-911-calls-for-those-having-a-mental-health-crisis/20351691/>
 - <https://www.cbs17.com/news/local-news/durham-county-news/harvard-university-project-to-help-durham-rethink-who-shows-up-to-non-violent-911-calls/>
 - <https://www.dukechronicle.com/article/2022/03/durham-community-safety-department-gun-violence-police-mental-health-emt-city-council-member-jillian-johnson>
 - <https://www.wral.com/durham-s-unarmed-first-responders-are-making-an-impact-data-shows/20439589/>
 - <https://app.powerbigov.us/view?r=eyJrIjo1MWQ1YzViMGYtYmI1MCoONWm3LTg1NWUtMjdjNzk3NWNlYzU0IiwidCI6IjI5N2RlZjgyLTkoMzktNDM4OC1hODA4LTM1NDhhNGVjZjQ3ZCJ9&pageName=ReportSection7606ef27f6ee056e6f9f>

Eugene, OR (population 180,748)

Program Name:	CAHOOTS (Crisis Assistance Helping Out On The Streets)
Response Type:	Community Based
Who Responds:	Medic (nurse or EMT) & experienced crisis worker.
Dispatch:	911 (and some direct calls). Officers & staff on same radio.
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.
Start Date:	1989
Status:	Fully implemented for over 3 decades
Sources:	

- <https://www.eugene-or.gov/4508/CAHOOTS>
- <https://www.eugene-or.gov/DocumentCenter/View/56581/911-Process-Infographic>
- <https://www.theatlantic.com/politics/archive/2020/12/cahoots-program-may-reduce-likelihood-of-police-violence/617477/>
- <https://www.brookings.edu/research/innovative-solutions-to-address-the-mental-health-crisis-shifting-away-from-police-as-first-responders/>
- <https://www.eugene-or.gov/DocumentCenter/View/56717/CAHOOTS-Program-Analysis>
- <https://podcasts.apple.com/us/podcast/ep-4-a-ride-along-with-a-police-alternative-season-2/id1506062690?i=1000506927327>
- <https://news.yahoo.com/trillium-partners-cahoots-using-funding-234349844.html?guccounter=1>

Flagstaff, AZ (population 79,023)

Program Name: Community Alliance Response and Engagement (CARE team)
Response Type: Fire Department EMS Based
Who Responds: Mental health professional and EMT
Dispatch: 911
Description: Mental health response team dispatched through 911 system
Start Date: March 2022
Status: \$2.5 million three-year contract with Terros Health in March, funding the creation of a mental health response team

Sources:

- <https://www.jems.com/news/mental-health-first-responders-reflect-on-first-four-months-of-operation-in-flagstaff/>
- <https://www.azfamily.com/2022/04/28/new-care-team-helps-flagstaff-polices-call-response-does-outreach/>

Garden Grove, CA (population 172,163)

Program Name: Be Well OC Mobile Response

Response Type: Community Based

Who Responds: Two crisis counselors

Dispatch: 911

Description: The Be Well OC Mobile Response Team specializes in de-escalation and can provide counseling, information, referrals, transportation to services, and ongoing case management. Additionally, the team can assist with a variety of non-emergency, non-medical situations. The team can transport willing individuals to a shelter or other location where their short-term, and long-term needs can be met. They can also help with welfare checks, death notifications, domestic issues, addiction, and other similar issues.

Start Date: October 2021

Status: One-year Pilot

Sources:

- <https://www.calcities.org/news/post/2021/10/27/garden-groves-mobile-response-team-provides-free-emergency-mental-health-care>
- <https://ggcity.org/be-well-oc-garden-grove>
- <https://voiceofoc.org/2021/06/orange-county-cities-join-growing-movement-to-use-social-workers-not-cops-for-homeless-and-mental-health-response/>

Half Moon Bay, CA (population 11,889)

Program Name: Crisis Assistance Response & Evaluation Services (CARES)
Response Type: Community Based
Who Responds: Bilingual team of EMT and behavioral health clinician
Dispatch: 911
Description: 911 dispatch operators will now have the option to deploy the CARES mobile crisis unit made up of a certified emergency medication technician and behavioral health clinician trained in de-escalation and suicide prevention.
Start Date: March 2022
Status: Successful pilot which expanded July 2022 and has been funded through June 2023.

Sources:

- <https://www.coastsidebuzz.com/city-of-half-moon-bay-celebrates-launch-of-crisis-assistance-response-and-evaluation-services-cares-pilot-program/>
- https://www.hmbreview.com/news/cares-team-expands-beyond-city-to-midcoast/article_faca56f8-odb7-11ed-802a-2f833235a233.html
- <https://www.half-moon-bay.ca.us/844/CARES---Crisis-Assistance-Response-Evalu>
- https://www.hmbreview.com/news/collaboration-unlocks-cares-program/article_26075eba-a62a-11ec-a7a0-83363f604ccf.html

Harris County, TX (population 4,858,883)

Program Name:	Holistic Assistance Response Teams (HART)
Response Type:	Community Based
Who Responds:	HART teams consist of trained social workers, behavioral health, medical professionals
Dispatch:	911
Description:	911 dispatchers will identify non-violent, non-emergency calls appropriate for a HART response and send teams to the scene; other first responders (EMS, law enforcement, and Fire Departments) can also call on HART directly. HART responders will use their behavioral and medical health training to resolve calls on site and to connect residents to follow-up resources to promote ongoing health and safety.
Start Date:	March 2022
Status:	Pilot
Sources:	

- https://www.hcp1.net/media/Priorities%20and%20Initiatives/HART/Summary_Harris%20County%20Violence%20Prevention%20and%20Responder%20Programs_080921.pdf
- <https://www.click2houston.com/news/local/2022/02/09/harris-county-public-health-to-announce-new-violence-prevention-programs/>
- <https://safercitiesresearch.com/the-latest/three-things-to-read-this-weekend-3>

Hartford, CT (population 120,310)

Program Name: Hartford Emergency Assistance Response Team (HEARTeam)

Response Type: Community Based

Who Responds: Licensed clinicians and peer responders

Dispatch: 911

Description: The HEARTeam (Hartford Emergency Assistance Response Team) is a coalition of three partner organizations who provide an alternative response to emergency calls for service involving residents in emotional crisis, including mental health episodes. The HEARTeam initiative will allow for a tailored emergency response. Upon receiving a call to 911, emergency dispatchers will assess the situation and send HEARTeam responders to assist in the situations where specialized non-law enforcement intervention is most effective. Each of the three partner organizations will have a distinct responsibility within the HEARTeam.

Start Date: March 2022

Status: Implementation will occur over a 5-year period, during which efficacy will be monitored and analyzed to evaluate remaining gaps in response and/or to enhance areas that work particularly well.

Sources:

- <https://www.hartfordct.gov/Government/Departments/Mayors-Office/Mayor-Initiatives/HEARTeam#section-1>
- <https://www.hartfordct.gov/Government/Departments/Mayors-Office/Mayor-News/HEARTeam>
- <https://www.wheelerclinic.org/news/hearteam-hartford-emergency-response-team-launches>
- <https://www.fox61.com/article/news/health/hearteam-civilian-crisis-response/520-c79f860e-3f78-48eb-9372-8e3c36480a05>
- <https://www.youtube.com/watch?v=bOQsLOojGpI>
- https://uploads-ssl.webflow.com/5f2388064e49036b92d05c78/62e92f9341947b0395a19f59_IMPLEMENTATION%20GUIDEBOOK2.pdf (see page 15)

Houston, TX (population 2,345,606)

Program Name:	Mobile Crisis Outreach Team Rapid Response (MCOT-RR)
Response Type:	Community Based
Who Responds:	Licensed Clinician or Master Level Clinician paired with a Bachelor Level Clinician
Dispatch:	911
Description:	Non-law enforcement alternative response to non-violent, non-criminal, mental health 911 calls that Crisis Call Diversion (CCD) could not divert over the phone. (CCD has embedded crisis phone counselors within 911 since 2016)
Status:	April 2022 the City Council approved \$12m to expand the program and permanently fund 18 teams.

Sources:

- <https://www.houstontx.gov/council/committees/pshs/20220217/Harris-Center-Crisis-Intervention-Initiatives.pdf>
- <https://www.youtube.com/watch?v=nHXg6kdPkho>
- <https://www.chron.com/news/houston-texas/article/Houston-City-Council-expands-police-mental-health-17078028.php>

Huntington Beach, CA (population 200,455)

Program Name: Be Well Huntington Beach

Response Type: Community Based

Who Responds: Two crisis counselors

Dispatch: 911

Description: 24/7 community-based assessment and stabilization of individuals experiencing psychological crisis, challenges related to substance abuse, and other non-medical emergency challenges This service is designed to deliver better outcomes for those suffering from mental illness crises throughout Huntington Beach, while relieving law enforcement from a significant portion of these incidents which do not involve violence, weapons, or clearly criminal conduct.

Start Date: August 2021

Status: Received \$1.5m in state funds in July 2022

Sources:

- <https://huntingtonbeachca.gov/files/users/residents/Be-Well-FAQ.pdf>
- <https://www.audacy.com/knxnews/news/local/mobile-teams-replace-police-on-some-huntington-beach-calls>
- <https://laist.com/news/criminal-justice/huntington-beach-the-latest-city-to-respond-to-some-mental-health-crises-without-police>

Irvine, CA (population 326,730)

Program Name: Mobile Crisis Response Team (MCRT)

Response Type: Community Based

Who Responds: Two crisis counselors

Dispatch: 911

Description: Teams provide in-community assessment and stabilization services. The team also provides appropriate information, referrals, transportation to services, and additional follow-up support and case management to help address mental health-related situations.

Start Date: June 2022

Status: One-year Pilot

Sources:

- <https://www.cityofirvine.org/irvine-police-department/be-well-irvine>
- <https://spectrumnews1.com/ca/orange-county/mental-health/2022/06/01/irvine-launches-mobile-response-pilot-program-for-people-in-crisis>

Ithaca, NY (population 32,526)

Program Name:	Division of Community Solutions
Response Type:	Community Based
Who Responds:	Teams of two unarmed civilian responders
Dispatch:	911
Description:	Unarmed civilians will respond to animal bites and problems, fraudulent checks, child abuse, civil complaints, escorts, outside fires and fireworks, fraud, hazardous materials, welfare checks, and other lower concern service calls, like parking issues or noise complaints, etc.
Start Date:	TBD
Status:	Not yet implemented. Still in planning phase.

Sources:

- https://www.cityofithaca.org/DocumentCenter/View/13725/WG_IthacaReport_Final
- <https://ithacavoices.com/2022/03/will-the-new-division-of-community-solutions-be-overwhelmed-and-other-answers-to-remaining-police-reform-questions/>
- https://www.ithaca.com/news/ithaca/council-accepts-report-of-reimagining-public-safety-working-group/article_3d2bc818-fe88-11ec-b712-2712d1293dd2.html

Kirkland, WA (population 100,853)

Program Name:	Community Responder Program
Response Type:	Developing Community Responder program will be based within the City Manager's office
Who Responds:	Behavioral Health professionals
Dispatch:	911
Description:	The City's new Community Responder team responds to 9-1-1 calls in coordination with Kirkland police officers and/or firefighter/EMT when a call for service has an underlying behavioral health component. Although responding with public safety personnel, the innovative new Community Responder Program is housed in the City Manager's Office. One of the objectives of the program is to reduce over-reliance on police as a primary response to 9-1-1 calls involving community members in behavioral health crises. The Community Responder Program was initially funded in the City's 2021-2022 budget as part of the Community Safety Initiative. Kirkland is exploring merging this program with the RADAR Navigator program already in place with Bothell, Lake Forest Park, Kenmore and Shoreline.
Start Date:	Sept. 2022
Status:	Added funding for non-police community based responders in 2022
Sources:	

- https://www.kirklandwa.gov/files/sharedassets/public/city-council/agenda-documents/2021/january-5-2021/7b_special-presentation.pdf
- https://www.kirklandwa.gov/files/sharedassets/public/city-council/agenda-documents/2022/april-5-2022/7b_special-presentation.pdf
- <https://www.governmentjobs.com/careers/kirklandwa/jobs/3438585/mental-health-professional-community-responder-program-manager>
- <https://www.kirklandwa.gov/Government/City-Managers-Office/Community-Responder-Program>
- <https://www.kirklandwa.gov/Whats-Happening/News/Kirkland-Welcomes-Two-Newest-Community-Responders>

Long Beach, CA (population 470,000)

Program Name:	Restorative Engagement to Achieve Collective Health (REACH)
Response Type:	Community Based
Who Responds:	Each team has three or four people, including a public health nurse and a mental health clinician
Dispatch:	911
Description:	Specialized teams focus on increasing access to mental and physical health services as well as housing and case management resources, while reducing impacts to the emergency response system and addressing the root cause of homelessness.
Start Date:	July 2021
Status:	Expected expansion into weekends when additional staffing is secured.

Sources:

- <https://spectrumnews1.com/ca/la-west/homelessness/2022/07/19/some-911-calls-answered-by-special-teams-as-homelessness-rises-in-long-beach>
- <https://longbeach.gov/press-releases/reach-teams-provide-alternative-response-to-calls-for-service-for-people-experiencing-homelessness/>
- <https://www.longbeachlocalnews.com/2022/06/28/reach-teams-provide-alternative-response-to-calls-for-service-for-people-experiencing-homelessness/>

Los Angeles, CA (population 3,919,973)

Program Name:	Crisis and Incident Response through Community-Led Engagement (CIRCLE)
Response Type:	Community Based
Who Responds:	CIRCLE teams are comprised of one outreach worker, one mental health clinician or licensed behavioral health clinician, & one community ambassador.
Dispatch:	911
Description:	Diverts nonviolent 911 calls related to homelessness away from law enforcement to trained, unarmed professionals. Also have a pilot program to divert 911 calls from people experiencing suicidal thoughts to certified mental health providers instead of Los Angeles police officers.
Start Date:	November 2021
Status:	2022/2023 city budget expanded funding for alternatives to policing, including more than doubling the CIRCLE initiative—which launched last year and dispatches homeless services teams to nonviolent 911 calls regarding homeless people—from \$3 million to \$8

Sources:

- <https://lamayor.org/mayor-garcetti-launches-new-9-1-1-unarmed-response-program-0>
- <https://www.cnn.com/2020/10/14/us/los-angeles-unarmed-crisis-response-teams-911-calls/index.html>
- <https://www.latimes.com/california/story/2021-06-29/lapd-pilot-diverting-suicide-calls-to-health-providers-to-24-7-operation>
- <https://spectrumnews1.com/ca/la-west/public-safety/2021/11/23/city-of-la-launches-circle-program-to-divert-911-calls-about-homelessness>
- https://www.westsidecurrent.com/news/group-contracted-to-run-mayors-circle-program-has-troubled-history-in-san-francisco/article_48a1a2bc-83ae-11ec-9249-b77d7b5f94c5.html
- <https://spectrumnews1.com/ca/la-west/politics/2022/05/18/los-angeles-city-council-to-review-2022-23-budget>

Los Angeles County, CA (population 9,861,224)

Program Name: Therapeutic Transportation program
Response Type: Fire Department EMS Based
Who Responds: Psychiatric technician, a peer support specialist, and a clinical driver
Dispatch: 911
Description: Mental health teams and specialized vans embedded at two L.A. City Fire Stations, actively participating in emergency response calls that come into 911 or to the L.A. City Police or Fire Department.
Start Date: February 2022
Status: Pilot
Sources:

- <https://dmh.lacounty.gov/blog/2022/03/therapeutic-transportation-pilot-program-rolls-out-throughout-l-a-county/>
- <https://www.latimes.com/california/story/2022-03-04/los-angeles-mental-health-response-team-pilot-program>
- https://file.lacounty.gov/SDSInter/dmh/1103101_DMHTTPFactSheet.pdf

Louisville, KY (population 344,794)

Program Name:	Alternative Response Model
Response Type:	Community Based
Who Responds:	Mobile responders, trained in mental health crisis intervention
Dispatch:	911
Description:	When someone calls 911, a MetroSafe dispatcher will have the option to transfer the call to a Crisis Triage Worker. The worker will talk with the caller, try to de-escalate and help them through their situation. If they determine that a face-to-face meeting is needed, the new mobile response team will be sent out to meet the caller.
Start Date:	March 2022
Status:	Pilot
Sources:	

- <https://www.whas11.com/article/news/local/911-deflection-program-louisville-police-lmpd-metrosafe-seven-counties-services/417-1d5e691f-cd5c-40df-9833-181410acf56b>
- <https://louisvilleky.gov/news/mayor-fischer-announces-official-start-pilot-project-deflect-some-911-calls-non-police>
- <https://www.leoweekly.com/2022/05/louisvilles-911-diversion-program-is-expanding-into-the-west-end-and-other-neighborhoods/>

Madison, WI (population 277,166)

Program Name: Community Alternative Response Emergency Services (CARES)
Response Type: Fire Department EMS Based
Who Responds: Fire Department community paramedic and one Journey Mental Health Center crisis worker
Dispatch: 911
Description: These teams are trained and equipped to respond to non-violent behavioral health emergency calls that do not require law enforcement. In addition to responding to 911 calls, the CARES teams spend considerable time building relationships throughout the community at local resource centers, shelters, and mental health care facilities. Between active calls for service, the teams also follow up with their patients to ensure they have been connected with the services they need.
Start Date: Sept. 2021
Status: Expanded to add second team and location July 2022.

Sources:

- <https://www.cityofmadison.com/fire/emergency-medical-services/community-alternative-response-emergency-services-cares>
- <https://www.cityofmadison.com/news/cares-team-expands-with-second-response-team-and-second-station-location-to-better-serve-citys-west>
- https://captimes.com/news/local/govt-and-politics/madison-s-first-mobile-crisis-response-unit-launches-sept-1/article_1f023235-a97e-52bf-bf9b-7a34641ade9f.html

Minneapolis, MN (population 439,430)

Program Name: Behavioral health crisis response (BCR) teams
Response Type: Community Based
Who Responds: Behavioral health providers and possibly medical professionals
Dispatch: 911
Description: Four Pilots: 1. Non-police response teams respond to an emergency behavioral health crisis 24 hours a day Monday through Friday, and day shifts for weekends. 2. Some 911 call takers, dispatchers and supervisors receive behavioral health dispatch training. 3. Embedding behavioral health professionals in 911. 4. Training non-police City staff to take theft and property damage reports and collect evidence.
Start Date: December 2021
Status: Pilots
Sources:

- <https://www.minneapolismn.gov/government/programs-initiatives/community-safety/focus-areas/alternatives-police-response/new-pilot-response/>
- <https://www.minneapolismn.gov/government/programs-initiatives/community-safety/focus-areas/alternatives-police-response/behavioral-health-response-teams/>
- <https://www.minneapolismn.gov/resident-services/public-safety/unarmed-public-safety/behavioral-crisis-response/>
- <https://www.kare11.com/article/news/health/mental-health/minneapolis-behavioral-crisis-response-teams-expand-hours-coverage-mpd/89-f6fb85a4-df7d-4a0d-bofb77b1be28>
- <https://mndaily.com/272496/news/two-new-vans-join-minneapolis-crisis-response-team/>

Missoula, MT (population 74,829)

- Program Name:** Mobile Support Team
- Response Type:** Fire Department EMS Based
- Who Responds:** Emergency medical technicians from the Missoula Fire Department and licensed behavioral health clinicians or clinicians in training work with case facilitators to staff the team.
- Dispatch:** 911
- Description:** Based in the Fire Department, the team listens to dispatch and responds to calls with local law enforcement if they hear key words, although they've recently begun responding to calls independent of law enforcement if they know the client.
- Start Date:** November 2020

Sources:

- <https://khn.org/news/article/in-mental-health-crises-a-911-call-now-brings-a-mixed-team-of-helpers-and-maybe-no-cops/>
- https://missoulian.com/news/local/data-missoula-mobile-support-team-reduces-jail-emergency-room-visits/article_348974a3-e5e4-5bb7-9392-7f4ed1749193.html#tncms-source=signup
- <https://www.ci.missoula.mt.us/DocumentCenter/View/54611/Missoula-CARES-program-Fact-Sheet-201112>
- https://missoulian.com/news/local/amid-surge-in-calls-missoulas-mobile-support-team-asked-to-take-budget-cut/article_92341c46-e35b-592b-82a6-5136080d7946.html

Modesto, CA (population 221,924)

Program Name:	Community Health and Assistance Team (C.H.A.T.)
Response Type:	Police Based
Who Responds:	Trained Outreach Specialists
Dispatch:	911
Description:	The Modesto Police Department's CHAT is a program designed to use trained Outreach Specialists to respond to qualifying 911 calls, received through the 911 Communications Center, for mental health crises and similar non-criminal, non-violent incidents. Approximately 11% of all calls for service are related to quality of life and/or mental health issues. Increasing the number of calls handled by the CHAT reduces the number of individuals entering the criminal justice system.
Start Date:	April 2021
Status:	Stanislaus County voted July 2022 to fund 14 positions to create an additional Community Health and Assistance Team (CHAT). Funding was recommended in the amount of \$1.06 million for year one, \$1.48 million for year two, \$1.76 million for year three, \$1.82 million for year four, and \$1.87 million for year five.

Sources:

- <https://washington.dc.networkofcare.org/mh/news-article-detail.aspx?id=135574>
- <https://www.modestogov.com/2765/Community-Health-and-Assistance-Team-CHA>
- <https://www.modestogov.com/Blog.aspx?IID=98>
- <https://twitter.com/ModestoPolice/status/1478757202982674432>
- <https://www.stancounty.com/bos/agenda/2022/20220712/Dis01.pdf>

New Haven, CT (population 134,871)

Program Name:	Compassionate Allies Serving our Streets (COMPASS)
Response Type:	Community Based
Who Responds:	Specially trained social workers and peers with lived experience
Dispatch:	911
Description:	First response unit specializing in de-escalation, harm reduction, and providing rapid access to social services during moments of crisis. This alternative response program will dispatch appropriately qualified staff to 9-1-1 and non-emergency calls for diverse issues in which a law enforcement response is not needed
Start Date:	Oct 2022 target for launch
Status:	3-year, \$3.5 million budget approved on May 2022

Sources:

- https://www.newhavenindependent.org/article/compass_update
- <https://ccrt.newhavenct.gov>
- <https://yaledailynews.com/blog/2022/03/28/new-haven-receives-2-million-for-community-crisis-response-team/>

New York City, NY (population 18,867,000)

Program Name: Behavioral Health Emergency Assistance Response Division (B-HEARD)

Response Type: Fire Department EMS Based

Who Responds: FDNY Emergency Medical Technicians (EMTs)/paramedics teamed with a mental health professional

Dispatch: 911

Description: Beginning with a pilot in East Harlem and parts of Central and North Harlem, 911 call operators will dispatch new B-HEARD Teams — FDNY Emergency Medical Technicians (EMTs)/paramedics teamed with a mental health professional from NYC Health + Hospitals — as the default first responders to people experiencing a mental health emergency.

Start Date: June 2021

Status: Doubled budget July 2022

Sources:

- https://www1.nyc.gov/assets/nypd/downloads/pdf/public_information/b-heard-public-faqs-5-27-2021.pdf
- <https://www.ny1.com/nyc/all-boroughs/news/2021/10/22/nyc-mental-health-call-response-no-nypd-growing>
- <https://gothamist.com/news/nyc-tried-to-remove-nypd-from-911-mental-health-emergenciesbut-its-had-little-success>
- <https://www.thenation.com/article/society/police-reform-defund/>

Newport Beach, CA (population 85,249)

Program Name: Be Well Mobile Crisis Team

Response Type: Community Based

Who Responds: Crisis counselors and paramedics

Dispatch: 911

Description: A mobile crisis unit of two counselors skilled in de-escalation, crisis stabilization services, counseling, and mediation effectively address both the emotional and social well-being of the client. Many times the situation is resolved in the community and local resources and referrals are provided.

Start Date: February 2022

Sources:

- <https://www.newportbeachindy.com/be-well-oc-now-deployed-in-newport-beach-for-mobile-mental-health-crisis-response/>
- <https://abc7.com/be-well-oc-mobile-response-team-southern-california-newport-beach/11693322/>
- <https://spectrumnews1.com/ca/la-west/homelessness/2022/02/25/newport-beach-adds-crisis-response-team>

Northampton, MA (population 29,775)

Program Name:	Community Care
Response Type:	Community Based
Who Responds:	Will prioritize hiring responders who have a personal history of mental health struggles, rather than clinical training
Dispatch:	911
Description:	Department of Community Care, which would be a new city agency that responds to calls related to mental health, substance use, social service-related requests, and other crisis situations of Northampton residents and visitors as an alternative to traditional police response.
Start Date:	TBD
Status:	Director hired Nov. 2021 to build program. Responders start being hired after July (fiscal year start)

Sources:

- <https://www.nepm.org/regional-news/2022-03-25/mental-health-alternatives-to-policing-gather-steam-in-western-massachusetts>
- <https://www.thereReminder.com/localnews/northampton/northampton-department-of-community-care-implement/>
- <https://www.gazettenet.com/Northampton-names-Sean-Donovan-as-Department-of-Community-Care-head-43466421>

Oakland, CA (population 450,630)

Program Name: Mobile Assistance Community Responders of Oakland (MACRO)
Response Type: Fire Department EMS Based
Who Responds: Mental health professional & EMT
Dispatch: 911
Description: 18-month pilot program that will provide mobile crisis response for non-violent incidents, using a mental health professional & EMT.
Start Date: April 2022
Status: The pilot, managed by the Oakland Fire Department, launched on April 9 and has had almost 3,500 interactions as of Aug. 2022.

Sources:

- <https://www.ems1.com/mental-health/articles/calif-city-plans-to-run-non-police-mental-health-response-program-through-fire-department-qk3lfop2Svngx1uj/>
- <https://oaklandnorth.net/2022/08/15/oakland-macro-911-dispatch-mental-health/>
- <https://www.oaklandca.gov/projects/macro-mobile-assistance-community-responders-of-oakland>
- <https://www.npr.org/2021/05/18/997542990/oakland-becomes-latest-city-looking-to-take-police-out-of-nonviolent-911-calls>
- <https://oaklandside.org/2022/08/15/ride-along-macro-oakland-new-alternative-police/>
- <https://www.oaklandca.gov/projects/macro-mobile-assistance-community-responders-of-oakland>

Olympia, WA (population 57,431)

Program Name:	Crisis Response Unit (CRU)
Response Type:	Police Based
Who Responds:	Currently staffed by four crisis response specialists and two crisis response lead workers.
Dispatch:	911 & direct phone line
Description:	CRU offers a number of services, including crisis counseling, conflict resolution and mediation, harm reduction, first aid and non-emergency medical care, and referrals to additional support services.
Start Date:	April 2019

Sources:

- https://www.olympiawa.gov/services/police_department/crisis_response.php
- <https://www.vera.org/behavioral-health-crisis-alternatives/cru-and-familiar-faces>
- <https://www.themarshallproject.org/2020/07/24/crisisresponders>
- <https://www.youtube.com/watch?v=mtLySLwTnPo>
- <https://www.policechiefmagazine.org/hugging-the-cactus/>
- <https://www.vera.org/the-people-responding-to-911-calls-instead-of-police>
- <https://csgjusticecenter.org/publications/expanding-first-response/program-highlights/olympia-wa/>

Orlando, FL (population 321,427)

Program Name: Community Response Team
Response Type: Community Based
Who Responds: Licensed clinicians and social workers
Dispatch: 911
Description: We lead with the principle that police should not be involved when responding to a crisis unless asked by mental health responders as a last resort.
Start Date: March 2021
Status: One year pilot, extended after end of pilot in Dec 2021.

Sources:

- <https://www.orlando.gov/Our-Government/Departments-Offices/Orlando-Police-Department/Community-Response-Team>
- <https://www.clickorlando.com/news/local/2022/04/04/orlando-police-show-success-of-program-sending-mental-health-professionals-to-some-calls/>
- <https://www.clickorlando.com/video/news/2022/07/05/orlando-police-community-response-team-making-a-difference/>
- <https://www.orlandosentinel.com/news/crime/os-ne-orlando-police-mental-health-pilot-20210916-ail5w3p2gjaa7ebo6wckxi5tfe-story.html>
- <https://www.clickorlando.com/news/local/2022/07/04/i-do-feel-like-im-making-a-difference-says-orlando-police-community-response-team-lead-trainer/>
- <https://www.wesh.com/article/orlando-police-community-response/39665070>

Petaluma, CA (population 60,144)

Program Name: Specialized Assistance for Everyone (SAFE)

Response Type: Community Based

Who Responds: Mental health workers and EMTs

Dispatch: 911, non-emergency SAFE number, police and fire referarals

Description: Modeled after CAHOOTS and run by a former CAHOOTS medic.

Start Date: July 2021

Sources:

- <https://www.petaluma360.com/article/news/qa-crisis-response-team-leader-manning-walker-introduces-new-petaluma-pro/>
- <https://cityofpetaluma.org/safe/>
- https://www.youtube.com/watch?v=NzgYofR_prg

Phoenix, AZ (population 1,640,641)

Program Name: Behavioral Health Units (BHU)
Response Type: Fire Department EMS Based
Who Responds: Team of clinician and peer specialist
Dispatch: 911
Description: Nine new behavioral health units staffed by clinicians and peer specialists. Each unit would consist of one city employee and one employee from Terros Health, a mental health counseling organization contracted by the city for the program.
Start Date: Fall 2022
Status: April 2022 start date has been delayed.

Sources:

- <https://kjzz.org/content/1755066/phoenix-hiring-caseworkers-respond-crisis-calls-rather-police-and-fire>
- <https://www.phoenixnewtimes.com/news/phoenix-develops-plan-to-divert-calls-from-its-police-13980752>

Portland, OR (population 666,249)

Program Name: Portland Street Response (PSR)
Response Type: Fire Department EMS Based
Who Responds: Firefighter, a mental health worker, and a peer support specialist
Dispatch: 911
Description: Pilot program to provide non-emergency response to those experiencing a mental health crisis or non-emergency medical issue by responders trained in behavioral health, crisis intervention, & medical assistance.
Start Date: March 2021
Status: Pilot - Expanded to the entire city March 2022

Sources:

- <https://multco.us/behavioral-health/mental-health-crisis-intervention>
- <https://www.portland.gov/streetresponse>
- https://public.tableau.com/app/profile/pdxstreetresponse/viz/PSRDashboard_16400451878570/AndyDashboard?publish=yes
- <https://cascadiabhc.org/services/crisis-intervention/>
- <https://multco.us/multnomah-county/news/mental-health-leaders-brief-board-crisis-services-wake-deadly-police-shooting>
- <https://www.pdxmonthly.com/news-and-city-life/2021/10/portland-street-response-effectiveness-report>
- <https://www.us-amsa.org/portland-street-response-expands-citywide-with-new-answer-for-mental-health-addiction-related-911-calls/>

Rochester, NY (population 211,480)

Program Name: Person in Crisis unit (PIC)

Response Type: Community Based

Who Responds: Emergency response social workers

Dispatch: 211 & diversion from 911 to 211

Description: This unit of the City's Department of Recreation and Human Services is a 14-person team. The pilot launched in Jan 2021 by responding to a few mental health related call types that would be responded to in lieu of law enforcement. Effective March 2021 they added co-dispatch response to all mental health related calls where the team is simultaneously dispatched with all other resources (RPD, EMS, Fire).

Start Date: January 2021

Status: Pilot

Sources:

- https://www.cityofrochester.gov/crisisintervention/#PIC_TEAM
- <https://www.cityofrochester.gov/article.aspx?id=21474845356>
- <https://www.youtube.com/watch?v=4hg-Tbg9YQc>
- <https://www.democratandchronicle.com/story/news/2021/05/11/ride-along-offers-glimpse-anguished-work-rochester-crisis-teams/4946372001/>
- <https://www.democratandchronicle.com/story/news/2021/01/22/rochester-ny-crisis-intervention-person-in-crisis-response-team-daniel-prude/4242735001/>

Sacramento, CA (population 536,635)

Program Name: Department of Community Response

Response Type: Community Based

Who Responds: Teams of social workers and service providers

Dispatch: 911 and 311

Description: Office of Community Outreach dispatches teams of social workers and service providers to 911 and 311 calls that don't require a police or fire presence. DCR (different than WA state DCR term) teams respond to behavioral health, substance-use disorder, family and youth problems and homelessness. They stabilize the situation and provide references, resources and other assistance. Several teams currently are answering calls.

Start Date: August 2021

Sources:

- <https://www.cityofsacramento.org/Community-Response>
- <https://sacramentocityexpress.com/2021/08/31/its-the-citys-first-new-department-in-decades-its-also-responsible-for-addressing-some-of-sacramentos-most-complex-issues/>
- <https://www.abc10.com/article/news/local/sacramento/bridget-dean-sacramento-department-of-community-response-homeless/103-cbcc700f-9967-4c3e-9eec-775ab553424f>

Salt Lake City, UT (population 202,379)

- Program Name:** Community Health Access Team (CHAT)
- Response Type:** Fire Department EMS Based
- Who Responds:** EMT and social worker
- Dispatch:** 911
- Description:** The program allows for a team member to be alerted during an original emergency dispatch so that a patient can receive the assistance they need as soon as possible. The initial program will begin with CHAT service available during "regular business hours" on weekdays before any possible expansion to wider service hours.
- Start Date:** September 2022
- Status:** Just launched. The Salt Lake City Council appropriated about \$316,000 in the current fiscal year to roll out the initial program.
- Sources:**
- <https://www.jems.com/community-paramedicine-and-mobile-health/salt-lake-ut-fire-department-deploys-social-workers-as-first-responders/>
 - <https://www.ksl.com/article/50468787/why-salt-lake-city-is-pairing-firefighters-with-social-workers-on-some-emergency-calls>

San Diego County, CA (population 3,339,298)

Program Name:	Mobile Crisis Response Team (MCRT)
Response Type:	Community Based
Who Responds:	Teams of licensed mental health clinicians, case managers and peer support specialists
Dispatch:	911 (as of May 2022) and County's Access and Crisis Line.
Description:	These clinical teams can triage and link the individual to appropriate services and can even provide transportation if needed. If a situation evolves and requires the presence of law enforcement, team members can call for assistance, and PERT [Psychiatric Emergency Response Team] or other uniformed personnel will be dispatched. Available 24/7
Start Date:	January 2021
Status:	Expanded to all San Diego county May 2022.
Sources:	

- <https://www.nbcsandiego.com/news/local/new-san-diego-county-team-provides-alternative-to-law-enforcement-response-in-psychiatric-crises/2543003/>
- <https://www.countynewscenter.com/county-officials-highlight-early-success-of-mobile-crisis-response-team-program/>
- <https://www.exodusrecovery.com/san-diego-mcrt/>
- <https://www.nbcsandiego.com/news/local/all-county-law-enforcement-now-able-to-refer-to-mobile-crisis-response-teams/2945014/>
- <https://www.kpbs.org/news/local/2022/05/12/all-san-diego-county-law-enforcement-now-able-to-refer-to-mobile-crisis-response-teams>
- <https://www.telecarecorp.com/telecare-mcrt>

San Francisco, CA (population 887,711)

Program Name: Street Crisis Response Team (SCRT)
Response Type: Fire Department EMS Based
Who Responds: 1 paramedic, behavioral health clinician, behavioral health peer
Dispatch: 911
Description: As of Nov. 2021 six crisis response teams respond to calls related to behavioral health emergencies in lieu of law enforcement. 24/7
Start Date: November 2020
Status: Phase 2 began June 2022. Crisis calls are now dispatched from Emergency Medical Dispatch. If SCRT are unable to respond to a call they are now backed up by ambulance instead of police.

Sources:

- <https://www.npr.org/2020/10/19/924146486/removing-cops-from-behavioral-crisis-calls-we-need-to-change-the-model>
- <https://sfmayor.org/article/san-franciscos-new-street-crisis-response-team-launches-today>
- <https://sf.gov/street-crisis-response-team>
- <https://sf.gov/sites/default/files/2022-03/SCRT%20January%20Update.pdf>
- <https://sfmayor.org/article/san-francisco-celebrates-one-year-anniversary-street-crisis-response-team>
- https://www.sfdph.org/dph/files/IWG/SCRT_IWG_Issue_Brief_final.pdf
- <https://sf.gov/sites/default/files/2022-04/SCRT%20March%20Update.pdf>

Santa Fe, NM (population 88,193)

Program Name: Alternative Response Unit

Response Type: Fire Department EMS Based

Who Responds: EMT and a case manager

Dispatch: 911

Description: Although the first phase included police as part of the response, The unit slimmed down to a team of two: a case manager and EMT, who learned to safely respond to incidents without a police presence and focus on outreach and de-escalation. The police officer assigned to the unit has stayed on as a liaison between the mobile integrated health office and the police department, but doesn't respond to calls.

Start Date: May 2021

Status: Expanded to five days a week and 13 people Sept. 2022

Sources:

- <https://www.krqe.com/news/new-mexico/santa-fes-alternative-response-unit-is-expanding/>
- <https://santafenm.gov/news/alternative-response-unit-expands>
- <https://www.sfreporter.com/news/2021/12/14/evolved-response/>
- <https://new-mexico.news/santa-fes-alternative-response-unit-gives-city-new-type-of-first-responder-local-news/>
- https://www.santafenewmexican.com/opinion/commentary/in-a-mental-health-crisis-heres-what-to-do/article_f6dc5f46-2f3b-11ed-addd-8bb5694e09ab.html

St. Paul (Ramsey County), MN (population 561,094)

Program Name:	Appropriate Responses Initiative
Response Type:	Co-responder, Community responder, or non-traditional response
Who Responds:	Public health or social workers
Dispatch:	911
Description:	November 2021, the county approved \$13.2 million to fund alternative ways of handling some 911 calls that would typically be dealt with by police. For 911 calls where there's no threat of violence — like panhandling, someone living in a car, or a welfare check (a visit to a person's home to make sure they're OK) — dispatchers could send public health or social workers without police. And in other cases, such as noise complaints, someone from a community-based organization could respond, avoiding government intervention altogether.
Start Date:	Early 2022
Status:	Pilot
Sources:	

- <https://www.ramseycounty.us/your-government/projects-initiatives/criminal-justice-reform/appropriate-responses-initiative>
- <https://www.startribune.com/ramsey-county-starts-planning-for-new-teams-of-911-responders/600109370/>
- <https://theappeal.org/st-paul-police-reform-ramsey-county-defund-choi-minneapolis/>
- <https://www.ramseycounty.us/content/community-members-invited-apply-9-1-1-appropriate-responses-initiative-co-design-circle>
- <https://www.ramseycounty.us/your-government/projects-initiatives/criminal-justice-reform/appropriate-responses-initiative>

St. Petersburg, FL (population 261,016)

Program Name:	Community Assistance and Liaison (CALL)
Response Type:	Police Based
Who Responds:	A team of clinical staff and community navigators are dispatched to non-violent, non-criminal calls to provide a therapeutic, wrap-around response. Navigators are not required to have clinical degrees.
Dispatch:	911
Description:	Dispatchers reroute social workers and other mental health professionals to non-violent and other non-emergency mental health related calls.
Start Date:	February 2021
Status:	May 2022 renewed contract for 2 years

Sources:

- <https://police.stpete.org/call>
- <https://www.wtsp.com/article/news/local/st-petersburg-police-department-reform-call-program/67-fed97819-896d-4206-9ba9-e28ad1b7302b>
- <https://www.cltampa.com/news/st-petes-unarmed-responders-have-answered-nearly-3000-mental-health-calls-that-wouldve-gone-to-cops-12443652>
- <https://www.vera.org/the-people-responding-to-911-calls-instead-of-police>
- <https://www.fox13news.com/news/st-petes-call-program-serves-more-than-3000-people-in-first-year-city-council-extends-program>
- <https://www.abcactionnews.com/news/region-pinellas/st-pete-police-departments-mental-health-call-program-decreased-suicides-by-17>
- <https://safercitiesresearch.com/the-latest/three-things-to-read-this-weekend-3>

Washington D.C., (population 707,109)

Program Name:	Community Response Teams (CRT)
Response Type:	Community Based
Who Responds:	The teams will include clinicians and people who have experienced psychological struggles themselves.
Dispatch:	911
Description:	Community Response Teams serve as specialized, rapid response units to be dispatched to mental health-related 911 calls instead of automatically deploying police officers.
Start Date:	June 2021
Status:	Program expansion approved Nov. 2021

Sources:

- <https://www.wusa9.com/article/news/local/dc/dc-911-calls-behavioral-health-teams-not-police-mental-health-crisis/65-bf50930b-43ec-457a-a9cf-c40d591e0d75>
- <https://wtop.com/dc/2021/11/dc-extends-program-that-directs-911-mental-health-calls-to-social-workers-not-police/>
- https://www.washingtonpost.com/local/public-safety/dc-mental-health-crisis-response/2021/05/17/2c761706-b746-11eb-96b9-e949d5397de9_story.html
- <https://www.bloomberg.com/news/articles/2021-11-12/d-c-will-dispatch-social-workers-to-more-911-calls>
- <https://ouc.dc.gov/page/dbh-and-ouc-mental-health-emergency-dispatch-program>