

- **Felicia Lopez Wright**

00:00:19

Hi! Everyone it's now 2 Pm. Eastern time. You have joined the Webinar for the launch of the Community-driven crisis response, a workbook for coordinators. so allow for folks to have enough time to sign in. We'll be starting in about 1 min. Thank you for joining.

- Hi again. Everyone thank you for joining today's Webinar to launch the community-driven crisis response a workbook for coordinators



**Unknown Speaker**

00:01:28

My name is Felicia Lopez, right and i'm a senior policy analyst at the Council of State Government's Justice Center.



**Felicia Lopez Wright**

00:01:34

I will be moderating today's Webinar, which is hosted by the Us. Department of Justice, Bureau of Justice, Assistance, or Bj. A.

- So to give you an overview of today's Webinar. First, we will do introductions of our speakers and provide a brief overview of Bj. A. The Csd Justice Center, and the Coordinator's workbook. We'll also do an overview of the workbook section



**Unknown Speaker**

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and then we'll transition to our presenters from a variety of community-driven crisis response programs. followed by a moderated panel discussion.



**Felicia Lopez Wright**

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We'll also have time for questions and answers before wrapping up the Webinar.

- As you can see in the chat. We have guidance there on You know how to handle any technical or content related questions. So anytime you're in the Webinar, you can ask a question by clicking on the Q. And a button at the bottom of the screen and answering your question. Any technical or content related questions.



**Unknown Speaker**

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We'll try to reply in the chat. But there may be some issues that we may not be able to resolve



**Felicia Lopez Wright**

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for content. Related questions. We'll hold those and answer them at the Q. And a Section towards the end of the Webinar.

- and there's a link in the chat for what to do. If you encounter any technical or audio issues during the Webinar.
- We are recording this, and we will post it along with the Powerpoint slides on our website in about one or 2 weeks.
- As you know already. My name is Felicia Lopez Wright, and I'm. A senior policy analyst within the Behavioral Health Division at the Csd Justice Center.



**Unknown Speaker**

00:03:01

and i'm joined by my colleague, Rita Hanenberg, who is a deputy division director also within the Behavioral Health Division.



**Felicia Lopez Wright**

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and we're really lucky to be joined by our panel of presenters today. Starting with Earl Miller, Director of Amherst, Massachusetts Community responders for equity, safety and service.

- Neil Camjoy Program, manager and Nate Block Program Supervisor of Olympia Washington
- Arrest and Jail Alternatives program. and from Philadelphia, Pennsylvania. We have Paul Levy, President and CEO of Philadelphia Center City District.



**Unknown Speaker**

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who will discuss their ambassadors for home, homeless, outreach team.



**Felicia Lopez Wright**

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and for all of you joining us today, feel free to



**Unknown Speaker**

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chat and and chat out and introduce yourself where you're from, what agency you work for.



**Felicia Lopez Wright**

00:03:44

We look forward to seeing who's on today, and thank you all for joining us today. I'm going to pass it now to reset to continue with our earlier of the office of Justice programs and the Bureau of Justice Assistance.



## Rise Haneberg

00:03:57

Thanks, Felicia I'm. Actually covering today for Maria Fryer from Bja, and sending her apologies that she couldn't make it today. I know from working with Maria both Felicia and I how excited Bj. Is to read, to release this document and to and be doing the Webinar today, and providing hopefully some guidance that you'll find helpful as as you are either launching or considering to launch a community-driven community response program



## Unknown Speaker

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for crisis.



## Rise Haneberg

00:04:27

So just a few things now about Bja first of all, what is ojp it is the office of justice programs, and they provide grant funding, training, research and statistics to the criminal justice community next slide.

- and more specifically. Bj: a: Well, they they are certainly one that I know we work with almost every day, and I'm sure many of you have already, in previously leverage their assistance. It is their mission to provide leadership and services and grant administration and criminal justice policy development to support state, local and tribal justice strategies to achieve safer communities, Dj. Works with communities, governments and nonprofit organizations to reduce crime.
- recidivism, and necessary confinement, and promote a safe and fair criminal justice system. Next slide.
- we're really happy to introduce to you the Director of Dj. Carlton Moore, and this Mr. Morley's be a jet. Bj's Programmatic and policy Efforts on providing resources and training and techno assistance to law enforcement courts, corrections, treatment, reentry, just as information sharing and community based partners to address criminal justice challenges nationwide.
- Next slide.

- Bj: has these 5 major strategic focus areas. I don't want to necessarily read all of this to you, but you know, just to quickly kind of summarize improving Public safety and building Community trust and reduction in in recidivism and prevention of contact with the justice system, integration of evidence, based research practices, strategies
- and increasing program effectiveness with an emphasis on data which we're going to talk a lot about data today. Analysis, information, sharing and performance management
- next slide.
- and also just to kind of
- wind up here on Bja. Their their 4 main goals are to fund, and which includes investing in diverse funding streams to to accomplish goals, to educate, to research, develop and deliver what works equipped, create tools and products to build capacity and improve outcomes, which is what I think we're hoping to do today is to provide you with some new tools, and then to be a partner, and to consult, connect, and convene. And so I know it's an extremely important with Bj. A. To know



### Unknown Speaker

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what's going on in the field to inform not only the policies and practices, but certainly all all the other various forms of work that they try to assist with nationally.



### Rise Haneberg

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and I'm going to send it back to Felicia. Thank you.



### Felicia Lopez Wright

00:07:09

3. So that was great.

- So the Council of State Government's Justice Center is a national nonprofit, nonpartisan organization that combines the power of a membership association representing State officials and all 3 branches of government with the expertise of a policy and research team focused on assisting others to attain measurable results.



### Unknown Speaker

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So our staff develop research-driven strategies to increase public safety and to strengthen communities.



### Felicia Lopez Wright

00:07:34

This slide describes a bit about our work, style, and how we strive to reflect justice and our core values, which include a commitment to being independent and nonpartisan in every aspect of our work.



### Unknown Speaker

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providing rigorous, trusted high quality analysis. developing practical and innovative solutions, informed by data and research.



### Felicia Lopez Wright

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promoting collaboration and building consensus and being inclusive and respectful of diverse views and experiences.

- and this slide has an overview of our goals. Overarching goals are to break the cycle of incarceration, advance, health, opportunity, and equity. and use data to improve safety and justice.
- This is our equity and inclusion statement. So the Csg Justice Center is committed to advancing racial equity internally and through our work with states. local communities, and tribal nations. we support efforts to dismantle racial inequities

within the criminal justice and juvenile justice systems by providing rigorous and high-quality research and analysis

- to decision makers and helping them navigate the critical and at times uncomfortable issues. The data reveal. So we rely on stakeholder engagement and other measures to advance equity, provide guidance and technical assistance and improve outcomes across all the touch points in the justice, behavioral health crisis response and re-entry system.
- and the justice and mental health collaboration program is the grant that we are funded to do technical assistance under under Bja and with Bj. J Mecp aims to help states, local government and tribal organizations improve responses to and outcomes for people with mental health conditions
- or co-occurring mental health conditions and such abuse disorders will come into contact with the criminal justice system, and support public safety by facilitating collaboration among the criminal justice, juvenile justice and mental health and substance use disorder, treatment.
- and that does it for our introduction. Thank you for hanging in there with us. So now we'll transition to the actual content, for Today's Webinar, which is our we're so excited about our recently launched community-driven crisis response workbook for coordinators.
- You can go to the next slide so this is a snapshot of it. You can find it on our website.



### Unknown Speaker

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and it was developed with the goal of helping those tasks



### Felicia Lopez Wright

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with planning crisis System enhances especially those specific to adding more community-driven responses to behavioral health crisis to help those folks facilitate a shepherd. The planning and implementation process which we know can be can be a lot of work to be a lot to manage. So we hope that this workbook helps organize your work around best practices.

- So this tool evolved from the take in the Call Conference, which was held virtually in 2,021, and it was all about community responder programs across the country.
- So it's also aligned with a corresponding, expanding first response toolkit, which is specific to supporting community responder programs. In this workbook we have it

divided into 8 specific sections which we'll do an overview of today, and each section contains activities.



### Unknown Speaker

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questions, and resources to help organize your work on those best best practices examples from the field, and to make sure that your system, your crisis system as a whole is is coordinated, and that enhanced coordination is key.



### Unknown Speaker

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So if you have any questions as we go through the workbook sections. Again, a Reminder to post those in the Q. And a box in our chat, but in the Q. And a. Section so we can. We can get to those at the end of our Webinar. We will have enough time for questions, so as we go through. If anything pops up, just



### Unknown Speaker

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send us a quick question and we can see them, and we'll keep tally and and get to them towards the end.



### Felicia Lopez Wright

00:11:08

Okay. So here we go with section one community engagement and collaboration with key stakeholders. So this is one of the most important steps that you can take in building support as your as you. You know, of course, in spreading the word gaining by and about your upcoming plans for a community-driven behavioral health crisis response



- so very important to cultivate and maintain engagement from your community and stakeholders.
- So this group should represent not only the different demographics of your community.
- but also include and amplify the voices of people with the lived experiences of behavioral health, crisis and criminal justice involvement.



**Unknown Speaker**

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So in the workbook you'll see a chart that will help you keep track of those that are joining your planning team, and what their roles will be.



**Felicia Lopez Wright**

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which something you should continually keep updated, and as you develop a structure for your planning team, it's also important to set the expectation and cadence for regular meetings, and how you will communicate with each other how you'll set group and program priorities, how to seek and incorporate ongoing feedback from your larger community.



**Unknown Speaker**

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and also any other stakeholders.



**Felicia Lopez Wright**

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and how you'll plan for informing the public about your upcoming program super important so just overall message here that community and stakeholder engagement is should be embedded as an ongoing activity that you're regularly monitoring. Not

just at the beginning when you're building support, but just throughout your program.

- And now we have the needs assessment section, which is Section 2. So jumping right into the work. So once your planning team and community engagement is established, the next best step is to complete or update if you have an existing strength and needs assessment. Sometimes it's called the symmet, and there's
- but there's other models to accomplish this as well of your system-wide crisis response opportunities to taking a view of everything that's available. Again. Community engagement is key here to be embedded through. During this activity. Sometimes those folks will let you know about strength or gaps in your system that you may have not known about before.
- So once you have all this information mapped out, you can use it to assess and adapt the capacity for building out a new or enhanced response which addresses the level of need in your community and
- make sure that you're not causing any redundancies. If there's a similar program, and also ensure that it's addressing long wait list right that it may exist for other opportunities. So again in this section you'll see resources, charts, etc., that will help you get there.
- Then we have Section 3 on conducting emergency and not emergency call triage.
- So everything builds on each other, so the needs assessment exercise to help you with help your planning team, especially with knowing what the various call line options are within your jurisdiction for behavioral crisis.
- and ensuring that all those line options are set up to share information if it's it's possible across with each other in order to to leverage and coordinate services.
- So there is no one, you know. Quote, unquote right approach to call triage. as you have to determine that locally. But it's important to keep in mind the various call options that are available know what information dispatch is privy to or is given to dispatch.
- and the types of responses that are available. Once a response is this past.
- So again it's encouraged to establish collaboration across all the team members on the project ensure that there's clear protocols in place for routing. You know how we will route the calls to the community-driven crisis response.
- and most importantly, that there's buy-in and training for all the partners involved



### Unknown Speaker

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in this process of called triage so that includes all emergency, and on emergency call takers and administration and leadership as well. So



## Felicia Lopez Wright

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more to come on call triage as this year we're actually planning on launching a fleet of 9 to 8 resources with the support of Bj. A.

- Which includes an a public awareness, campaign, and materials and resources. So it will include definitely more examples and resources on call triage. So make sure you signed up for our newsletter. So that way you're notified of of these upcoming events.
- Okay, Section 4 on community responder program staffing. So we have this specific section for specific to community responder programs.
- There's increased interest in building out this type of community-driven response. There's emerging guidance so we wanted to just be able to address that specifically. The staffing, as there's lots of questions usually about how to stack community responders programs is that you can really tailor it to your community's needs



## Unknown Speaker

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and resources available and capacity. So in the workbook you will actually see examples of a variety of staffing options and pros and cons to that, and worksheets to assist with planning. If you are looking to do a community responder program, how to plan that design and consideration for ongoing program and staff support.



## Felicia Lopez Wright

00:16:05

So this includes identifying what calls the community Responder program will respond to what agency the community responder team will be under, and any additional considerations for logistics or calls

- so. Thanks for hanging in there with me, and we're covered a lot in the section. Again, if you have questions. You could post them in the chat. We're going to go to the second half of the workbook, and Reese is going to cover that Section 5 to 8.



## Rise Haneberg

00:16:31

Thanks, Felicia.

- as promise data. So I just you know again, I I don't think we can stress enough how important it is to start building your data out, your planned metrics from the early early stages of planning, and how many times at least, I know my career. A year or so into a program. I wish we had a collected a certain data point.
- We have done our best in this workbook to identify somewhat kind of common metrics, if you will, for rolling out a crisis related program. However, the the different programs that we're going to feature today is a way of showing you that there's many varieties of these programs, and you're going to need to tailor the different data points that you want to track, based obviously on the type of program that you're planning, you know, to implement.
- But with that said, You know, we just want you to focus on identifying those data points from from. You know the beginning from planning to implementation to tracking, so that you can constantly be informing your program related decision, making.
- as you may know, i'm very involved in the stepping up initiative. And for those of you who are and are using tracking that used to track in the stepping up matrix, you'll see that this metrics are somewhat different. Starting at a much earlier point.
- you're gonna need to as much as already has, you know, been suggested from who you need to have on your planning team and and the various kinds of early process.
- awareness and planning out many forms of data that you will have to collect, be it from your 911 and 980 dispatch centers. Your police work. One of the programs that we're featuring today is is related more to homeless outreach. So you're probably going to be wanting to look at your Hms data. So again, just can't stress enough that you're going to want to get those data points. You're going to want to start to get a feel for your capacity needs, you know, call times. You know how your



### Unknown Speaker

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going to range your program, or many. Many of these factors are going to be centered around the data points that that you start to gather and then track



### Rise Haneberg

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also. You know, you may need to incorporate memorandums of understanding or information sharing agreements. Again, we're not going to go into detail on those today, but certainly we have those resources available, and suggestions, templates, etc., for you to use to. You need that moving forward.

- Another thing I want to stress is that you need to be able to track unique individuals, and so this can get a little tricky, but it will certainly assist you; and as you look at not only the numbers of overall, the number of times of calls, and so forth, but so that you can start to isolate those individuals that will probably become, or what you identified as your familiar faces, the individuals that are, you know, contacting and coming through not only the justice system, but maybe some of your other key
- providers as a way of I'm. Again, identifying your overall calls
- also those that are pertaining to just a unique individuals, and then cannot stress enough how important it is to disaggregate your data by race
- and gender and age it and age of possible. You really want to track on this information. You want to make sure that the programs that you're designing are providing equal access and opportunities for everyone in your community.
- Next slide.
- Equally important is safety. Certainly, as you're planning and rolling out your community, lead responder programs. It's extremely important. We cannot stress enough that this should not be done in isolation. You always want to have law enforcement emergency personnel involved in your planning, aware about your program and who your target population is, and how you're going to all cooperate and work together. It's important that your safety plan is for everybody involved in the call that you are reaching the person
- in crisis. Your responders and bystanders, other family members, etc. That might be present at the time of the call. It's important that you have considered your training. I know we have seen this across the various programs that we're aware of can be anything from developing a specialized cross-training for individuals to, if it's going to be also led in conjunction or working with law enforcement, and even seamber.
- The non law enforcement personnel have attended the Academy or portions of Academy training just to be able to know the protocols around safety understanding the equipment, you know, understanding
- particularly approaching the scene, staying at the scene after the scene. You know what kinds of information is important to collect, share, checking back on those who involved in the crisis, ensuring that they've been
- connected to treatment, care connections to services. Those who responded, assessing for trauma. And you know, following up that after the call is many times just as important as the call and and assessing for the safety needs
- next slide
- Financial sustainability.
- always always a concern, and again another one that we like to stress. It's important to start considering right from the beginning. Again a lot of this circles back to your data. I can't tell you how many times we are aware of the fact that a program was able to sustain, if not

- grow, a program because of their great data and making their case and justifications as to why, if, for example, your program started with a pilot or a a a grant. That was just, you know, for a year or 2 or 3 like Jamie C. P. Grants, and that you need to have that plan for sustenance.
- and I know we continuously stress the importance of using data. But I do not want you to forget also, including the voice of lived experience and capturing that qualitative data piece. You know those stories of how much of your program assisted and provided that connection to care and support, and ideally showing that that cycle of you know the 9 1 one, or the crisis call the 90 day call has somewhat, you know you've been able to circumvent that and get them into the needed services. And so in supports
- also want to encourage you that you are investigating multiple options for ongoing funding. Maybe many of you have started with a Federal grant and knew that it needed to be carried over and sustained by some other level of programming, and we see this many times following on county and city
- budgets, but certainly to you know, look at other resources that you might have through
- philanthropy, and also depending on where you live. If you're like a medicaid, expanded state, or you are in a jurisdiction that has certified community behavior Health centers opening up, you know, to learn and be aware of the different funding streams and and the use of codes, particularly around crisis response that can be used now for for leveraging those dollars.
- Okay, I think I have one more sign: the last section of our workbook building, legislative support and and other forms of support for your program
- just really how important it is to cultivate at the community level, and with your elected, your decision makers your key stakeholders, develop those champions, develop those individuals who are fully aware of your program supportive of your program, willing to go to back for your program. You never know when it's, you know, will be an opportunity that you will need that kind of assistance to either assist you with securing funding. Perhaps you need a statute change, or some sort of
- I just say type of as our administrative type of change to you know, ease a barrier and make your work easier. So we encourage that you start to develop and make sure that that your program is not, you know, operating in some silo or some sort of you know not that it's, you know that's out there. It's in the public. People are aware of you, and and have the support of of this growth in their community, and developing this more robust crisis response.
- So I'm saying, you know, to encourage you to develop your platform if you will, you know so that you are ready to go. Should you have any sort of needs at the public level to justify, to fund and be able to better explain your program. And in the purpose of your work.
- Okay. that is the workbook. And again, we're just very hopeful that that you will find that this workbook.
- particularly as i'm monitoring the chat. You know, we really designed this for the person that's gonna be the project Coordinator. The person that's you know, managing the nuts and bolts of making this work happen, etc., that this will be useful

for you. We obviously like charts, and we like giving you those kinds of tools to help you work through this planning process and implementation. But now we want to be able to have some of those folks, you know, on the ground that have been doing this work.

- and just to kick us off with a little bit about their programs. And then we're going to move into facilitated discussion.
- So here we go, and i'm thinking that Earl is first up.



### **Earl Miller**

00:26:01

I am Hi, I'm Earl Miller. I am the inaugural, and and I still have a job. Knock on wood director for the Amherst Community responders for equity, safety, and service. As you can see here, we're the third leg of public safety. Our unique is a pro. Our approach is unique. Nationally, we are a new public Safety department. I am on the same scale as our police chief and Fire chiefs. I report to the town manager. We have a town manager for a government.



### **Unknown Speaker**

00:26:30

We do not, co- respond with the police, although there may be times where we show up at the same place you won't see our folks coming out of a police car.



### **Earl Miller**

00:26:39

We are a public safety department with a public health Lenses kind of how we think about it. And our team consist of our community safety working group, which was actually the group that did the work for Chris Post, George Floyd's murder. They were made up of a racially diverse group, although the majority were identified as bypass folks.

- Our police chief Police captain, our fire Chief Ems, is in our fire system, our system. D. I. Director and our Dispatch Supervisor, which is really important. Dispatch, was kind of at the core for our trainings. We did 9 weeks, and

- that's a lot of things. But what I would say is, you know we're a small town, about 40,000, when all 3 colleges are in session, so we feel like our work is pretty expansive.
- We were formed in December, of 2,021 by our town council, september 2,022 we started delivering services. Our mantra is kind of. We set a goal and we achieve it, and then we do the next thing
- The work we do is we do a lot of mental health work really kind of serving as a gap service.
- There are lots of wait list for services, so we will meet with folks we will provide some care. Coordination we will sometimes advocate for and with folks to be prioritized in spaces that might not see them.
- We have an anti racist mandate, so if we come across that in our work we are kind of duty bound to call it out and intervene. We
- deliver meals to seniors in our town. We're a part of the the kind of food delivery process. We work with homeless folks. We had a recent cold snap, we were able to get 9 folks off the street, including 3 folks who hadn't been housed for 2 plus years. So
- now our work is really relational. Our training foundation is motivational interviewing Sarah. Our trainer is is in the chat today, and that really is around asking open-ended questions to folks you know. Part of what we believe in is that we we don't want to build the dependency on us.
- so everything we do. We kind of do with a person. If we are doing a housing search, we want them to know how to find housing the next time without us. If if we're there or or not.
- As far as our responders. We didn't go with the clinical model, partly out of necessity. There are so many new clinical approaches happening in Massachusetts that we didn't want to be a competitor for folks. We didn't want to be a part of making that feel more tricky. So we we do work off of more of a lived experience model, I'd say about half of our folks have some career experience that makes sense for the town, Brittany hot, and he's on the call. Today was a student life person at Western New England.
- and we have 3 big colleges in town, so that's helpful. But we also realized that what we're aspiring to do is new, and sometimes having people who didn't have a lot of on learning to do was was helpful.
- We are a
- majority minority department. 7 of the 10 members of our department are folks of color. 8 of the 10 members of our team had some experience in the town we call the folks we work with neighbors, and that really is kind of the stance we take with them. We want to be.
- I think, in large part, what we do looks a lot like old school social work, building kind of meaningful relationship, so that we can do warm handoffs that are that are helpful.
- We don't really have a cut off. There are some folks who, once they get the referral they're done with us, and and that's great, and there are some folks where
- you know we we serve as a little bit of tether, so we're there to help them kind of feel supported Even when things are okay. Our main goal is prevention. We will



start taking 9. 1 one calls this summer, but I think it's important to say that a 9, 1 one call is a traumatic experience in a person's life. No matter what happens.

- nobody wakes up and thinks they're gonna have to call the municipal government to solve the big challenge of their day, and so as much as possible. We wanna we want to catch folks as early as we can in the process and and support them to not ever need to make a 9. 1 one call so sorry. 5 min is really hard to explain this thing, so i'm giving you as much of a a broad overview as I can. But I look forward to the question sections, and glad to hand it over to my my peers in Olympia.



### Neil Calmjoy

00:31:19

hey? I guess that's us. Good afternoon, everyone. Good morning to fellow West Coast folks. My name is Neil Combjoy. I am a licensed, independent, clinical, social worker, and the program manager of the arrest and jail alternatives program in Olympia, Washington.



### Nathanael Block

00:31:39

and I am nate block. And I am the program supervisor for the arrest and the alternatives team in Olympia, Washington



### Neil Calmjoy

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and I'll give a a brief overview to to what we do like Earl said. It can be tough to encapsulate a program into a couple of minutes. But

- Olympia is the capital city of Washington. We're about 60 miles from Seattle, and we are a small city that has experienced a large increase in visible and sheltered homelessness in our community, and a lot of the challenges that the community experiences around that particularly and with relation to behavioral health.
- Our program serves adults who are at the intersection of housing, insecurity or homelessness, behavioral health issues and criminal justice involvement essentially the highest utilizers of emergency services in our community. Whether that be.

- people are in active behavioral health crisis while they're on the street, or whether it's someone who's inappropriately utilizing emergency medical resources generating a lot of calls to dispatch. They end up kind of filtering towards us. We are not
- for, say, a crisis response program. What we do is long-term intensive case management and also peer support really focusing in on the peer model that's foundational to what we do. Our staff for the most part, have lived experience of homelessness, behavioral health issues.
- including severe addiction incarceration. Those are things that we see as qualifiers for good staff members for our program, because it allows them to build
- really effective relationships with the population that we serve.
- the people that we're serving are often isolated in a lot of ways, and ostracized by society in a lot of ways, and having the the peers as sort of the entry point of where they receive their services is instrumental to to what we're able to do
- like. I said, right now we do case management and peer support. We are in sort of a transition moment where we're going to be, adding in a clinical Behavioral Health Department as well, which we're really excited about it isn't up and running yet, but that's kind of on track to happen this year. There's a huge gap in services in our community for behavioral health. And so
- we said, Well, I guess we'll just add it ourselves. And so that's something that we're excited to do
- our our programs. Primary goals are to decrease arrests and recidivism decrease, inappropriate utilization of emergency services decreased cost to the justice system. All while we're increasing access to non emergency behavioral health services, and just well being and resilience for our clients all around.
- We are a farm reduction focused program, we utilize the housing first model, and we really focus in on client-centered services. So while many of our referrals come from law enforcement from the court system
- pretrial services or therapeutic courts, like a our drug Court and Mental Health Court from corrections.
- even though that's where the referral is coming from. We are not a there are no conditions to participation in our program. We're not a compliance based program. We really focus in on what are the goals of the individuals that we're serving.
- And so we build these long term relationships with them, where we focus in on what matters to them, what would they like to see change in their lives? And ideally we're seeing a gradual change occur where our staff are walking alongside them, moving towards whatever their personal vision of success is going to be.
- In the process of doing so. We build really close relationships with a whole host of other providers. In
- a wide array of of services and resources we have a close relationship with law enforcement. But at the same time we have a close relationship with progressive grassroots organization that are often historically in conflict with one
- enforcement. We see ourselves as sort of a bridge, uniting a lot of different
- agencies that have a lot of different philosophies. We are very much in the business of just trying to do what we can to build the relationships in order to help our people get the get the support that they need to get to the outcomes that they hope for.

- The program is sort of modeled after the lead model law enforcement, Assistant diversion
- Lead has its origins in Seattle in about 2011, but it is spread to be a nationwide and often replicated model. That's really successful. The arrest and jail alternative program isn't lead technically, but it's leave like.
- and one of the most important elements of that is having a big table where we bring in across all of the silos a lot of representatives from law enforcement from the courts, from public defender's office, as well as from activist circles as well as people with lived experience, business owners.
- Anybody that has a stake in this. This kind of an issue which, I would argue is the entire community as a whole has a place, and so we have
- a lot of involvement on both the programmatic level. We have an advisory forum that meets quarterly. That's really a robust place for sharing of ideas and philosophies that we like to have a lot of accountability in it. We like to mix it up in that room and have people representing a wide array of viewpoints.
- and then also on an operational level. We have a work group that meets every Other Week web that shares information around specific individuals that are being served and coordinates care for those individuals. And so we really rely on the relationships that we built with others.
- The program is grant funded. Much of that funding comes from law enforcement. It started with a grant from the Washington Association of Sheriff's and police chiefs. They fund
- to other arrest and jail alternatives programs around the State. We also receive Grant funding from some other sources, and we're we're currently in that process of scaling up. We're a relatively small program for right now we exist in the nonprofit sphere. We're a program of Catholic community services, but we are
- right now, kind of scaling up our operations, and we're really excited to be moving into a place where we can further our reach and just build on the work that we've been doing, which has been really ratifying so far. So i'm happy to be here. Thank you for having us, and we look forward to the rest of the conversation.



## Paul Levy

00:38:05

Great. My name is Paul Levy I'm. The President and CEO of the Center City District. That's a Philadelphia based business improvement district for those of you not familiar with it. It's a private sector led effort really to support and supplement what the city does.

- We've been in existence since 1991. When we founded the organization, we've grown to be a 31 million dollar organization now. So we provide a range of sidewalk cleaning, graffiti, removal services, public safety services, marketing, promotion streetscape improvements. We renovated and manage 4 parks within the

downtown, just to put in perspective. Philadelphia is a city of 1.6 million people. Our downtown has about 300,000 jobs, 70,000 residents.

- 14,000 hotel rooms with a really strong hospitality industry, the Convention Center and obviously Independence National Historic Park and the Liberty Bell. The program i'm going to talk about is one that emerged out of what we call our Community Service representative program. Those are uniform unarmed individuals, equipped with 2 way radio. So since 1,991 have done a patrol on the street, and they function as a cross between a walking hotel concierge



### Unknown Speaker

00:39:19

and a professional town watch. They are unarmed. They have no use of force, no ability to rest people, but they serve as eyes and ears of the police, but also, you know, help people find their way around the downtown.



### Paul Levy

00:39:33

We have had in that program for more than 20 years a homeless outreach team that engaged the people on the street that connected with them that was their advocate to move them into different facilities. But as we were building. On this over time we had a very, very strong outreach program funded by the city. A group called Project Home Sister Mary Scullion, is one of our lead advocates and housing providers for the homeless

- she field in an outreach team. The police had a crisis intervention trained outreach team, and we had 3 organizations operating in the same space, somewhat in Silos in 1,997, 98 we got the police together, project home and our teams to say



### Unknown Speaker

00:40:16

everybody's working in a silo not always coordinating. Can we put this together? And what we agreed to do was fund both the project home outreach workers, the crisis intervention, trained police officers and our own staff.



## Paul Levy

00:40:31

We put them through a joint training program in which the project home trained, homeless outreach, civil liberties, attorneys train people on the law, the police trained on their methodology, and the idea was to build an interface disciplinary team.

- Key to this is, we have 2 teams on Monday through Friday, one team on the east side of town, one on the west side of the town, and the team is one crisis intervention train police officer, one homeless outreach worker, and one of our teams, our our staff.
- We have a third team. We've now fielded Tuesday to Saturday. In all cases the outreach worker or one of our community service representatives engages the individual on the street. We commit a van to immediately transport somebody to a facility. That project home is identified. So there had used. There used to be a lot of inefficiency. We would be an advocate drive someone someplace. They couldn't get accepted. The police new use how to arrest.
- but clearly not where the all the facilities were. So. By blending this together, we really built an interdisciplinary team, as you can see, on the first slide. Our numbers from last year were 229 people agreed to come off the Street immediately placed. You could see that was 212 unique individuals, so very little recidivism, when people who we might have engaged 6, 7 times agreed to come in, and we're transported.



## Unknown Speaker

00:42:03

No one in 5 years has ever been arrested or received a citation. The police are there for safety reasons. Many times they know the people on the street. But clearly this was an attempt to overcome Silos to overcome the fragmentation of things.



## Unknown Speaker

00:42:19

and we just found an enormous rate of success. It may be a little hard to read this slide, but in the year we started within our core area in the downtown we were

counting 90 people 94 people on the streets of our downtown every day last year you can see that number was substantially reduced to 30% reduction.



### Unknown Speaker

00:42:40

Clearly, this is to respond to the need of people on the street, to respond to the uncertainty that people feel when they encounter people on the street, but most directly to connect people with services. So what we're really most proud about this effort is in a world the fragmentation in a world of polarization. We have police, civilians and social service and mental health workers working alongside of each other, appreciating their diverse skills



### Paul Levy

00:43:09

and simply getting the job done so that has really been the goal. It's one that we've been really successful with and building on, and obviously coming out of Covid in the shutdown, even as people were less.

- there were less people on the street, they were more visible. This has been very much part of our recovery strategy. So thanks for the opportunity to present this.



### Rise Haneberg

00:43:35

Thank you. And if we could have all panelists come back on camera, we're gonna start our facilitate discussion we have. We will be posing some questions. But again. If you have some that we're not addressing, please do put them in the Q. A. And we will try to get to that

- first question is to Paul, and I just wanted to ask you, how did you balance the concerns and interest or support from the community? Stakeholders and law enforcement partners so kind of just that that whole spectrum.



## Paul Levy

00:44:09

Yeah, I think for us. I don't want to call it easy, but it was relatively easy, because we weren't a first time arrival on the scene. We've had a long term relationship with the Philadelphia Police Department. We've had a long term relationship with the so social service providers



## Unknown Speaker

00:44:24

and with the city. So we all knew each other. It wasn't like we were meeting for the first time. It was really breaking through the silos of saying, okay, you're funding this. You've got 3 teams and quite simply Police couldn't act unless they called an outreach team. But the outreach team might not get there for 30 min.



## Paul Levy

00:44:43

The outreach team might account, or somebody with the dangerous weapon they could call the police, but they might not get there for 30 min, and so I think everybody saw the efficiency of putting things together. There was a lot of skepticism, obviously, both from the police and social service. They come from different tribes

- and learning to work with each other, going through training. So I think the relationships we already had, I think, really helped capitalize on that, and we built on that. So I would say this was relatively smooth. Had we come up for the first time on the scene and say, Hi, we're a business organization we want to help. I think it would have been strongly resisted.



## Rise Haneberg

00:45:22

Thanks, Paul. I think Felicia's got the next question.



## Felicia Lopez Wright

00:45:26

Yes, so earlier we talked about, called Triad, and how there's no one right clinical right model to do this. So I was curious to hear from Earl about how Amherst Crest

- works to triage and and get dispatched to call for service, especially since you're not a co-responder team, right? So I was curious to hear that process a little bit more



## Earl Miller

00:45:47

so I would say it was really kind of a 2 pronged approach. One was that dispatch was at the table, the entirety of the conversation.

- So this isn't something that's foreign to them. They're involved in every level of decision making. We make that particularly the ones that may impact them, and we actually have a policy that we've worked on with them for the better part of 5 months that is, out for a legal review. Now, on the other side of it. I
- I think some of it was explaining culturally to that tip folks is, you know, we're a new department. We don't send police to fires, and we don't send the fire department to to break in. The work we do is unique and distinct.
- and it is often calls that they were struggling to figure out who they would send it to beforehand. So I think for them. They've been waiting for something that could appropriately handle these things, and and on an operational stance, I I would say similar to what Paul said is, Don't make enemies of your friends? You know we we really do.
- I think we have a really wonderful dispatch group, and we think that through this process we'll make them better. They'll make us better, and that process will will make the town a better place to live. So we see the dispatch as a key partner to ours, and as as great friends, and and we wouldn't be able to do without them. So there I I would say
- also respecting that.
- you know they're risk averse, and that we're gonna have to earn their trust. So I don't don't expect that on day one they're gonna send you to the the maybe complicated ones, and you know, handle what you can well, and show them the kind of ability that the team has, and it's hard to argue with the work.



## Rise Haneberg



00:47:34

Thanks. Some great advice there. The next question is for our friends in Olympia. Either Neil

- Nate, or both of you. Tell us how your program engages with or participates in, the criminal legal process following an arrest, or as you were maybe describing even pre-arrest.



### **Nathanael Block**

00:47:57

Yeah, I I can answer that well, and kinda like you said ideally, we would like to catch someone before they are arrested. So if we can intervene in that intercept to 0 or one of the sequential intercept model, we would like to.

- In fact, some of our best successes have come from
- bypassing the criminal justice system entirely because of the relationships that we go with law enforcement and community providers they have called us, instead of enforcing minor and fractions that would have resulted in jail time
- if if an arrest does occur.
- and they are not currently a client or on our case load. This is usually where we get a bulk of our referrals, and then we can begin the process by visiting someone in custody.
- If they are an existing client, we are contacted equally as quickly, and are able to coordinate with attorneys. Visit in custody, attend hearings, and testified if called. We have helped work out details of release plans, and participated in the therapeutic chords.
- We also have represented our clients in court, and this has helped shape some of the outcomes during court proceedings.
- We have a good working relationship with the jails themselves. We are able to integrate the facilities fairly easily, and we have built relationships with the respective staff members.
- Sometimes an officer within the Geo will contact us directly, half need for guidance regarding mental health assessments, as you do, that something other actions that can be taken to attempt to disrupt the cycle for civicism.
- and they will also ask us to come into the facility and meet with an individual if it makes sense
- and on a program level we are consistently trying to make ourselves known within the court system, and strive to connect with the various entities within the court rooms itself
- that way. When we do show up in court on someone's behalf, the judge and the other officers of the court know who we are and why we're there, and we don't

have to worry about providing any contacts or introductions during a court proceeding.



**Rise Haneberg**

00:50:17

All right. Thank you so much. I'm gonna send it back to Felicia.



**Felicia Lopez Wright**

00:50:22

Yeah, thanks. Sounds great to hear about. So this is actually for all of our panelists, so we'll go in order. Maybe we could do Paul.



**Unknown Speaker**

00:50:28

Earl and our folks in Olympia. What if your team requires law enforcement backup?



**Paul Levy**

00:50:35

Well, that's built into our program. I mean it is. There's a crisis intervention train police officer there right from the beginning, and I think that was a really helpful part of this, because.

- apart from let's call them cultural differences between outreach workers and police. Anyone who's done long term outreach knows that 98% of the people they're meeting on the street are perfectly safe, etc. But there are a small percentage of people we quite dangerous having a police officer. There is a real sense of safety, especially if that crisis person is crisis intervention train and knows they're not the first respond, or they're in the background. So I think that clarity of roles

- that the police do not lead in any circumstance unless it requires a very traditional law enforcement. That's been, I think, the key to this program, this building relationships across disciplines.



### **Earl Miller**

00:51:26

I I would say, on our end, we call them, and they show up it. Hasn't happened Yet I think this is one of those things that can be really easy for people to kind of chase ghosts on. The reality is that

- we aren't people with guns. There is no way in which our interaction is gonna end with you. Going to jail or prison, or being fined or penalized for it. The worst case scenario. Someone doesn't want to work with us. We leave.
- but if we needed police assistance police were part of our training. We actually had a a officer who trains at the Police Academy locally come in and do a day of situational awareness Training Our folks have radios that go directly back to dispatch. We can call for backup, and we have a a
- the vast majority of our police department at Cit Trained. We also have a Co. Responder in our police department. So if we needed them, we have no doubt that they would show up and be able to to do their work appropriately.



### **Nathanael Block**

00:52:29

Yeah. On our end. I I don't want to sound too much like I'm echoing Earl. But yeah, all of our staff are very competent, and escalation training and crisis intervention have a lot of formal training on a lot of practice, and we have a team culture we

- are able to talk about and implement scenarios where, if things do get a little out of hand or start to seem like they're going out of hand. How do we respond to that? And and today we've never needed law enforcement backup.
- With that being said, we also have a a Co response entity within, built in with our system as well, the crisis response unit, and they're usually
- in the vicinity. Or maybe they were the ones who called us in the first place. And so we're able to successfully navigate out of those kind of situations.



### **Rise Haneberg**

00:53:24

All right. Thank you, Earl. I think you might have covered this, but just wanna make sure, in terms of how does your program ensure safety of of the responders, your staff and people in need.

- And do you share these policies and practices? You know. Just how do you kind of communicate this whole safety plan.



**Earl Miller**

00:53:45

Yeah. So they received a a lot of training. I would say the entirety of the 9 weeks of training was kind of couched in, not just the escalation, but a real understanding of what deescalation doesn't work and that that is possible.

- I you know we talk a lot in the office about, you know, some day it's not our day, and I think it it
- one of the the realities of our work is, it is easy to fall into using the language of the systems that already exist, to think about the folks we work with. We think about our folks as neighbors, and some days our neighbors like us, and some days our neighbors don't like us, and on the days they don't we're, you know we're a a warm smile and a a time to see him later.
- I I think this is why it's so important that when people build these things out they build them out for the specifics of their community. We are a community in which a police officer is not shot. A gun in in the recorded history we had 63 violent incidents last year. So when I hear Paul talk about those numbers, they they give me nightmares in our community. It is a largely safe place, with a low crime rate, and that means that we do have the luxury of being able to go
- in the most situations, knowing we'll be safe, and mostly their job is to not get into some sort of power struggle with the folks we're working with. That might make us less safe trying to make people do. What they want is is dangerous Work it. We don't want to do it.



**Rise Haneberg**

00:55:15

Thank you.



**Felicia Lopez Wright**

00:55:19

Thank you, Earl.

- and this goes to a Neil ornate, or both of you if you want it to be taxing this one, how does your program manage and ensure consistent public relations with the community?



**Neil Calmjoy**

00:55:31

Yeah, I can answer that. I think

- it's first important to define. What what do we mean by community? I think it's a a really common trap to fall into, to exclude the population that is served from our definition of community. There's the general public, and then there's those people over there, and so
- we consider the population that we serve to be part of the community, and we really actively engage them, and we really solicit their feedback on how we can do better job of building relationships and meeting their needs. We frequently have contact with their families, if that's something that that they want. If they
- if they list family members as natural supports, or if they have chosen family, we try to engage them in the process as well, and then sort of that that wider general public of
- business owners community members that observe what's happening in the
- in the middle of of the community. We try to be a public face of of a holistic alternative response. We have contact with business owners. We give our business cards to the grocery store manager, who has a a consistent complaint that this individual is
- always loitering here, and and our responses always call the police. And we say, Well, okay, let's let's call us instead, you know. Maybe maybe we can be a better solution. And in Olympia that's that's usually pretty well received. It's a very progressive community, and and people are always looking for alternatives to jail and arrest. So we're kind of in good company.
- I would also say that you know, in that expansive definition of community our relationship with other providers is pivotal. We have this
- constant flow of coordination and cooperation with this, this extensive list of agencies and nonprofits, that work in housing and shelter and behavioral health, treatment and community medicine and peer support. I often
- say that I I have a deep role of X. Of of all of these different contacts that I have, and we're very much a part of that provider community and building. That relationship makes us effective.
- And then one more element that I' to that is the public entity such as law enforcement, where we do walk along with our our downtown walking patrol, and

we're we're not afraid to be seen with them. You know we're wearing our Catholic community services badge, and they're in their full uniform

- A, and we provide a public face for showing that hey, there there can be collaboration. There can be coordination between social services and law enforcement, and we can work together towards common goals. And so I think that's one thing that we pride ourselves on is that we we try really hard to be a bridge between all of these different places.



### **Felicia Lopez Wright**

00:58:15

Thanks.



### **Rise Haneberg**

00:58:18

Yeah. I loved hearing about all of that work and working together and walking the streets together. Thanks, Neil. So for Paul. This is kind of a long question, but I just wanna like the the kick off Part to the question is, did you complete

- a strength or like a needs assessment? Did you go through that process? And I realized, you know, that you started your program quite a few years back, and maybe it's something that you've done more than one time.
- but from that you know where you were? There surprises were there things that you hadn't maybe thought about, that you would need to include or not conclude where I was curious about if a surprising partner showed up like someone you maybe didn't think about. And just you know what has been some of those key data points to demonstrate your successes.



### **Paul Levy**

00:59:07

Yeah, in in some sense, look. If we had been starting this from the first, there would have been a great need for a huge needs assessment. We had been at this a long time. The homeless outreach teams have been out this for a long time. The police, so we all were aware of the challenge and the number of people who were on the street. And so we had a relatively simple metric here, which is how many people are

on the streets of our downtown, sleeping in the daytime or night time. We have a significant drug addict

- problem in the city mental health problem. So we had a quantified number of people. I think we knew that by partnering all these different groups together we would be able to have success. I think it was surprising. Anyone who's done a homeless outreach



### Unknown Speaker

00:59:52

knows you. Don't just meet someone on the street, and they agree to come in. It's a weeks long a month long process, engaging someone 6 or 7 times. But by putting these teams together, and every single day in a limited geographic area, visiting people, offering them help getting to know them.



### Unknown Speaker

01:00:12

We have expedited the process of getting to. Yes, I think that's been the most pleasant surprise here is by engaging people with 3 different types of people who can do a different approach each time it's the speed at which we were able to get people to say, okay, I'm willing to try to come in, and then having a van right there, we eliminated every point of waiting, every point of friction. And then I guess. The biggest pleasant surprise is that we knew we were getting large numbers of people off the street.



### Paul Levy

01:00:42

but when we went back and did the unduplicated people. We were really delighted to see how few people we were bringing back a second and third time. And in this world that clearly is the hugeest challenge for people agree to come in. They lapse back, etc. So I think the consistency of relationship, the combining of difference disciplines. One day they didn't want to talk to somebody from Project Home. They talked to our staff person. Some people actually wanted to talk to the police, so there was a choice of who.



**Unknown Speaker**

01:01:12

with a choice of approach. But always we knew where the bed was. There was no if somebody said yes, we knew what their needs were, and where to take them. So hate to use a word like efficiency. But really we achieved efficiency in this program.



**Rise Haneberg**

01:01:27

Great thanks for that.

- Lisa. I think you want to do another round Robin? Maybe.



**Felicia Lopez Wright**

01:01:32

Yeah, Another round robin to wrap up our panel discussion. If all of you can take turns just providing the audience with any last words of advice. We whether that'd be lessons learned any tips for sustainability



**Unknown Speaker**

01:01:47

engaging with long-term partners advocating for the needs of your program just anything that you want to any, Jen that you want to share with our audience today, and maybe we'll start with our our folks in Olympia, and then go to Earl and then, Paul, if that's okay.



**Paul Levy**



01:02:03

bye.



## **Nathanael Block**

01:02:06

Sure. Yeah.

- If I could bestow something, a big lesson learned for us is that how effective peer services can be when it comes to
- starting up programs like this. When
- we first started I was one of the original peer case managers, and then have since promoted, and and the the ability for us as peers to be able to connect with someone on a level that most people cannot is a very effective and useful tool, you know, like we have.
- we have folks that work on our team. Now that can look another person in the eyes and say, yeah, I've slept behind that dumpster, too. and I have developed some resiliency. And here's how I did it, and the
- the way that they can walk alongside someone through this. It builds a lot of trust and a lot of the people that we're encountering that are experiencing a cycle recidivism who are experiencing kind of chronic homelessness.
- They don't trust anybody. And why should they trust me? The guy who is funded by law enforcement? I'm basically a police officer to them.
- and this
- breaks down that barrier. And it's been our experience
- supervising peers that the more autonomy, guidance, and support that they are granted, the more effective. They are at expanding their scope and taking on new practices and learning new niches and becoming really, really effective.
- contributing members of the team.



## **Earl Miller**

01:03:56

I would say, just start.

- I think we can get so caught up in language of pilots and these other things we have 10 folks. We wouldn't call it a pilot, because we think the work we do right now is effective and meaningful. And hopefully we'll grow and expand. But I think all too often it can get easy in government or the helping arts

- to think that somehow tomorrow is gonna solve our problems, that if we just wait another day there's some hero come and do it. And there isn't there, Isn't, you are gonna have the same resources, the same impediments, the same challenges tomorrow that you have today, except you'll have missed the opportunity to learn the things you could have learned today. This is not perfect work. You make your mistakes, but do something.
- I I I don't think I, the biggest lesson we've learned is start in perfect
- and get better every day, and one of the things you'll hear in our office all the time is today's the worst will ever be, because that commitment to learning from today and getting better. And this this can be a morale booster. I just also quickly. I'd say, don't don't narrow the focus so so much that you're not able to do the other things that are important. We're driving an Afghani families son to preschool every day. I don't know that that fits neatly in the public safety.
- but I know that that's a good thing, and my folks are better for doing it, and that family that likely would never have trusted public safety. Now trust us and and let that small stuff happen, even if it doesn't show up in data, it it matters every time



**Paul Levy**

01:05:37

you know. What I would say is more general is that we obviously live in a highly polarized time.

- in which people are looking at things from totally different perspectives. And you need to find police departments and public safety departments that want to think differently, and you won't. Find the whole department. You'll find the good people in it. You will find people in outreach. We're completely against dealing with police and people who are saying, I'm willing to be pragmatic and try something that's like people like to say there's no democratic or Republican way to address people in need on the street.
- and I think it's just being pragmatic about this being willing to break down silos and barriers, and whatever works is success at this point, because you have a simple measure. Somebody who's been out in the public environment, in in their health is really challenged. They're using, and they agree to come in and get help. That's a victory every day that you want to win.



**Felicia Lopez Wright**

01:06:36

Thank you all. I love the the person-centered responses that you all have.



### Unknown Speaker

01:06:41

And, Neil, did you have a comment? I'm sorry



### Neil Calmjoy

01:06:44

I was letting me take that one, but I will.

- I'll just double down on what he said the the lived experience component, I think, is critical, and and taking it a step further, if your program decides to utilize people with lived experience as frontline frontline service providers, which I highly highly recommend.
- Be sure to build in a path for upward progression for them. Build in upward mobility, don't cap them out. It's really common for programs that utilize peer support to have a ceiling where this is the role that's available for you, and it's considered entry level.
- and that's a whole other philosophical debate there. But you have to give people a a a pathway towards empowerment, and that means, considering, lived experience in during the hiring process, when it comes to setting wages, considering their qualifications from a holistic lens.
- and then promoting from within whenever you can, and giving people opportunities to demonstrate leadership for us in our program. That's been really critical to our success. And as we observe other programs in our communities that have struggled with
- attracting applicants and retaining staff. It's because I believe they often don't value the experience of their staff enough, and they they take this sort of empowerment lens when they consider their clients, but they don't apply the same lens to their staff. And so, if you're building a program like this.
- that's one thing that I would, I would just strongly strongly recommend, because I think it it can be a an immensely effective and rewarding piece of it that just sort of ties it all together.



### Felicia Lopez Wright

01:08:30

Thank you so much. And as we transition to the Q. And a. I actually wanted to elaborate, or I have, selfishly enough, I have a question when you talk about working the important work of incorporating people with lived experiences and peers into this

- arena of work, and you know, how do you ensure that you're that they're being taken care of as well, you know they can maybe encounter maybe some triggering, you know



**Unknown Speaker**

01:08:55

situations or



**Felicia Lopez Wright**

01:08:57

burn out quite frankly. Like, how are you working to support them in that way? As well, and just taking care of of them that trauma-informed way.



**Neil Calmjoy**

01:09:07

or I see you have your hand up. Did you want to answer that?



**Earl Miller**

01:09:10

Yeah, if you don't mind?

- Just so. I'm a certified peer specialist, I'm: a person who is homeless in our community. I have a Gd. I think, understanding that as much as we, we highlight Academia that lived Experience isn't just some side things that sometimes it is the

answer. And so I would say, paying people a living wage, treating them, providing them the protections of other staff, and remember that They're resilient, I think. Sometimes when people talk about peers, they they speak about them

- with this like sense of fragility that you don't actually see in the work. What you see is these people have already survived every day that got them here, and as long as you don't make today the worst day they've ever lived. They're gonna find a way through it. We have, I I believe.
- entirely imper support, and I think it started out as this really kind of sweet, nice way of saying, we're gonna let the patients get to work, but it's evolved way past that, and it is meaningful. It is as productive as social work, and you see that everywhere that it exists. So I I when I I one of the reasons I don't talk about peers when I talk about our department is that everyone in our department has lived. Experience. It isn't a thing we think of as a the side thing. It's a requirement.



**Felicia Lopez Wright**

01:10:29

Thank you. I wanted. I wanted that information out there for folks to hear it. It sounds like we have some agreement in the chat and with participants, so I think that's such an important consideration that, especially at Tsu Justice Center, we're also trying to uplift that as well.

- So thank you. So we can transition out to to questions and answers. We have some in the chat.
- We have one question here that talked about like addressing concerns of phase and weapons, and I think we we covered a lot about safety, and we kind of like, I think, answered that already. So
- I I'll move on to the next question. and again, anyone. There may be some that are specific to each of your respective programs, but I think this one may be a general one.
- Someone says, i'll ask a question I receive from constituents all of the time. How is success



**Unknown Speaker**

01:11:19

measured, or deed? Think.



**Felicia Lopez Wright**

01:11:22

Paul covered that a little bit, but just curious to hear from from the rest of us.



**Earl Miller**

01:11:29

Olympia, please go first.



**Neil Calmjoy**

01:11:31

We're getting better at it. But I will say, I wish that I had a workbook. If only someone had written a workbook for designing a program like this before we started, because we learned the hard way early on. We did not have an eye towards effective data collection. I actually was

- hired by Catholic community services, and as a mental health professional, and that I was promoted like 6 weeks later to be a program manager, and I had no experience whatsoever in a program, development or management. I was a direct service provider, and so I did not have
- any of the stuff built in, and the programs that that I had worked in previously around data collection. Even things as simple as demographics. I had to
- remind myself of why that was important, and I didn't have an eye to it. And so we had some serious catching up to do When it finally became apparent as we're applying for grants and things or reporting to funders. Oh, we we do not have good data collection here. We really need to to get our but some gear and and collect more.
- I think it's important to have clear metrics for success. We were fortunate enough to sort of have them provided for us by our primary funder, they said, actually, the Legislature of the State said, These are the things that this program is designed to do. And so that gave us a really clear framework. But you need to collect data in order to report on. Are you successful in that?
- And so I I can't highlight enough how important it is to have a plan from the beginning of how you're going to tell that story, because qualitative anecdotal stuff is great. It's a it's an important component. But that is not enough. You need to be able to show it with the numbers.



## Earl Miller

01:13:08

Yeah. On our end we are funded about 60, 40, 60, with the town, 40 by the State. The state part of that funding from the State is that we need to contract with an outside evaluator. Really, to make sure that the data is fair right that it's not being. We don't have our hand on the scale into that, and we're partnering with the Umass Donahue Institute to establish a kind of evaluation tool.

- And and I would say, but that's the kind of the practical piece. I'd also say, remember that public safety is a feeling, and that that qualitative stuff matters, but also like, how are you impacting large communities.
- and to our end a big part of that is being in constant dialogue with community groups around the challenges that they're facing. Because I think success is measured. There's
- 40,000 folks in our town 40,000 different ways. And so, to the best of our ability, we're trying to understand what those are in an example of. That is one of the things that our town is really challenged us with is in our forming is to reduce the amount of interactions folks have with police throughout the day. So we served as constables during the election. I don't know that that will show up on any data source. But I know that for folks it meant something. And so that's
- symbolic stuff matters. And and yeah, we'll figure out the data. I I would remind folks. We're in the frontier. I I think in 10 years we'll all be kind of laughing at the days where we made up the data tools as we went, and we won't. Get this opportunity again.



## Felicia Lopez Wright

01:14:52

Thank you.



## Rise Haneberg

01:14:53

I want to jump in and take that stepping up question before we run out of time. That's great, because I really appreciate. You know, these things are not, cannot be done in a vacuum. I don't know if we have said that enough today. So if many of you today are stepping up site. Thank you so much. We know that many of you have

already identified those very front and initiatives as that one key measure to reduce the number of people with Smis coming into

- to your jail. So obviously, you know, I think, partnering with your jail partnering with your criminal justice leaders, You know we see some instances, some programs, you know where you know it's so key to the prosecutor at the table. If he's going to give the green light on certain ordinances or low level, you know misdemeanor violations, etc., where the community responder program responds and says, hey, we're do better with this person being routed this away and out
- and away from the justice system. So I feel like that totally lines up with. You know all the goals that we've been, you know, pushing through the stepping up initiative, and that I would just love to hear that this kinds of programs and efforts are just branching out from your work with stepping up, and just as a way to grow again the different ways of responding to people. And I think we've just heard some great examples today. So I look at answered your question exactly, but certainly you know, I think that.



### Unknown Speaker

01:16:23

But everybody today spoke around. You know that these different programs has this underlying goal of diverting, you know, from further entrance into the justice system.



### Felicia Lopez Wright

01:16:36

Thank you so for catching that question. And and and given that response, we have another question about data. There's a question in. If you have a one database to capture all Service providers data.

- and with measuring progress, or like, how do you handle them? I'm asking all the data and capturing it in one place.
- Is that is that what you're doing, or is that something that you want to work for?



### Earl Miller

01:17:09



We're really kind of operating on our best as a municipality and sharing data? We have meetings with our human service providers to talk about specific cases. But I would just say we're an interesting times. There's so many new initiatives coming out that I think in the next few years will really figure out how to share data. But right now we're finding that our community providers are trying to get so much programming on board really quickly that when we talk about sharing data they feel overwhelmed. Our big success has been able to get on the their release system, so



### **Unknown Speaker**

01:17:39

so that we can actually talk with folks. We really do need State and Federal legislation to mandate those things, and particularly with the world of Hipaa people are really really uncomfortable, adding a new player to the kind of sharing of information without clear.



### **Earl Miller**

01:17:55

clear messaging from the State and Federal Government that is going to be safe to do that. They won't find themselves in trouble in a couple of years



### **Neil Calmjoy**

01:18:04

unsatisfying government. Answer. Sorry I I agree with her all on, on, on, just about all of that one success that we have been able to build is a partnership between us as a nonprofit entity and our dispatch system, because so much of the information that dispatch collects is a public record.

- it can be possible to set up some sort of a data exchange. For example, within our case management record record system, we have set up a way to import automatically, basically every 24 h. They export all new updates for arrest warrants and bookings.

- and then our program scrubs that export for name and date of birth matches and then pulls into our system. So if we're serving someone named John Smith, date of birth, January first 1,980, and John Smith is arrested today
- tonight at 2 in the morning. They're gonna send out this big flat file. Our system will scrape it, and then tomorrow morning I get a notification that John Smith has been arrested.
- So there are some things that you can set up. But it's gonna be way way easier with publicly available. Data than anything that approaches hipaa-covered data. That's that's gonna remain incredibly challenging unless you're able to sign a business associate agreements with all of these other providers, which is a a really huge lift.



### Earl Miller

01:19:28

I just want to add to that. Remember that substance, use information is is protected health information on a different level, which particularly makes some of the kind of post overdose stuff more complicated, so just the kind of layers of challenges. But

- she's Olympia way to go.



### Rise Haneberg

01:19:50

Did you want to chime in on that.



### Paul Levy

01:20:03

Who is that directed to?

- I just didn't have you wanted to share anything?
- We were obsessive about data gathering, but this is one where it's a simple number. How many people are on the street? And what was the resolution?



### Felicia Lopez Wright

01:20:17

Okay, good. And thank you. Thank you. No, thank you. To all of you for answering that. I think that was a really big reason why we wanted to highlight a variety of different response programs.

- Because there's again no one formula for this work. You really do need to build it according to your needs, your capacity, and where you are in your phase as well like You're not going to have everything in your first year or your second year. It takes years.
- and that's what we wanted to show here across the different projects and where they are, and that they're still having success right. They may not have it all figured out yet. They're having successes.



### Unknown Speaker

01:20:55

And yes, the person at someone asks is overdose data not available because 42 Cfr: Exactly.



### Felicia Lopez Wright

01:21:01

That is the law that that covers it's like substance, use data and information. Are there any other questions from folks? We do have a couple more minutes to answer questions.

- Not



### Unknown Speaker

01:21:18

We can move ahead. But i'll I'll give it, maybe like 5 s in case anyone has a



### Felicia Lopez Wright

01:21:23

a last minute. Oh, wait! I actually do have one more question. I apologize.

- I skipped it over. I probably moved. There. There is a question actually about whether or not you encounter police working in an off duty capacity.
- and if you allow them to intervene, or or has that ever come up



### Unknown Speaker

01:21:40

basically your work?



### Earl Miller

01:21:43

I would say we we have had law enforcement folks apply for positions, and it's tricky. I think

- I think we're open to the idea. I I don't know that I think one of the things that's important is that there's also some shifts happening in law enforcement, and I think we're seeing, at least in our town, that the days in which people in which police officers want to work a 100 h, you know, 50 h over time every week are probably just about done. It seems like even our officers are really looking for a work life balance.
- So. But I think in in our world, You know, we really do want to treat people as people, and if if the right person came around and and wanted to work with us, and it made sense we'd we'd absolutely be open to that, regardless of where they come from. Kind of you can't believe in redemption for some and not everybody.



### Neil Calmjoy

01:22:36

I would have concerns if someone was still employed by the police department and is working in an off duty capacity. I would feel fantastic about hiring a former officer. But if someone was balancing both of those roles at the same time, I think that can be really challenging.

- I come from a formal social work background where dual relationships get hammered into us. And I think it it could be. It would pose a really large challenge both for the individual in the role as well as for the community member that they're serving to understand.
- I'm wearing my police officer hat versus I'm. Wearing my community support person hat, and being able to distinguish. So I would I. I would have a hard time, I think, with someone who's off duty.
- But I would love to hire a former officer.



### **Felicia Lopez Wright**

01:23:30

It looks like we answered all of our questions. All all has a job offer in the chat, so he should definitely somebody somebody is going to hire her also.



### **Earl Miller**

01:23:46

One last thing i'd say is, if your community decides to do this, what I've found really important is, you do join this big national community of communities doing this work like this is my first time interfacing with the Olympia folks.

- But even from just this conversation. I know that there's maybe 30 people in the country who've had to deal with some of the challenges I've had to, and and they're on that list of people. There's a real. We talk with folks in Denver on a weekly basis, Durham, North Carolina, Portland. There is a real sense of community in this, and people helping each other out. I'm glad to meet Paul. We'll find a way to get down to Philly. You Aren't, alone in these efforts, and the kind of information sharing that happens on a day to day basis is so
- important and frankly so easy. I've yet to reach out to a department and not have them be excited to support us in any way that they could.



### **Rise Haneberg**

01:24:41

I I just want to jump on, and you know, just echo that that the support that

- Bga has for developing robust different forms of crisis response, working hand in hand with law enforcement, and also the technical assistance that we AIM to provide the Justice Center. We're we're very much listening to you all. And what's going on in the communities and and trying to share this information across
- sites that are maybe not as far along as our panelists are today. So, thanks to you all.



**Felicia Lopez Wright**

01:25:15

thank you all so much. Another reminder Sign up for our Newsletter. It's the best way to keep up with all of our work and events, such as bees and other upcoming. We have a plethora

- events coming up this year. So definitely sign up for our newsletters that way. You can stay up to date with us



**Unknown Speaker**

01:25:32

if you have any questions after this, Webinar. My emails right here F: [right@csg.org](mailto:right@csg.org). Don't hesitate to email me. We did record this. It will be posted on our website in one to 2 weeks



**Unknown Speaker**

01:25:44

we posted under the events Tab. We have all of our upcoming and recorded webinars on our events. Tab so feel free to check it out, and I also forgot to plug earlier. We have a newly launched [jmhcp.org](http://jmhcp.org) website which actually



**Felicia Lopez Wright**

01:25:58

highlights all of our work under the Jhcp portfolio, so feel free to reach a check that one out, too. It has information on our free technical assistance centers that are open to the field, so you can put in a request there as well.

- But yeah, thank you. Everyone for joining special. Thank you to our panelists for your wisdom and being able to highlight the amazing work that you're doing. and I hope everyone has a good rest of the week.



**Paul Levy**

01:26:24

Thanks for inviting us. Bye bye.



**Rise Haneberg**

01:26:26

Thanks. Yeah.