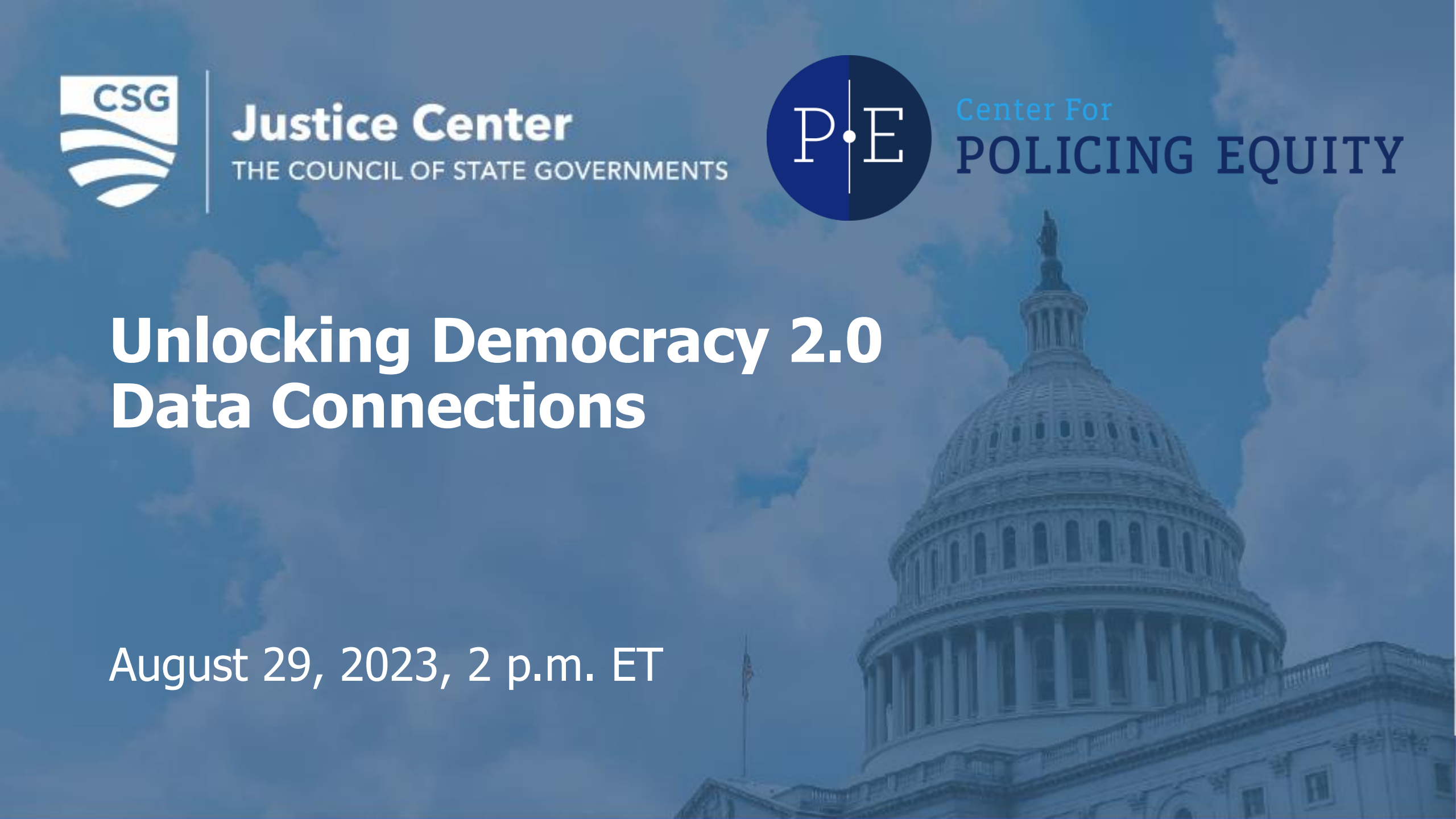

Unlocking Democracy 2.0 Data Connections

August 29, 2023, 2 p.m. ET

Session Outline

I. Organization Overview

II. Speaker Introduction

III. Denver Support Team Assisted Response

IV. Q & A

V. Next Steps

The Council of State Governments Justice Center

We are a national nonprofit, nonpartisan organization that combines the power of a membership association, serving state officials in all three branches of government, with policy and research expertise to develop strategies that increase public safety and strengthen communities.

Our Goals

- Break the cycle of incarceration
- Advance health, opportunity, and equity
- Use data to improve safety and justice

How We Work

- We bring people together
- We drive the criminal justice field forward with original research
- We build momentum for policy change
- We provide expert assistance

Center For
POLICING EQUITY

Who We Are

The Center for Policing Equity (CPE) is a racial justice non-profit that protects, supports, and empowers communities—particularly Black and Brown communities— to redesign their public safety systems. CPE provides leaders with data, stories, and relationships to facilitate change that's bold, innovative, and lasting. **We do science to promote justice**.

CPE gathers and analyzes data on behaviors within public safety systems and uses those data to help communities achieve safer policing outcomes. Our goal is to make policing **less racist**, **less deadly**, and **less omnipresent**. We believe we can forge the path to justice by redesigning public safety systems to better keep communities safe.

Our Impact

Since our founding, CPE has served:

30
STATES

60
LAW ENFORCEMENT AGENCIES

85.2m+
PEOPLE IN THE U.S.

Our Impact

PROPELLING POLICY

Our country's urgent call for reimagined public safety has challenged law enforcement agencies to make systemic change. Police departments that partnered with CPE have adopted one or more of our policy recommendations:

Unlocking Democracy

- Learning Communities
- Data Connection
- Elected Leaders Council

Unlocking Democracy/Learning Communities

Communities are already exploring ways to **redesign public safety;** however, much of the dialogue, policy, and practice around these models is fairly new. In response, CPE and The Council of State Governments Justice Center are hosting a joint series of Learning Communities for Policing Alternatives.

These **virtual learning communities** assist interdisciplinary teams seeking to implement, sustain, and evaluate policing alternatives in one or more of the following four areas: College Campus Community Response, Community Violence Intervention, Crisis Systems, and Youth Diversion.

Data Connection

Occurred simultaneously alongside learning communities and aimed to help communities do the following:

Learn how to use data to tell a story

Create an evaluation plan

Become more comfortable with data and data analysis

Connect to resources for funding or partners

Coordinate with other agencies for data collection and analysis

Develop a logic model

Unlocking Democracy: Elected Leaders Council

The Elected Leaders Council (ELC) brings together state and local elected officials nationwide and helps participants work collaboratively to develop strategies to enact and **sustain reforms, fund initiatives,** and **receive support**, including help identifying validators to help support initiatives in their communities.

Image used by permission of Center for Policing Equity

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Speakers

- Shukri Muwwakkil, LCSW, BCD, STAR Operations Manager, Denver 9-1-1
- Brian Blick, Quality Improvement Manager, Denver 9-1-1 Communications Center
- Blake Christenson, Data Analyst, Denver Public Safety

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Denver Support Team Assisted Response (STAR)

- STAR provides person-centric, mobile crisis response to community members who are experiencing problems related to mental health, depression, poverty, homelessness, or substance use struggles.
- STAR pairs a licensed behavioral health specialist with a Denver Health paramedic to respond to such calls.
- STAR was designed to provide a fourth option over the more traditional police, fire, and EMS interventions.

Denver Support Team Assisted Response (STAR)

- Implemented June 2020—modeled after the CAHOOTS program in Eugene, OR
- Non-law enforcement response, independent of police or EMS involvement initially—community-based response
- 9-1-1 call-takers screen the following calls for riskiness: assist, intoxicated person, suicidal series, welfare check, trespass/unwanted person, and syringe disposal
  - Focus: Weapons? Injuries? Timeframe? Suspect location?

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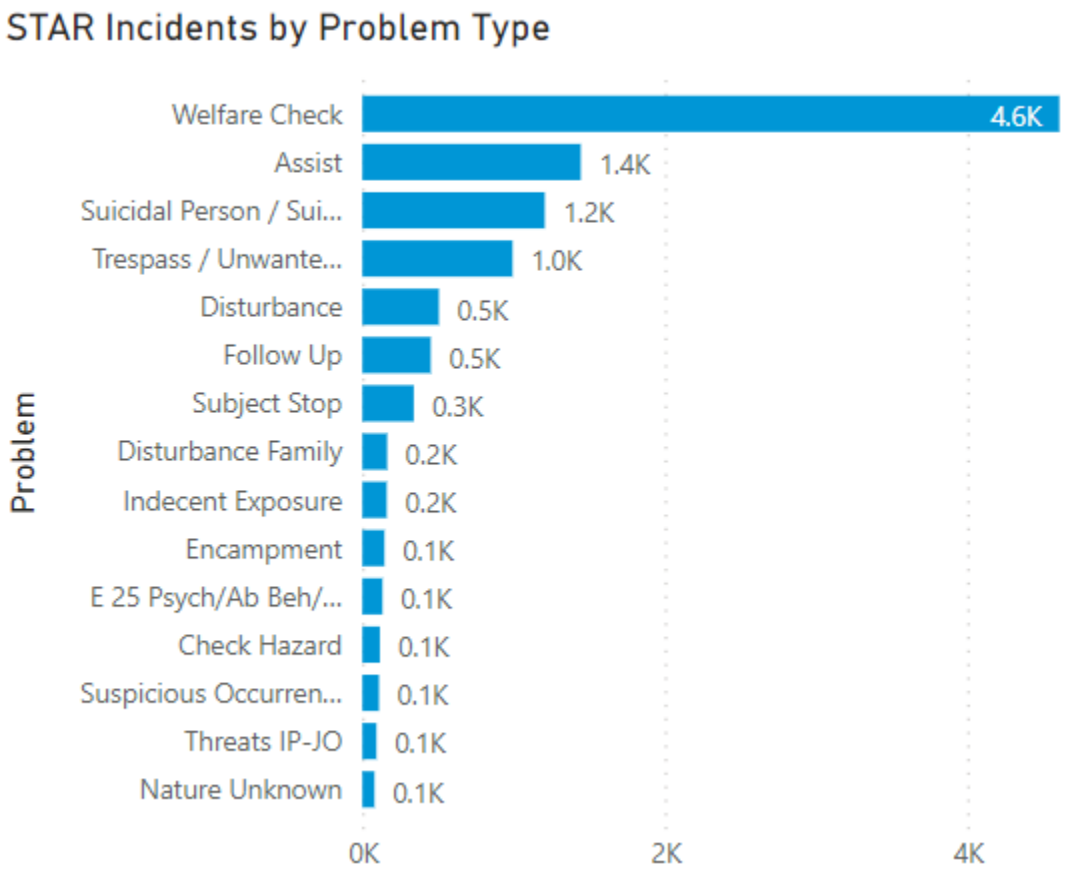
STAR Program Response Criteria

- Initially conceived using existing Denver 9-1-1 nature codes
- Lower-risk calls (i.e., no weapons involved)
- Focus on codes for which safety concerns are generally low
  - Assist
  - Disturbance/Disturbance Family
  - Indecent Exposure
  - Intoxicated Person
  - Narcotics
  - Suicidal Series
  - Syringe Disposal
  - Trespass
  - Welfare Check

STAR Uses Data to Inform Decision-Making—Calls Assigned/Ran



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2	1	1	1	1	1	2	3	10
3	2	3	5	5	3	2	1	21
4	8	11	6	6	4	6	4	45
5	26	24	25	28	23	21	8	155
6	31	72	77	57	75	65	48	425
7	55	98	91	81	69	74	49	517
8	72	128	136	129	111	133	77	786
9	73	190	155	175	140	142	72	947
10	81	249	225	228	193	201	87	1264
11	73	237	207	228	191	205	90	1231
12	97	201	215	225	179	207	78	1202
13	73	180	204	172	173	180	61	1043
14	74	184	176	194	150	171	70	1019
15	77	153	153	185	154	140	70	932
16	58	140	147	137	118	122	58	780
17	45	78	81	86	71	79	46	486
18	25	59	45	55	66	58	27	335
19	19	38	32	32	38	40	18	217
20	10	20	19	20	20	25	6	120
21				4	4	3	1	12
22	1	1	1	1		1		5
23	2	1						3
Total	**903**	**2070**	**2005**	**2050**	**1788**	**1878**	**875**	**11569**

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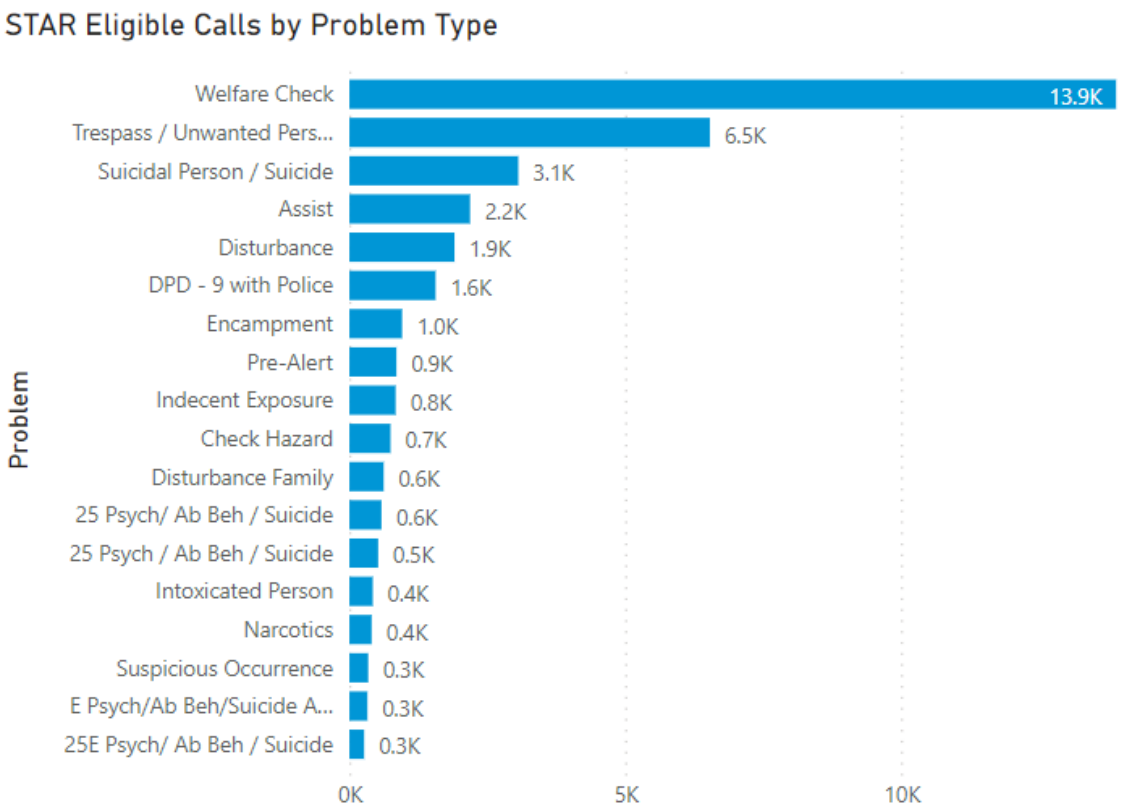
STAR Program Data—Calls Marked as Eligible



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3	31	15	25	26	19	19	10	145
4	20	22	12	32	25	24	17	152
5	42	40	31	50	47	28	26	264
6	86	118	112	111	123	109	98	757
7	135	179	173	180	185	188	150	1190
8	220	283	299	297	311	270	187	1867
9	218	321	351	334	344	326	247	2141
10	226	334	388	393	430	411	295	2477
11	264	383	391	423	358	431	264	2514
12	275	383	373	385	405	420	280	2521
13	248	386	380	365	379	400	277	2435
14	288	344	345	368	353	332	274	2304
15	257	342	367	355	356	355	295	2327
16	250	333	327	364	340	382	259	2255
17	255	332	308	356	307	350	260	2168
18	209	226	271	256	277	248	202	1689
19	173	225	240	218	203	200	179	1438
20	133	149	175	168	150	153	144	1072
21	97	135	127	126	110	99	112	806
22	77	96	77	83	58	58	84	533
23	33	50	49	50	46	46	57	331
Total	**3630**	**4764**	**4902**	**5040**	**4912**	**4926**	**3806**	**31980**

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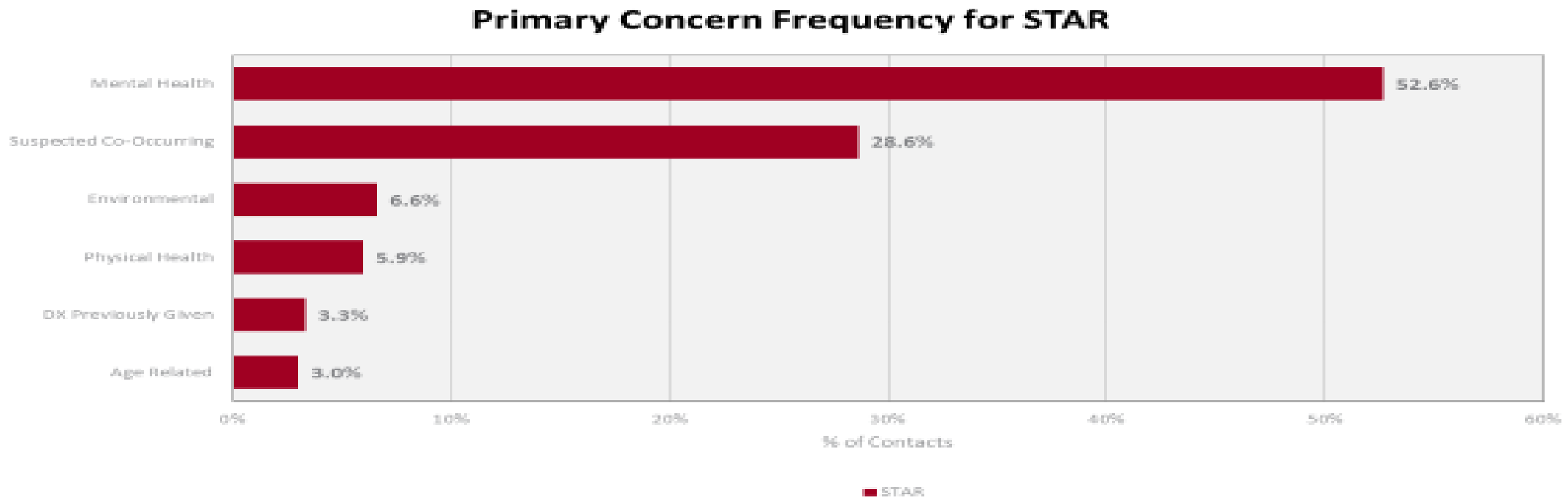
Primary Concern Frequency for STAR



DENVER
THE MILE HIGH CITY

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Challenges

- Data sharing with community-based partners to get person-based outcomes
- Balancing delivering services where most needed versus ensuring all have access
- Expand types of alternative responses beyond behavioral health responses (such as ongoing interpersonal conflict)
- Expanding the continuum of behavioral health responses

Identifying the Data Team

- Roles: analysts, operations support, supervisors, call-takers, dispatchers
- Specifically, personnel who understand how to
  1. Integrate quick and easy ways to augment existing data collection and tracking systems (such as computer-aided dispatch).
  2. Leverage these systems in novel ways to evaluate process and outcomes.

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Identification of Key Metrics and Outcomes

- Process Evaluation:
  - Total identified eligible calls for service (CAD comments)
  - Total responses (STAR radio numbers arrived on scene)
  - Median time on scene (Unit arrival to call closure)
- Outcomes:
  - Connection to community-based resources (Transports)
  - Reductions in future criminal justice contacts (via data sharing agreements: police street contacts/arrests, jail bookings)

Creating a Data Collection Plan

- Identify key outcomes with community and systems partners.
- Measure outputs relevant to processes necessary to meet these outcomes.
- Collect data (leveraging existing processes as much as possible) indicating progress toward these outcomes.

Quality Assurance and Data Security Practices

- Community-based organizations will be key to addressing underlying causes of crisis.
- Establish early strong data sharing agreements and processes to protect personally identifiable information in transit and at rest necessary to measure outcomes.

Working with a Research Partner

- Sharing de-identified data to measure higher-level outcomes (such as assessments of impacts of future criminal justice involvement)
- Rigorous methodology and external validity

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Questions

Please enter them into the Q & A.

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Learning Communities 2023–2024

Focused on 4 key areas for alternatives to policing over 10 months with subject matter experts from the following fields:

- **College Campus Community Response**
- **Youth Diversion**
- **Crisis Systems**
- **Community Violence Intervention**

and **Data Connection** throughout the sessions!

Unlocking Democracy 2023–2024

Important Dates!

Learning Community Applications **OPEN September 6**!

- https://www.surveymonkey.com/r/35KFXQ2 College Campus Community Response
- https://www.surveymonkey.com/r/C5GNKRT Community Violence Intervention
- https://www.surveymonkey.com/r/35XZN83 Community Responder Crisis Systems

Elected Leaders Council Applications **OPEN NOW**!

- https://policingequity.org/what-we-do/community-engagement/elected-leaders-council

Webinars

Establishing Community Response Models for College Campuses, **August 30** at 2 p.m. ET

- https://csg-org.zoom.us/webinar/register/WN_G_yXZlLlSz2vqncN-1q7EA#/registration

Alternative First Responder Models Can Support Youth in Crisis, **September 7** at 1pm EST

- https://csgjusticecenter.org/events/alternative-first-responder-models-can-support-youth-in-crisis/

Thank You!

Join our distribution list to receive updates and announcements:

https://csgjusticecenter.org/resources/newsletters/

For more information, please contact Shontelle Ramsay at sramsay@csg.org

The presentation was developed by members of The Council of State Governments Justice Center staff. The statements made reflect the views of the authors, and should not be considered the official position of The Council of State Governments Justice Center, the members of The Council of State Governments, or the funding agency supporting the work.

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