

RIGHT PEOPLE. RIGHT TIME. RIGHT PLACE.

ALTERNATIVE

# CRISIS RESPONSE PROGRAMS

INCLUDES  
**100+**  
COMMUNITIES



First of its kind directory of  
direct-dispatch, non-police  
programs

*Community Safety Workgroup*

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# Directory of Alternative Crisis Response Programs

Communities nationwide are working to improve how they respond to individuals experiencing mental and behavioral health crises. Many are investing in new programs that view these crises as public health issues, rather than public safety concerns.

This innovative approach to crisis intervention relies on teams of behavioral health professionals, rather than law enforcement, to respond to people experiencing mental health emergencies. Directly dispatched via 911, response teams are specially trained to assist people in behavioral health crisis and connect them to community-based resources that will support their ongoing health and stability.

Researched and compiled by community volunteers, the Directory of Alternative Crisis Response Programs highlights more than 100 municipalities committed to supporting people in need with non-police, unarmed emergency response teams.

## Sources:

Population 2023 estimates <https://worldpopulationreview.com>

Median household income (in 2021 dollars): 2017-2021,  
U.S. Department of Commerce, Census Bureau  
<https://www.census.gov>

## Updates:

Send corrections & new information to:  
[CommunitySafetyWorkgroup@IndivisibleEastside.com](mailto:CommunitySafetyWorkgroup@IndivisibleEastside.com)

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This book is typeset in Adobe Garamond Pro and Helvetica Neue.

Print copies are printed in the U.S.A.

version 2.1.9, rev 5/26/2024

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# Alameda, CA

*population 79,174*

*median household income \$114,320*

**Program Name:** Community Assessment Response & Engagement (CARE)

**Response Type:** Fire Department EMS Based

**Who Responds:** Licensed paramedic and an EMT

**Dispatch:** 911 and police non-emergency line

**Description:** 24/7/365 alternative response to individuals facing a mental health crisis. Paramedic personnel, who have received behavioral health training, including crisis de-escalation, safety planning, and psychiatric-holds criteria, respond to mental health crises.

**Start Date:** December 2021

**Status:** Pilot, which in September 2022 received \$1.8 million from the state to fund the program for another year.

**Website:**

<https://www.alamedaca.gov/RESIDENTS/Information-for-Residents/Alameda-CARE-Team>

**Sources:**

<https://patch.com/california/alameda/ca-allocates-1-8m-alameda>

<https://www.jems.com/community-paramedicine-and-mobile-health/city-of-alameda-ca-behavioral-paramedic-program-dramatically-reduces-ems-transports/>

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# Alameda County, CA

*population 1,716,769*

*median household income \$112,017*

**Program Name:** Community Assessment and Transport Team (CATT)

**Response Type:** Community Based

**Who Responds:** A clinician and an EMT

**Dispatch:** 911

**Description:** A clinician and EMT respond to crises related to mental health or drug use. CATT provides mental health assessment, crisis intervention, medical assessment, information, referral, and transportation to a variety of voluntary settings. CATT hopes to divert individuals who are not in need of involuntary hospitalization or an emergency department whenever possible. 7 days a week, 7am to 11pm.

**Start Date:** July 2020

**Status:** Program continues to expand

**Website:**

<https://bonitahouse.org/catt/>

**Sources:**

<https://santacruzlocal.org/2021/05/20/how-alameda-county-addresses-mental-health-crisis-response/>

[https://mhsoac.ca.gov/sites/default/files/documents/2018-10/Alameda\\_INN%20Project%20Plan\\_Community%20Assessment%20and%20Transport%20Team\\_8.6.2018\\_Final.pdf](https://mhsoac.ca.gov/sites/default/files/documents/2018-10/Alameda_INN%20Project%20Plan_Community%20Assessment%20and%20Transport%20Team_8.6.2018_Final.pdf)

[https://acmhsa.org/wp-content/uploads/2022/03/MHSA2023Plan\\_07.pdf](https://acmhsa.org/wp-content/uploads/2022/03/MHSA2023Plan_07.pdf)  
(relevant info is on page 564)

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# Albany County, NY

*population 316,976*

*median household income \$73,810*

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

**Response Type:** Police Based

**Who Responds:** Social workers and paramedics

**Dispatch:** 911

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

**Start Date:** June 2021

**Status:** Pilot with expected expansion in 2023

**Sources:**

<https://www.albanycounty.com/Home/Components/News/News/1204/59>

<https://www.albanycounty.com/Home/Components/News/News/1662/59>

<https://www.albany.edu/news-center/news/2022-aiding-mental-health-response-mental-health-crises-ssw-sph-team-receive>

<https://www.albanycounty.com/Home/Components/News/News/2023/59>

<https://www.timesunion.com/news/article/Officials-want-to-expand-non-violent-911-call-17430841.php>

<https://spotlightnews.com/news/2022/09/14/analysis-shows-accord-provides-successful-alternative/>

<https://www.albanycounty.com/home/showdocument?id=22105>

<https://altamontenterprise.com/09222023/no-silver-bullet-programs-announced-combat-homelessness-addiction-and-mental-health-crises>

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# Albuquerque, NM

*population 568,301*

*median household income \$54,072*

**Program Name:** Albuquerque Community Safety (ACS)

**Response Type:** Community Based

**Who Responds:** Teams of two responders who have education and experience in fields that include social work, counseling, social services, health, and peer support

**Dispatch:** 911

**Description:** Behavioral Health Responders work in pairs responding in person or by phone to assist individuals experiencing issues with mental and behavioral health that do not require police, fire or EMS.

Community Responders provide support to community members in need of assistance related to inebriation, homelessness, addiction, and mental health.

**Start Date:** September 2021

**Status:** The Albuquerque Community Safety department is providing 24/7 service as of August 26, 2023

**Website:**

<https://www.cabq.gov/acs/our-response>

**Sources:**

<https://nmindepth.com/2021/01/17/albuquerque-vision-for-non-police-first-responders-comes-down-to-earth/>

<https://www.brookings.edu/research/innovative-solutions-to-address-the-mental-health-crisis-shifting-away-from-police-as-first-responders/>

<https://www.abqjournal.com/2437479/citys-community-safety-department-is-up-and-running.html>

<https://www.startribune.com/why-albuquerques-latest-experiment-in-policing-doesnt-involve-officers/600145781/>

[https://thecrimereport.org/2022/08/24/third-branch-of-public-safety-thrives-in-albuquerque/?mc\\_cid=274742f603&mc\\_cid=fc05272f41](https://thecrimereport.org/2022/08/24/third-branch-of-public-safety-thrives-in-albuquerque/?mc_cid=274742f603&mc_cid=fc05272f41)

<https://www.krqe.com/news/albuquerque-metro/albuquerque-community-safety-team-easing-apds-load-on-911-calls/>

*continued on page 8*

<https://www.abqjournal.com/2537456/albuquerque-community-safety-department-completes-first-year.html>

<https://www.cabq.gov/acs/documents/acs-organizational-plan-20211207.pdf>

<https://www.kob.com/new-mexico/albuquerque-community-safety-helps-apd-with-call-volume/>

[https://www.youtube.com/watch?v=kDKd\\_44nPis](https://www.youtube.com/watch?v=kDKd_44nPis)

<https://www.kob.com/new-mexico/cabqs-community-safety-department-looks-to-expand-hiring-new-employees/>

<https://www.cabq.gov/acs/news/albuquerque-community-safety-welcomes-new-responders>

<https://www.ksfr.org/community/2023-04-11/albuquerque-community-safety-breaks-ground-on-new-headquarters>

<https://www.krqe.com/news/albuquerque-metro/albuquerque-community-safety-set-to-be-24-7-service-by-end-of-year/>

<https://www.krqe.com/news/albuquerque-metro/albuquerque-community-safety-to-offer-24-7-service-for-the-first-time-starting-saturday/>

[https://www.abqjournal.com/news/as-albuquerque-community-safety-turns-two-department-experiences-growing-pains/article\\_8db7f00c-6248-11ec-b299-c794543540e0.html](https://www.abqjournal.com/news/as-albuquerque-community-safety-turns-two-department-experiences-growing-pains/article_8db7f00c-6248-11ec-b299-c794543540e0.html)

<https://www.reuters.com/world/us/new-mexico-mental-health-first-responders-are-increasingly-civilians-not-police-2024-04-06/>



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# Ames, IA

*population 67,919*

*median household income \$54,339*

**Program Name:** Alternative Response for Community Health (ARCH)

**Response Type:** Community Based

**Who Responds:** Paramedic and a social worker

**Dispatch:** 911

**Description:** Each ARCH team consists of a paramedic and a social worker. The team will arrive in a marked ARCH vehicle with first-aid supplies and other resources. The team responds to calls for people experiencing a mental health crisis, homelessness, or food insecurity.

**Start Date:** October 2022

**Website:**

<https://www.mgmc.org/about/arch/>

**Sources:**

<https://www.weareiowa.com/article/news/health/ames-alternative-response-for-community-health-arch-crisis-response-program/524-879f3779-7e5d-488b-95cd-9ce671d04ea6>

<https://www.youtube.com/watch?v=OsXCe0p2LHQ>

<https://www.kcrg.com/2022/10/15/mental-health-crisis-response-program-launches-ames/>

<https://iowastatedaily.com/283812/news/alternative-response-program/>

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# Amherst, MA

*population 39,995*

*median household income \$61,127*

**Program Name:** Community Responders for Equity, Safety & Service (CRESS)

**Response Type:** Community Based

**Who Responds:** Civilian responders

**Dispatch:** 911

**Description:** Responders will be available around the clock seven days a week, with the exceptions to that coverage being Mondays, Tuesdays and Wednesdays from 1am to 9am. Those times were selected as periods when the program defers to police because the fewest emergency calls come during those time periods.

**Start Date:** July 2022

**Status:** First teams began active service September 2022

**Website:**

<https://www.amherstma.gov/3655/Community-Responders-for-Equity-Safety-S>

**Sources:**

<https://www.masslive.com/police-fire/2022/07/policing-alternatives-amherst-swears-in-first-group-of-unarmed-responders-tasked-with-handling-certain-public-safety-calls.html>

<https://lawenforcementactionpartnership.org/wp-content/uploads/2021/12/LEAP-Amherst-Community-Responder-Report-Final-1.pdf>

<https://www.amherstbulletin.com/Community-responders-to-begin-handling-calls-in-August-in-Amherst-46720362>

<https://www.gazettenet.com/Community-responders-program-in-Amherst-likely-to-launch-in-spring-44805860>

<https://www.nepm.org/regional-news/2022-03-25/mental-health-alternatives-to-policing-gather-steam-in-western-massachusetts>

<https://www.there minder.com/localnews/amherst/amhersts-cress-officially-kicked-off-operations-se/>

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# Anaheim, CA (#1)

*population 348,936*

*median household income \$81,806*

**Program Name:** Community Care Response Team (CCRT)

**Response Type:** Community Based

**Who Responds:** Outreach workers, mental health clinicians, nurse practitioners and plain-clothes private safety officers

**Dispatch:** 911 and CCRT Hotline

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

**Start Date:** January 2021

**Website:**

<https://www.anaheim.net/5808/Community-Care-Response-Team>

**Sources:**

<https://behindthebadge.com/anaheim-shifts-thousands-of-homeless-calls-from-police-to-a-new-team-and-the-results-bring-hope/>

<https://cls.sococo.uci.edu/news/livable-cities-lab-evaluates-community-response-program>

<https://abc7.com/anaheim-homeless-community-care-response-teams-housing/10594228/>

<https://www.ocregister.com/2021/04/21/unarmed-caseworkers-and-clinicians-lead-anaheim-homelessness-initiative-police-step-back/>

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# Anaheim, CA (#2)

*population 348,936*

*median household income \$81,806*

**Program Name:** Hope Team

**Response Type:** Community Based

**Who Responds:** Two mental health clinicians

**Dispatch:** 911

**Description:** The Hope Mobile Response Team is on call for situations where someone needs mental health help. While the team works in coordination with and supports our homeless outreach teams, its services are available in any situation where mental health experts are beneficial.

**Start Date:** April 2022

**Status:** One-year pilot

**Website:**

<https://www.anaheim.net/6043/Be-Well-OC-in-Anaheim>

**Sources:**

<https://www.bewelloc.org/bewell-mobile-response/>

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# Anchorage, AK

*population 291,131*

*median household income \$88,871*

**Program Name:** Mobile Crisis Team

**Response Type:** Fire Department EMS Based

**Who Responds:** Paramedic and a behavioral health clinician

**Dispatch:** 911

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

**Start Date:** Summer 2021

**Status:** Program received additional funding to expand May 2022

**Website:**

<https://www.muni.org/Departments/Fire/Pages/Mobile-Crisis-Team.aspx>

**Sources:**

<https://www.alaskapublic.org/2020/11/29/new-mobile-crisis-team-to-shift-mental-health-crisis-response-from-police-to-behavioral-health-experts/>

<https://www.adn.com/alaska-news/anchorage/2020/11/24/anchorage-funds-a-new-mental-health-first-responder-team/>

<https://mustreadalaska.com/new-mental-health-crisis-team-in-anchorage-for-some-crisis-police-calls/>

<https://www.adn.com/alaska-news/anchorage/2021/11/05/a-new-team-of-anchorage-first-responders-focuses-on-mental-health-crises-officials-say-it-frees-up-hospital-beds-and-public-safety-resources/>

<https://alaskapublic.org/2022/08/15/anchorages-mobile-crisis-team-hopes-funding-to-operate-24-7-will-expand-ability-to-addresses-mental-health-crises/>

<https://www.adn.com/sponsored-content/2023/05/18/after-two-years-results-show-boost-for-alaska-mental-health-emergency-care-thanks-to-new-partnerships/>

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# Antioch, CA

*population 117,875*

*median household income \$82,244*

**Program Name:** Angelo Quinto Crisis Response Team

**Response Type:** Community Based

**Who Responds:** Crisis responders from the Felton Institute

**Dispatch:** 911

**Description:** This pilot program aims to provide community-focused, trauma-informed, and healing-centered call responses by well-trained non-police personnel who can increase impacted individuals' access and connection to timely, appropriate, and safe community-based services and resources.

**Start Date:** May 2023

**Status:** The city has contracted with the Felton Institute for a minimum of 2-years not to exceed \$3.6 million

## **Website:**

<https://www.antiochca.gov/fc/government/city-manager/reports/weekly/110822.pdf>

## **Sources:**

<https://www.mercurynews.com/2022/10/26/antioch-selects-it-first-mental-health-crisis-response-team-for-low-level-911-calls/>

<https://antiochherald.com/2021/12/antioch-council-moves-forward-2-million-one-year-non-police-healthcare-response-program-pilot/>

<https://antiochherald.com/2022/11/antioch-council-to-consider-3-6m-contract-for-mental-health-response-program-discuss-sycamore-traffic-calming/>

<https://felton.org/2023/01/2022-year-in-review/>

<https://www.msn.com/en-us/health/other/antioch-unveils-new-mental-health-crisis-team-named-for-angelo-quinto/ar-AA1aUM5o>

[https://contracosta.news/2023/11/24/antioch-to-respond-to-grand-jury-on-mental-health-crisis-response/#google\\_vignette](https://contracosta.news/2023/11/24/antioch-to-respond-to-grand-jury-on-mental-health-crisis-response/#google_vignette)

<https://www.cbsnews.com/sanfrancisco/news/mental-health-antioch-crisis-response-team-marks-1-year-without-in-custody-deaths/>

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# Arcadia, CA

*population 53,083*

*median household income \$99,588*

**Program Name:** San Gabriel Valley Crisis Assistance Response & Engagement (SGV CARE)

**Response Type:** Community Based

**Who Responds:** Licensed clinicians and certified peer support specialist

**Dispatch:** 911 and referral from police or fire

**Description:** Two-member mobile mental health crisis teams respond to calls for assistance in Arcadia, San Marino, South Pasadena, and Montebello.

**Start Date:** October 2022

**Status:** Pilot – received \$1.5 million in federal funds April 2023

**Website:**

<https://www.sgv cog.org/homelessness>

**Sources:**

[https://www.sgv cog.org/\\_files/ugd/f815d4\\_b668dc650e184e51af452b89f7a0dfec.pdf](https://www.sgv cog.org/_files/ugd/f815d4_b668dc650e184e51af452b89f7a0dfec.pdf)

<https://la.streetsblog.org/2022/10/28/mental-health-crisis-response-pilot-debuted-by-sgv cog/>

<https://southpasadenan.com/mental-health-congresswoman-judy-chu-presents-check-to-regional-program/>

<https://sd25.senate.ca.gov/news/2022-10-28/senator-portantino-unveils-850000-funding-sgv-mobile-mental-health-and-homelessness>

<https://southpasadenareview.com/2023/02/03/outreach-team-assists-underserved-individuals/>

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# Arlington County, VA

*population 235,764*

*median household income \$128,145*

**Program Name:** Mobile Outreach Support Team (MOST)

**Response Type:** Community Based

**Who Responds:** Licensed behavioral health clinician, certified peer recovery specialist, and outreach worker

**Dispatch:** 911

**Description:** The goals of MOST include increasing access to mental health and substance use treatment and decreasing the role of non-clinical first responders in addressing mental health needs. The program also aims to provide alternatives to incarceration for those engaged in “nuisance crimes/behaviors,” and decrease emergency department and psychiatric hospital admissions.

**Start Date:** July 2023

**Status:** Safety committee members passed a motion October 24, 2023 to use Asheville’s state opioid settlement money—which totals \$2.7 million over 18 years—to fund the expansion of the community responder pilot program.

## **Website:**

<https://www.arlingtonva.us/About-Arlington/Newsroom/Articles/2023/MOST-a-New-Mobile-Outreach-Team-Launches-July-31>

## **Sources:**

<https://www.arlnow.com/2023/07/24/county-to-launch-new-behavioral-health-crisis-response-team/>

<https://wjla.com/news/local/doing-the-most-arlington-county-to-roll-out-behavioral-health-program-on-wheels-mental-health-substance-use-virginia-mobile-outreach-support-team-department-of-human-services-emergency-response-services>

<https://www.arlnow.com/2024/04/19/arlington-crisis-response-team-may-get-more-staff-and-expanded-hours/>



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# Asheville, NC

*population 93,392*

*median household income \$58,193*

**Program Name:** Community Responders

**Response Type:** Fire Department EMS Based

**Who Responds:** Firefighters; peer support specialists to be added in 2024

**Dispatch:** 911

**Description:** Community responders provide crisis response services related to quality-of-life concerns, including mental and physical health, substance abuse and homelessness.

**Start Date:** May 2023

**Status:** Safety committee members passed a motion October 24, 2023 to use Asheville's state opioid settlement money — which totals \$2.7 million over 18 years — to fund the expansion of the community responder pilot program.

## Sources:

<https://www.arcgis.com/apps/dashboards/9ad73f2e3a834b3fb0a8dcd1f817c4ee>

<https://www.citizen-times.com/story/news/local/2022/11/18/asheville-public-safety-committee-gets-update-on-community-responder-pilot-program-buncombe-county/69658293007/>

<https://wlos.com/news/local/ashevilles-community-responder-pilot-program-addresses-crisis-needs-mental-health>

<https://www.asheville.com/news/2023/07/asheville-watchdog-enhanced-downtown-asheville-safety-measures-are-here-to-stay-city-says/>

<https://www.citizen-times.com/story/news/local/2023/10/25/committee-proposes-use-of-ashevilles-2-7-million-opioid-settle-funds/71254730007/>

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# Athens-Clarke County, GA

*population 129,687*

*median household income \$43,466*

**Program Name:** Alternative Response Team (ART)

**Response Type:** Community Based

**Who Responds:** Medical professional such as an EMT, a licensed clinician and a peer specialist

**Dispatch:** 911

**Description:** ART is designed to provide a response to non-violent crisis calls where the assistance requested is outside the scope of services provided by law enforcement. This team will respond to calls referred to them for specified non-emergency behavioral health issues routed through the 911 center.

**Start Date:** TBD

**Status:** Appear to be in the hiring stage as of February 2023

**Sources:**

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

<https://athenspoliticsnerd.com/alternative-crisis-response-teams-pilot/>

<https://www.wgauradio.com/news/local/mayor-kelly-girtz-delivers-state-athens-clarke-co-address/B62NPTZLAZF5LIQPSXDU3NV5K4/>

<https://www.11alive.com/article/news/investigations/mental-health-response-change-atlanta-metro/85-b8ca12a5-1a84-470d-a4d2-d7571b9b8707>

<https://www.wuga.org/local-news/2021-12-12/athens-news-matters-athens-police-chief-discusses-the-state-of-policing-in-athens>

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# Aurora, CO

*population 398,497*

*median household income \$72,052*

**Program Name:** Aurora Mobile Response Team (AMRT)

**Response Type:** Community Based

**Who Responds:** Mental health clinician and paramedic

**Dispatch:** 911

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

**Start Date:** August 2021

**Status:** Six-month pilot which has received additional funding

**Website:**

[https://www.auroragov.org/residents/neighborhood\\_resources/aurora\\_mobile\\_response\\_team](https://www.auroragov.org/residents/neighborhood_resources/aurora_mobile_response_team)

**Sources:**

[https://cdn5-hosted.civiclive.com/UserFiles/Servers/Server\\_1881137/File/Residents/Aurora%20Mobile%20Response%20Team/AMRT%20End%20of%20Pilot%20Final%20Report.pdf](https://cdn5-hosted.civiclive.com/UserFiles/Servers/Server_1881137/File/Residents/Aurora%20Mobile%20Response%20Team/AMRT%20End%20of%20Pilot%20Final%20Report.pdf)

<https://www.upworthy.com/police-department-sends-health-professionals-instead-of-cops-to-911-behavioral-health-calls?rebelltitem=1#rebelltitem1>

<https://www.cbsnews.com/colorado/news/aurora-mobile-response-team-begins-second-year-operations-responding-emergency-calls/>

<https://www.youtube.com/watch?v=tz6rUhNYkkg>

<https://www.rmpbs.org/blogs/news/aurora-program-that-offers-an-alternative-response-to-mental-health-crises-looks-to-expand/>

<https://kdvr.com/news/local/aurora-nears-full-staff-for-mental-health-crisis-response-teams/>

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# Austin, TX

*population 996,147*

*median household income \$78,965*

**Program Name:** Expanded Mobile Crisis Outreach Team (EMCOT)

**Response Type:** Community Based

**Who Responds:** Mental health professionals

**Dispatch:** 911

**Description:** When someone calls 911, they hear, “*Austin 911, do you need police, fire, EMS or mental health services?*” Integrating licensed clinicians to triage a mental health crisis call and function as a consultant/advisor to responding units allows for a more informed response, which reduces the risk of harm to callers and officers. This approach also allows 911 operators to quickly divert police-related calls that do not involve a risk to the public or to the caller’s safety to the most appropriate resource available, thereby enhancing the efficiency of the police service by dispatching police to those events requiring a law enforcement response. Counselors divert about 80% of the calls that they receive from a police response. The majority of the calls are resolved over the phone, and about 14% of the time teams of two EMCOT clinicians respond in community to those calls.

**Start Date:** Since 2013, first responders have dispatched EMCOT clinicians after they receive a call for service. In 2019, EMCOT clinicians were also embedded in the 911 call center. In February 2021, Austin added “Mental Health Services” as an option when calling 911.

**Status:** Program continues to expand

**Website:**  
<https://www.austintexas.gov/edims/document.cfm?id=302634>

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**Sources:**

<https://www.fox7austin.com/news/911-calls-austin-pd-mental-health-clinicians>

<https://talk.crisisnow.com/austins-911-call-center-integrates-mental-health-call-crisis-diversion/>

<https://www.fox7austin.com/news/crisis-counselors-responding-to-more-mental-health-calls-in-austin>

<https://csgjusticecenter.org/publications/expanding-first-response/program-highlights/austin-tx/>

<https://www.ems1.com/communications-dispatch/articles/the-fourth-911-option-mental-health-services-zsPESRMBXR01XqaZ/>

<https://trekmedics.org/crisis-response-podcast/mental-health-crises-in-austin/>

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# Austin-Travis County, TX

*population 1,343,372*

*median household income \$85,043*

**Program Name:** Community Health Paramedic Program (CHP)

**Response Type:** EMS Based

**Who Responds:** Paramedics

**Dispatch:** 911

**Description:** The CHP Mission is to improve the health equity and healthcare options for underserved and vulnerable populations in Travis County through innovative utilization of the unique skills and talents of our Community Health Paramedics. CHP team members meet with individuals wherever they may be, at home, on the streets, at shelters and while incarcerated. Some respond to 911 calls along with traditional response units (or in place of those units) to provide unique solutions. Others work as case managers meeting with patients and clients on a more scheduled basis.

**Start Date:** 2006

**Status:** Expanded program 2022

**Website:**

<https://www.austintexas.gov/CHP-Programs>

**Sources:**

<https://www.emsrecruiting.org/innovation>

<https://communityimpact.com/austin/central-austin/health-care/2022/03/21/austin-building-up-paramedic-program-serving-vulnerable-homeless-populations/>

<https://truthout.org/articles/911-services-that-dispatch-mental-health-counselors-not-cops-gain-traction/>

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# Bangor, ME

*population 31,495*

*median household income \$49,652*

**Program Name:** Bangor Community Action Team (BCAT)

**Response Type:** Police Based

**Who Responds:** Two social workers

**Dispatch:** 911

**Description:** BCAT responds to calls in which there is no threat, violence or risk to the individual in need or others. The team is entirely separate from the police and the team members have no power to arrest. Police officers don't accompany the team when it is dispatched, but they can be called later if a situation escalates.

**Start Date:** March 2023

**Website:**

<https://www.bangormaine.gov/homelessness>

**Sources:**

<https://www.newscentermaine.com/article/news/health/mental-health/bangor-maine-plans-to-send-social-workers-to-911-calls-about-mental-health-rather-than-police-crisis-intervention-team-bangor-maine/97-d4d12693-4c16-4187-a035-6b8849b4cbb2>

<https://www.bangordailynews.com/2023/05/30/news/bangor/bangor-community-action-team-joam40zk0w/>

<https://www.bangordailynews.com/2024/03/18/bangor/bangor-government/bangor-transformed-handling-of-non-emergency-police-calls-joam40zk0w/>

<https://www.newscentermaine.com/article/news/local/bangor-police-mental-health-homeless-unhoused-crisis-drugs-alcohol-addiction-policing-community-policing-officers-maine-crime/97-046d925d-2f9e-4ca5-ac0c-7a5df1444483>

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# Bellingham, WA

*population 93,602*

*median household income \$ 59,163*

**Program Name:** Alternative Response Team (ART)

**Response Type:** Community Based

**Who Responds:** A behavioral health specialist and a public health nurse

**Dispatch:** 911

**Description:** The Alternative Response Team (ART) is an innovative program based out of the Whatcom County Health Department. Offered within Bellingham city limits, the ART program is operated through partnerships that include the City of Bellingham, What-Comm 911, and Compass Health. This program serves people in Bellingham who are in immediate or emergent crisis. Examples include substance use, mental health, or someone who is unable to care for themselves in a moment of crisis. It also benefits EMS and law enforcement personnel by allowing them to focus on life-threatening and violent emergencies.

**Start Date:** January 2023

## Website:

<https://www.whatcomcounty.us/3934/ART-Program>

## Sources:

<https://www.whatcomcounty.us/CivicSend/ViewMessage/message/168809>

<https://www.westernfrontonline.com/article/2021/05/unarmed-crisis-response>

[https://www.lyndentribune.com/news/county-executive-submits-budget-proposal-focused-on-community-investments/article\\_9a4e2b86-5080-11ed-bfa3-57413a8bb838.html](https://www.lyndentribune.com/news/county-executive-submits-budget-proposal-focused-on-community-investments/article_9a4e2b86-5080-11ed-bfa3-57413a8bb838.html)

<https://www.cascadiadaily.com/news/2023/jan/18/crisis-responders-offer-an-alternative-to-police/>

[https://whatcom-news.com/new-911-response-services-in-bellingham-and-whatcom-county-to-provide-social-services-experts\\_210279/](https://whatcom-news.com/new-911-response-services-in-bellingham-and-whatcom-county-to-provide-social-services-experts_210279/)

<https://www.westernfrontonline.com/article/2023/12/alternative-response-team>



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# Billings, MT

*population 119,706*

*median household income \$63,608*

**Program Name:** Crisis Response Unit (CRU)

**Response Type:** Fire Department EMS Based

**Who Responds:** A behavioral health professional and an EMT

**Dispatch:** 911

**Description:** CRU is a partnership between BFD and Rimrock Foundation to respond to emergent behavioral health incidents. The team provides assessments, stabilization, and referrals for behavioral health-related continuum of care. The purpose of the CRU is to rapidly respond, effectively screen, and provide early intervention to individuals experiencing mental health crisis.

**Start Date:** October 2023

## **Website:**

<https://www.billingsmt.gov/3178/Crisis-Response-Team>

## **Sources:**

[https://www.kulr8.com/billings-city-council-discusses-mobile-crisis-response-services/article\\_19e91fa4-540a-11ed-b064-e3b9923ca085.html](https://www.kulr8.com/billings-city-council-discusses-mobile-crisis-response-services/article_19e91fa4-540a-11ed-b064-e3b9923ca085.html)

<https://www.yourbigsky.com/local-news-2/billings-crisis-mobile-response-unit/>

[https://billingsgazette.com/news/local/billings-is-a-step-closer-to-creation-of-downtown-crisis-response-units/article\\_2b4ed6ca-53d4-11ed-ae5a-2f511ed1cbee.html](https://billingsgazette.com/news/local/billings-is-a-step-closer-to-creation-of-downtown-crisis-response-units/article_2b4ed6ca-53d4-11ed-ae5a-2f511ed1cbee.html)

[https://billingsgazette.com/news/local/billings-violent-crime-rate-still-vexes-city-leaders/article\\_2ceb15d4-5ee7-11ed-9c2e-977aa1314469.html](https://billingsgazette.com/news/local/billings-violent-crime-rate-still-vexes-city-leaders/article_2ceb15d4-5ee7-11ed-9c2e-977aa1314469.html)

<https://www.billingsmt.gov/DocumentCenter/View/51487/Billings-Fire-Department-Annual-Report-2023-pdf>

<https://www.ktvq.com/news/local-news/billings-fire-department-crisis-unit-kept-busy-with-mental-health-calls>

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# Boston, MA

*population 687,257*

*median household income \$81,744*

**Program Name:** TBD

**Response Type:** EMS, Community Based, or Police Co-Response

**Who Responds:** One of three types of teams

**Dispatch:** 911

**Description:** Three pilots. Alternative response will deploy one of three teams consisting of: 1. EMTs and mental health workers; 2. Community-led response led by trained community members; 3. Co-response dedicated teams of police officers and mental health workers.

**Start Date:** Spring 2023

**Status:** Pilot (4 FTEs for Boston EMS to staff new alternative response unit included in 2023 budget)

## Website:

<https://www.boston.gov/health-and-human-services/mental-health-crisis-response>

## Sources:

<https://www.boston.gov/news/pilot-mental-health-emergencies-announced>

<https://www.mma.org/boston-launches-pilot-program-to-address-911-mental-health-calls/>

<https://www.boston.com/news/local-news/2021/10/22/bostonians-sought-to-improve-the-citys-response-to-mental-health-emergencies/>

<https://commonwealthmagazine.org/courts/compassionate-response-to-911-calls-with-social-workers-makes-sense/>

<https://www.boston.gov/sites/default/files/file/2022/06/BOH%20Slides%20April%2020%202022.pdf>

<https://www.wgbh.org/news/local-news/2023/02/23/cambridge-and-boston-grapple-with-how-to-respond-to-mental-health-911-calls>

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# Boulder, CO

*population 102,034*

*median household income \$99,770*

**Program Name:** Community Assistance Response and Engagement (CARE) Team

**Response Type:** Community Based

**Who Responds:** Behavioral health clinicians, case managers and paramedics

**Dispatch:** 911

**Description:** The CARE pilot program creates an alternative to police response for calls that are not criminal in nature, do not present safety concerns, and may be more appropriate for health care and behavioral health professionals. CARE does not respond to calls with a report of criminal activity, threats of violence, physical disturbance, weapons, injuries, or major medical need.

**Start Date:** December 2023

**Status:** Pilot

**Website:**

<https://bouldercolorado.gov/services/community-assistance-response-and-engagement>

**Sources:**

<https://news.yahoo.com/boulder-city-council-approved-behavioral-043000398.html>

<https://bouldercolorado.gov/news/city-awarded-over-25m-support-housing-and-human-services-projects>

<https://www.dailycamera.com/2023/09/17/editorial-we-must-reimagine-so-much-more-than-policing/>

<https://kdvr.com/news/local/boulder-adds-alternate-response-team-for-non-criminal-911-calls/>

<https://www.longmontleader.com/local-news/boulder-pilots-alternative-response-program-to-emergency-calls-8363913>

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# Brooklyn Park, MN

*population 89,688*

*median household income \$76,620*

**Program Name:** Alternative Response Team

**Response Type:** Police Based

**Who Responds:** Social worker and community paramedic

**Dispatch:** 911

**Description:** The team is dispatched to various mental health calls in Brooklyn Park and provides an alternative to a police response in certain non-violent situations like welfare checks, low-level mental health or substance use concerns, social service needs or physical health care requests. The team will initially work Monday through Friday from 10 a.m. to 5 p.m. out of the main Brooklyn Park police station.

**Start Date:** December 2022

**Status:** 2-year pilot

**Website:**

<https://www.brooklynpark.org/improving-safety-and-policing/#task-force>

**Sources:**

[https://www.hometownsource.com/sun\\_post/news/local/brooklyn-park-hennepin-county-unveil-4th-responder-pilot-for-911-calls/article\\_024d9bba-c8f7-11ed-9e48-d34542483b1d.html](https://www.hometownsource.com/sun_post/news/local/brooklyn-park-hennepin-county-unveil-4th-responder-pilot-for-911-calls/article_024d9bba-c8f7-11ed-9e48-d34542483b1d.html)

<https://ccxmedia.org/news/brooklyn-park-police-unveil-states-first-mental-health-alternative-response-team/>

<https://kstp.com/kstp-news/local-news/brooklyn-park-police-and-hennepin-county-to-announce-mental-health-response-team/>

<https://www.fox9.com/video/1196885>

<https://www.mprnews.org/episode/2023/05/15/brooklyn-park-social-workers-paramedics-respond-to-some-911-calls>

<https://www.mprnews.org/story/2024/01/24/brooklyn-park-initiative-offers-alternative-to-police-response-to-mental-health-crisis-calls>

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# Burlington, VT

*population 44,597*

*median household income \$59,331*

**Program Name:** Community Support Liaisons (CSLs)

**Response Type:** Police Based

**Who Responds:** Social workers

**Dispatch:** 911

**Description:** CSLs respond to real time calls for service on issues related to mental health, substance use disorder, and homelessness. As embedded social workers, CSLs provide temporary case management and take part in proactive prevention work connected to public safety.

**Start Date:** September 2021

**Sources:**

<https://www.burlingtonvt.gov/police/CAIP>

<https://www.wcax.com/2021/09/08/burlington-community-service-liaisons-prepare-hit-streets/>

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# California State University, Fullerton

*population 40,386*

**Program Name:** CAPS Mobile Crisis Team

**Response Type:** Police Based

**Who Responds:** Licensed mental health professionals and unarmed, unsworn safety specialists

**Dispatch:** 911

**Description:** Teams will respond to student crisis/mental health emergencies on campus; provide crisis interventions and stabilization to students; provide case management and short-term therapeutic interventions; and link students with on-campus and off-campus mental health partners.

**Start Date:** May 2024

**Website:**

<https://www.fullerton.edu/caps/services/appointments/Mobilecrisisteam.php>

**Sources:**

<https://www.oregister.com/2023/09/28/csun-to-implement-a-mobile-team-for-mental-health-related-crisis-calls/>

[https://dailytitan.com/news/csun-police-introduce-mobile-crisis-team/article\\_c2b01d0a-d423-11ee-8d24-93df54e13cef.html](https://dailytitan.com/news/csun-police-introduce-mobile-crisis-team/article_c2b01d0a-d423-11ee-8d24-93df54e13cef.html)

<https://news.fullerton.edu/2024/05/csun-prioritizes-intervention-and-support-with-holistic-safety-plan/>

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# California State University, Long Beach

*population 39,000*

**Program Name:** Campus Assessment & Stabilization Team (CAST)

**Response Type:** Community Based

**Who Responds:** Two mental health specialists

**Dispatch:** 911

**Description:** The CAST team engages individuals, triages their needs, and links them to resources, on and off campus, through community partnerships. CAST can support the following: emergency/crisis calls, referrals, conducting welfare checks, outreach and educational activities.

**Start Date:** Spring 2022

**Website:**

<https://www.csulb.edu/student-affairs/campus-assessment-stabilization-team>

**Sources:**

<https://lbpost.com/news/cal-state-long-beach-mental-health-police-crisis-response>

<https://www.insidehighered.com/news/2022/07/01/mental-health-overhaul-cal-state-long-beach>

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# Chapel Hill, NC

*population 67,572*

*median household income \$85,940*

- Program Name:** Crisis Assistance, Response, and Engagement (CARE)
- Response Type:** Police Based
- Who Responds:** Crisis counselor, peer support specialist and EMT
- Dispatch:** 911
- Description:** The unarmed CARE team will respond in lieu of law enforcement to behavioral health and low-level, non-violent offense calls. In addition, a crisis counselor will be embedded in Orange County’s 911 call center as a critical part of the CARE Team.
- Start Date:** May 2024
- Status:** 2-year pilot

**Sources:**  
<https://www.townofchapelhill.org/Home/Components/News/News/19238/4048?backlist=%2Fgovernment%2Fnewsroom%2Fchapel-hill-enews>  
<https://carolinaconnection.org/2023/03/10/police-mental-health-crisis-response-teams-are-an-alternative-to-traditional-police-intervention>  
<https://www.cbs17.com/news/local-news/orange-county-news/new-mobile-crisis-team-extends-care-and-support-in-chapel-hill/>  
<https://richmondobserver.com/local-news/ncdhhs-pilots-mobile-crisis-co-responder-models-for-behavioral-health-crisis-response.html>



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# Charlotte, NC

*population 885,663*

*median household income \$68,367*

**Program Name:** Community Assistance: Respond, Engage, Support (CARES)

**Response Type:** Police Based

**Who Responds:** Two mental health clinicians

**Dispatch:** 911

**Description:** The CARES Team responds to mental health, substance abuse, and homelessness 911 calls for services.

**Start Date:** December 2022

**Status:** Pilot

**Sources:**

<https://www.charlottenc.gov/files/assets/police/v/1/documents/reports/2022anlrpt.pdf>

<https://www.governing.com/nw/charlotte-will-divert-some-911-calls-to-non-police-responders.html>

[https://www.rand.org/content/dam/rand/pubs/research\\_reports/RRA1300/RRA1355-1/RAND\\_RRA1355-1.pdf](https://www.rand.org/content/dam/rand/pubs/research_reports/RRA1300/RRA1355-1/RAND_RRA1355-1.pdf)

<https://qcitymetro.com/2021/09/28/cmpd-will-test-civilian-response-teams-for-some-low-risk-calls/>

<https://www.wccbcharlotte.com/2023/10/03/pilot-program-continues-to-have-clinicians-respond-to-some-low-risk-mental-health-calls/>

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# Chicago, IL

*population 2,756,546*

*median household income \$65,781*

**Program Name:** Crisis Assistance Response and Engagement (CARE)

**Response Type:** Police Based

**Who Responds:** Paramedic and mental health professional team

**Dispatch:** 911

**Description:** Chicago's Crisis Assistance Response and Engagement (CARE) team seeks to ensure that individuals experiencing a mental health crisis are assisted by teams of behavioral health professionals, with resources to address their unmet health and social needs.

**Start Date:** May 2022

**Status:** In 2023, the City will expand 911 mental health teams into three more sets of neighborhoods with the highest volume of mental health-related 911 calls over the last three years (2020-2022).

The City has received approval from the state of Illinois to expand the minimum age eligibility down to 12 years old (previously 18 years old) and the range of 911 calls to which CARE teams may respond.

In January 2023, a new CARE opioid response team of a paramedic and peer recovery specialist was launched to respond to help people with substance use emergencies.

## Website:

<https://www.chicago.gov/city/en/sites/public-safety-and-violence-reduction/home/CARE-Dashboard.html#:~:text=Chicago's%20Crisis%20Assistance%20Response%20and,unmet%20health%20and%20social%20needs>

## Sources:

<https://news.wttw.com/2022/05/26/chicago-expanding-911-alternative-response-pilot-southwest-side-communities>

<https://blockclubchicago.org/2021/09/02/chicago-rolls-out-mental-health-emergency-teams-to-reduce-police-encounters-with-people-in-crisis/>

<https://news.wttw.com/2022/06/23/city-launches-new-dashboard-track-911-alternative-response-program>

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<https://www.chicagotribune.com/news/breaking/ct-mental-health-response-programs-20220801-b6oux6lejcufuj5eyzqjmbd4-story.html>

<https://abc7chicago.com/chicago-city-budget-mental-health-response/12321423/>

<https://www.bloomberg.com/news/articles/2022-10-19/chicago-s-911-alternative-is-off-to-a-slow-but-promising-start>

<https://www.chicagotribune.com/sports/bears/ct-nfl-inspire-change-grant-crisis-assistance-response-engagement-tt-1215-20221218-2eaugodqcnatto4nb6v2a3umry-story.html>

[https://www.chicago.gov/city/en/depts/cdph/provdrs/health\\_protection\\_and\\_response/news/2023/january/city-of-chicago-announces-expansion-of-alternative-911-response-.html](https://www.chicago.gov/city/en/depts/cdph/provdrs/health_protection_and_response/news/2023/january/city-of-chicago-announces-expansion-of-alternative-911-response-.html)

<https://www.wbez.org/stories/chicago-to-route-more-911-calls-to-mental-health-responders/b86c8501-8282-4d67-989b-2c8ffb9206aa>

<https://chicago.suntimes.com/2023/3/6/23617501/chicago-progress-response-911-calls-mental-health-editorial>

<https://blockclubchicago.org/2023/01/31/chicago-adding-opioid-response-team-to-alternative-911-system/>

[https://www.hpherald.com/evening\\_digest/treatment-not-trauma-reignites/article\\_ea3c9918-2a44-11ee-8126-63396def06a1.html](https://www.hpherald.com/evening_digest/treatment-not-trauma-reignites/article_ea3c9918-2a44-11ee-8126-63396def06a1.html)

<https://chicago.suntimes.com/city-hall/2023/7/24/23806071/mental-health-clinics-chicago-city-council-committee-hearing-treatment-not-trauma-police-shootings>

<https://news.wttw.com/2023/09/26/health-committee-agrees-form-working-group-reopen-chicago-s-public-mental-health-clinics>

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# Cincinnati, OH

*population 311,791*

*median household income \$45,235*

**Program Name:** Alternative Response to Crisis Team (ARC)

**Response Type:** Fire Department EMS Based

**Who Responds:** Licensed behavioral health clinician and a Fire Department paramedic

**Dispatch:** 911

**Description:** ARC is a City of Cincinnati program designed to help those in crisis using the most appropriate and least invasive intervention available. During operating hours, the ARC team is used by the 911 center as an alternative response to conduct welfare checks, assist with basic needs, and refer or connect individuals with community service providers. The City of Cincinnati's 911 center evaluates calls received to determine if the call is appropriate for an alternative response. ARC responded to 230 calls the first 3 months, but flagged 2,000 that could have been appropriate for the alternative response teams. ARC has called for police backup assistance zero (0) times to date.

**Start Date:** July 2022

**Status:** The ARC program will expand to two teams in early 2024.

## **Website:**

<https://www.cincinnati-oh.gov/ecc/arc/>

## **Sources:**

<https://spectrumnews1.com/oh/columbus/sports-news/2022/05/05/cincinnati-to-send-unarmed-health-professionals-to-nonviolent-mental-health-calls>

<https://www.cincinnati-oh.gov/ecc/news/arc-announcement/>

<https://public.powerdms.com/cincinnati/documents/2578548>

<https://news.yahoo.com/alternative-response-crisis-team-receives-003026687.html>

<https://www.wcpo.com/news/local-news/hamilton-county/cincinnati/data-cincinnati-alternative-response-to-crisis-team-has-saved-police-nearly-270-hours-so-far>

<https://www.wvxu.org/local-news/2022-12-14/cincinnati-response-911-mental-health-calls>

<https://www.wcpo.com/news/local-news/hamilton-county/cincinnati/cincinnati-alternative-response-to-crisis-team-to-expand-next-year>

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# Clark County, WA

*population 526,696*

*median household income \$82,719*

**Program Name:** Co-Response Unit

**Response Type:** Fire Department EMS Based

**Who Responds:** Paramedic and behavioral health professional

**Dispatch:** 911

**Description:** The team provides a non-traditional emergency response with a specialized focus and improved ability to connect patients and families with appropriate resources in a timely manner. The team is operating at 40 hours per week with plans to double that availability in the coming months.

**Start Date:** April 2023

**Status:** Pilot

**Website:**

<https://clarkfr.org>

**Sources:**

<https://www.columbian.com/news/2023/may/11/clark-cowlitz-rescuers-take-more-human-approach-to-those-in-mental-health-crises/>

<https://www.clarkcountytoday.com/news/innovative-response-unit-aims-to-address-increasing-demand-for-behavioral-health-crisis-and-mental-health-care-needs-in-clark-county/>

<https://www.youtube.com/watch?v=8gBLUV9tqeQ>

<https://www.thereflector.com/stories/ccfr-unveils-co-response-unit-for-mental-health-calls,319339>

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# Clear Creek County, CO

*population 9,490*

*median household income \$76,313*

**Program Name:** Clear Creek Health Assistance Team (CCHAT)

**Response Type:** Fire Department EMS Based

**Who Responds:** Community paramedic and a licensed crisis clinician

**Dispatch:** 911

**Description:** The goal of CCHAT is to reduce arrests and contact with law enforcement when a community member is experiencing a nonviolent crisis, reduce ER visits, connect at-risk community members with services and reduce costs. CCHAT will focus on these calls: disturbances, indecent exposure, intoxicated persons, Safe2Tell, suicidal persons, psychiatric calls, trespassing, unwanted parties and welfare checks.

**Start Date:** September 2023

**Website:**

<https://www.clearcreekcounty.us/1479/Clear-Creek-Health-Assistance-Team-CCHAT?=REFRESH>

**Sources:**

<https://www.clearcreekcounty.us/AgendaCenter/ViewFile/Item/7676?fileID=13903>

<https://coloradocommunitymedia.com/2023/04/21/new-alternative-response-team-on-the-horizon-for-clear-creek/>

<https://www.police1.com/police-training/articles/colo-sheriffs-office-to-establish-crisis-response-team-train-deputies-in-crisis-response-as-part-of-19m-settlement-lsmgktttKZDriQMs/>

<https://kdvr.com/news/local/clear-creek-crisis-response-cchat-christian-glass/>

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# Colorado Springs, CO

*population 491,467*

*median household income \$71,957*

**Program Name:** Alternate Response Team (ART)

**Response Type:** Fire Department EMS Based

**Who Responds:** Crisis Navigator and an EMT

**Dispatch:** 911

**Description:** Two Alternate Response Teams, provide members of the community experiencing a crisis appropriate access to the right care in an expedient fashion. At the same time, CSPD patrol officers are able to respond to call types that are more appropriate for their mission and their training. As a result of this addition of ART to a continuum of crisis response, people in need receive definitive care in a timely manner while the CSPD patrol officers are more readily available to respond to the law enforcement concerns for which they are trained. The end result is that all people across the community benefit from increased 911 response availability, a healthier social environment and a healthier population.

**Start Date:** 2022

**Website:**

<https://coloradosprings.gov/fire-department/page/community-and-public-health-cares>

**Sources:**

<https://coloradosprings.gov/sites/default/files/2021cphreportforwebsite.pdf>

<https://assets-justiceservices.elpasoco.com/wp-content/uploads/JusticeServices/CriminalJusticeCoordinatingCouncil/CJCC-08-23-2022-Agenda.pdf> (relevant info starts page 31)

<https://krdo.com/news/top-stories/2021/10/04/mayor-releases-colorado-springs-budget-for-2022-with-significant-increase/>

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# Cornell University, Ithaca, NY

*population 15,735*

**Program Name:** Community Response Team (CRT)

**Response Type:** Community Based

**Who Responds:** Community responders with extensive experience in crisis management, victim advocacy and trauma-informed care

**Dispatch:** 911

**Description:** The Community Response Team is a person-centered, trauma-informed mobile crisis care program serving persons in crisis on Cornell's Ithaca campus. CRT's objective is to provide an in-person and health-centered response to non-violent 911 crisis calls and thereby reduce the need for police response. The team employs holistic healthcare expertise to de-escalate emergency situations and assist persons in crisis to navigate their way out. CRT plays a key role as the supportive interface linking persons in crisis, the Division of Public Safety, and wraparound services across the Ithaca area.

**Start Date:** September 2021

**Status:** Two-year pilot

**Website:**

<https://www.cupolice.cornell.edu/community-response-team/>

**Sources:**

<https://news.cornell.edu/stories/2021/08/report-recommends-campus-safety-improvements>

<https://news.cornell.edu/stories/2021/09/community-response-team-supports-students-distress>

<https://cornellsun.com/2022/03/31/cupd-creates-new-division-to-unite-public-safety-efforts-police-chief-honan-relinquishing-badge-to-lead-the-division/>

<https://news.cornell.edu/stories/2023/09/new-response-team-supports-students-reduces-police-intervention>



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# Cotati, CA

*population 7,648*

*median household income \$97,500*

**Program Name:** Specialized Assistance for Everyone (SAFE)

**Response Type:** Community Based

**Who Responds:** Medic (nurse, paramedic, or EMT) and a crisis worker

**Dispatch:** 911

**Description:** Cotati and Rohnert Park have partnered to start a mobile mental health crisis response team. Calls for service involving mental health, addiction, and homelessness account for a significant number of calls our police department responds to annually. Through the SAFE program, these calls are responded to by a team with the tools, resources, and knowledge to address the unique needs of community members more effectively. In partnering with the Petaluma Peoples Services Center (PPSC), the city is able to leverage existing behavioral health programs and ensure a seamless referral to an established continuum of care.

**Start Date:** November 2021

**Status:** Awarded additional \$146,000 from Sonoma County for behavioral health response in September 2022

**Website:**

<https://www.cotaticity.org/250/SAFE-Specialized-Assistance-for-Everyone>

**Sources:**

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<https://patch.com/california/petaluma/petaluma-get-916k-grant-toward-mobile-crisis-response-team>

<https://www.cotaticity.org/Archive/ViewFile/Item/94>

<https://www.sonomacountygazette.com/sonoma-county-news/sonoma-county-ap-proves-1-5-million-for-crisis-responders/>

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# Dayton, OH

*population 136,868*

*median household income \$37,536*

**Program Name:** Dayton Mediation Response Unit

**Response Type:** Community Based

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

**Dispatch:** 911

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

**Start Date:** May 2022

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

**Website:**

<https://www.daytonmediationcenter.org/copy-of-mediation-response-unit-mru>

**Sources:**

<https://spectrumnews1.com/oh/columbus/news/2021/11/20/unarmed-mediators-instead-of-police-to-respond-to-non-emergency-911-calls>

<https://www.mediate.com/providing-mediation-as-an-alternative-response-to-low-emergent-911-calls-within-the-city-of-dayton/>

<https://www.sinclairclarion.com/home/local/2022/03/24/dayton-implements-mediator-response-unit-as-part-of-police-reform/>

[https://www.youtube.com/watch?v=HqhHiOR4\\_LA](https://www.youtube.com/watch?v=HqhHiOR4_LA)

<https://spectrumnews1.com/oh/columbus/news/2022/08/22/dayton-officials-cite-progress-in-first-few-months-of-mediation-based-alternative-911-response>

<https://mediate.podbean.com/e/episode-23-mediation-as-alternative-in-low-emergency-911-calls/>

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<https://www.blackstarnews.com/us-politics/news/ohio-daytons-mru-not-police-now-addressing-non-violent-911-calls>

<https://www.wyso.org/local-and-statewide-news/2023-01-17/unarmed-mediators-are-responding-to-some-911-calls-in-dayton-and-police-say-its-working>

<https://www.wyso.org/news/2024-02-25/for-some-911-calls-dayton-mediators-are-alternative-to-police-activists-say-more-could-be-done>

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# Denver, CO

*population 738,594*

*median household income \$78,177*

**Program Name:** STAR (Support Team Assisted Response)

**Response Type:** Community Based

**Who Responds:** Paramedics and mental health clinicians

**Dispatch:** 911

**Description:** STAR provides person-centric mobile crisis response to community members who are experiencing problems related to mental health, depression, poverty, homelessness, and/or substance abuse issues.

**Start Date:** June 2020

**Status:** January 2023, adding 6 more positions costing \$900,000 through end of 2023

## Website:

<https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Public-Health-Environment/Community-Behavioral-Health/Behavioral-Health-Strategies/Support-Team-Assisted-Response-STAR-Program>

## Sources:

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[https://wp-denverite.s3.amazonaws.com/wp-content/uploads/sites/4/2021/02/STAR\\_Pilot\\_6\\_Month\\_Evaluation\\_FINAL-REPORT.pdf](https://wp-denverite.s3.amazonaws.com/wp-content/uploads/sites/4/2021/02/STAR_Pilot_6_Month_Evaluation_FINAL-REPORT.pdf)

<https://www.9news.com/article/news/denver-star-program-results-police/73-90e50e08-94c5-474d-8e94-926d42f8f41d>

<https://denverite.com/2022/02/14/after-starting-out-with-just-one-van-denvers-star-program-will-expand-to-six-this-year/>

<https://kdvr.com/news/local/denvers-co-responder-star-program-is-expanding-after-receiving-additional-funding/>

<https://www.denverpost.com/2020/09/06/denver-star-program-mental-health-police/>

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<https://original.newsbreak.com/@david-heitz-561257/2881242141066-star-advocate-gets-denver-police-response-in-crisis>

<https://denverite.com/2022/11/30/denver-star-program-expansion/>

<https://washingtonmonthly.com/2022/08/16/denver-star-mental-health-police/>

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<https://www.denvergov.org/files/assets/public/police-department/documents/progressive-policing/star-summary.pdf>

<https://denverite.com/2023/04/03/denvers-police-alternative-star-program-expanding/>

<https://original.newsbreak.com/@david-heitz-561257/3299249674642-denver-may-expand-alternative-police-response-program-with-2-6-million-contract>

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# Des Moines, IA

*population 216,237*

*median household income \$76,564*

**Program Name:** Crisis Advocacy Response Effort (CARE)

**Response Type:** Police Based

**Who Responds:** Two health care providers

**Dispatch:** 911

**Description:** The clinically trained professional can assist dispatch staff in screening mental health calls and deciding the level of response that is needed. If the situation doesn't require a response from officers, a team of mental health professionals will be sent out on the call to respond to the people that need assistance.

**Start Date:** July 2022

**Status:** Summer of 2023 there will be a new recorded salutation when you call DMPD dispatch "Do you want Police, Fire, EMS or Mental Health Services?"

**Website:**

[https://www.dsm.city/news\\_detail\\_T2\\_R546.php](https://www.dsm.city/news_detail_T2_R546.php)

**Sources:**

<https://www.kcci.com/article/organizers-of-911-diversion-program-in-des-moines-iowa-say-its-working/41391762#>

<https://www.youtube.com/watch?v=ljrK1HnJXUg>

<https://www.iowapublicradio.org/health/2022-07-04/des-moines-police-department-and-broadlawns-launch-new-services-to-address-mental-health-calls>

<https://www.axios.com/local/des-moines/2023/04/18/mental-health-desmoines-police-counselors-911>

[https://www.dsm.city/news\\_detail\\_T2\\_R705.php](https://www.dsm.city/news_detail_T2_R705.php)

[https://cms2.revize.com/revize/desmoines/newsimages/2023/07\\_July/CARE.pdf?pdf=-CARE%20Team%20presented%20conclusions&t=1689625088101&pdf=CARE%20Team%20presented%20conclusions&t=1689625088101](https://cms2.revize.com/revize/desmoines/newsimages/2023/07_July/CARE.pdf?pdf=-CARE%20Team%20presented%20conclusions&t=1689625088101&pdf=CARE%20Team%20presented%20conclusions&t=1689625088101)

<https://www.weareiowa.com/article/news/local/des-moines-police-mental-health-calls-care-program-mobile-crisis-response-team/524-9986e2b8-fece-488b-bb81-7961a2f9be0d>

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# Deschutes County, OR

*population 210,409*

*median household income \$76,082*

**Program Name:** Community Crisis Response Team (CCRT)

**Response Type:** Community Based

**Who Responds:** Mental health clinicians

**Dispatch:** 911

**Description:** Low and moderate risk mental health crisis calls to 911 are transferred to a team of mental health clinicians who can provide crisis services in the community without law enforcement..

**Start Date:** May 2023

**Status:** As of May 1 2023, Bend's Mobile Crisis Assistance Team (MCAT) merged with the County CCRT program.

**Website:**

<https://www.deschutes.org/health/page/crisis-services>

**Sources:**

<https://www.deschutes.org/health/page/deschutes-county-behavioral-health-partners-9-1-1-law-enforcement-%EF%BB%BF-launch-new-crisis>

<https://ktvz.com/news/bend/2023/04/06/mobile-crisis-assessment-team-to-play-new-role-on-bend-mental-health-crisis-calls-sometimes-without-officers-present/>

<https://centraloregondaily.com/deschutes-county-mobile-crisis-team/>

<https://kbnd.com/kbnd-news/local-news-feed/698139>

<https://www.bendsource.com/news/a-day-with-the-community-crisis-response-team-20765768>

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# Durham, NC

*population 294,542*  
*median household income \$71,436*

**Program Name:** Holistic Empathetic Assistance Response Teams (HEART)

**Response Type:** Community Based

**Who Responds:** Crisis Call Diversion (CCD): Licensed mental health clinicians

Community Response Teams (CRT): Licensed mental health clinicians, peer support specialists and EMTs

Care Navigation (CN): Licensed mental health clinicians and peer support specialists

**Dispatch:** 911

**Description:** CCD embeds mental health clinicians in Durham's 911 call center. CRT dispatches unarmed three-person teams as first responders to non-violent behavioral health and quality of life calls for service. Care Navigators follow up with people within 48 hours of meeting with one of our first responders to help connect to the community-based care they need and want. HEART responders wear a distinct logo on their apparel and vehicles to help distinguish them in the community.

**Start Date:** June 2022

**Status:** June 2023, city leaders voted to invest nearly \$2 million dollars into the Community Safety Department. The additional funding will allow the pilot program to grow by 150% with 27 new openings. Fully staffed this will allow the service to expand citywide and be available 12 hours a day. The city aims to have the department handle 13,900 calls a year, which would account for 10% of the 911 calls the city receives.

**Website:**  
<https://www.durhamnc.gov/4576/Community-Safety>



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<https://www.wral.com/in-durham-unarmed-responders-will-answer-911-calls-for-those-having-a-mental-health-crisis/20351691/>

<https://www.cbs17.com/news/local-news/durham-county-news/harvard-university-project-to-help-durham-rethink-who-shows-up-to-non-violent-911-calls/>

<https://www.dukechronicle.com/article/2022/03/durham-community-safety-department-gun-violence-police-mental-health-emt-city-council-member-jillian-johnson>

<https://www.wral.com/durham-s-unarmed-first-responders-are-making-an-impact-data-shows/20439589/>

<https://app.powerbigov.us/view?r=eyJrljoiMWQ1YzViMGYtYmI1MC00NWM3LTg1NWUtMjYjNzk3NWNIYzU0IiwidCI6IjI5N2RlZjgyLTk0Mzkrdm4OC1hOD-A4LTM1NDhhNGVjZjQ3ZCJ9&pageName=ReportSection7606ef27f6ee056e6f9f>

<https://www.durhamnc.gov/DocumentCenter/View/46275/HEART-dashboard-guide-August-2022?bidId=>

<https://localnews8.com/news/2022/10/07/in-one-north-carolina-community-mental-health-workers-respond-to-911-calls-2/>

<https://abc11.com/heart-program-unarmed-response-durham-mental-health-police/12598634/>

<https://www.wral.com/durham-group-asking-for-more-funding-increased-access-for-heart-in-light-of-in-custody-deaths/20700054/>

<https://www.wunc.org/news/2023-02-06/national-trend-durham-dispatching-mental-health-police-911-calls>

<https://indyweek.com/news/petition-for-city-council-to-expand-heart-funding/>

<https://www.benzinga.com/pressreleases/23/04/n31828879/new-documentary-highlights-community-centered-crisis-response-program-in-durham-nc>

<https://afro.com/can-mobile-crisis-teams-stop-police-violence/>

<https://abc11.com/i-team-durham-nc-unarmed-first-responders-heart-expanding-city-funding/13407426/>

[https://www.youtube.com/watch?v=hcFhGP\\_r-m0](https://www.youtube.com/watch?v=hcFhGP_r-m0)

<https://indyweek.com/news/durham/heart-durhams-non-police-crisis-response-program-is-no-longer-two-sizes-too-small/>

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# Englewood, CO

*population 34,339*

*median household income \$72,193*

**Program Name:** Mobile Response Unit (MRU)

**Response Type:** Police Based

**Who Responds:** A registered nurse and a behavioral health case manager

**Dispatch:** 911

**Description:** MRU provides trauma informed, client-centered care to individuals in crisis. The MRU team will help to identify culturally appropriate community resources, providing alternative options and potential long-term community supports to best meet the needs identified by the individual in crisis.

**Start Date:** August 2022

**Status:** Pilot

**Website:**

<https://www.engagewoodco.gov/government/city-departments/police-department/mobile-response-unit>

**Sources:**

<https://kdvr.com/news/local/engagewood-mental-health-calls-to-trained-professionals/>

<https://www.engagewoodco.gov/home/showdocument?id=24913&t=637878569032112784>

<https://www.allhealthnetwork.org/news-updates/allhealth-network-launches-mobile-response-unit-to-address-non-emergency-behavioral-health-related-911-calls/>

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# Eugene, OR

*population 180,748*

*median household income \$55,776*

**Program Name:** CAHOOTS (Crisis Assistance Helping Out On The Streets)

**Response Type:** Fire Department EMS Based

**Who Responds:** Medic (nurse or EMT) & experienced crisis worker

**Dispatch:** 911 (and some direct calls)

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

**Start Date:** 1989

**Status:** After 33 years, Eugene moved the CAHOOTS contract from the police department to the fire department in June 2023.

## **Website:**

<https://www.eugene-or.gov/4508/CAHOOTS>

## **Sources:**

<https://www.eugene-or.gov/DocumentCenter/View/56581/911-Process-Infographic>

<https://www.theatlantic.com/politics/archive/2020/12/cahoots-program-may-reduce-likelihood-of-police-violence/617477/>

<https://www.brookings.edu/research/innovative-solutions-to-address-the-mental-health-crisis-shifting-away-from-police-as-first-responders/>

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<https://podcasts.apple.com/us/podcast/ep-4-a-ride-along-with-a-police-alternative-season-2/id1506062690?i=1000506927327>

<https://news.yahoo.com/trillium-partners-cahoots-using-funding-234349844.html?guccounter=1>

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[https://www.kezi.com/news/cahoots-merges-with-eugene-springfield-fire/article\\_379de60a-1210-11ee-9d27-af03b87462c4.html](https://www.kezi.com/news/cahoots-merges-with-eugene-springfield-fire/article_379de60a-1210-11ee-9d27-af03b87462c4.html)

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# Eureka, CA

*population 26,441*

*median household income \$46,926*

**Program Name:** Crisis Alternative Response of Eureka

**Response Type:** Community Based

**Who Responds:** Mental health clinicians and case managers

**Dispatch:** 911

**Description:** The goal with this crisis intervention program is to provide community based, high quality, low barrier access to mental health crisis services. This is especially aimed at individuals experiencing homelessness who historically have less access to medical and mental health services in the community, and often their first contact for a mental health episode is law enforcement, not mental health staff. CARE will aim to shift this trend so that individuals can receive better crisis services in the field.

**Start Date:** January 2023

**Website:**

<https://www.eurekaca.gov/768/CARE-Program>

**Sources:**

<https://lostcoastoutpost.com/2023/apr/5/conversations/>

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# Fairbanks, AK

*population 32,711*

*median household income \$66,572*

**Program Name:** Mobile Crisis Team (MCT)

**Response Type:** Community Based

**Who Responds:** Licensed behavioral health clinician and a certified peer support specialist

**Dispatch:** 911

**Description:** MCT is dispatched by the 911 dispatch center in Fairbanks and provides services to any person in the North Star Borough in their home, workplace, or other community-based locations.

**Start Date:** November 2021

**Status:** Received \$800,000 December 2022 in support of the program

**Website:**

<https://www.fairbanksalaska.us/crisis/page/mobile-crisis-team-call-911-access-mobile-crisis-team>

**Sources:**

<https://talk.crisisnow.com/wp-content/uploads/2022/03/54-Fairbanks-MCT.pdf>

<https://alaskapublic.org/2021/12/10/a-new-crisis-team-in-fairbanks-is-responding-to-mental-health-calls-and-freeing-up-other-emergency-resources/>

<https://stateofreform.com/featured/2022/12/fairbanks-mobile-crisis-teams-awarded-800000-grant-to-strengthen-crisis-response/>

<https://fm.kuac.org/emergency-services/2022-12-22/mobile-crisis-team-is-busier-than-ever>

<https://www.adn.com/sponsored-content/2023/05/18/after-two-years-results-show-boost-for-alaska-mental-health-emergency-care-thanks-to-new-partnerships/>

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# Flagstaff, AZ

*population 79,023*

*median household income \$61,026*

**Program Name:** Community Alliance Response and Engagement (CARE team)

**Response Type:** Fire Department EMS Based

**Who Responds:** Mental health professional and EMT

**Dispatch:** 911

**Description:** Mental health response team dispatched through 911 system

**Start Date:** March 2022

**Status:** \$2.5 million three-year contract with Terros Health in March 2022, funding the creation of a mental health response team

**Sources:**

[https://azdailysun.com/news/taking-care-of-flagstaff-mental-health-first-responders-reflect-on-first-4-of-operation/article\\_8965cb5e-0f84-11ed-9523-c30f405a2dc5.html](https://azdailysun.com/news/taking-care-of-flagstaff-mental-health-first-responders-reflect-on-first-4-of-operation/article_8965cb5e-0f84-11ed-9523-c30f405a2dc5.html)

<https://www.azfamily.com/2022/04/28/new-care-team-helps-flagstaff-polices-call-response-does-outreach/>

[https://azdailysun.com/news/local/care-celebrates-first-anniversary-working-on-the-front-lines-of-preventing-exposure-deaths-in-flagstaff/article\\_e0ec9464-b9e5-11ed-bc88-cf424f0f0aa1.html](https://azdailysun.com/news/local/care-celebrates-first-anniversary-working-on-the-front-lines-of-preventing-exposure-deaths-in-flagstaff/article_e0ec9464-b9e5-11ed-bc88-cf424f0f0aa1.html)

<https://solari-inc.org/coconino-voices-terros-health-and-city-of-flagstaff-expand-partnership-to-pay-dividends-for-community/>

[https://agenda.flagstaffaz.gov/agenda\\_publish.cfm?dsp=agm&seq=7067&rev=0&id=8&form\\_type=AG\\_MEMO&beg\\_meetmth=2&beg\\_meetyr=2023&end\\_meetmth=3&end\\_meetyr=2023&mr=ALL&sstr=care%20&dept=ALL&chartkeywords=&sortby=f.form\\_num,%20f.rev\\_num&fp=ADVSRCH&StartRow=1](https://agenda.flagstaffaz.gov/agenda_publish.cfm?dsp=agm&seq=7067&rev=0&id=8&form_type=AG_MEMO&beg_meetmth=2&beg_meetyr=2023&end_meetmth=3&end_meetyr=2023&mr=ALL&sstr=care%20&dept=ALL&chartkeywords=&sortby=f.form_num,%20f.rev_num&fp=ADVSRCH&StartRow=1)

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# Gallatin County, MT

*population 57,494*

*median household income \$67,354*

**Program Name:** Mobile Crisis Team (MCT)

**Response Type:** Community Based

**Who Responds:** A licensed behavioral health provider and a behavioral health responder/paraprofessional

**Dispatch:** 911 and 988

**Description:** The MCT is an emergency mental health program for individuals experiencing a mental health crisis in Gallatin County. The MCT is comprised of local behavioral health professionals that provide on-scene evaluation, treatment, and crisis intervention.

**Start Date:** July 2022

**Status:** \$2.5 million three-year contract with Terros Health in March 2022, funding the creation of a mental health response team

**Website:**

<https://connections.shs.com/bozeman>

**Sources:**

<https://gallatincomt.virtuالتownhall.net/gallatin-behavioral-health-coalition/pages/someone-respond-mobile-crisis-services>

[https://www.bozemandailychronicle.com/news/city/bozeman-commission-talks-mental-health-crisis-response/article\\_eb47d290-6aa6-11ed-9f1a-7f2702bee6b3.html](https://www.bozemandailychronicle.com/news/city/bozeman-commission-talks-mental-health-crisis-response/article_eb47d290-6aa6-11ed-9f1a-7f2702bee6b3.html)

[https://www.kulr8.com/regional/mobile-crisis-response-unit-sees-success-in-gallatin-county/article\\_e4fb859c-5cdf-53e1-a8e8-687f8356c927.html](https://www.kulr8.com/regional/mobile-crisis-response-unit-sees-success-in-gallatin-county/article_e4fb859c-5cdf-53e1-a8e8-687f8356c927.html)

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# Garden Grove, CA

*population 172,163*

*median household income \$78,046*

**Program Name:** Be Well OC Mobile Response

**Response Type:** Community Based

**Who Responds:** Two crisis counselors

**Dispatch:** 911

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

**Start Date:** October 2021

**Status:** In October 2022 the City Council voted unanimously to renew the contract until June 30, 2023, for an additional \$450,000.

**Website:**

<https://ggcity.org/be-well-oc-garden-grove>

**Sources:**

<https://www.cacities.org/news/post/2021/10/27/garden-groves-mobile-response-team-provides-free-emergency-mental-health-care>

<https://voiceofoc.org/2021/06/orange-county-cities-join-growing-movement-to-use-social-workers-not-cops-for-homeless-and-mental-health-response/>

<https://orangecountytribune.com/2021/11/09/helping-homeless-to-be-well/>

<https://www.govtech.com/em/safety/orange-county-police-team-with-mental-health-experts>

<https://www.bewelloc.org/oc-police-dispatchers-send-mental-health-team.html>



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# Half Moon Bay, CA

*population 11,889*

*median household income \$137,346*

**Program Name:** Crisis Assistance Response & Evaluation Services (CARES)

**Response Type:** Community Based

**Who Responds:** Bilingual team of EMT and behavioral health clinician

**Dispatch:** 911

**Description:** 911 dispatch operators have the option to deploy the CARES mobile crisis unit made up of a certified EMT and behavioral health clinician trained in de-escalation and suicide prevention.

**Start Date:** March 2022

**Status:** Successful pilot which expanded July 2022 and has been funded through June 2023.

**Website:**

<https://www.half-moon-bay.ca.us/844/CARES---Crisis-Assistance-Response-Evalu>

**Sources:**

<https://www.coastsidebuzz.com/city-of-half-moon-bay-celebrates-launch-of-crisis-assistance-response-and-evaluation-services-cares-pilot-program/>

[https://www.hmbreview.com/news/cares-team-expands-beyond-city-to-midcoast/article\\_faca56f8-0db7-11ed-802a-2f833235a233.html](https://www.hmbreview.com/news/cares-team-expands-beyond-city-to-midcoast/article_faca56f8-0db7-11ed-802a-2f833235a233.html)

[https://www.hmbreview.com/news/collaboration-unlocks-cares-program/article\\_26075eba-a62a-11ec-a7a0-83363f604ccf.html](https://www.hmbreview.com/news/collaboration-unlocks-cares-program/article_26075eba-a62a-11ec-a7a0-83363f604ccf.html)

[https://www.hmbreview.com/news/city-plans-to-continue-mental-health-response-program/article\\_d7deddb4-ef37-11ed-8ebd-7fb97c11d832.html](https://www.hmbreview.com/news/city-plans-to-continue-mental-health-response-program/article_d7deddb4-ef37-11ed-8ebd-7fb97c11d832.html)

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# Harris County, TX

*population 4,858,883*

*median household income \$137,346*

**Program Name:** Holistic Assistance Response Teams (HART)

**Response Type:** Community Based

**Who Responds:** Social workers, behavioral health specialists and medical professionals

**Dispatch:** 911

**Description:** 911 dispatchers will identify non-violent, non-emergency calls appropriate for a HART response and send teams to the scene; other first responders (EMS, law enforcement, and Fire Departments) can also call on HART directly. HART responders will use their behavioral and medical health training to resolve calls on site and to connect residents to follow-up resources to promote ongoing health and safety.

**Start Date:** March 2022

**Status:** December 2023, the County voted to budget \$4.6 million to expand the program.

**Website:**

<https://publichealth.harriscountytexas.gov/chvps#>

**Sources:**

<https://www.click2houston.com/news/local/2022/02/09/harris-county-public-health-to-announce-new-violence-prevention-programs/>

<https://safercitiesresearch.com/the-latest/three-things-to-read-this-weekend-3>

<https://www.chron.com/news/houston-texas/article/houston-police-harris-county-texas-18112328.php>

<https://hoodline.com/2023/12/harris-county-boosts-tenant-legal-aid-to-8m-aims-to-curb-evictions-amidst-pandemic-aftermath/>

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# Hartford, CT

*population 120,310*

*median household income \$65,788*

**Program Name:** Hartford Emergency Assistance Response Team (HEARTeam)

**Response Type:** Community Based

**Who Responds:** Licensed clinicians and peer responders

**Dispatch:** 911

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

**Start Date:** March 2022

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

**Website:**

<https://www.hartfordct.gov/Government/Departments/Mayors-Office/Mayor-Initiatives/HEARTeam#section-1>

**Sources:**

<https://www.hartfordct.gov/Government/Departments/Mayors-Office/Mayor-News/HEARTeam>

<https://www.wheelerclinic.org/news/hearteam-hartford-emergency-response-team-launches>

<https://www.fox61.com/article/news/health/hearteam-civilian-crisis-response/520-c79f860e-3f78-48eb-9372-8e3c36480a05>

*continued on page 60*

<https://www.youtube.com/watch?v=bOQsLOojGpI>

[https://uploads-ssl.webflow.com/5f2388064e49036b92d05c78/62e92f9341947b0395a19f59\\_IMPLEMENTATION%20GUIDEBOOK2.pdf](https://uploads-ssl.webflow.com/5f2388064e49036b92d05c78/62e92f9341947b0395a19f59_IMPLEMENTATION%20GUIDEBOOK2.pdf) (*see page 15*)

<https://www.courant.com/2023/05/30/hartford-recognizes-mental-health-crisis-hearteam-to-mark-mental-health-awareness-month/>

<https://www.wtnh.com/news/huge-success-hearteam-responds-to-over-2000-calls-in-hartford/>

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# Hayward, CA

*population 179,847*

*median household income \$98,837*

**Program Name:** Mobile Integrated Health Unit (MIHU)

**Response Type:** Fire Department EMS Based

**Who Responds:** Community paramedic and a mental health clinician

**Dispatch:** 911

**Description:** The goal of the HEART Program is to improve access to medical, mental health and other support services – and reduce the need for police officers to intervene in calls for service involving people experiencing mental illness, substance-use disorders, and homelessness. The current program approach entails deploying two different mobile response teams: a Mobile Integrated Health Unit (MIHU), which pairs a Hayward firefighter-paramedic with a mental health clinician from a community-based organization, and a Mobile Evaluation Team (MET), which pairs a specifically trained Hayward Police Officer with a behavioral health clinician from Alameda County Behavioral Health Care Services.

**Start Date:** October 2021

**Status:** Pilot

**Website:**

<https://hayward-ca.gov/sites/default/files/documents/HEART-Program-Model.pdf>

**Sources:**

<https://www.hayward-ca.gov/discover/news/nov21/hayward-seeks-nonprofit-partner-advice-911-response-people-experiencing-mental>

<https://original.newsbreak.com/@refugio-garcia-1589637/2522643989765-tuesday-in-the-east-bay-hayward-uses-crisis-response-team-vacant-san-pablo-office-building-to-be-converted-and-more>

<https://www.mercurynews.com/2022/02/21/hayward-explores-alternative-to-police-answering-mental-health-crisis-calls/>

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# Honolulu, HI

*population 353,706*

*median household income \$92,600*

**Program Name:** Crisis Outreach Response and Engagement (C.O.R.E.)

**Response Type:** Fire Department EMS Based

**Who Responds:** EMTs and community health workers

**Dispatch:** 911

**Description:** C.O.R.E. provides services to O‘ahu’s unsheltered population. C.O.R.E. responds to crisis calls, from or within the community, that are non-violent and do not require emergent medical assistance.

**Start Date:** October 2021

**Status:** The program continues to expand

**Website:**

<https://emergencyservices.honolulu.gov/core/>

**Sources:**

<https://www.ems1.com/safety/articles/honolulus-core-program-set-to-begin-homeless-outreach-J1x0IWpEWiGIp3UE/>

<https://www.khon2.com/local-news/homeless-core-team-plans-to-increase-services-on-oahu/>

[https://www.kitv.com/news/local/honolulus-core-program-rolling-along-after-a-year/article\\_d6e8f772-5f23-11ed-9088-c3c031af39fa.html](https://www.kitv.com/news/local/honolulus-core-program-rolling-along-after-a-year/article_d6e8f772-5f23-11ed-9088-c3c031af39fa.html)

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# Houston, TX

*population 2,345,606*

*median household income \$56,019*

**Program Name:** Mobile Crisis Outreach Team Rapid Response (MCOT-RR)

**Response Type:** Community Based

**Who Responds:** Licensed clinician or master level clinician paired with a bachelor level clinician

**Dispatch:** 911

**Description:** Non-law enforcement alternative response to non-violent, non-criminal, mental health 911 calls that Crisis Call Diversion (CCD) could not divert over the phone. (CCD has embedded crisis phone counselors within 911 since 2016)

**Start Date:** March 2021

**Status:** April 2022 the City Council approved \$12 million to expand the program and permanently fund 18 teams

**Website:**

<https://www.theharriscenter.org/services/crisis-services#pid-45>

**Sources:**

<https://www.houstontx.gov/council/committees/pshs/20220217/Harris-Center-Crisis-Intervention-Initiatives.pdf>

<https://www.youtube.com/watch?v=nHXg6kdPkho>

<https://www.chron.com/news/houston-texas/article/Houston-City-Council-expands-police-mental-health-17078028.php>

<https://www.houstoncit.org/ccd/>

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# Huntington Beach, CA

*population 200,455*

*median household income \$104,728*

**Program Name:** Be Well Huntington Beach

**Response Type:** Community Based

**Who Responds:** Two crisis counselors

**Dispatch:** 911

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

**Start Date:** August 2021

**Status:** Received \$1.5 million in state funds July 2022

**Website:**

<https://huntingtonbeachca.gov/files/users/residents/Be-Well-FAQ.pdf>

**Sources:**

<https://www.audacy.com/knxnews/news/local/mobile-teams-replace-police-on-some-huntington-beach-calls>

<https://laist.com/news/criminal-justice/huntington-beach-the-latest-city-to-respond-to-some-mental-health-crises-without-police>

<https://www.huntingtonbeachca.gov/residents/bewellhb/>

<https://www.latimes.com/socal/daily-pilot/news/story/2022-10-01/huntington-beach-mobile-crisis-response-team-handled-over-2-000-calls-in-first-year-of-operation>

<https://www.ems1.com/mental-health/articles/calif-city-to-launch-emt-counselor-team-to-respond-to-mental-health-calls-VirAeGxzC9alO9NT/>



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# Indianapolis, IN

*population 871,449*

*median household income \$54,321*

**Program Name:** Clinician-Led Community Response (CLCR)

**Response Type:** Community Based

**Who Responds:** Clinical supervisor, licensed clinical social worker, and peer specialist

**Dispatch:** 911

**Description:** The program is intended to be an alternative to sending police when someone is having a mental health crisis and instead dispatching mental health professionals to address the situation. The teams will assist a person in distress, work to deescalate the situation, address immediate needs and provide a care plan moving forward.

**Start Date:** July 2023

**Status:** The first phase of the program will include four teams, comprised of a clinical supervisor, a licensed clinical social worker and a peer specialist. They will work 10-hour shifts for three days. When fully staffed, the pilot program will operate 24/7 in the Downtown and East IMPD Districts.

**Sources:**

<https://indianapolisrecorder.com/mental-health-the-focus-of-budget-hearing-for-public-safety-agencies/>

<https://www.wfyi.org/news/articles/city-proposes-2m-mental-health-response-team>

<https://www.wthr.com/article/news/crime/indianapolis-launches-clinician-led-community-response-program/531-c719edef-1d57-48ab-8214-205064323037>

<https://www.wishtv.com/news/local-news/indianapolis-launches-mental-health-response-program-whitfield-family-attorney-weighs-in/>

<https://www.ijb.com/articles/city-lays-out-plan-for-mental-health-crisis-response-team>

<https://www.wfyi.org/news/articles/clinician-led-response-team-begins-to-respond-to-mental-health-crises-without-police>

<https://fox59.com/indiana-news/mental-health-clinicians-now-responding-to-some-indianapolis-911-calls/>

<https://www.wrtv.com/news/local-news/clinician-led-response-team-expanding-under-2024-city-county-council-budget>

<https://www.sideeffectspublicmedia.org/mental-health/2023-10-30/more-cities-remove-police-from-teams-responding-to-mental-health-crisis-calls>

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# Irvine, CA

*population 326,730*

*median household income \$114,027*

**Program Name:** Mobile Crisis Response Team (MCRT)

**Response Type:** Community Based

**Who Responds:** Two crisis counselors

**Dispatch:** 911

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

**Start Date:** June 2022

**Status:** One-year pilot

**Website:**

<https://www.cityofirvine.org/irvine-police-department/be-well-irvine>

**Sources:**

<https://www.latimes.com/socal/daily-pilot/entertainment/story/2021-11-10/as-o-c-police-face-scrutiny-for-shootings-irvine-starts-using-medical-workers-for-mental-health-calls>

<https://spectrumnews1.com/ca/orange-county/mental-health/2022/06/01/irvine-launches-mobile-response-pilot-program-for-people-in-crisis>

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# Laguna Beach, CA

*population 22,326*

*median household income \$135,976*

**Program Name:** Be Well OC Mobile Response Team

**Response Type:** Community Based

**Who Responds:** Two crisis counselors

**Dispatch:** 911

**Description:** The Be Well OC Mobile Response Program provides community-based assessment and stabilization of housed and un-housed adults and adolescents experiencing mental health and substance use challenges and other non-medical emergency challenges.

**Start Date:** August 2023

## **Website:**

<https://www.bewelloc.org/be-well-oc-partners-with-city-of-laguna-beach-to-bring-mobile-mental-health-services-to-community.html>

## **Sources:**

[https://lagunabeachcity.granicus.com/MetaViewer.php?view\\_id=3&event\\_id=2388&meta\\_id=160775](https://lagunabeachcity.granicus.com/MetaViewer.php?view_id=3&event_id=2388&meta_id=160775)

<https://www.latimes.com/socal/daily-pilot/news/story/2023-04-20/be-well-oc-to-provide-mobile-mental-health-services-in-laguna-beach>

<https://www.lagunabeachindy.com/letter-to-the-community-be-well-oc-is-a-game-changer-for-laguna/>

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# Las Cruces, CA

*population 112,914*

*median household income \$47,722*

**Program Name:** Lessen the Incidence of Grief, Harm and Trauma  
(Program L.I.G.H.T.)

**Response Type:** Fire Department Based

**Who Responds:** EMT and social worker

**Dispatch:** 911

**Description:** The project, operated by the fire department, sends social workers to calls involving behavior problems, suicidal ideation, welfare checks and overdoses.

**Start Date:** March 2023

**Website:**

<https://www.lascruces.gov/2350/MIH>

**Sources:**

<https://www.lcsun-news.com/story/news/crime/2023/01/11/federal-dollars-crisis-response/69797020007/>

<https://www.lcsun-news.com/story/news/2022/03/16/las-cruces-fire-department-create-crisis-intervention-unit-project-light/7038751001/>

<https://www.lcsun-news.com/story/news/local/2023/02/16/city-to-launch-crisis-response-team-in-march-heres-what-to-know-about-project-light/69904953007/>

[https://www.elpasoinc.com/news/local\\_news/paywall\\_exempt/nm-cities-try-new-approach-to-mental-health/article\\_aeac69e6-d184-11ed-9c47-83bd5699dc57.html](https://www.elpasoinc.com/news/local_news/paywall_exempt/nm-cities-try-new-approach-to-mental-health/article_aeac69e6-d184-11ed-9c47-83bd5699dc57.html)

<https://nmpoliticalreport.com/2023/03/27/new-mexico-cities-look-to-divert-police-from-911-calls-for-mental-health/>

<https://cbs4local.com/news/local/las-cruces-project-light-enhancing-911-crisis-response-through-unique-mental-health-intervention-teams-new-mexico-jason-smith-fire-chief>

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# Las Vegas, NV

*population 659,348*

*median household income \$61,356*

**Program Name:** Crisis Response Team (CRT)

**Response Type:** Fire Department Based

**Who Responds:** EMTs, paramedics and a licensed social worker

**Dispatch:** 911

**Description:** The CRT team goes to predesignated call types that have been flagged as psychiatric. This team has the unique ability to address medical needs and psychiatric needs in the field. This program is geared to reduce unnecessary legal holds in our Valley's Emergency Departments, and give clients a path that better suits their individual needs.

**Start Date:** April 2018

**Website:**

<https://www.snvchips.org/programs>

**Sources:**

<https://helphopehome.org/wp-content/uploads/2020/01/11-COC-MIHC-Presentation-Final.pdf>

<https://www.ktnv.com/news/investigations/las-vegas-mental-health-crisis-response-team-sees-success-with-new-strategy>

<https://www.reviewjournal.com/news/politics-and-government/senator-seeks-funds-to-expand-mental-health-programs-2369404/>

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# Long Beach, CA (#1)

*population 470,000*

*median household income \$61,356*

**Program Name:** Community Crisis Response Team (CCR)

**Response Type:** Community Based

**Who Responds:** A mental health professional, public health nurse and peer navigator

**Dispatch:** 911

**Description:** The CCR team is dispatched directly to 911 calls to quickly provide the appropriate response to community members experiencing behavioral health issues, or other non-emergency health or social welfare concerns, and to reduce unnecessary law enforcement or hospital-based interventions for non-emergency calls.

**Start Date:** July 2023

**Status:** In January 2024 the CCR team expanded to cover the downtown area and East Village.

**Website:**

<https://www.longbeach.gov/globalassets/city-manager/media-library/documents/memos-to-the-mayor-tabbed-file-list-folders/2022/september-21--2022---community-crisis-response-team-update>

**Sources:**

[https://lbpost.com/news/long-beach-health-department-to-launch-community-crisis-response-team?utm\\_medium=social&utm\\_source=twitter\\_LongBeachPost](https://lbpost.com/news/long-beach-health-department-to-launch-community-crisis-response-team?utm_medium=social&utm_source=twitter_LongBeachPost)

<https://lbpost.com/news/west-long-beach-is-first-to-get-mental-health-workers-who-respond-to-certain-911-calls/>

<https://ktla.com/news/long-beach-launches-community-crisis-response-team-to-address-certain-calls-for-service/>

<https://www.presstelegram.com/2023/08/09/long-beach-launches-community-crisis-response-team-pilot-program-on-westside/>

<https://www.precinctreporter.com/lbc-program-helps-mental-health-crisis/>

<https://sigtrib.com/long-beach-expanding-community-crisis-response-teams-to-downtown-and-east-village/>

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# Long Beach, CA (#2)

*population 470,000*

*median household income \$61,356*

**Program Name:** Restorative Engagement to Achieve Collective Health (REACH)

**Response Type:** Community Based

**Who Responds:** Each team has three or four people, including a public health nurse and a mental health clinician

**Dispatch:** 911

**Description:** Specialized teams focus on increasing access to mental and physical health services as well as housing and case management resources, while reducing impacts to the emergency response system and addressing the root cause of homelessness.

**Start Date:** July 2021

**Status:** Expected expansion into weekends when additional staffing is secured

**Website:**

<https://www.longbeach.gov/homelessness/homeless-services/#reachteam>

**Sources:**

<https://spectrumnews1.com/ca/la-west/homelessness/2022/07/19/some-911-calls-answered-by-special-teams-as-homelessness-rises-in-long-beach>

<https://longbeach.gov/press-releases/reach-teams-provide-alternative-response-to-calls-for-service-for-people-experiencing-homelessness/>

<https://www.longbeachlocalnews.com/2022/06/28/reach-teams-provide-alternative-response-to-calls-for-service-for-people-experiencing-homelessness/>

[https://govlab.hks.harvard.edu/sites/hwpi.harvard.edu/files/govlabs/files/selecting\\_911\\_calls\\_for\\_alternative\\_emergency\\_response.pdf?m=1667597974](https://govlab.hks.harvard.edu/sites/hwpi.harvard.edu/files/govlabs/files/selecting_911_calls_for_alternative_emergency_response.pdf?m=1667597974)

<https://www.latimes.com/california/story/2022-12-21/homelessness-long-beach-mayor>

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# Los Angeles, CA (#1)

*population 3,898,747*

*median household income \$76,135*

**Program Name:** Crisis and Incident Response through Community-Led Engagement (CIRCLE)

**Response Type:** Community Based

**Who Responds:** Outreach worker, a mental health clinician or licensed behavioral health clinician, and a community ambassador

**Dispatch:** 911

**Description:** Diverts nonviolent 911 calls related to homelessness away from law enforcement to trained, unarmed professionals. Also have a pilot program to divert 911 calls from people experiencing suicidal thoughts to certified mental health providers instead of Los Angeles police officers.

**Start Date:** November 2021

**Status:** December 2023 LA City Council approved citywide expansion plan for CIRCLE.

## **Sources:**

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[https://www.westsidestoday.com/news/group-contracted-to-run-mayors-circle-program-has-troubled-history-in-san-francisco/article\\_48a1a2bc-83ae-11ec-9249-b77d7b-5f94c5.html](https://www.westsidestoday.com/news/group-contracted-to-run-mayors-circle-program-has-troubled-history-in-san-francisco/article_48a1a2bc-83ae-11ec-9249-b77d7b-5f94c5.html)

<https://spectrumnews1.com/ca/la-west/politics/2022/05/18/los-angeles-city-council-to-review-2022-23-budget>

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# Los Angeles, CA (#2)

*population 3,898,747*  
*median household income \$76,135*

- Program Name:** Unarmed Model of Crisis Response (UMCR)
- Response Type:** Community Based
- Who Responds:** Mental health professionals
- Dispatch:** 911
- Description:** UMCR personnel will typically respond to calls for service that have a social services component, do not involve violence, and are related to well-being checks. These calls for service can range from people experiencing homelessness; individuals suffering from a mental and/or behavioral health crisis; conflicts that could be resolved through mediation or other resolution strategies; and other low-acuity or non-criminal matters.
- Start Date:** March 2024
- Status:** Pilot
- Sources:**  
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<https://www.latimes.com/california/story/2024-04-05/l-a-launches-new-cahoots-style-mental-health-pilot-program>

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# Los Angeles County, CA

*population 9,861,224*

*median household income \$76,367*

**Program Name:** Therapeutic Transportation Program

**Response Type:** Fire Department EMS Based

**Who Responds:** Psychiatric technician, a peer support specialist, and a clinical driver

**Dispatch:** 911

**Description:** Mental health teams and specialized vans embedded at two Los Angeles city fire stations, actively participating in emergency response calls that come into 911 or to the Los Angeles city police or fire department.

**Start Date:** February 2022

**Status:** Pilot

**Website:**

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**Sources:**

<https://dmh.lacounty.gov/blog/2022/03/therapeutic-transportation-pilot-program-rolls-out-throughout-l-a-county/>

<https://www.latimes.com/california/story/2022-03-04/los-angeles-mental-health-response-team-pilot-program>

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# Louisville, KY

*population 344,794*

*median household income \$58,357*

**Program Name:** Crisis Call Diversion Program (CCDP)

**Response Type:** Community Based

**Who Responds:** Mobile responders, trained in mental health crisis intervention

**Dispatch:** 911

**Description:** When someone calls 911, a MetroSafe dispatcher will have the option to transfer the call to a Crisis Triage Worker. The worker will talk with the caller, try to de-escalate and help them through their situation. If they determine that a face-to-face meeting is needed, the new mobile response team will be sent out to meet the caller.

**Start Date:** March 2022

**Status:** As of March 2023, the program has expanded citywide.

## Website:

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# Madison, WI

*population 277,166*

*median household income \$70,466*

**Program Name:** Community Alternative Response Emergency Services (CARES)

**Response Type:** Fire Department EMS Based

**Who Responds:** Fire Department community paramedic and one Journey Mental Health Center crisis worker

**Dispatch:** 911

**Description:** These teams are trained and equipped to respond to non-violent behavioral health emergency calls that do not require law enforcement. In addition to responding to 911 calls, the CARES teams spend considerable time building relationships throughout the community at local resource centers, shelters, and mental health care facilities. Between active calls for service, the teams also follow up with their patients to ensure they have been connected with the services they need.

**Start Date:** September 2021

**Status:** A third CARES team was added in April 2024.

**Website:**

<https://www.cityofmadison.com/fire/emergency-medical-services/community-alternative-response-emergency-services-cares>

**Sources:**

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# Mesa, AZ

*population 517,302*

*median household income \$65,725*

**Program Name:** Crisis Team

**Response Type:** Community Based

**Who Responds:** Master's level mental health clinician and bachelor's level clinician

**Dispatch:** 911

**Description:** Mental health specialists are embedded in the 911 center. When in-person mental health attention is needed a mobile team from Solari is dispatched.

**Start Date:** 2019

**Status:** In 2022 the crisis team responded to over 3,500 calls.

**Sources:**

<https://www.mesaaz.gov/Home/Components/News/News/7621/>

<https://www.mesaaz.gov/Home/Components/News/News/8658/16>

<https://www.govtech.com/em/safety/mesa-seeks-to-expand-911-mental-health-dispatching>



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# Minneapolis, MN

*population 439,430*

*median household income \$70,099*

**Program Name:** Behavioral Crisis Response team (BCR)

**Response Type:** Community Based

**Who Responds:** Behavioral health providers and possibly medical professionals

**Dispatch:** 911

**Description:** Four pilots: 1. Non-police response teams respond to an emergency behavioral health crisis 24 hours a day Monday through Friday, and day shifts for weekends; 2. Some 911 call takers, dispatchers and supervisors receive behavioral health dispatch training; 3. Embedding behavioral health professionals in 911; 4. Training non-police city staff to take theft and property damage reports and collect evidence.

**Start Date:** December 2021

**Status:** Program is operating 24/7 as of June 2023

**Website:**

<https://www.minneapolismn.gov/government/programs-initiatives/community-safety/focus-areas/alternatives-police-response/>

**Sources:**

<https://www.minneapolismn.gov/government/programs-initiatives/community-safety/focus-areas/alternatives-police-response/new-pilot-response/>

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# Missoula, MT

*population 74,829*

*median household income \$61,423*

**Program Name:** Mobile Support Team

**Response Type:** Fire Department EMS Based

**Who Responds:** EMTs, licensed behavioral health clinicians or clinicians in training, and case facilitators

**Dispatch:** 911

**Description:** 911 dispatch center staff will assign MST to behavioral health calls as an additional unit with the normal complement of emergency responders during their hours of operation. Upon arrival on a scene, the responding agency (fire, ambulance or law enforcement) will collaborate with the support team personnel to determine if an individual is an appropriate candidate for behavioral health stabilization. If so, support team members will release the other agencies and assess the most appropriate resource for the individual. Additionally, fire, law enforcement or ambulance service may respond to an incident and find upon arrival that it is not a medical or law enforcement incident but a behavioral health issue. In those cases, the on-scene personnel may request the support team staff to respond and intervene with the person.

**Start Date:** November 2020

## **Website:**

<https://www.ci.missoula.mt.us/DocumentCenter/View/54611/Missoula-CARES-program-Fact-Sheet-201112>

## **Sources:**

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<https://missoulacurrent.com/mobile-support-team-3/>

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# Modesto, CA

*population 221,924*

*median household income \$67,011*

**Program Name:** Community Health and Assistance Team (C.H.A.T.)

**Response Type:** Police Based

**Who Responds:** Trained outreach specialists

**Dispatch:** 911

**Description:** The Modesto Police Department's CHAT is a program designed to use trained Outreach Specialists to respond to qualifying 911 calls, received through the 911 Communications Center, for mental health crises and similar non-criminal, non-violent incidents. Approximately 11% of all calls for service are related to quality of life and/or mental health issues. Increasing the number of calls handled by the CHAT reduces the number of individuals entering the criminal justice system.

**Start Date:** April 2021

**Status:** Stanislaus County voted July 2022 to fund 14 positions to create an additional Community Health and Assistance Team (CHAT). Funding was recommended in the amount of \$1.06 million for year one, \$1.48 million for year two, \$1.76 million for year three, \$1.82 million for year four, and \$1.87 million for year five.

**Website:**

<https://www.modestogov.com/2765/Community-Health-and-Assistance-Team-CHA>

**Sources:**

<https://washington.dc.networkofcare.org/mh/news-article-detail.aspx?id=135574>

<https://www.modestogov.com/Blog.aspx?IID=98>

<https://twitter.com/ModestoPolice/status/1478757202982674432>

<https://www.stancounty.com/bos/agenda/2022/20220712/Dis01.pdf>

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# Montebello, CA

*population 58,641*

*median household income \$66,584*

**Program Name:** San Gabriel Valley Crisis Assistance Response & Engagement (SGV CARE)

**Response Type:** Community Based

**Who Responds:** Licensed clinicians and certified peer support specialist

**Dispatch:** 911 and referral from police or fire

**Description:** Two-member mobile mental health crisis teams respond to calls for assistance in Arcadia, San Marino, South Pasadena, and Montebello.

**Start Date:** October 2022

**Status:** Pilot – received \$1.5 million in federal funds April 2023

**Website:**

<https://www.sgvcog.org/homelessness>

**Sources:**

[https://www.sgvcog.org/\\_files/ugd/f815d4\\_b668dc650e184e51af452b89f7a0dfec.pdf](https://www.sgvcog.org/_files/ugd/f815d4_b668dc650e184e51af452b89f7a0dfec.pdf)

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# Nashville, TN

*population 707,091*

*median household income \$66,047*

**Program Name:** Responders Engaged and Committed to Help (REACH)

**Response Type:** Fire Department EMS Based

**Who Responds:** A paramedic and a master's-level clinician

**Dispatch:** 911

**Description:** REACH is an effort to better address behavioral health incident calls. The REACH vehicle can be dispatched by emergency communications staff if the call is low-acuity and mental-health-related.

**Start Date:** February 2023

**Status:** In the first 10 months REACH has been able to keep anywhere from 65% to 70% of callers out of the emergency room.

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[https://www.nashvillescene.com/news/pithinthewind/city-launches-non-police-emergency-response/article\\_094fe7d0-a663-11ed-bf1c-7f7dd8645441.html](https://www.nashvillescene.com/news/pithinthewind/city-launches-non-police-emergency-response/article_094fe7d0-a663-11ed-bf1c-7f7dd8645441.html)

<https://www.mhc-tn.org/press-release/2023/02/nashville-pilots-first-mental-health-crisis-response-team/>

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# New Haven, CT

*population 134,871*

*median household income \$48,973*

**Program Name:** Compassionate Allies Serving our Streets (COMPASS)

**Response Type:** Community Based

**Who Responds:** Specially trained social workers and peers with lived experience

**Dispatch:** 911

**Description:** First response unit specializing in de-escalation, harm reduction, and providing rapid access to social services during moments of crisis. This alternative response program will dispatch appropriately qualified staff to 911 and non-emergency calls for diverse issues in which a law enforcement response is not needed.

**Start Date:** November 2022

**Status:** Starting July 2023 two teams of two will be deployed each day between 8am and 4pm and 4pm through midnight, doubling their hours and expected impact.

**Website:**

<https://www.elmcitycompass.org/>

**Sources:**

[https://www.newhavenindependent.org/article/compass\\_update](https://www.newhavenindependent.org/article/compass_update)

<https://yaledailynews.com/blog/2022/03/28/new-haven-receives-2-million-for-community-crisis-response-team/>

<https://www.nbcconnecticut.com/news/local/elm-city-compass-launches-in-new-haven/2905599/>

<https://www.nhregister.com/news/article/New-Haven-crisis-intervention-team-for-911-calls-17552333.php>

<https://www.nbcconnecticut.com/news/local/new-haven-highlights-successes-of-crisis-response-pilot-program/2979076/>

<https://www.nhregister.com/news/article/elm-city-compass-in-action-building-relationships-18095860.php>

[https://www.newhavenindependent.org/article/compass\\_3](https://www.newhavenindependent.org/article/compass_3)

<https://www.wshu.org/connecticut-news/2023-07-19/new-haven-officials-say-unarmed-community-response-team-has-been-effective>

<https://www.ems1.com/mental-health/articles/conn-mental-health-crisis-response-team-to-expand-staff-hours-3KOvgk7BwqEfGSgZ/>



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# New Orleans, LA

*population 392,031*

*median household income \$45,594*

**Program Name:** Mobile Crisis Intervention Unit (MCIU)

**Response Type:** Community Based

**Who Responds:** Licensed mental health professionals, certified peer specialists, and crisis workers

**Dispatch:** 911

**Description:** The MCIU integrates directly with the 911 system and is deployed as an alternative to Emergency Medical Services (EMS), the Fire Department, and the New Orleans Police Department to provide a rapid, mobile response that meets individuals experiencing a behavioral health crisis face-to-face in the community. The overall goal of this intervention is to help those in crisis experience quick relief and the most appropriate resolution to their crisis with the added benefit of relieving the other branches of the emergency response system.

**Start Date:** Summer 2023

**Website:**

<https://nola.gov/health-department/behavioral-health/mciu/>

**Sources:**

<https://www.rhd.org/nomciu/>

<https://thelensnola.org/2022/10/07/after-troubled-pilot-program-city-moving-forward-with-plan-to-respond-to-mental-health-emergencies-without-police/>

[https://www.nola.com/news/crime\\_police/article\\_69843fe8-d824-11eb-b9b7-632a9a48f217.html](https://www.nola.com/news/crime_police/article_69843fe8-d824-11eb-b9b7-632a9a48f217.html)

<https://www.wwtv.com/article/news/local/orleans/new-mental-health-dispatch-unit-launching-in-orleans-parish/289-243e4401-2e8f-475c-a402-0f0d6c61ee3f>

[https://www.nola.com/news/crime\\_police/new-orleans-911-response-expands-with-new-mental-health-unit/article\\_17ae4394-0bc1-11ee-85c8-f38d3326efae.html](https://www.nola.com/news/crime_police/new-orleans-911-response-expands-with-new-mental-health-unit/article_17ae4394-0bc1-11ee-85c8-f38d3326efae.html)

<https://www.wwtv.com/article/news/local/mental-health-crisis-mobile-health-care-orleans/289-aba84aac-fbba-415d-8ee1-109dbec47b68>

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# New York City, NY

*population 18,867,000*

*median household income \$70,663*

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

**Response Type:** Fire Department EMS Based

**Who Responds:** FDNY EMTs/paramedics teamed with a mental health professional

**Dispatch:** 911

**Description:** Beginning with a pilot in East Harlem and parts of Central and North Harlem, 911 call operators will dispatch new B-HEARD teams as the default first responders to people experiencing a mental health emergency.

**Start Date:** June 2021

**Status:** Doubled budget July 2022

**Website:**

[https://www1.nyc.gov/assets/nypd/downloads/pdf/public\\_information/b-heard-public-faqs-5-27-2021.pdf](https://www1.nyc.gov/assets/nypd/downloads/pdf/public_information/b-heard-public-faqs-5-27-2021.pdf)

**Sources:**

<https://www.ny1.com/nyc/all-boroughs/news/2021/10/22/nyc-mental-health-call-response-no-nypd-growing>

<https://gothamist.com/news/nyc-tried-to-remove-nypd-from-911-mental-health-emergencies-but-its-had-little-success>

<https://www.thenation.com/article/society/police-reform-defund/>

<https://www.youtube.com/watch?v=xn-2EqfYro>

<https://gothamist.com/news/no-overnight-mental-health-service-nypd-free-crisis-response-team-b-heard>

<https://gothamist.com/news/nyc-program-for-non-police-911-response-still-handles-a-fraction-of-eligible-mental-health-calls>

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# Newport Beach, CA

*population 85,249*

*median household income \$142,463*

**Program Name:** Be Well Mobile Crisis Team

**Response Type:** Community Based

**Who Responds:** Crisis counselors and paramedics

**Dispatch:** 911

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

**Start Date:** February 2022

**Website:**

<https://www.newportbeachca.gov/trending/community-issues/homelessness>

**Sources:**

<https://www.newportbeachindy.com/be-well-oc-now-deployed-in-newport-beach-for-mobile-mental-health-crisis-response/>

<https://abc7.com/be-well-oc-mobile-response-team-southern-california-newport-beach/11693322/>

<https://spectrumnews1.com/ca/la-west/homelessness/2022/02/25/newport-beach-adds-crisis-response-team>

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# Northampton, MA

*population 29,775*

*median household income \$72,687*

**Program Name:** Division of Community Care (DCC)

**Response Type:** Community Based

**Who Responds:** Will prioritize hiring responders who have a personal history of mental health struggles, rather than clinical training

**Dispatch:** 911 and direct phone line, text or email

**Description:** Division of Community Care is a new city agency that will respond to calls related to mental health, substance use, social service-related requests, and other crisis situations of Northampton residents and visitors as an alternative to traditional police response.

**Start Date:** Summer 2023

**Status:** Phased launch began September 5, 2023

**Website:**

<https://www.northamptondcc.org>

**Sources:**

<https://www.thereponder.com/localnews/northampton/northampton-department-of-community-care-implement/>

<https://www.gazettenet.com/Northampton-names-Sean-Donovan-as-Department-of-Community-Care-head-43466421>

<https://www.thereponder.com/localnews/hampshire-county/forum-highlights-alternatives-to-emergency-responses/>

<https://www.wvlp.com/news/local-news/hampshire-county/northampton-receives-grant-for-new-department-of-community-care/>

<https://www.nepm.org/regional-news/2022-03-25/mental-health-alternatives-to-policing-gather-steam-in-western-massachusetts>

<https://www.gazettenet.com/Kristen-Rhodes-named-DCC-director-50336051>

<https://www.thereponder.com/localnews/northampton/civilian-police-response-increases-in-western-mass/>

<https://www.masslive.com/news/2023/09/northampton-squad-operating-as-alternative-to-police-kicks-off-friday.html>

<https://www.gazettenet.com/New-Division-of-Community-Care-open-house-52210883>

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# Oakland, CA

*population 450,630*

*median household income \$85,628*

**Program Name:** Mobile Assistance Community Responders of Oakland (MACRO)

**Response Type:** Fire Department EMS Based

**Who Responds:** Mental health professional & EMT

**Dispatch:** 911 and direct phone line

**Description:** Eighteen-month pilot program that will provide mobile crisis response for non-violent incidents, using a mental health professional & EMT.

**Start Date:** April 2022

**Status:** The pilot, managed by the Oakland Fire Department, launched on April 9 and has had almost 3,500 interactions as of August 2022

## **Website:**

<https://www.oaklandca.gov/projects/macro-mobile-assistance-community-responders-of-oakland>

## **Sources:**

<https://www.ems1.com/mental-health/articles/calif-city-plans-to-run-non-police-mental-health-response-program-through-fire-department-qk3lf0p2Svxc1uj/>

<https://oaklandnorth.net/2022/08/15/oakland-macro-911-dispatch-mental-health/>

<https://www.npr.org/2021/05/18/997542990/oakland-becomes-latest-city-looking-to-take-police-out-of-nonviolent-911-calls>

<https://oaklandside.org/2022/08/15/ride-along-macro-oakland-new-alternative-police/>

<https://www.ktvu.com/news/macro-oakland-now-has-alternative-to-calling-police-for-low-level-calls>

<https://oaklandside.org/2023/07/10/oakland-macro-policing-alternative-opd-calls/>

<https://www.kalw.org/2023-12-06/oakland-has-a-non-police-crisis-response-team-but-when-do-they-get-the-call>

<https://www.kqed.org/news/11971369/is-oaklands-community-response-team-a-successful-alternative-to-police>

<https://oaklandside.org/2024/03/21/oakland-macro-crisis-response-phone-number-contact/>

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# Olympia, WA

*population 57,431*

*median household income \$67,975*

**Program Name:** Crisis Response Unit (CRU)

**Response Type:** Police Based

**Who Responds:** Currently staffed by four crisis response specialists and two crisis response lead workers

**Dispatch:** 911 & direct phone line

**Description:** CRU offers a number of services, including crisis counseling, conflict resolution and mediation, harm reduction, first aid and non-emergency medical care, and referrals to additional support services.

**Start Date:** April 2019

**Website:**

[https://www.olympiawa.gov/services/police\\_department/crisis\\_response.php](https://www.olympiawa.gov/services/police_department/crisis_response.php)

**Sources:**

<https://www.vera.org/behavioral-health-crisis-alternatives/cru-and-familiar-faces>

<https://www.themarshallproject.org/2020/07/24/crisisresponders>

<https://www.youtube.com/watch?v=mtLySLwTnPo>

<https://www.policechiefmagazine.org/hugging-the-cactus/>

<https://www.vera.org/the-people-responding-to-911-calls-instead-of-police>

<https://csgjusticecenter.org/publications/expanding-first-response/program-highlights/olympia-wa/>

<https://www.thejoltnews.com/stories/olympias-ambassadors-program-to-transition-to-walking-crisis-response-unit,12493>

<https://www.thejoltnews.com/stories/olympias-cru-works-with-individuals-in-crisis,12975>

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# Oregon State University, Corvallis

*population 23,598 students on Corvallis campus*

**Program Name:** OSU Assist

**Response Type:** Community Based

**Who Responds:** Two people, one of whom is a mental health crisis clinician

**Dispatch:** 911 & Department of Public Safety's non-emergency number

**Description:** OSU Assist is appropriate for situations such as crisis support, conflict resolution, substance abuse issues, the delivery of difficult information and resource connection. If a 911 or non-emergency call meets the requirements of dispatching the OSU Assist team, the team will de-escalate and stabilize the situation and/or call upon additional first responders, as needed. OSU Assist will provide wraparound services at the time of the call — drawing upon the expertise of crisis response professionals to better support students — and in follow-up case management by connecting students to helpful resources.

**Start Date:** September 2022

**Website:**

<https://studentlife.oregonstate.edu/osu-assist>

**Sources:**

<https://today.oregonstate.edu/news/oregon-state-launches-program-better-support-students-facing-challenges-or-crises>

[https://www.kezi.com/news/students-support-new-mobile-crisis-response-program-osu-assist/article\\_1f312176-45d4-11ed-aebe-034d8c3c3209.html](https://www.kezi.com/news/students-support-new-mobile-crisis-response-program-osu-assist/article_1f312176-45d4-11ed-aebe-034d8c3c3209.html)

<https://today.oregonstate.edu/news/oregon-state-launches-program-better-support-students-facing-challenges-or-crises>

<https://www.bestcolleges.com/news/oregon-state-university-reimagines-crisis-responses-on-campus/>

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# Orlando, FL

*population 321,427*

*median household income \$58,968*

**Program Name:** Community Response Team

**Response Type:** Community Based

**Who Responds:** Licensed clinicians and social workers

**Dispatch:** 911

**Description:** CRT members are dispatched to non-violent mental health calls where they focus on de-escalation, helping the distressed individual(s) to feel less threatened and connecting those in need to treatment and support. Other benefits of the program include reduced referrals to the criminal justice system and hospital emergency rooms and increased OPD efficiency by allowing officers to focus more on efforts where residents really need and want them — on law enforcement and community-oriented policing.

**Start Date:** March 2021

**Status:** The City of Orlando is expanding the pilot program through March 2024

**Website:**

<https://www.orlando.gov/Our-Government/Departments-Offices/Orlando-Police-Department/Community-Response-Team>

**Sources:**

<https://www.clickorlando.com/news/local/2022/04/04/orlando-police-show-success-of-program-sending-mental-health-professionals-to-some-calls/>

<https://www.clickorlando.com/video/news/2022/07/05/orlando-police-community-response-team-making-a-difference/>

<https://www.orlandosentinel.com/news/crime/os-ne-orlando-police-mental-health-pilot-20210916-ail5w3p2gjaa7ebo6wckxi5tfe-story.html>

<https://www.clickorlando.com/news/local/2022/07/04/i-do-feel-like-im-making-a-difference-says-orlando-police-community-response-team-lead-trainer/>

<https://www.wesh.com/article/orlando-police-community-response/39665070>

<https://www.accessibility.com/blog/what-is-the-orlando-model-or-crt>



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# Petaluma, CA

*population 60,144*

*median household income \$100,379*

**Program Name:** Specialized Assistance for Everyone (SAFE)

**Response Type:** Community Based

**Who Responds:** Mental health workers and EMTs

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

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

**Start Date:** July 2021

**Status:** Awarded a \$916,000 grant from Sonoma County September 2022

**Website:**

<https://cityofpetaluma.org/safe/>

**Sources:**

<https://www.petaluma360.com/article/news/qa-crisis-response-team-leader-manning-walker-introduces-new-petaluma-pro/>

[https://www.youtube.com/watch?v=NzgY0fR\\_prg](https://www.youtube.com/watch?v=NzgY0fR_prg)

<https://patch.com/california/petaluma/petaluma-get-916k-grant-toward-mobile-crisis-response-team>

<https://www.sonomacountygazette.com/sonoma-county-news/sonoma-county-approves-1-5-million-for-crisis-responders/>

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# Philadelphia, PA

*population 1,527,886*

*median household income \$52,649*

**Program Name:** AR-3

**Response Type:** Fire Department EMS Based

**Who Responds:** Paramedic and behavioral health specialist

**Dispatch:** 911

**Description:** AR-3 is a new emergency medical services (EMS) team dedicated to serving people with complex physical and behavioral health needs when they are in crisis. AR-3 is dispatched via 911 with the goal of immediately connecting individuals to appropriate resources and/or treatment programs.

**Start Date:** August 2023

**Status:** Pilot

**Sources:**

<https://www.phila.gov/2023-08-03-medics-partner-with-behavioral-health-specialists-on-new-emergency-response-team/>

<https://www.cbsnews.com/philadelphia/news/philadelphia-creates-new-emergency-response-team-for-behavioral-health-calls/>

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# Phoenix, AZ

*population 1,640,641*

*median household income \$64,927*

**Program Name:** Community Assistance Program (CAP)

**Response Type:** Fire Department EMS Based

**Who Responds:** Clinician and peer specialist

**Dispatch:** 911

**Description:** Nine new behavioral health units staffed by clinicians and peer specialists. Each unit would consist of one city employee and one employee from Terros Health, a mental health counseling organization contracted by the city for the program.

**Start Date:** 2023

**Status:** City data show a 60% increase from June in the number of calls responded to by CAP after hiring and training 48 new caseworkers since February.

## **Website:**

<https://www.phoenix.gov/fire/community-assistance-program>

## **Sources:**

<https://kjzz.org/content/1755066/phoenix-hiring-caseworkers-respond-crisis-calls-rather-police-and-fire>

<https://www.phoenixnewtimes.com/news/phoenix-develops-plan-to-divert-calls-from-its-police-13980752>

<https://northcentralnews.net/2022/features/cap-connects-residents-in-crisis-to-services/>

<https://www.phoenixnewtimes.com/news/phoenix-struggles-to-expand-mental-health-crisis-response-program-15640087>

<https://kjzz.org/content/1856916/phoenix-crisis-response-teams-respond-60-more-calls-after-hiring-dozens>

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# Portland, OR

*population 666,249*

*median household income \$78,476*

**Program Name:** Portland Street Response (PSR)

**Response Type:** Fire Department EMS Based

**Who Responds:** Firefighter, a mental health worker, and a peer support specialist

**Dispatch:** 911

**Description:** Pilot program to provide non-emergency response to those experiencing a mental health crisis or non-emergency medical issue by responders trained in behavioral health, crisis intervention, & medical assistance.

**Start Date:** March 2021

**Status:** Pilot – Expanded to the entire city March 2022

**Website:**

<https://www.portland.gov/streetresponse>

**Sources:**

[https://public.tableau.com/app/profile/pdxstreetresponse/viz/PSRDashboard\\_16400451878570/AndyDashboard?publish=yes](https://public.tableau.com/app/profile/pdxstreetresponse/viz/PSRDashboard_16400451878570/AndyDashboard?publish=yes)

<https://cascadiabhc.org/services/crisis-intervention/>

<https://multco.us/multnomah-county/news/mental-health-leaders-brief-board-crisis-services-wake-deadly-police-shooting>

<https://www.pdxmonthly.com/news-and-city-life/2021/10/portland-street-response-effectiveness-report>

<https://www.us-amsa.org/portland-street-response-expands-citywide-with-new-answer-for-mental-health-addiction-related-911-calls/>

<https://www.kpic.com/news/local/portland-street-response-records-highest-call-volume-ever-1773-increase-since-2021>

<https://www.oregonlive.com/politics/2022/12/portland-street-response-needs-more-staff-according-to-latest-report.html>

<https://www.opb.org/article/2022/12/19/portland-street-response-going-24-7-for-nonemergency-calls/>

<https://www.kgw.com/article/news/local/portland-street-response-report-citywide-expansion/283-7c7292d0-3b86-453e-8459-a5b28cfa5e4>

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<https://www.opb.org/article/2023/06/27/portland-street-response-citywide-one-year-later-future/>

<https://www.wweek.com/news/2023/06/28/robyn-burek-steps-down-from-leadership-of-portland-street-response/>

<https://www.kgw.com/article/news/local/reevaluating-portland-street-response-study/283-ff3d8d12-cce8-4497-86e8-a41fa631fc98>

<https://www.axios.com/local/portland/2023/08/04/portland-street-response-future-crisis>

<https://www.axios.com/local/portland/2023/08/10/portland-unarmed-street-response-new-home-funding-expansion-challenges>

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# Ramsey County, MN

*population 561,094*

*median household income \$71,494*

**Program Name:** Appropriate Responses Initiative

**Response Type:** Community Based

**Who Responds:** Public health or social workers

**Dispatch:** 911

**Description:** November 2021, the county approved \$13.2 million to fund alternative ways of handling some 911 calls that would typically be dealt with by police. For 911 calls where there's no threat of violence — like panhandling, someone living in a car, or a welfare check (a visit to a person's home to make sure they're OK) — dispatchers could send public health or social workers without police. And in other cases, such as noise complaints, someone from a community-based organization could respond, avoiding government intervention altogether.

**Start Date:** Early 2022

**Status:** Pilot

**Website:**

<https://www.ramseycounty.us/your-government/projects-initiatives/criminal-justice-reform/appropriate-responses-initiative>

**Sources:**

<https://www.startribune.com/ramsey-county-starts-planning-for-new-teams-of-911-responders/600109370/>

<https://theappeal.org/st-paul-police-reform-ramsey-county-defund-choi-minneapolis/>

<https://www.ramseycounty.us/content/community-members-invited-apply-9-1-1-appropriate-responses-initiative-co-design-circle>

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# Rochester, NY

*population 211,480*

*median household income \$40,083*

**Program Name:** Person in Crisis (PIC)

**Response Type:** Community Based

**Who Responds:** Emergency response social workers

**Dispatch:** 211 & diversion from 911 to 211

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

**Start Date:** January 2021

**Status:** Pilot

**Website:**

[https://www.cityofrochester.gov/crisisintervention/#PIC\\_TEAM](https://www.cityofrochester.gov/crisisintervention/#PIC_TEAM)

**Sources:**

<https://www.cityofrochester.gov/article.aspx?id=21474845356>

<https://www.youtube.com/watch?v=4hg-Tbg9YQc>

<https://www.democratandchronicle.com/story/news/2021/05/11/ride-along-offers-glimpse-anguished-work-rochester-crisis-teams/4946372001/>

<https://www.democratandchronicle.com/story/news/2021/01/22/rochester-ny-crisis-intervention-person-in-crisis-response-team-daniel-prude/4242735001/>

<https://www.wxnews.org/local-news/2023-10-31/rochester-person-in-crisis-team-to-go-under-the-microscope>

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# Rohnert Park, CA

*population 45,074*

*median household income \$82,808*

**Program Name:** Specialized Assistance for Everyone (SAFE)

**Response Type:** Community Based

**Who Responds:** Medic (nurse, paramedic, or EMT) and a crisis worker

**Dispatch:** 911

**Description:** Cotati and Rohnert Park have partnered to start a mobile mental health crisis response team. Calls for service involving mental health, addiction, and homelessness account for a significant number of calls our police department responds to annually. Through the SAFE program, these calls are responded to by a team with the tools, resources, and knowledge to address the unique needs of community members more effectively. In partnering with the Petaluma Peoples Services Center (PPSC), the city is able to leverage existing behavioral health programs and ensure a seamless referral to an established continuum of care.

**Start Date:** November 2021

**Status:** After working for more than a year to provide services for 12-18 hours each day, as of January 2023 the SAFE Team is now operating 24 hours each day. The SAFE Team has also partnered with Sonoma State University to offer services to the Seawolf communities.

## **Website:**

<https://www.rpcity.org/cms/One.aspx?portalId=3037873&pageId=18823557>

## **Sources:**

<https://patch.com/california/rohnertpark-cotati/safe-rohnert-park-cotati-team-new-crisis-response-model>

<https://patch.com/california/petaluma/petaluma-get-916k-grant-toward-mobile-crisis-response-team>

[https://www.thecommunityvoice.com/opinion/columnists/started-a-mobile-response-team/article\\_30b82fb2-9ce5-11ed-ae95-ab6ee3e7a7d0.html](https://www.thecommunityvoice.com/opinion/columnists/started-a-mobile-response-team/article_30b82fb2-9ce5-11ed-ae95-ab6ee3e7a7d0.html)

<https://www.sonomacountygazette.com/sonoma-county-news/sonoma-county-approves-1-5-million-for-crisis-responders/>



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# Round Rock, TX

*population 123,384*

*median household income \$86,587*

**Program Name:** Crisis Response Unit (CRU)

**Response Type:** Fire Department EMS Based

**Who Responds:** Behavioral health specialists and paramedics

**Dispatch:** 911

**Description:** The Crisis Response Unit responds to calls coming into the city's dispatch center if they involve a behavioral health crisis, which includes mental health emergencies and overdoses or other substance-use issues.

**Start Date:** April 2022

**Status:** Received a \$1million federal grant October 2022

**Website:**

<https://www.roundrocktexas.gov/city-departments/fire/fire-marshal/community-risk-reduction/crisis-response-unit/>

**Sources:**

<https://www.roundrocktexas.gov/the-quarry/2022/08/new-crisis-response-unit-takes-round-rock-public-safety-to-the-next-level/>

<https://www.cun.news/crisis-response-unit-takes-round-rock-public-safety-to-the-next-level/>

<https://www.kxan.com/news/local/round-rock-behavioral-health-unit-gets-1m-in-federal-funds/>

<https://communityimpact.com/austin/round-rock/city-county/2023/05/19/round-rock-new-fire-department-division-assists-residents-undergoing-mental-health-crises/>

<https://www.kxan.com/news/local/round-rock/round-rock-looks-to-improve-crisis-response-unit-with-state-money/>

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# Sacramento, CA

*population 536,635*

*median household income \$71,074*

**Program Name:** Department of Community Response

**Response Type:** Community Based

**Who Responds:** Teams of social workers and service providers

**Dispatch:** 911 and 311

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

**Start Date:** August 2021

**Website:**

<https://www.cityofsacramento.org/Community-Response>

**Sources:**

<https://sacramentocityexpress.com/2021/08/31/its-the-citys-first-new-department-in-decades-its-also-responsible-for-addressing-some-of-sacramentos-most-complex-issues/>

<https://www.abc10.com/article/news/local/sacramento/bridget-dean-sacramento-department-of-community-response-homeless/103-cbcc700f-9967-4c3e-9eec-775ab553424f>

<https://www.capradio.org/articles/2021/10/05/city-of-sacramento-sets-up-department-to-respond-to-nonviolent-emergencies/>

<https://www.saccounty.gov/news/latest-news/Pages/Board-Approves-New-Agreement-to-Serve-Homeless.aspx>

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# Saint Paul, MN

*population 299,830*

*median household income \$63,483*

**Program Name:** Community Alternative Response Emergency Services (CARES)

**Response Type:** Fire Department EMS Based

**Who Responds:** EMT and a licensed clinical social worker

**Dispatch:** 911

**Description:** The team responds to calls involving mental health crisis, behavioral emergencies and non-emergency medical needs.

**Start Date:** Spring 2022

**Website:**

<https://www.stpaul.gov/departments/fire-emergency-medical-services/fire-chief/cares>

**Sources:**

<https://www.stpaul.gov/departments/neighborhood-safety/community-first-response#community-first-teams>

<https://www.startribune.com/social-workers-to-partner-with-st-paul-firefighters/600230175/>

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# Saint Petersburg, FL

*population 261,016*

*median household income \$64,375*

**Program Name:** Community Assistance and Liaison (CALL)

**Response Type:** Police Based

**Who Responds:** A team of clinical staff and community navigators are dispatched to non-violent, non-criminal calls to provide a therapeutic, wrap-around response. Navigators are not required to have clinical degrees.

**Dispatch:** 911

**Description:** Dispatchers reroute social workers and other mental health professionals to non-violent and other non-emergency mental health related calls.

**Start Date:** February 2021

**Status:** August 2023 the City Council unanimously approved a three-year, \$5 million extension.

**Website:**

<https://police.stpete.org/call>

**Sources:**

<https://www.wtsp.com/article/news/local/st-petersburg-police-department-reform-call-program/67-fed97819-896d-4206-9ba9-e28ad1b7302b>

<https://www.cltampa.com/news/st-petes-unarmed-responders-have-answered-nearly-3000-mental-health-calls-that-wouldve-gone-to-cops-12443652>

<https://www.vera.org/the-people-responding-to-911-calls-instead-of-police>

<https://www.fox13news.com/news/st-petes-call-program-serves-more-than-3000-people-in-first-year-city-council-extends-program>

<https://www.abccactionnews.com/news/region-pinellas/st-pete-police-departments-mental-health-call-program-decreased-suicides-by-17>

<https://safercitiesresearch.com/the-latest/three-things-to-read-this-weekend-3>

<https://scoop.upworthy.com/florida-sent-mental-health-workers-instead-of-cops-to-respond-to-calls-and-suicides-dropped-by-17>

<https://www.jewishpresspinellas.com/articles/nfl-picks-gulf-coast-jfcs-for-inspire-change-grant/>

<https://www.wtsp.com/article/news/community/st-pete-vote-expand-call-program-police-reform/67-fd6e5ace-4dff-4914-a8e4-81a05e3b57b3>

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<https://stpetecatalyst.com/emergency-intervention-program-receives-5-million/>  
<https://www.tampabay.com/news/crime/2023/07/31/st-petersburg-social-workers-go-911-calls-whats-programs-future/>  
<https://www.usf.edu/arts-sciences/centers/cjrp/documents/call-program-evaluation-phase1-review.pdf>  
<https://www.fox13news.com/news/st-pete-police-praised-for-special-program>

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# Salt Lake City, UT

*population 202,379*

*median household income \$65,880*

**Program Name:** Community Health Access Team (CHAT)

**Response Type:** Fire Department EMS Based

**Who Responds:** EMT and social worker

**Dispatch:** 911

**Description:** The program allows for a team member to be alerted during an original emergency dispatch so that a patient can receive the assistance they need as soon as possible. The initial program will begin with CHAT service available during “regular business hours” on weekdays before any possible expansion to wider service hours.

**Start Date:** September 2022

**Status:** As of August 2023, CHAT is working to hire four additional social workers to extend its service area and respond to more calls after receiving additional funding in the city budget this year.

**Website:**

<https://us16.campaign-archive.com/?u=0d42c24ebd0fde6539f5ae300&id=c0f98569a4>

**Sources:**

<https://www.jems.com/community-paramedicine-and-mobile-health/salt-lake-ut-fire-department-deploys-social-workers-as-first-responders/>

<https://www.ksl.com/article/50468787/why-salt-lake-city-is-pairing-firefighters-with-social-workers-on-some-emergency-calls>

<https://www.sltrib.com/news/2023/08/12/meet-slc-fire-department-workers/>

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# San Diego County, CA

*population 3,339,298*

*median household income \$88,240*

**Program Name:** Mobile Crisis Response Team (MCRT)

**Response Type:** Community Based

**Who Responds:** Teams of licensed mental health clinicians, case managers and peer support specialists

**Dispatch:** 911 and County's Access and Crisis Line

**Description:** These clinical teams can triage and link the individual to appropriate services and can even provide transportation if needed. If a situation evolves and requires the presence of law enforcement, team members can call for assistance, and PERT [Psychiatric Emergency Response Team] or other uniformed personnel will be dispatched. Available 24/7

**Start Date:** January 2021

**Status:** December 2022 Senator Padilla secured federal funding of \$4.48 million for San Diego County's Mobile Crisis Response Team. This funding will enhance the Mobile Crisis Response Team program by adding overnight coverage for two teams, seven days per week, to assist those experiencing a mental health or substance abuse crisis.

**Website:**

<https://www.sandiegocounty.gov/mcrt/>

**Sources:**

<https://www.nbcsandiego.com/news/local/new-san-diego-county-team-provides-alternative-to-law-enforcement-response-in-psychiatric-crises/2543003/>

<https://www.countynewscenter.com/county-officials-highlight-early-success-of-mobile-crisis-response-team-program/>

<https://www.exodusrecovery.com/san-diego-mcrt/>

<https://www.nbcsandiego.com/news/local/all-county-law-enforcement-now-able-to-refer-to-mobile-crisis-response-teams/2945014/>

<https://www.kpbs.org/news/local/2022/05/12/all-san-diego-county-law-enforcement-now-able-to-refer-to-mobile-crisis-response-teams>

*continued on page 112*

<https://www.telecarecorp.com/telecare-mcrt>

<https://www.nbcsandiego.com/news/local/san-diego-county-approves-new-behavioral-health-policies/3233369/>

<https://today.ucsd.edu/story/take-10-with-a-triton-jo-jo-lee-on-responding-to-crises-and-facing-fears>

<https://www.sandiegouniontribune.com/news/health/story/2024-04-20/mobile-crisis-response-teams>



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# San Francisco, CA (#1)

*population 887,711*

*median household income \$126,187*

**Program Name:** Homeless Engagement Assistance Response Team (HEART)

**Response Type:** Community Based

**Who Responds:** Two trained practitioners from Urban Alchemy

**Dispatch:** 911

**Description:** HEART will provide rapid, compassionate, and structured responses to targeted, non-medical, non-emergency 911 and 311 calls involving people who are experiencing homelessness. HEART will consist of four practitioners and one supervisor per team that will respond to citywide non-emergency calls. The pilot program will begin with four teams. Dedicated HEART care coordination services will provide longer term linkage support with other support providers.

**Start Date:** May 2023

**Status:** Pilot

**Website:**

<https://sf.gov/news/san-francisco-launches-new-street-crisis-team-support-people-experiencing-homelessness>

**Sources:**

<https://www.ktvu.com/news/draft-new-teams-from-urban-alchemy-to-respond-to-homeless-calls-in-sf>

<https://www.kron4.com/news/bay-area/san-francisco-mayor-announces-new-program-to-address-homelessness-in-the-city/>

<https://www.sf.gov/news/san-francisco-marks-one-year-milestone-pilot-homeless-outreach-program>

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# San Francisco, CA (#2)

*population 887,711*

*median household income \$126,187*

**Program Name:** Street Crisis Response Team (SCRT)

**Response Type:** Fire Department EMS Based

**Who Responds:** A community paramedic, a clinician and a peer specialist

**Dispatch:** 911

**Description:** As of November 2021 six crisis response teams respond to calls related to behavioral health emergencies in lieu of law enforcement. Available 24/7

**Start Date:** November 2020

**Status:** Phase 2 began June 2022. Crisis calls are now dispatched from Emergency Medical Dispatch. If SCRT are unable to respond to a call they are now backed up by ambulance instead of police.

## **Website:**

<https://sf.gov/street-crisis-response-team>

## **Sources:**

<https://www.npr.org/2020/10/19/924146486/removing-cops-from-behavioral-crisis-calls-we-need-to-change-the-model>

<https://sfmayor.org/article/san-franciscos-new-street-crisis-response-team-launches-today>

<https://sf.gov/sites/default/files/2022-03/SCRT%20January%20Update.pdf>

<https://sfmayor.org/article/san-francisco-celebrates-one-year-anniversary-street-crisis-response-team>

[https://www.sfdph.org/dph/files/IWG/SCRT\\_IWG\\_Issue\\_Brief\\_final.pdf](https://www.sfdph.org/dph/files/IWG/SCRT_IWG_Issue_Brief_final.pdf)

<https://sf.gov/sites/default/files/2022-04/SCRT%20March%20Update.pdf>

<https://www.cbsnews.com/sanfrancisco/news/san-franciscos-street-crisis-response-team-helping-those-suffering-from-mental-health-crises-drug-abuse/>

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# San Luis Obispo, CA

*population 47,451*

*median household income \$82,514*

**Program Name:** Mobile Crisis Unit

**Response Type:** Fire Department EMS Based

**Who Responds:** Mental health case worker with a fire department EMT

**Dispatch:** 911

**Description:** Teams respond to non-emergency calls, including from people experiencing mental health challenges, addiction, and homelessness.

**Start Date:** June 2022

**Status:** Pilot

**Website:**

<https://www.slocity.org/government/department-directory/fire-department/mobile-crisis-unit-mcu/>

**Sources:**

<https://keyt.com/news/san-luis-obispo-county/2022/07/06/san-luis-obispo-launches-mobile-crisis-unit-pilot-program/>

<https://www.newtimesslo.com/sanluisobispo/slo-mobile-crisis-unit-new-crisis-lifeline-aim-to-improve-mental-health-services/Content?oid=12766812>

<https://www.ksby.com/news/local-news/a-year-since-launching-slos-mobile-crisis-unit-has-had-hundreds-of-calls-for-service>

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# San Marino, CA

*population 11,780*

*median household income \$174,722*

**Program Name:** San Gabriel Valley Crisis Assistance Response & Engagement (SGV CARE)

**Response Type:** Community Based

**Who Responds:** Licensed clinicians and certified peer support specialist

**Dispatch:** 911 and referral from police or fire

**Description:** Two-member mobile mental health crisis teams respond to calls for assistance in Arcadia, San Marino, South Pasadena, and Montebello.

**Start Date:** October 2022

**Status:** Pilot – received \$1.5 million in federal funds April 2023

**Website:**

<https://www.sgvccog.org/homelessness>

**Sources:**

[https://www.sgvccog.org/\\_files/ugd/f815d4\\_b668dc650e184e51af452b89f7a0dfec.pdf](https://www.sgvccog.org/_files/ugd/f815d4_b668dc650e184e51af452b89f7a0dfec.pdf)

<https://la.streetsblog.org/2022/10/28/mental-health-crisis-response-pilot-debuted-by-sgvccog/>

<https://southpasadenan.com/mental-health-congresswoman-judy-chu-presents-check-to-regional-program/>

<https://sd25.senate.ca.gov/news/2022-10-28/senator-portantino-unveils-850000-funding-sgv-mobile-mental-health-and-homelessness>

<https://southpasadenareview.com/2023/02/03/outreach-team-assists-underserved-individuals/>

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# San Rafael, CA

*population 60,006*

*median household income \$104,521*

**Program Name:** Specialized Assistance for Everyone (SAFE)

**Response Type:** Police Based

**Who Responds:** Crisis intervention worker and EMT or nurse

**Dispatch:** 911

**Description:** The SAFE program provides an alternative response to police to some low-level emergency calls, including mental illness and homelessness.

**Start Date:** April 2023

**Status:** 3-year pilot

**Website:**

<https://www.cityofsanrafael.org/city-hires-alternative-response-team/>

**Sources:**

<https://www.marinij.com/2023/01/28/editorial-mobile-crisis-unit-is-right-move-as-san-rafael-addresses-emergency-issues/>

<https://www.petaluma360.com/article/news/safe-team-program-begun-in-petaluma-expands-to-sonoma-state/>

<https://abc7news.com/san-rafael-safe-response-team-mobile-crisis-non-emergency-911-calls/13091523/>

<https://www.msn.com/en-us/news/us/san-rafael-launches-safe-crisis-response-team/ar-AA19w7eM?ocid=hlocalnews>

<https://bohemian.com/petaluma-based-mobile-crisis-intervention-program-expands-to-san-rafael/>

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# Santa Fe, NM

*population 88,193*

*median household income \$61,990*

**Program Name:** Alternative Response Unit

**Response Type:** Fire Department EMS Based

**Who Responds:** EMT and a case manager

**Dispatch:** 911

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

**Start Date:** May 2021

**Status:** Expanded to five days a week and a staff of 13 people  
September 2022

## **Website:**

<https://santafenm.gov/news/alternative-response-unit-expands>

## **Sources:**

<https://www.krqe.com/news/new-mexico/santa-fes-alternative-response-unit-is-expanding/>

<https://www.sfreporter.com/news/2021/12/14/evolved-response/>

<https://new-mexico.news/santa-fes-alternative-response-unit-gives-city-new-type-of-first-responder-local-news/>

[https://www.santafenewmexican.com/opinion/commentary/in-a-mental-health-crisis-heres-what-to-do/article\\_f6dc5f46-2f3b-11ed-addd-8bb5694e09ab.html](https://www.santafenewmexican.com/opinion/commentary/in-a-mental-health-crisis-heres-what-to-do/article_f6dc5f46-2f3b-11ed-addd-8bb5694e09ab.html)

[https://www.santafenewmexican.com/news/local\\_news/santa-fe-s-alternative-response-unit-gives-city-new-type-of-first-responder/article\\_4444853a-df54-11eb-b84f-171ef5c97f76.html](https://www.santafenewmexican.com/news/local_news/santa-fe-s-alternative-response-unit-gives-city-new-type-of-first-responder/article_4444853a-df54-11eb-b84f-171ef5c97f76.html)

<https://news.yahoo.com/citys-alternate-response-unit-providing-160800604.html>

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# Santa Monica, CA

*population 93,744*

*median household income \$99,847*

**Program Name:** Community Response Unit (CRU)

**Response Type:** Fire Department EMS Based

**Who Responds:** Two firefighters with specialized training in mental health emergencies, crisis communications, de-escalation, and substance-use disorders

**Dispatch:** 911

**Description:** When a 911 call is less urgent and the solution is not necessarily the emergency room, the CRU goes to work and has the latitude to spend more time on scene to help connect those in need with more appropriate resources. Additionally, this team has the unique distinction of being able to transport people experiencing a behavioral health crisis to a psychiatric urgent care center, rather than an emergency room. The CRU will work in collaboration with other city departments, regional agencies, and non-profits to help bridge the gap for housing and other support services. Another important goal of the program is to help keep paramedics, firefighters, and emergency room resources available for higher acuity care services.

**Start Date:** September 2021

**Status:** Funded through 2023

**Website:**

<https://www.santamonica.gov/community-response-unit>

**Sources:**

<https://www.santamonica.gov/press/2021/09/13/santa-monica-fire-launches-new-community-response-unit>

<https://smmirror.com/2021/10/santa-monica-fire-launches-unique-program/>

<https://smdp.com/2021/07/10/newly-funded-community-response-unit-will-help-firefighters-fight-homelessness/>

[https://www.surfsantamonica.com/ssm\\_site/the\\_lookout/news/News-2023/February-2023/02\\_2023\\_Workplan\\_Gauges\\_Citys\\_Efforts\\_Tackling\\_Homelessness.html](https://www.surfsantamonica.com/ssm_site/the_lookout/news/News-2023/February-2023/02_2023_Workplan_Gauges_Citys_Efforts_Tackling_Homelessness.html)

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# Santa Rosa, CA

*population 180,189*

*median household income \$84,823*

**Program Name:** inRESPONSE Team

**Response Type:** Police Based

**Who Responds:** Licensed mental health clinician, a paramedic, and a homeless outreach specialist

**Dispatch:** 911

**Description:** inRESPONSE is designed to respond to calls for service with a mental health first approach. It takes calls to 911 for behavioral health issues, welfare checks, potential suicide, intoxication, delivering death notifications, transportation requests and assisting with housing. While inRESPONSE works in partnership with the Santa Rosa Police Department, the inRESPONSE team is unarmed and best equipped to support and provide mental health resources to individuals and families experiencing a crisis.

**Start Date:** January 2022

**Status:** The city has plans to launch a third van by summer 2023 and roll out a fourth team to provide 24-hour coverage by the end of the year or early 2024.

## **Website:**

<https://www.srcity.org/3627/inRESPONSE-Mental-Health-Support-Team>

## **Sources:**

<https://patch.com/california/petaluma/petaluma-get-916k-grant-toward-mobile-crisis-response-team>

<https://namisonomacounty.org/mhteam/>

<https://www.pressdemocrat.com/article/news/santa-rosa-launches-mental-health-emergency-response-team/>

<https://www.ems1.com/behavioral-health/articles/calif-citys-targeted-mental-health-crisis-team-marks-1-year-KbtC0izoGlPzpjOx/>

<https://www.sonomacountygazette.com/sonoma-county-news/sonoma-county-approves-1-5-million-for-crisis-responders/>



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# Seattle, WA

*population 762,687*

*median household income \$105,391*

**Program Name:** Health One

**Response Type:** Fire Department EMS Based

**Who Responds:** Firefighters and a case manager

**Dispatch:** 911 and referrals

**Description:** Health One is an alternative response vehicle staffed by SFD firefighters and case managers from the Seattle Human Services Department. It provides specialized outreach, transport, and referrals to callers experiencing non-emergency medical complaints, behavioral health crises, as well as frequent callers and those with social service needs. Health One partners with providers throughout the city who offer health-care, behavioral health services, homeless services, and more.

**Start Date:** November 2019

**Status:** Expanded to add third unit in 2022

**Website:**

<https://www.seattle.gov/fire/safety-and-community/mobile-integrated-health/health-one>

**Sources:**

<https://www.seattletimes.com/seattle-news/how-a-health-one-is-setting-up-a-model-for-alternative-911-response-in-seattle/>

<https://www.kuow.org/stories/seattle-fire-dept-expands-crisis-response-while-city-awaits-new-911-options>

[https://www.agewisekingcounty.org/ill\\_pubs\\_articles/city-of-seattles-mobile-integrated-health-partnership-wins-national-award/](https://www.agewisekingcounty.org/ill_pubs_articles/city-of-seattles-mobile-integrated-health-partnership-wins-national-award/)

<https://news.yahoo.com/video-seattle-fire-chief-shares-013949901.html?guccounter=1>

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# Sonoma State University, CA

*population 6,483*

**Program Name:** Specialized Assistance for Everyone (SAFE Team)

**Response Type:** Community Based

**Who Responds:** Medic (nurse, paramedic, or EMT) and a crisis worker

**Dispatch:** 911

**Description:** The SAFE care team is comprised of civilian first responders and medical professionals. Each team member is highly trained to provide kind and compassionate care to those experiencing many kinds of crises, such as substance abuse, homelessness, and mental health issues.

**Start Date:** January 2023

**Website:**

<https://www.sonoma.edu/updates/2023/join-us-safe-team-seawolf-plaza>

**Sources:**

<https://www.petaluma360.com/article/news/safe-team-program-begun-in-petaluma-expands-to-sonoma-state/>

<https://cce.sonoma.edu/blog/ssu-safe-campus>

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# South Pasadena, CA

*population 25,186*

*median household income \$115,088*

**Program Name:** San Gabriel Valley Crisis Assistance Response & Engagement (SGV CARE)

**Response Type:** Community Based

**Who Responds:** Licensed clinicians and certified peer support specialist

**Dispatch:** 911 and referral from police or fire

**Description:** Two-member mobile mental health crisis teams respond to calls for assistance in Arcadia, San Marino, South Pasadena, and Montebello.

**Start Date:** October 2022

**Status:** Pilot – received \$1.5 million in federal funds April 2023

**Website:**

<https://www.sgv cog.org/homelessness>

**Sources:**

[https://www.sgv cog.org/\\_files/ugd/f815d4\\_b668dc650e184e51af452b89f7a0dfec.pdf](https://www.sgv cog.org/_files/ugd/f815d4_b668dc650e184e51af452b89f7a0dfec.pdf)

<https://la.streetsblog.org/2022/10/28/mental-health-crisis-response-pilot-debuted-by-sgv cog/>

<https://southpasadenan.com/mental-health-congresswoman-judy-chu-presents-check-to-regional-program/>

<https://sd25.senate.ca.gov/news/2022-10-28/senator-portantino-unveils-850000-funding-sgv-mobile-mental-health-and-homelessness>

<https://southpasadenareview.com/2023/02/03/outreach-team-assists-underserved-individuals/>

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# Tacoma, WA

*population 223,536*

*median household income \$69,956*

**Program Name:** HOPE Team

**Response Type:** Fire Department Based

**Who Responds:** Registered nurse and mental health counselor

**Dispatch:** 911

**Description:** The HOPE Team is an alternative community response team intended to provide a specialized response to behavioral health crises that come through 911 dispatch. The HOPE Team will provide crisis intervention, de-escalation, risk assessment, safety planning, mental health evaluation, connection to and coordination of ongoing stabilization services and resources, and ongoing case management. They will also be able to conduct medical and mental health assessments, engage with individuals in crisis, and provide specialized intervention for the individual requesting care. People receiving services can engage in short-term medication management, Medication Assisted Treatment (MAT) services for Opioid Use Disorder, and basic medical and wound care. The HOPE Team also includes a Behavioral Health Case Manager who will provide outreach and follow-up services for individuals in the community on a non-emergent basis. Currently, the HOPE Team has a single mobile response unit that will respond Sunday through Wednesday 7am-5pm and Wednesday through Saturday from 1pm-11pm.

**Start Date:** Fall 2023

**Status:** \$824,000 in 2023 budget for one-year pilot

**Website:**

[https://cms.cityoftacoma.org/Finance/Budget/TFD\\_10\\_18.PDF](https://cms.cityoftacoma.org/Finance/Budget/TFD_10_18.PDF)

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**Sources:**

<https://washington.dc.networkofcare.org/mh/news-article-detail.aspx?id=139615>

<https://www.thenewstribune.com/news/local/article269166072.html>

<https://stateofreform.com/featured/2023/03/tacoma-to-launch-new-behavioral-health-crisis-response-team/>

<https://elevatehealth.org/community-engagement/introducing-new-hope-in-tacoma-wash>

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# Tempe, AZ

*population 184,361*

*median household income \$64,080*

**Program Name:** CARE 7 Crisis Response Team

**Response Type:** Community Based

**Who Responds:** Mental health counselors

**Dispatch:** 911

**Description:** A non-violent, suicidal caller who calls 9-1-1 will immediately be able to talk to a mental health professional from Tempe-based contractor Solari Crisis & Human Services. The contracted specialists will be embedded alongside Tempe 9-1-1 dispatchers. If the caller needs in-person help, the city's own CARE 7 crisis response team will respond.

**Start Date:** January 2022

**Website:**

<https://www.tempe.gov/government/community-services/volunteer/list-of-programs/care7-crisis-response-team>

**Sources:**

<https://www.tempe.gov/Home/Components/News/News/16466/#>

<https://www.12news.com/article/news/health/tempe-police-partnership-mental-health-professionals-positive-results/75-0c6fe082-62d4-4cff-a9ae-ac61c3962a36>

<https://www.wranglernews.com/2022/07/26/new-tempe-911-response-now-sends-mental-health-pros-instead-of-police-officers-to-some-crises/>

<https://mailchi.mp/tempe/solari-911-diversion?e=61ed752f7d>

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# Tulsa, OK

*population 408,956*

*median household income \$60,382*

**Program Name:** Alternative Response Team (ART)

**Response Type:** Fire Department Based

**Who Responds:** Paramedic and clinician

**Dispatch:** 911

**Description:** The goal of ART is to provide the best care, right resources, right destinations, and the right team to ensure the success in mitigation of crisis intervention. ART responds to psychological or abnormal behavior, suicide, overdose, person down, and high utilizers of the 911 system. If someone is suffering from a mental health crisis, the unit can help them and get them care.

**Start Date:** April 2023

## Sources:

[https://tulsaworld.com/news/local/tulsa-fire-department-family-childrens-services-teaming-up-for-new-24-7-de-escalation-emergency/article\\_7e57400a-cfe4-11ed-b6da-cb71bf205689.html](https://tulsaworld.com/news/local/tulsa-fire-department-family-childrens-services-teaming-up-for-new-24-7-de-escalation-emergency/article_7e57400a-cfe4-11ed-b6da-cb71bf205689.html)

<https://www.kjrh.com/news/local-news/tfd-launches-alternative-response-team-to-combat-unmet-mental-health-needs>

[https://www.fcsok.org/tulsa\\_alternative\\_response\\_team/](https://www.fcsok.org/tulsa_alternative_response_team/)

<https://www.newson6.com/story/660f3585ff5c120657fd7c3d/tulsa-fire-mental-health-response-vehicle-art-1-celebrates-one-year-in-service>

[https://www.newson6.com/story/65c0b9bc82ffe10657f3742b/oklahoma-city-bombing-victims?utm\\_source=substack&utm\\_medium=email](https://www.newson6.com/story/65c0b9bc82ffe10657f3742b/oklahoma-city-bombing-victims?utm_source=substack&utm_medium=email)

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# University of California, San Diego

*population 41,885*

**Program Name:** Triton CORE

**Response Type:** Police Based

**Who Responds:** Two mental health professionals

**Dispatch:** 911

**Description:** Triton CORE is UC San Diego's crisis response team of mental health professionals that provides compassionate mobile crisis response, mental health wellness checks, and telehealth assessment for students facing mental health challenges, substance use related crises, and other forms of distress.

**Start Date:** April 2023

**Website:**

<https://tritoncore.ucsd.edu>

**Sources:**

<https://today.ucsd.edu/story/new-mobile-mental-health-crisis-team-launches-at-uc-san-diego>

<https://ucsdguardian.org/2023/04/23/newly-launched-mobile-mental-health-program-may-not-yet-help-as-much-as-intended/>

<https://ucsdguardian.org/2023/10/09/the-triton-compassionate-response-team-opens-its-doors/>



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# University of California, Santa Cruz

*population 18,980*

**Program Name:** Campus Mobile Crisis Team

**Response Type:** Community Based

**Who Responds:** Mental health counselors

**Dispatch:** 911 and direct line

**Description:** The behavioral health team provides crisis response services to all members of the UCSC community, with a particular focus on providing support to the unique needs of our student population. An accessible, student-friendly and mobile form of mental health crisis support is provided through:

- Connecting individuals to appropriate behavioral health services and resources
- Wellness checks for individuals in emotional distress
- Coordination and referrals with Counseling and Psychological Services
- A team that is trained to respond, assess and utilize crisis intervention and de-escalation techniques

**Start Date:** Fall 2022

**Status:** As of March 2023 the program is in the midst of hiring at least three additional full-time staff, which will allow the program to operate seven days a week. Currently, it's open Wednesday through Saturday from 2 p.m. to midnight. The team includes two intervention specialists, and will soon include EMTs.

**Website:**

<https://caps.ucsc.edu/mobile-team/index.html>

**Sources:**

<https://lookout.co/santacruz/ucsc-cabrillo/story/2023-03-07/ucsc-new-mobile-crisis-response-team-first-of-its-kind-in-university-of-california-system>

<https://www.goodtimes.sc/everyone-should-be-safe/>

<https://www.indybay.org/newsitems/2024/05/18/18866368.php>

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# Vallejo, CA

*population 124,886*

*median household income \$78,243*

**Program Name:** Integrated Health and Resource Team (IHART)

**Response Type:** Police Based

**Who Responds:** IHART will be staffed by one crisis counselor and an EMT or nurse

**Dispatch:** 911

**Description:** IHART will respond to mental health and social service related calls to connect individuals in crisis with services through de-escalation techniques and trauma-informed care. The program is intended to provide intervention and medical care from clinicians and social workers to reduce the role of law enforcement and avoid triggers or escalation that can occur in mental health crisis response.

**Start Date:** December 2023

**Sources:**

<https://www.timesheraldonline.com/2022/10/25/vpd-receives-300000-grant-to-fund-integrated-health-and-resource-team-program/>

<https://bja.ojp.gov/funding/awards/15pbja-22-gg-00042-brnd>

<https://www.timesheraldonline.com/2023/08/15/when-will-vallejo-get-a-non-police-response-to-mental-health-crises/>

<https://www.timesheraldonline.com/2023/11/03/vallejo-to-host-town-hall-on-crisis-response-team/>

<https://www.vallejosun.com/vallejo-police-choose-established-bay-area-nonprofit-to-run-mobile-crisis-response/>

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# Virginia Commonwealth University

*population 28,408*

**Program Name:** VCU Safety Ambassadors

**Response Type:** Police Based

**Who Responds:** Civilian employees trained in mental health crisis response

**Dispatch:** 911

**Description:** The team handles calls for service that do not require a sworn police officer, such as routine medical transports of patients from the VCU Medical Center to another VCU-owned facility and welfare/status checks on students living in residence halls.

**Start Date:** January 2023

**Website:**

<https://police.vcu.edu/services/safety-ambassadors/>

**Sources:**

<https://news.vcu.edu/article/2023/03/safety-ambassadors-a-vcu-police-civilian-response-team-is-now-assigned-to-both-campuses>

<https://www.wric.com/news/local-news/richmond/theyre-not-police-theyre-not-security-theyre-this-other-thing-vcu-police-launch-safety-ambassadors-team-to-improve-their-response/>

<https://news.vcu.edu/article/2023/04/meet-a-ram-safety-ambassador-denise-smith-embraces-her-role>

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# Washington, D.C.

*population 707,109*

*median household income \$93,547*

**Program Name:** Community Response Teams (CRT)

**Response Type:** Community Based

**Who Responds:** Teams include clinicians and people who have experienced psychological struggles themselves

**Dispatch:** 911

**Description:** Community Response Teams serve as specialized, rapid response units to be dispatched to mental health-related 911 calls instead of automatically deploying police officers.

**Start Date:** June 2021

**Status:** Program expansion approved November 2021

**Website:**

<https://ouc.dc.gov/page/dbh-and-ouc-mental-health-emergency-dispatch-programv>

**Sources:**

<https://www.wusa9.com/article/news/local/dc/dc-911-calls-behavioral-health-teams-not-police-mental-health-crisis/65-bf50930b-43ec-457a-a9cf-c40d591e0d75>

<https://wtop.com/dc/2021/11/dc-extends-program-that-directs-911-mental-health-calls-to-social-workers-not-police/>

[https://www.washingtonpost.com/local/public-safety/dc-mental-health-crisis-response/2021/05/17/2c761706-b746-11eb-96b9-e949d5397de9\\_story.html](https://www.washingtonpost.com/local/public-safety/dc-mental-health-crisis-response/2021/05/17/2c761706-b746-11eb-96b9-e949d5397de9_story.html)

<https://www.bloomberg.com/news/articles/2021-11-12/d-c-will-dispatch-social-workers-to-more-911-calls>

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# Westminster, CA

*population 88,790*

*median household income \$71,708*

**Program Name:** Be Well Mobile Crisis Response Team

**Response Type:** Police Based

**Who Responds:** Two crisis counselors who reflect the city's diversity and multiple languages

**Dispatch:** 911

**Description:** The program incorporates Be Well staff into a city's network of first responders and enables 911 dispatchers to route mental health and substance use crisis calls to the Be Well Mobile Crisis Response Team. Skilled in de-escalation, crisis intervention, counseling, and mediation, the Be-Well Mobile Crisis Response Team effectively addresses the client's emotional and social well-being. If needed and wanted by the client, the team can transport them for additional care.

**Start Date:** June 2023

**Status:** Two-year pilot

**Sources:**

<https://www.westminster-ca.gov/Home/Components/News/News/396/269>

<https://orangecountytribune.com/2023/07/11/be-well-mobile-mental-health/>

<https://patch.com/california/orange-county/be-well-oc-begins-patrolling-westminster>

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# Winston-Salem, NC

*population 253,531*

*median household income \$50,204*

**Program Name:** Behavioral Evaluation and Response Team (BEAR)

**Response Type:** Fire Department EMS Based

**Who Responds:** Crisis counselors

**Dispatch:** 911

**Description:** The BEAR Team will provide compassionate mental-health intervention services and will be stationed at fire stations in the city.

**Start Date:** April 2023

**Status:** March 2024 received \$700,00 additional funding and will add 4 more crisis counselors.

## Website:

<https://www.cityofws.org/3162/Alternative-Responses-to-911-Mental-Heal>

## Sources:

<https://triad-city-beat.com/police-free-response-model/>

[https://www.yesweekly.com/opinion/mental-health-alternative-to-police/article\\_613b9a36-efbf-11eb-b775-ff064da37eb6.html](https://www.yesweekly.com/opinion/mental-health-alternative-to-police/article_613b9a36-efbf-11eb-b775-ff064da37eb6.html)

<https://www.wfmynews2.com/article/news/local/winston-salem-implements-new-behavioral-evaluation-and-response-team/83-83f892e9-8a25-476a-b3bb-eaabffb1492c>

<https://triad-city-beat.com/winston-salem-looks-to-implement-police-free-response-option-while-greensboros-co-response-model-enters-third-year/>

[https://journalnow.com/news/local/mental-health-first-responders-hit-the-ground-running/article\\_5c10df46-1cde-11ee-af97-ab5e6c0703b1.html](https://journalnow.com/news/local/mental-health-first-responders-hit-the-ground-running/article_5c10df46-1cde-11ee-af97-ab5e6c0703b1.html)

<https://triad-city-beat.com/how-winston-salems-alternative-response-to-police-is-working/>

<https://triad-city-beat.com/opioid-funds-for-bear/>

<https://www.wfdd.org/story/winston-salems-behavioral-evaluation-and-response-team-showing-results>

<https://triad-city-beat.com/winston-salems-bear-team-to-expand/>

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# Worcester, MA

*population 205,272*

*median household income \$56,746*

**Program Name:** Mental Health Community Mobile Crisis Response

**Response Type:** Community Based

**Who Responds:** A team of clinicians, case managers and peer educators

**Dispatch:** 911

**Description:** Teams will respond to emergency calls with substance use and mental health components. They will be dispatched to crisis sites where they will de-escalate the situation, stabilize the client, and connect the client to local mental health and substance use resources.

**Start Date:** July 2023

**Status:** Pilot

**Website:**

<https://www.worcesterma.gov/announcements/mental-health-community-mobile-crisis-response-pilot-program-launches>

**Sources:**

<https://www.thegardnernews.com/story/news/drugs/opioid-crisis/2023/05/15/worcester-among-mass-cities-to-receive-opioid-settlement-funds-for-recovery-services/70212990007/>

<https://spectrumnews1.com/ma/worcester/news/2023/07/06/worcester-brings-mental-health-crisis-treatment-on-the-road>

<https://whdh.com/news/worcester-launches-mobile-mental-health-crisis-team-to-respond-to-emergencies-with-counselors-clinicians/>



This resource is a work in progress,  
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<https://bit.ly/Crisis-Response-Programs>