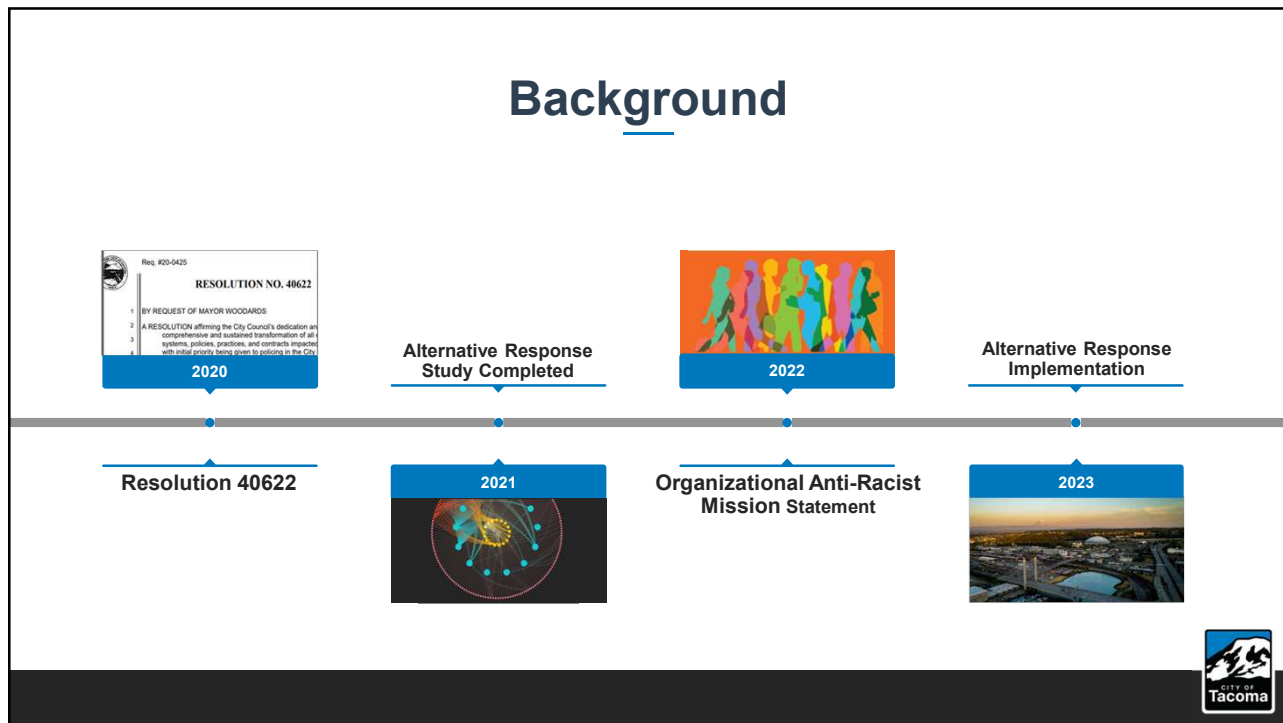



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## What is Alternative Response?

Alternative Response programs enhance public perception of safety by connecting more people with the right resources at the right time.



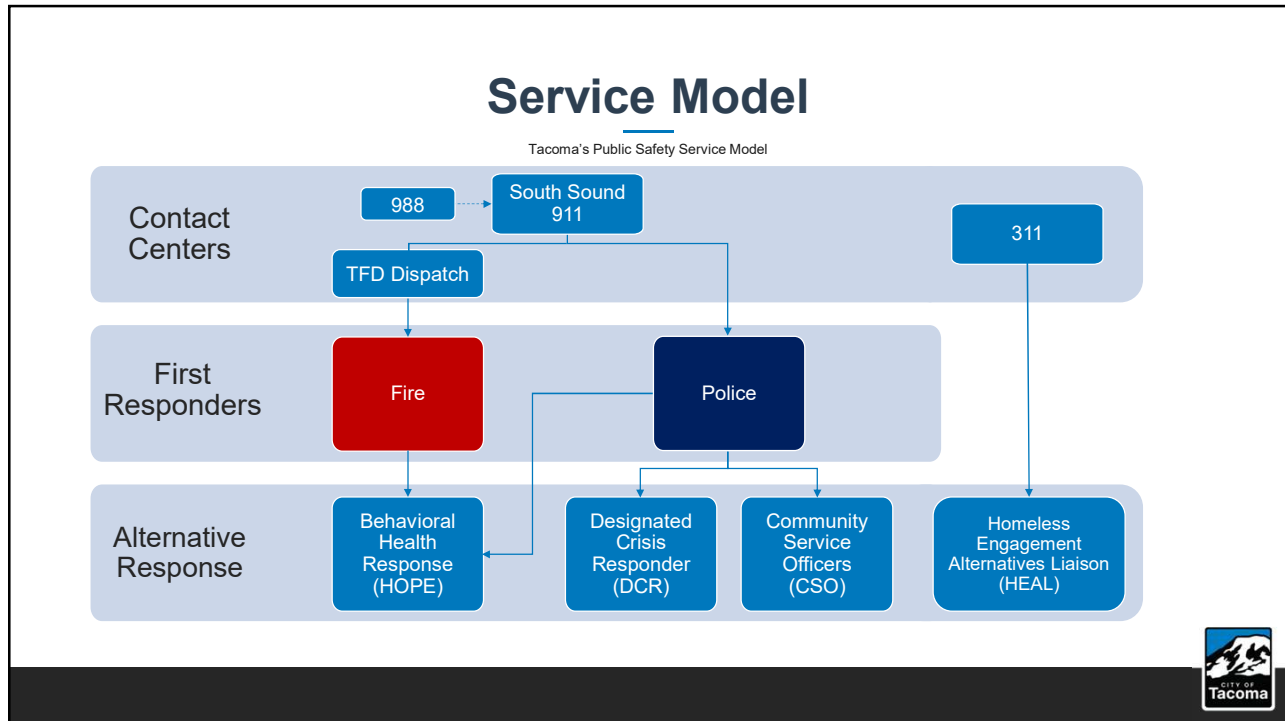
3

## Alternative Response Focus Areas

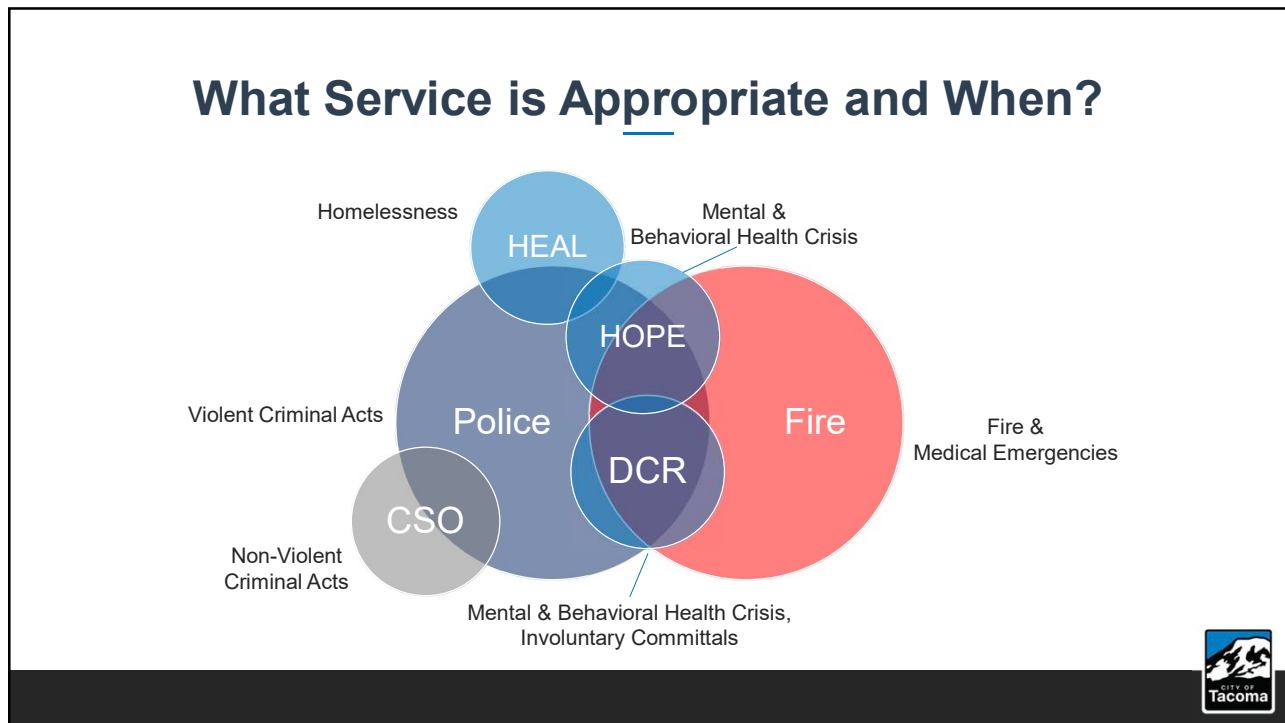
 <p><b>Expand Homelessness Outreach</b> Expand and enhance homelessness response and proactive outreach efforts</p>	 <p><b>Behavioral Health Response Team</b> Provide specialized response for behavioral health, mental health, substance use, and co-occurring disorders</p>	 <p><b>Community Service Officers</b> New unarmed role that respond to certain calls when there is no threat to life or property</p>
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# Homelessness Outreach

Neighborhood and Community Services – HEAL Team



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## 2024 Year-End Data - HEAL

- Tacoma First 311 Requests
  - 5,859 total requests in 2024
- HEAL Connections
  - 2,856 Contacts in 2024 (5% decrease from 2023)
    - 1,458 were repeat contacts (18% increase from 2023)
    - 1,289 interested in shelter (24% decrease from 2023)
    - 276 placed into shelter (5% increase from 2023)
- Partnership Examples in 2025
  - Comprehensive Life Resources placed 42 clients into temporary shelter from South Tacoma Way
  - 6 connections with the HOPE Team



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# Behavioral Health Response

Tacoma Fire Department – HOPE Team



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## HOPE Q1 Updates

Holistic Outreach Promoting Engagement  
**HOPE**  
Tacoma's Approach to Behavioral Health

- UW/CROA (BH Core) grant updates
  - Developing toolkit for BHA development statewide
- Finalizing BHA license application
- Participating in train-the-trainer for COAST
- Developing certified peer specialist role
  - Completed peer-supervisor training
- Refined referral process with partner agencies



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# 2024 Year-End Data



**HOPE is dispatched with Fire to applicable psychiatric mental health and overdose calls and is often called to the scene by the first responders (TFD/TPD) when there is a mental health/substance use/behavioral health crisis**

HOPE dispatched **574** times in 2024:  
**468 TFD Dispatches** and **106 TPD Dispatches**  
Additionally, HOPE received **432** referrals for follow up from TFD and TPD

HOPE had a total of **2,156** client contacts to include dispatch, outreach, follow up, and prevention  
**166** clients have been diverted from the ER and  
**41** have been diverted from jail due to accepting alternative services for stabilization

### MOST COMMON AGENCIES ON-SCENE

380	Tacoma Fire Department
148	Tacoma Police Department
71	Tacoma Fire Department, Tacoma Police Department
23	No Other Agencies On Scene
3	Designated Crisis Responder(s), Tacoma Police Department
3	Designated Crisis Responder(s), Tacoma Fire Department, Tacoma Police Department



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# 2024 TRENDS



- Increase in individuals requiring detox and withdrawal management services
- Increase in need for ADA services and supplies
- Increase in need for services for neurocognitive decline (dementia/Alzheimer's disease) and the older adult/aging population
- Increase in calls for developmentally delayed individuals or individuals on the spectrum with low levels of in-home support
- Increase in individuals at the ER due to lack of crisis stabilization support in Pierce County
- Decrease in call volumes during the timeframe where inclement weather shelter was available



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# Community Service Officers (CSO)

Tacoma Police Department



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## CSO - Q1 2025 Update

- CSO Staffing is at 5, last CSO completed training early March
- Q4 2025 goal for 40% of CSO designated calls to be handled by CSOs
- CSO initial contract is currently being bargained  
Expect final contract sometime around Q2/Q3, 2025



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# CSO Continuing Education

## Departmental Required

- Ethics (1-Hour, Bi-Annual)
- Blood-Borne Pathogens (1-Hour)
- All Hazards (1-Hour)
- Bias-Based Policing (1-Hour)

## Development of Appropriate Continuing Education

- Defensive Tactics (2-Hours)
- First Aid/CPR (2-Hours)
- EVOG Backing (2-Hours, Bi-Annual)
- CIT/Mental Health (2-Hours)
- CPTED (Crime Prevention Through Environmental Design)



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# Designated Crisis Responder

Tacoma Police Department/Neighborhood and Community Services



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# DCR Overview



- **DCR:** Brittany Pincock
- **Hours:** Monday – Thursday  
0500-1500 Hours



- **DCR:** Germē Poston
- **Hours:** Tuesday – Friday  
1200-2200 Hours

### Nature of Their Work

- Co-respond on-scene with patrol officers
- Evaluate individuals experiencing behavioral health disorders for immediate safety planning and Involuntary Treatment Act (ITA) considerations
- Determine if the individual poses a danger to self, others, or property

### 2024 Year End Review (One DCR)

- 236 In-Person Co-Responses
- 60 Detainments for Medical Treatment



# Patron Crisis and De-escalation Team

Tacoma Public Library



## 2024 Year End Data - Patron Crisis and De-escalation Team

### 2024: 229 patron/social worker interactions

Top presenting needs in 2025:

- 23% - Housing
- 16% - Access to shelter
- 7% - Transportation
- 5% - Behavioral health
- 5% - Employment

Outcomes:

- 44% contact resulted in ongoing connection and support



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