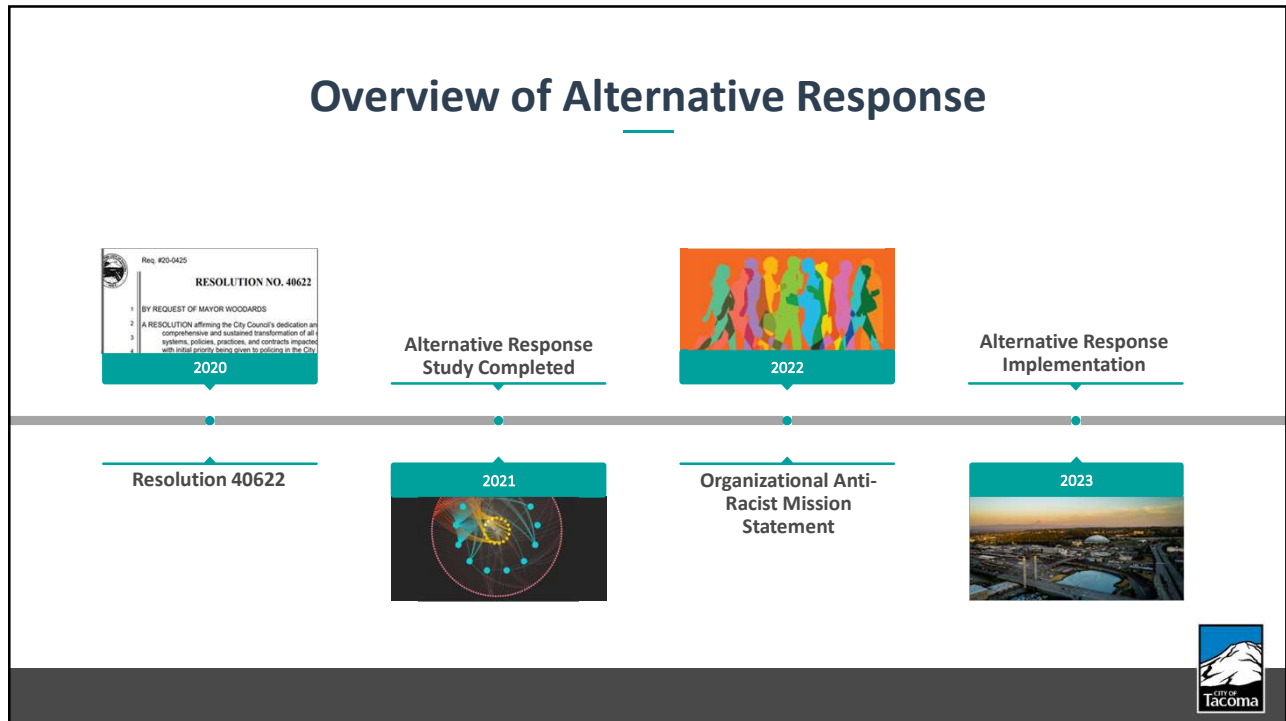
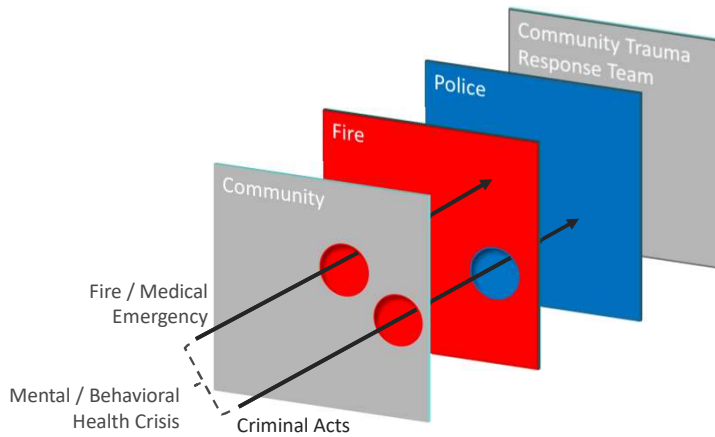


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## Current Response Methods



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## Focus Areas



**Expand Homelessness Outreach**  
Expand the Homelessness Engagement and Alternatives Liaison (HEAL) Team



**Behavioral Health Crisis Response Team**  
Provide mental, behavioral, and homelessness crisis response without utilizing commissioned law-enforcement officers

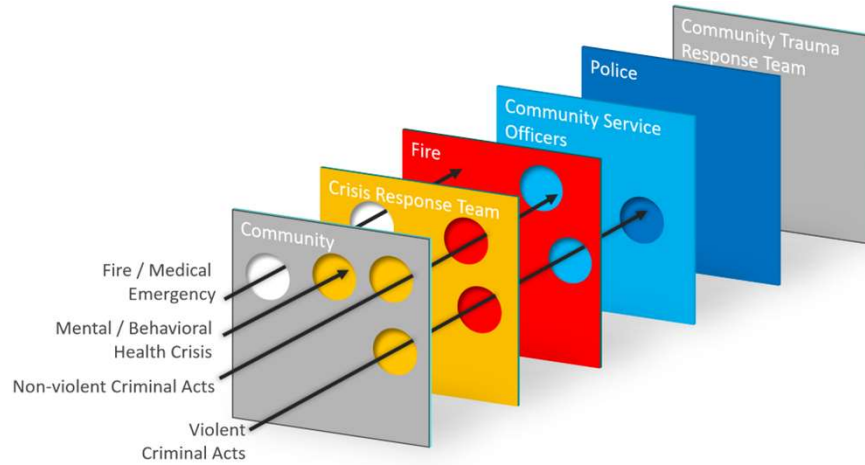


**Community Service Officers**  
Redirect commissioned police response when there is no threat to life or property



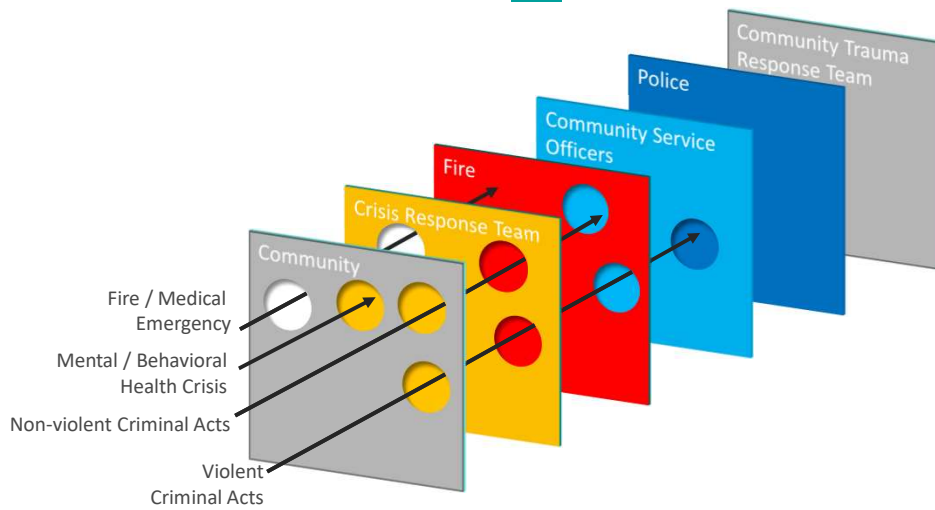
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## Future Response Methods

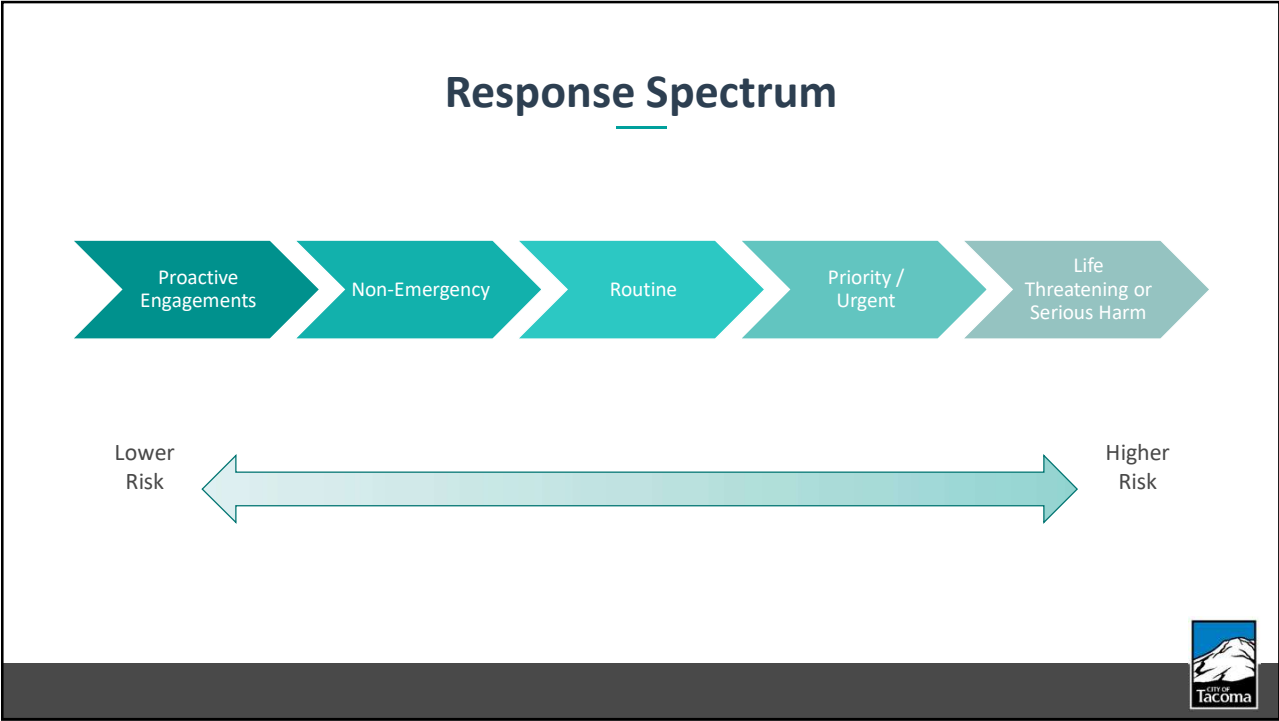


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## Future Response Methods



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# Homelessness Outreach

Neighborhood and Community Services

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## Project Overview: Expand HEAL Team



**Team Lead**  
Allyson Griffith



**Project Lead**  
Javon Carlisle

### Purpose

Expand the Homelessness Engagement and Alternatives Liaison (HEAL) team to enhance homelessness response and proactive outreach efforts.

### Outcomes

- Decrease response time to 311 complaints related to homelessness
- Increase on-time completion rate of homeless outreach requests from 30% to 60%
- Reduce reliance on police presence in HEAL Team response to encampments
- Increase use of interim status indicators via 311 system

### 2023 Implementation Timeline

Q1	Q2	Q3
Staff Recruitment	Onboarding	Improved HEAL team operations



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## Quarter 2 Updates

- Staffing and Recruitment:
  - HEAL outreach staff at 7 FTE with recruitment in process for 8th FTE
- Tacoma First 311 Requests:
  - Decrease of 31% in open cases from 12/31/22 through 5/31/23
  - Current on-time closure rate at 11% due to addressing backlog
- Encampment Standard Operating Procedure:
  - Assessment of and outreach to encampments: No fewer than two team members will assess the site and determine whether the assistance of the Tacoma Police Department is required for further assessment and/or outreach to take place. Isolated areas, densely populated encampments and areas known to contain violent criminal activity will always require the presence of TPD.
- Removals: Tacoma Police provide safety during the cleanup process as resources are provided to homeless individuals.



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# Behavioral Health Crisis Response Team (BHCRT)

Fire

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# Holistic Outreach Promoting Engagement (HOPE)

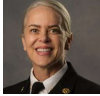
Fire

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## Project Overview: Establish HOPE Team



**Team Lead**  
Chief Tory Green



**Project Lead**  
Assistant Chief Mary Hallman



**Program Managers**  
Cassie Hallstone  
Aleesia Morales

### Purpose

Provide a community-based behavioral health response team for mental and behavioral crisis emergency response and outreach that is staffed by civilians.

### Outcomes

- HOPE team becomes primary mental health/behavioral health (MH/BH) crisis response resource, along with providing prevention and follow up outreach

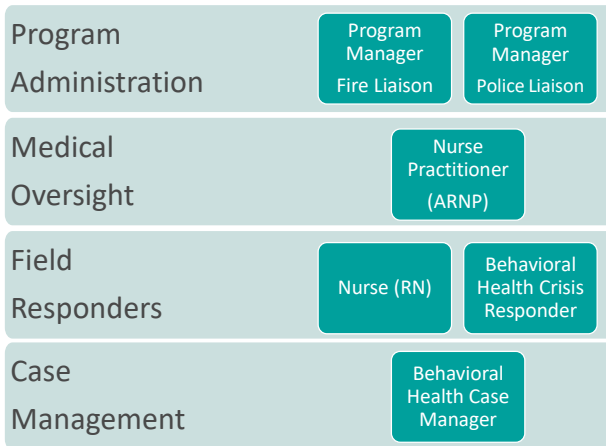
### 2023 Implementation Timeline

Q1	Q2	Q3
Recruit and onboard Program Managers	Recruit and onboard Crisis Response team	Behavioral Health Crisis Team operational



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## HOPE Team Program Structure



### Recruitment Status

Role (FTEs)	Interviews	Offer	Onboarding
ARNP (1)	June 1		
RN (2)	June 1		
BH Crisis Responder (2)	June 8		
BH Case Manager (1)	June 13-14		



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## Team name and branding

- Working with MCO on ensuring logo design is usable across multiple formats / media types.
- Planning equipment/uniform orders so they're available for July start
- Logo shown is initial design, final version may be different.

**I Holistic Outreach Promoting Engagement t**

# HOPE

**for Behavioral Health and Crisis**

*Tacoma's Compassionate Approach to Crisis Response*



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## Co-Responder Outreach Alliance (CROA)

- A statewide organization of field experts consisting of first responders, behavioral health professionals, and project managers working in co-response programs
- HOPE will be joining CROA as a member

**CROA**  
CO-RESPONDER OUTREACH ALLIANCE



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## Implementation Status

- Staffing on-track for targeted July go-live
- Coordinating with SS911 and Volunteers of America on 988 integration
- HCA releasing crisis response toolkit July 1, 2023
  - HOPE Program Managers to review for compliance before go-live
- Applied for WASPC and AWC grants



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## Community Service Officers (CSO)

Police

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## Project Overview: Implement Community Service Officers



**Team Lead**  
Chief Avery Moore



**Project Lead**  
Deputy Chief Paul Junger

### Purpose

Respond to non-emergent calls for service and provide a variety of public safety related service within the community that does not require the enforcement authority of a sworn police officer.

### Outcomes

- Increased community perception of public safety
- Decreased response time to non-emergent calls
- Diversion of calls from commissioned officers

### 2023 Implementation Timeline

Q1	Q2	Q3	Q4
Bargaining with Labor Partners	Finalizing Class Spec with HR	Recruitment and Onboarding	Training and Integration



## Implementation Status

- Class Spec complete and HR working on job announcement
- Training curriculum drafted
  - 6–8 weeks to include a field training component
  - Internal vs. external training
- Working on funding for vehicle purchase of Four Ford Maverick Trucks
- Vehicles will be equipped with radios/emergency lighting/MDC (distinctly different from TPD patrol vehicles)



## Implementation Status

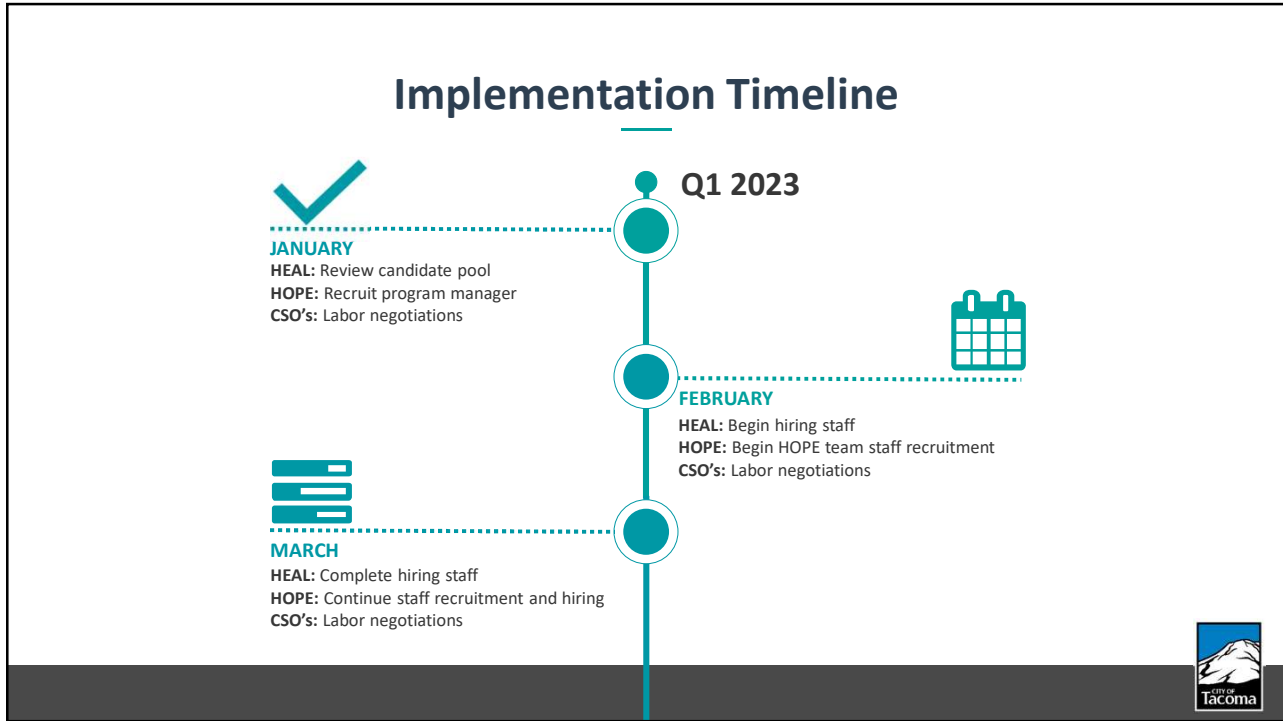
- Working on funding for uniforms and equipment
  - Community Service Officer Identification patch & badge
  - Radio, flashlight, body-worn camera
  - Polo shirt/511 pants
- Early Phase of drafting policy/procedure
  - Policy will be reviewed by CPAC



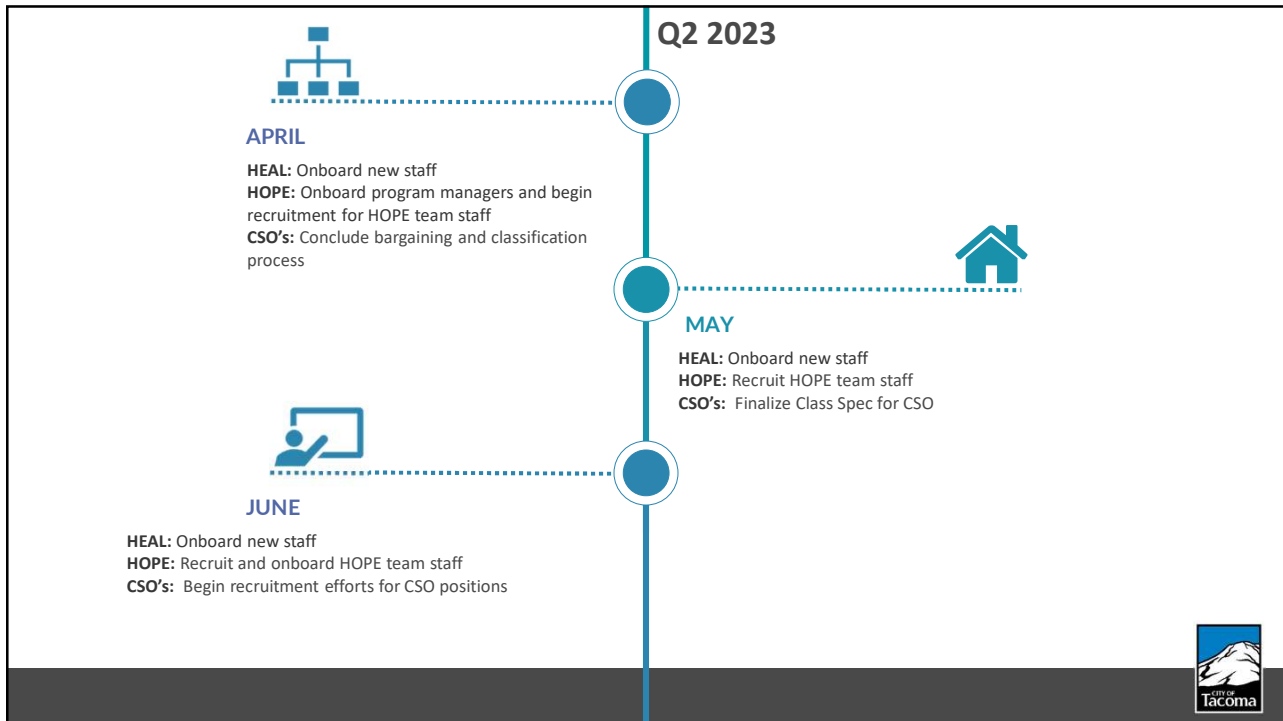
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## Timeline

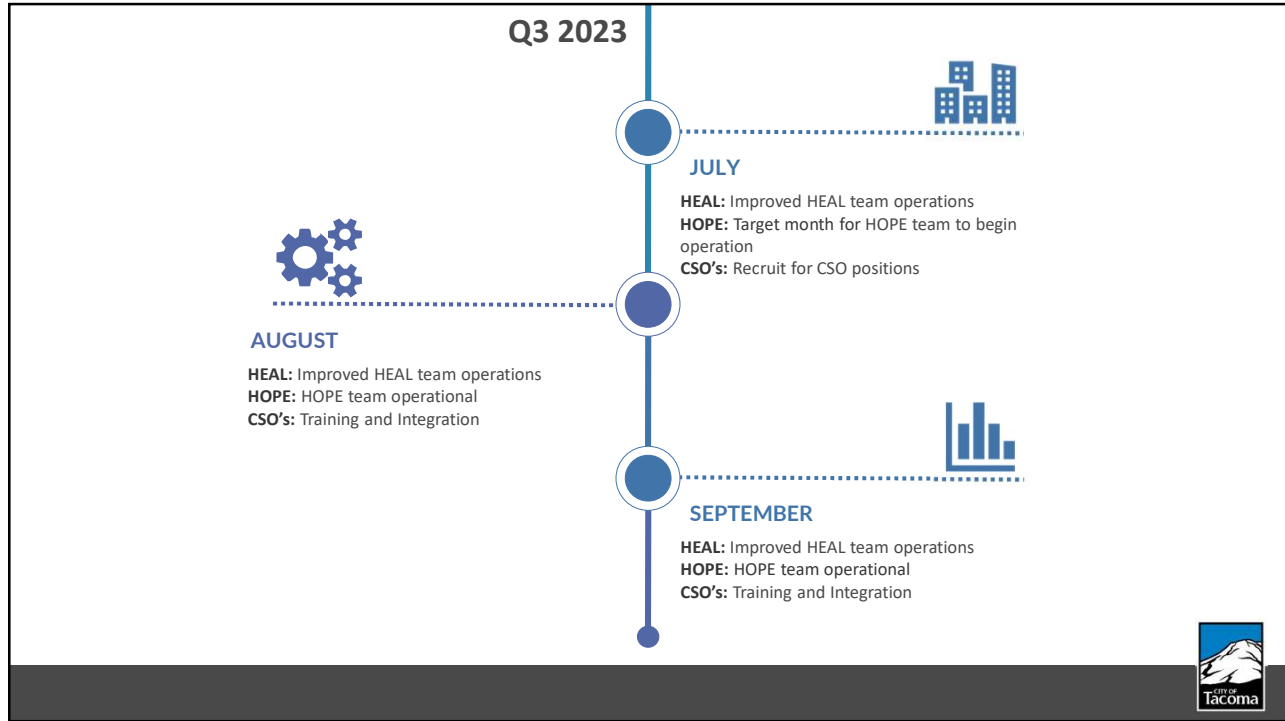
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# Related Programs

CMO

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## Community Trauma Response Team

- The City has contracted with JCW & Associates (aka: Tacoma Cease Fire) to implement the Community Trauma Response Team (CTRT).
- Respond after a traumatic incident:
  - Assist the community in healing
  - Provide a safe place for the community to express their opinions and concerns.
  - Support and give referrals designed to offer immediate, compassionate, and practical resources for community members impacted by trauma and serious loss.
  - Focus on the community's emotional needs while the Tacoma Police Department (TPD) and Tacoma Fire Department (TFD) focus on the incident response.



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## Launch / Ideal Volunteer

- CTRT will recruit and train 15-20 culturally relevant community advocates, who sign up for a weekly call time.
- Community volunteers will complete an initial crisis response training, a background check, and participate in ongoing monthly supervision and training.
- Once trained, these volunteers will successfully carry out the implementation of program design.
- A Community Advisory Council (CAC) will be established by JCW & Associates, facilitating monthly meetings with community stakeholders



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## Overview of Outreach

- Pamphlet of local community resources with basic information about trauma and grief and include a resource guide
- Provide volunteers for regular/continuous follow-up in the community.
- The program will report quarterly number of incidents activated and number of individuals served.
- Launch CTRT website, training, volunteer opportunities, information about trauma response services of Tacoma.



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## Services Provided since Feb 2023 Launch

- Services include family support, trauma support, grief mediation and comfort, crowd control, funeral and repass resources, housing, food, family reconciliation support and drug rehabilitation resources.
- CTRT has served 1,226 individuals impacted by gun violence.
- They have served an additional 35 individuals impacted by overdose events.
- In collaboration with other community partners, CTRT also served 489 community members impacted and affected by trauma and violence by hosting them at an April 14<sup>th</sup> Seattle Superhawks basketball game



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## Community Safety Strategy

- Comprehensive action strategy that answers the question of, "what makes Tacoma residents feel safe?"
- Updates on Progress (Q1-Q2):
  - Identifying and synthesizing what the community has already told us
  - Deepening engagement through Community Voice network
  - Facilitating youth violence asset mapping efforts
  - Developing goals/categories through research, analysis, and community voice
- Next Steps and Goals:
  - Broad external engagement, including community assembly: Q3
  - Strategy development and drafting: Q3-Q4
  - Strategy implementation and coordination: Q1-Q2 2024



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