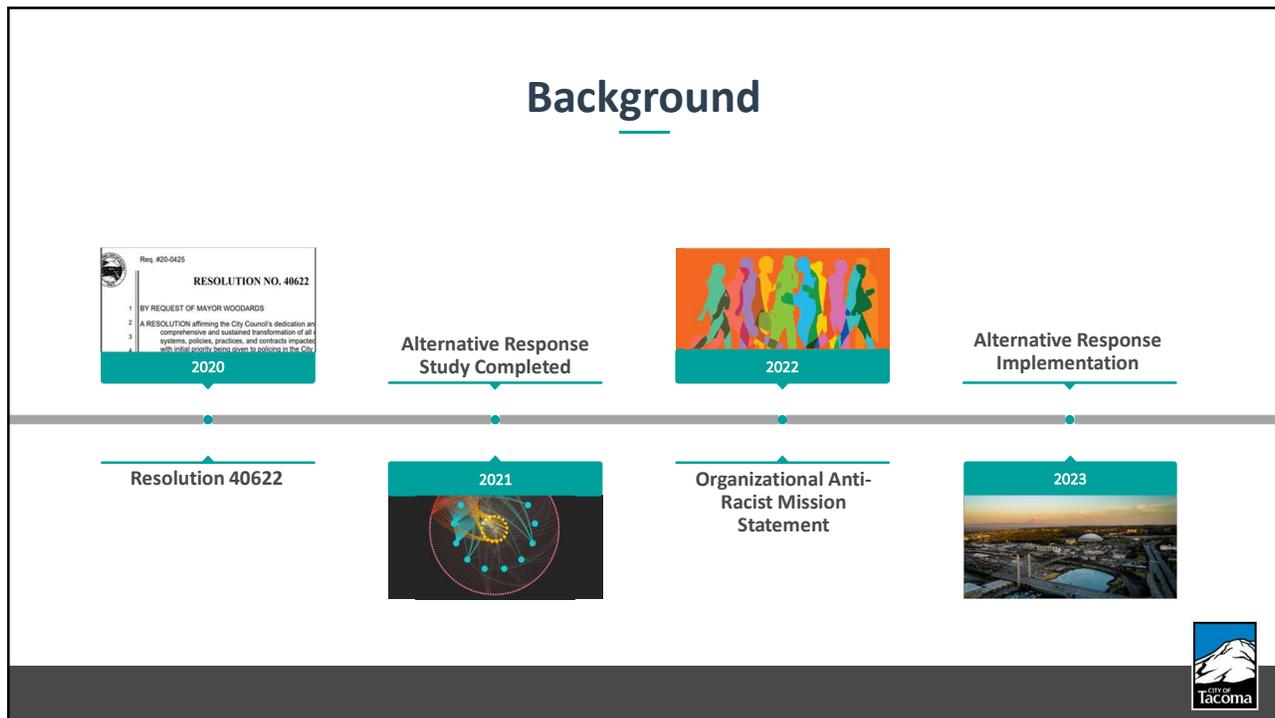


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2

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

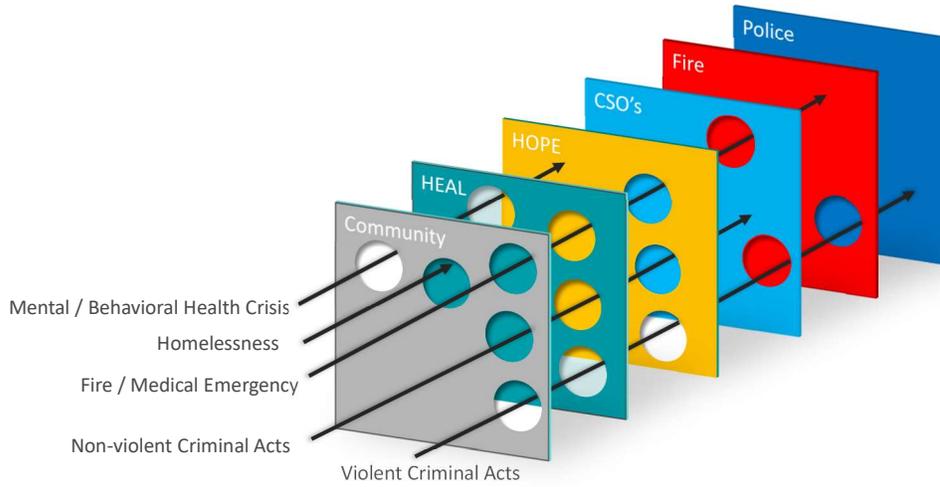
Alternative Response Focus Areas

 <p>Expand Homelessness Outreach Expand and enhance homelessness response and proactive outreach efforts</p>	 <p>Behavioral Health Response Team Provide specialized response for behavioral health, mental health, substance use, and co-occurring disorders</p>	 <p>Community Service Officers New unarmed role that respond to certain calls when there is no threat to life or property</p>
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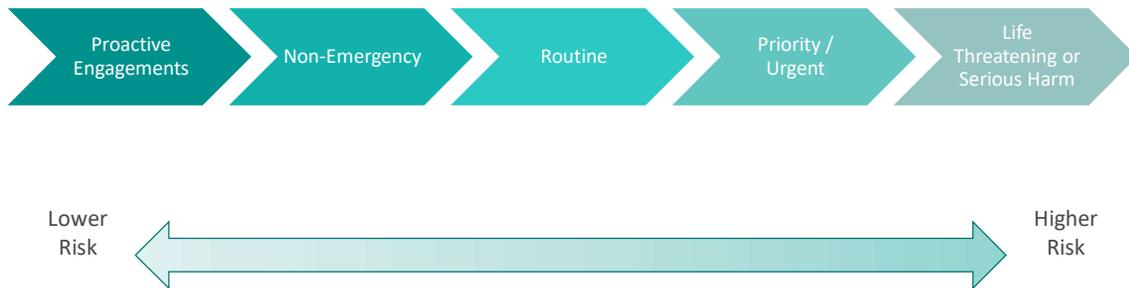
4

Expanded Response Methods



5

Response Spectrum



6

Homelessness Outreach

Neighborhood and Community Services – HEAL Team

7

Project Overview: HEAL Team



Team Lead
Allyson Griffith



Project Lead
Javon Carlisle

Purpose
Expand and enhance homelessness response and proactive outreach efforts by the Homeless Engagement and Alternatives Liaison (HEAL) team.

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

Implementation Timeline

Q1	Q2	Q3	Q4	Q1 2025
Standardize HEAL operations, launch new vehicles that enhance service, refine data & reporting capacity	Standardize HEAL Team operations, launch new data dashboard	Standardize HEAL Team operations, refine data collection & presentation	Standardize HEAL Team Operations	Review HEAL Team Operations



8

Quarter 1 Updates

- Tacoma First 311 Requests (1/1/24-3/1/24):
 - 181 open requests – a decrease of 93% since January 1st, 2023
 - YTD HEAL has made:
 - 361 connections with new and repeat clients
 - 179 connections resulted in clients accepting services
 - 41 clients placed into temporary shelter



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HEAL Updates

- HEAL received two Ford F-150 Hybrids with Tommy Lifts in February 2024
- These new trucks allow HEAL to be more responsive to service needs
 - Beds and lift gates for storage transport
 - Large passenger capacity for transport
 - Ability to have blankets, gloves, water, etc. readily accessible



10

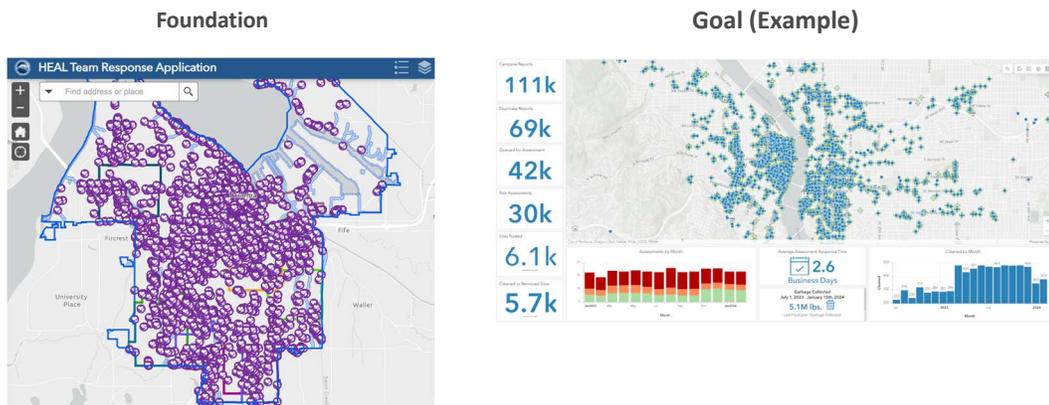
Storing of Items

- The option to store personal belongings is offered during general outreach and removals
- If storage is accepted, items are taken to Stability Site, 1423 Puyallup Ave, Tacoma, WA
- The individual(s) who choose to store items will receive HEAL contact information for future communication to receive items if needed
- Information such as name, location, number and description of items, store date, and date 60 days from store date are logged
- Items are held for 60 days, often longer as we have the capacity to do so
- On average, HEAL receives ten to twelve calls per year to retrieve items that were stored
- The option to transport items is available, though some individuals do pick up their items at Stability Site with the assistance of Stability Site staff and the HEAL Team



11

In Progress: HEAL Dashboard



12

Behavioral Health Response

Tacoma Fire Department – HOPE Team

13

Project Overview: Establish HOPE Team



TEAM LEAD
Chief Tory Green



PROJECT LEAD
Assistant Chief Mary Hallman




PROGRAM MANAGERS
Cassie Hallstone and Aleesia Morales

PURPOSE
Provide a community-based response to behavioral health, mental health and substance use emergency crises through a dispatched field team staffed by civilians.

OUTCOMES
HOPE team becomes a primary mental health/behavioral health (MH/BH) and substance use crisis response resource, along with providing preventative and follow up outreach.

Implementation Timeline

Q1	Q2	Q3	Q4	Q1 2025
BHA licensure, develop MAT and psychiatric medication program, recruit a Certified Peer Counselor, and begin transportation capabilities	Review state legislative changes and refine program and review and apply for funding opportunities	Year 1 program evaluation to include staffing, budget, services, data review, and engagement with stakeholders for feedback	Ongoing program evaluation to include staffing, budget, services, data review and engagement with stakeholders for feedback	Ongoing program evaluation to include staffing, budget, services, data review and engagement with stakeholders for feedback



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HOPE Launch Update

Holistic Outreach Promoting Engagement



Tacoma's Approach to Behavioral Health

January 2024: Phase 3 –

- Begin transport capabilities
- Establish policy and procedure for Medication Assisted Treatment (MAT) and psychiatric medication management services
- Begin application process for Behavioral Health Agency (BHA) licensure

February 2024: Phase 4 –

- Begin tandem dispatch for psychiatric related Fire/EMS calls
- Ongoing development of policy and procedures for Medication Assisted Treatment (MAT) and psychiatric medication management services
- Begin and continue community provider collaboration to support upcoming closure of crisis stabilization facilities in Pierce County

March 2024: Ongoing work –

- Reviewing legislative changes and impacts to HOPE program, including HCA community-based crisis team endorsement, liability protections, and BHA requirements



15

HOPE STAFFING UPDATE

FIELD RESPONSE

Two teams made of a Behavioral Health Crisis Responder and Mobile Unit Registered Nurse
 Current swing shift Behavioral Health Crisis Responder position vacant with interviews scheduled 03/14/2024

Sunday-Wednesday: 7:00 AM – 5:00 PM
 Wednesday-Saturday: 1:00 PM – 11:00 PM

CASE MANAGEMENT

Case management services provided by the Behavioral Health Case Manager and the field response teams

Behavioral Health Case Manager
 Monday-Friday: 10:00 AM – 6:00 PM

ADVANCED REGISTERED NURSE PRACTITIONER

Support with Medication
 Assisted Treatment and medication management services
 Position is still vacant and recruitment is ongoing

BUSINESS SERVICES ANALYST

This position will serve as the Certified Peer Specialist role
 Recruitment, interviewing, and onboarding goal by end of Q2 2024



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How HOPE Can Help

HOPE will:

- Maintain up-to-date resources based on a person's needs/wants for supports or services
- Provide all levels of voluntary and consent-based supports and services
- Coordinate with Tacoma Police Department and Designated Crisis Responders for involuntary detainment supports and services

What is the difference between a behavioral health emergency and a behavioral health crisis?

A **behavioral health emergency** is a *life-threatening* and emergent need for behavioral health related help. Help is provided in-person and may include medical care. Callers use 911 to request support.

A **behavioral health crisis** is a *non-life-threatening* and urgent need for behavioral health related help. Help may be provided over the phone or in-person. Callers use the national/regional crisis and suicide line numbers listed on the back of this card.



Who to Call for Behavioral Health Support

BEHAVIORAL HEALTH EMERGENCY CALL 911

When a person appears to be a danger to self, others, or gravely disabled. The caller can request the HOPE team for immediate in-person support and intervention. If available HOPE will respond, if unavailable traditional 911 resources will respond.

BEHAVIORAL HEALTH CRISIS CALL/TEXT 988

When a person needs phone support and intervention.

CALL 800-576-7764

When a person needs phone support and intervention and where they or a community member can request an evaluation by a Designated Crisis Responder (DCR) or an in-person outreach by a mobile crisis team.

TEXT 741-741

For suicide text support and intervention.



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Community Collaboration/Data Collection

HOPE leadership coordinates with state, county, and local community members, groups and providers including:

- Volunteers of America Western Washington (988) Pierce County provider
- An Intentional Response (AIR) Coalition, The Conversation 253, Democratic Socialists of America
- Tacoma-Pierce County Department of Health, Department of Health, Health Care Authority
- MultiCare, and more
- Holds a seat on the Crisis Response Improvement Strategy (CRIS) Committee
- Co Responder Outreach Alliance (CROA)

Data collection:

- Aligned with the Behavioral Health Administrative Service Organization (Carelton) and the WA State Health Care Authority requirements for alternative response and crisis programs
- Also aligns with the Association of Washington Cities grant requirements
- Ongoing review of data collection and ways data is shared



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Preliminary Data: Workload/Response

First 6 Months

September 06, 2023 – March 06, 2024

Field Team: Response Totals

Total: 236 in-field responses

Response with TFD: 180

Response with TPD: 56

*Responses not captured in this number include: referrals, outreach, self and independent dispatch, and follow up

Case Management: Referral Totals

Caseload: 73 enrolled individuals

Referred/Waitlist: 126 individuals

Total Referrals: 199

Total contacts for service: 161

Disclaimer: Data provided may be incomplete due to person's right to refuse service engagement and/or refusal to disclose part or all information collected in the encounter, especially demographic information.

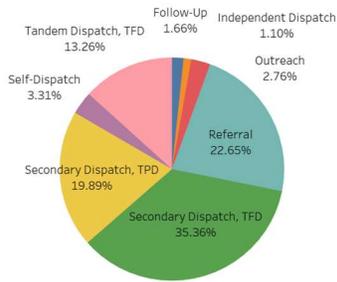


Preliminary Data: Workload/Response

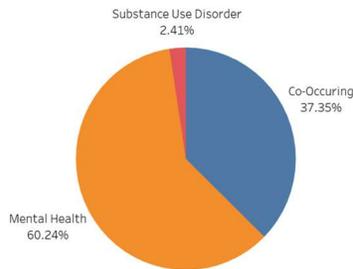
First 6 Months

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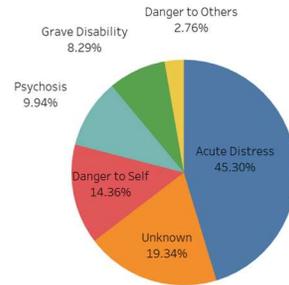
DISPATCH TYPE



PRESENTING PROBLEM

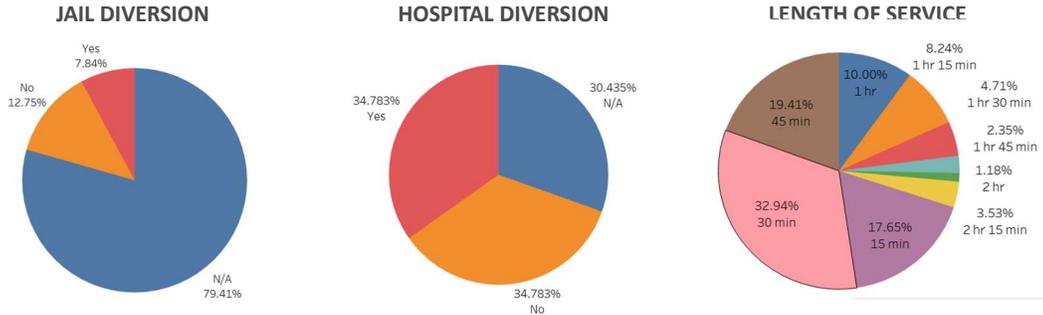


BEHAVIORAL PRESENTATION



Preliminary Data: Alternative Call Outcomes First 6 Months

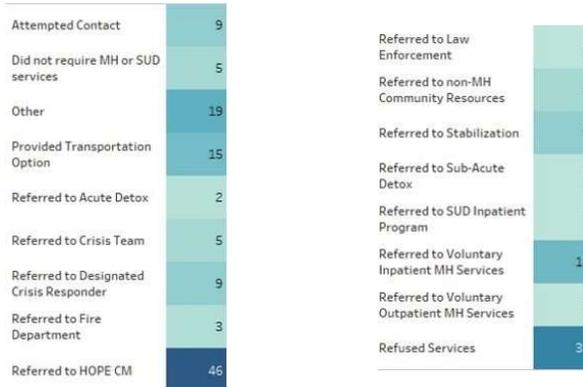
September 06, 2023 – March 06, 2024



21

Preliminary Data: Dispatched Call Outcomes First 6 Months

September 06, 2023 – March 06, 2024

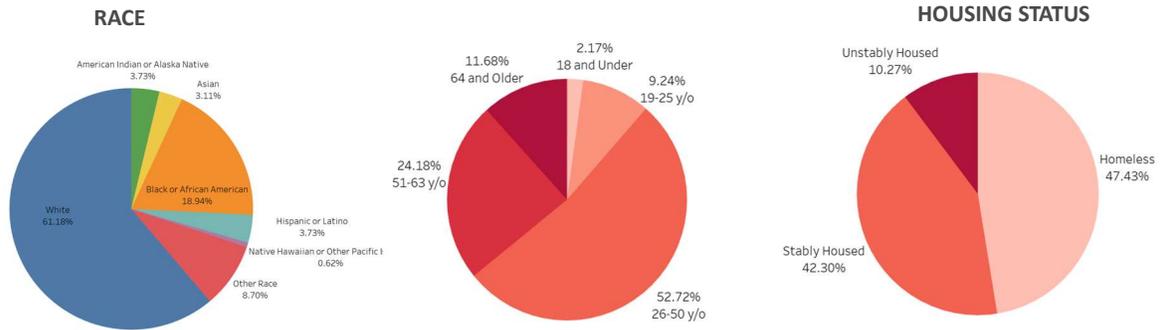


22

Preliminary Data: Demographics

First 6 Months

September 06, 2023 – March 06, 2024



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Community Service Officers (CSO)

Tacoma Police Department

24

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

Implementation Timeline

Q4	Q1 2024	Q2 2024	Q3 2024
Interviews / Background Investigations	Background Investigations / Poly / Psych / Medical Exams	Training and Integration	Program Eval and Procedure Refinement



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Team Structure & Role

- Work under the general supervision of a Tacoma Police Sergeant
- Provide various services on behalf of TPD, such as:
 - Responding to specific types of calls for service
 - Sub-station staffing
 - Report taking
 - Providing transportation & assisting stranded persons
 - Assisting at various incidents
 - Perimeter security and traffic control



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Response Protocol

- CSOs will respond to calls for service that are:
 - **Routine:** Calls that do not involve immediate danger or ongoing criminal activity.
 - **Not in Progress:** Incidents where the situation has stabilized or is no longer escalating.
 - **No Suspects on Scene:** Cases where suspects have left the scene, and there is no immediate threat to public safety.
- CSO vehicles will be visually distinct from police officers
 - Delivery and outfitting were completed last November



27

CSO Applicant Updates

December 2023 – February 2024

- Interviews concluded on December 14
- 29 of 57 applicants were sent to the background process
 - 3 week to 3-month process
- 10 Applicants were offered a Conditional Offer of Employment
 - The final 3 testing processes take 1 month:
 - Polygraph
 - Medical
 - Psychological exam
- Curriculum & Vendor finalization

March 2024

- Complete backgrounds and final testing
- Offer Letters



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CSO Updates (continued)

April-May 2024

- Initial onboarding and new applicant processing



Related Program Updates...

Patron Crisis and De-escalation Team

Tacoma Public Library

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Project Overview: Patron Crisis and De-escalation Team

Project Lead
 Amita Lonial (she/her)
 Deputy Director

Library Social Worker
 Samie Iverson (she/her)

Library Safety and Security Coordinator
 Marco Vargas (he/him)

Purpose
 Provide culturally centered/responsive responses to safety and security issues; meaningfully connect patrons to resource providers; bolster staff capacity to engage in trauma-informed conflict resolution and de-escalation

Outcomes

- Connect patrons to critical resources
- Decrease library security incidents

Implementation Timeline

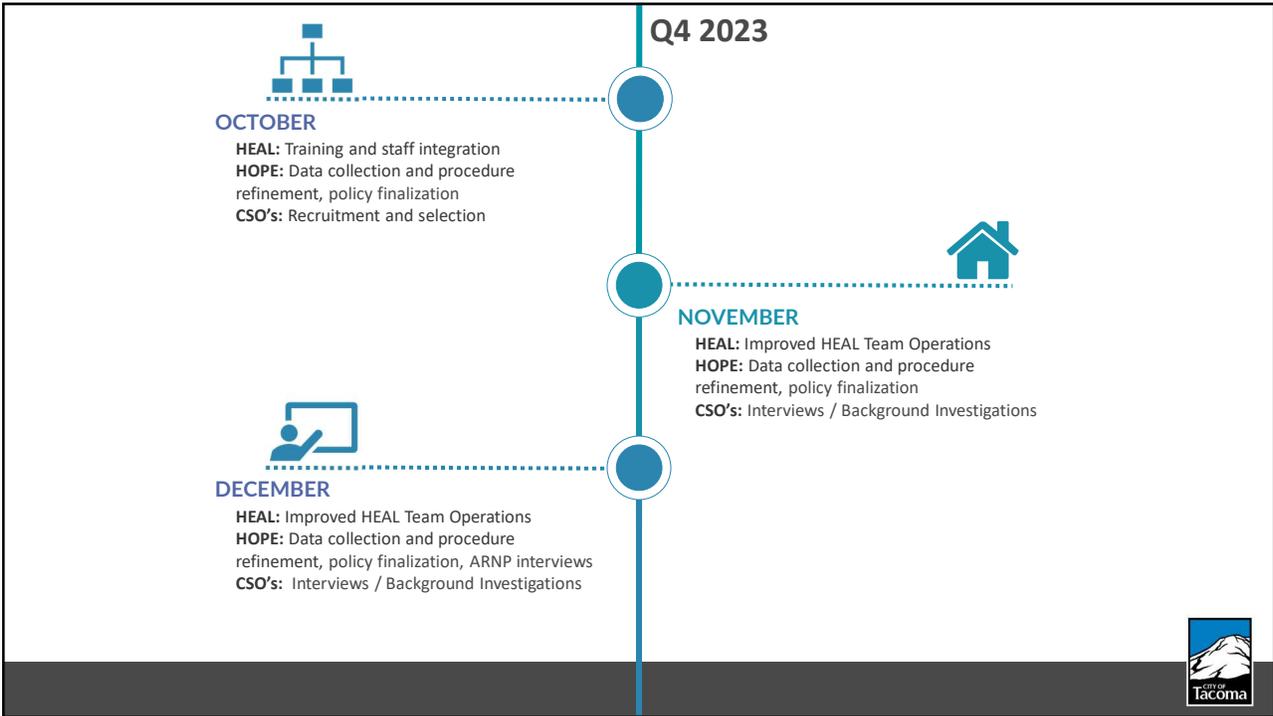
Q4	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Recruitment	Onboarding	Pilot	Integrate Main Library	Feedback/Implementation



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Timeline

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Q1 2024



FEBRUARY
HEAL: Data & metrics, operations standardized
HOPE: Submit BHA licensure application, develop medication programs, operational enhancements, review peer specialist applicants
CSO's: Complete background checks, final testing



JANUARY
HEAL: Data & metrics, operations standardized
HOPE: Seek BHA licensure, develop medication programs, operational enhancements, post peer specialist position
CSO's: Complete background checks, final testing



JUNE
HEAL: Standardize HEAL operations, launch new vehicles that enhance service, refine data & reporting capacity
HOPE: BHA licensure, develop MAT and psychiatric medication program, recruit a Certified Peer Counselor, and begin transportation capabilities
CSO's: Background Investigations / Poly / Psych / Medical Exams
TPL Patron Crisis Team: Onboarding



MAY
HEAL: Standardize HEAL operations, launch new vehicles that enhance service, refine data & reporting capacity
HOPE: BHA licensure, develop MAT and psychiatric medication program, recruit a Certified Peer Counselor, and begin transportation capabilities
CSO's: Background Investigations / Poly / Psych / Medical Exams
TPL Patron Crisis Team: Onboarding



MARCH
HEAL: Data & metrics, operations standardized
HOPE: Await BHA licensure, develop medication programs, operational enhancements, goal of hiring peer specialist
CSO's: Initial CSO onboarding, training begins



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Q2 2024



FEBRUARY
HEAL: Data & metrics, operations standardized
HOPE: Submit BHA licensure application, develop medication programs, operational enhancements, review peer specialist applicants
CSO's: Complete background checks, final testing



JANUARY
HEAL: Data & metrics, operations standardized
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Alternative Response Quarterly Update

Find us online:
[CityofTacoma.org/
CommunitySafety](https://www.cityoftacoma.org/CommunitySafety)

March 19, 2024



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Services HEAL Team Utilizes

- Veterans Administration and other veteran/servicemember resources and supports
- Shelter/storage/inclement weather resources
- Detox services
- Substance use disorder treatment assessment for outpatient, intensive outpatient, and/or inpatient programs
- Designated Crisis Responders for involuntary detention evaluation



38