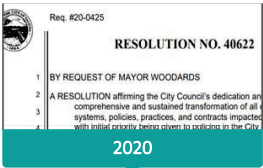




Overview of Alternative Response



2020

Alternative Response Study Completed



2022

Alternative Response Implementation

Resolution 40622



2021

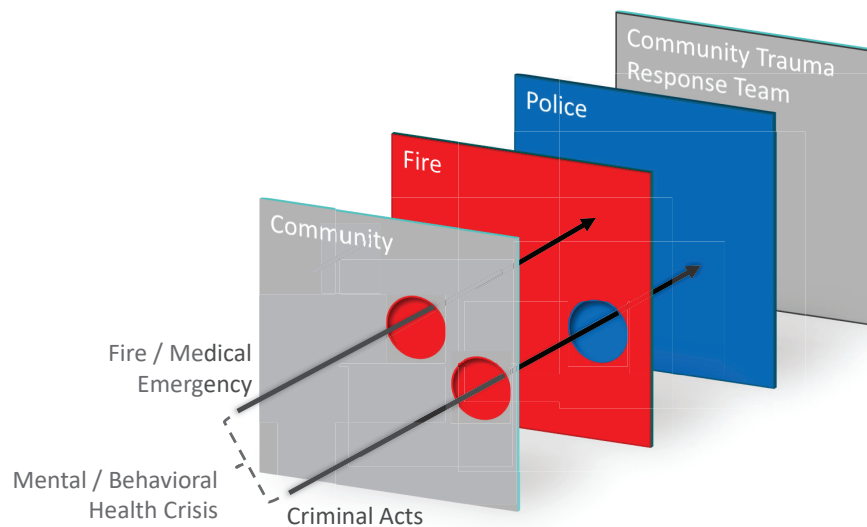
Organizational Anti-Racist Mission Statement



2023



Current Response Methods



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

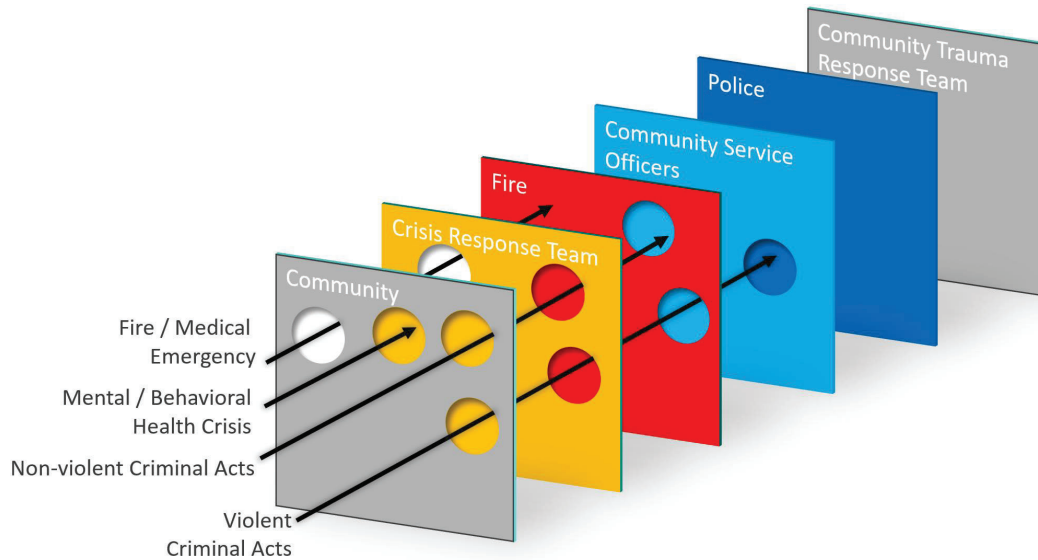


Community Service Officers

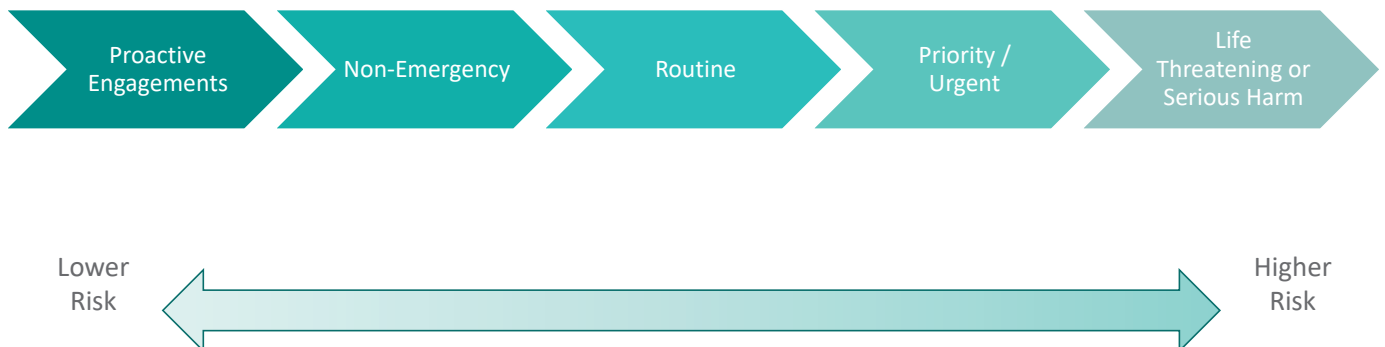
Redirect commissioned police response when there is no threat to life or property



Future Response Methods



Response Spectrum



Behavioral Health Crisis Response Team (BHCRT)

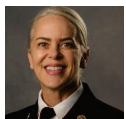
Fire

Project Overview: Behavioral Health Crisis Response



Team Lead

Chief Tory Green



Project Lead

Assistant Chief Mary Hallman

Purpose

Provide a mobile crisis response team for mental and behavioral crisis emergency response that is staffed by civilians.

Outcomes

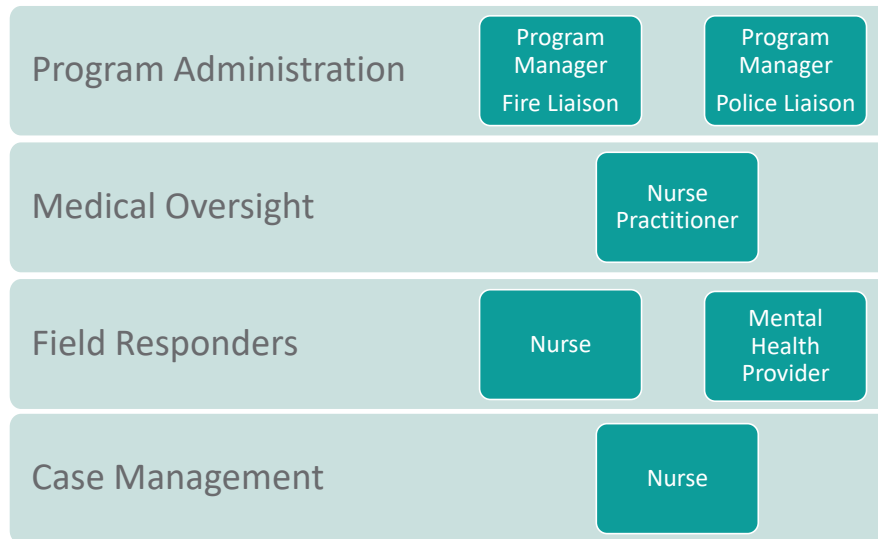
- BHCRT becomes primary mental health/behavioral health (MH/BH) crisis response resource

2023 Implementation Timeline

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



MH/BH Crisis Response Team Structure



Implementation Status

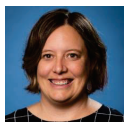
- Unit will respond to 911 dispatched calls
 - May be independent of, or in support of, traditional police and/or fire responders
- In the process of hiring remaining positions and developing policies, procedures, etc.
- Planned start date: July 2023



Homelessness Outreach

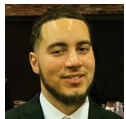
Neighborhood and Community Services

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



Limited Commission Community Service Officers (CSO)

Police

Project Overview: Implement Community Service Officers



Team Lead

Chief Avery Moore



Project Lead

Deputy Chief Paul Junger

Purpose

Shift response for some non-violent, non-emergency, and low-risk calls to a new Community Service Unit within TPD.

Outcomes

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

2023 Implementation Timeline

Q1	Q2	Q3	Q4
Bargaining with Labor Partners	Recruitment and Onboarding	Training and Integration	CSO's begin call response

Key Differences: Police Officers and CSO's

POLICE OFFICER

- Fully commissioned
- Responsible for enforcing all constitutional, state and local laws
- Can respond to all call types
- Conduct criminal investigations

COMMUNITY SERVICE OFFICER

- Unarmed
- Limited commission to allow access to Criminal Justice Information Systems (CJIS)
- Can respond to low-risk, low-priority calls that do not pose immediate risk to life or property
- Cannot make arrests or conduct investigations
- Separate and distinct uniform from police officer
- Work under sergeant
- Perform duties that don't require a commissioned officer (admin, front desk, etc.)



Timeline

Implementation Timeline



Q1 2023

JANUARY

HEAL: Review candidate pool
BHCRT: Recruit program manager
CSO's: Labor negotiations



FEBRUARY

HEAL: Begin hiring staff
BHCRT: Begin Crisis Team staff recruitment
CSO's: Labor negotiations



MARCH

HEAL: Complete hiring staff
BHCRT: Continue staff recruitment and hiring
CSO's: Labor negotiations



Q2 2023

APRIL

HEAL: Onboard new staff
BHCRT: Onboard program managers and begin recruitment for Crisis Response team staff
CSO's: Conclude bargaining and classification process



MAY

HEAL: Onboard new staff
BHCRT: Recruit Crisis Response team staff
CSO's: Begin recruitment process for CSO positions



JUNE

HEAL: Onboard new staff
BHCRT: Recruit and onboard Crisis Response team staff
CSO's: Recruit for CSO positions



Q3 2023



JULY

HEAL: Improved HEAL team operations
BHCRT: Behavioral Health Crisis Team begins operation
CSO's: Recruit for CSO positions



AUGUST

HEAL: Improved HEAL team operations
BHCRT: Behavioral Health Crisis Team operational
CSO's: Training and Integration



SEPTEMBER

HEAL: Improved HEAL team operations
BHCRT: Behavioral Health Crisis Team operational
CSO's: Training and Integration



Related Programs

CMO

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.



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



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



Community Safety Plan

- Formalize TPD's approach to collaborating with the community, responding to community needs and issues, and fostering community relationships
 - Training regarding Community Safety Plan and content
 - Strategy for engaging individuals experiencing homelessness
 - Evaluate Community Safety Plan effectiveness and TPD's roles and responsibilities contained within
 - Problem solving methods and strategies
 - Enhance outward-facing communications





Alternative Response Quarterly Update

March 21, 2023

