



Community Crisis Response Program Community Advisory Board of the City of Richmond

FRIDAY, NOVEMBER 14, 2025 | 6:30 PM
City Council Chambers | 440 Civic Center Plaza
Richmond, CA 94804
Zoom

- A.** Call to Order and Roll Call
- B.** Agenda Review and Modifications
- C.** Report from Staff
- D.** Public Forum
- E.** Consent Calendar: None
- F.** Advisory Board as a Whole
 - F-1.** INTRODUCE New Advisory Board Members
 - F-2.** DISCUSS roles of officers and ELECT the roles of Chair and Vice Chair
 - F-3.** DECIDE on staggered terms of expiration
 - F-4.** DISCUSS administrative matters including upcoming scheduling and future Agenda items
 - F-5.** PRESENT and DISCUSS Current CCRP FAQ
- G.** Adjournment

MEETING INFORMATION

Advisory Board members

Barton, Crystal
Burrowes, Sahai
Decker, Sonia
Dixon, Hope
Hatfield, Amber
Johnson, LaShara
LaShawn Monique
LoCicero, Alice
Melendez, Andrew
Rendon, Rosie
Strain, Garrett Shishido
Sullivan, Keri

Staff Liaisons

Joan Binalinbing
Michael Romero

Deputy Director

Sam Vaughn

How to participate in Public Forum and/or speak on an agenda item in the meeting:

Public Comment via Email: Comments can be submitted via email to CCRP@ci.richmond.ca.us. All comments received by 3:30 p.m. on the day of the scheduled meeting will be provided to the Advisory Board during Public Forum or their respective agenda item, be considered a public record, and be considered before Advisory Board action. Email must contain in the subject line: **Public Comments – not on the agenda OR Public Comments – agenda item #**. All public comments will be available after the meeting as supplemental materials and will be posted as an attachment to the meeting minutes when the minutes are posted.

Effect of Advisory on In-Person Public Participation: During the pendency of the Executive Order N-29-20, the language in the Advisory portion of the agenda supersedes any language below in the meeting procedures regarding in-person public comment.

Speaker Registration – Public Comment on Agenda Items: Persons wishing to comment on an item on the agenda shall file a Speaker's Request form with Department staff PRIOR to the Advisory Board's consideration of the item. Once the agenda item is announced and discussion of the agenda item begins, only those persons who have previously submitted Speaker Request Forms shall be permitted to comment on the item. Speakers will be called to address the Advisory Board when the item is announced for discussion. Each speaker will be allowed two (2) minutes to address the Advisory Board on the item(s) for which the speaker is registered.

Speaker Registration – Public Forum: Anyone who wishes to address the Advisory Board on a topic that is not on the agenda and is relevant to the Advisory Board's purpose may file a Speaker's Request Form with Department staff PRIOR to commencement of the Public Forum portion of the meeting and will be called to address the Advisory Board during the Public Forum. The amount of time allotted to individual speakers shall be a maximum of two (2) minutes. If there are several speakers, the amount of time allowed may be modified at the Chairs' discretion.

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How to access the meeting via Zoom:

By Computer, Tablet, or Mobile Device:

Step 1: Tune into the video conference at the following link:

<https://ci-richmond-ca-us.zoom.us/j/83513808485?pwd=N7FTzR5mgFEbeMyRglHaXYbGfd5lmo.1>

Step 2: Enter the following passcode: **449206**

By Telephone:

Step 1: Dial by your location: +1 669 900 6833 US (San Jose) or +1 669 444 9171 US or +1 719 359 4580 US or +1 253 205 0468 US or +1 309 205 3325 US

Step 2: Webinar ID: **835 1380 8485**

Step 3: Enter the following password: **449206**

Public Comment via Zoom:

Tune in to the videoconference at the following link (please see above for additional Zoom information): <https://ci-richmond-ca-us.zoom.us/j/83513808485?pwd=N7FTzR5mgFEbeMyRglHaXYbGfd5lmo.1>.

Speakers will be called to address the Advisory Board when Public Comment is announced. Attendees will then have two (2) minutes to **click** the **“Raise Your Hand”** button at that time.

Each speaker shall be allowed a maximum of two (2) minutes to address the Advisory Board on the item(s) for which the speaker is registered. If there are several speakers, the amount of time allowed may be modified at the Chair’s discretion.

To comment by **video conference**, click on the Participants button at the bottom of your screen and select the **“Raise Your Hand”** button to request to speak when Public Comment is being asked for. Speakers will be called upon in the order they select the “Raise Your Hand” feature. When called upon, you will be unmuted. After the allotted time, you will then be re-muted.

To comment by **phone**, you will be prompted to **“Raise Your Hand”** by pressing **“*9”** to request to speak when Public Comment is asked for. When called upon, you will be unmuted. After the allotted time, you will then be re-muted.

Instructions on how to raise your hand by phone are available at:

<https://support.zoom.us/hc/en-us/articles/201362663 -Joining-a-meeting-by-phone>.

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Accessibility for Individuals with Disabilities: Upon request, the City will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services and sign language interpreters, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least three days before the meeting. Requests should be emailed to CCRP@ci.richmond.ca.us or submitted by phone at (510) 620-6531. Requests will be granted whenever possible and resolved in favor of accessibility.

Conduct at Meetings: Advisory Board meetings are limited public forums during which the City strives to provide an open, safe atmosphere and promote robust public debate. Members of the public, however, must comply with state law, as well as the City's laws and procedures and may not actually disrupt the orderly conduct of these meetings. The public, for example, may not shout or use amplifying devices, must submit comment cards and speak during their allotted time in order to provide public comment, may not create a physical disturbance, may not speak on matters unrelated to issues within the jurisdiction of the Advisory Board or the agenda item at hand, and may not cause immediate threats to public safety.



AGENDA REPORT

Community Crisis Response

DATE: November 14, 2025

TO: Members of the Richmond Community Crisis Response Program Advisory Board

FROM: Sam Vaughn, Deputy Director
Michael Romero, Program Manager
Joan Binalinbing, Associate Administrative Analyst

SUBJECT: NEW ADVISORY BOARD MEMBERS

RECOMMENDED ACTION:

INTRODUCE New Advisory Board Members

FINANCIAL IMPACT OF RECOMMENDATION:

There is no financial impact.

DISCUSSION:

Background

Following the initial meeting, two (2) additional members were appointed to the Community Crisis Response Advisory Board. To foster an environment of community and collaborative relationships, Department staff have requested that the two new Board members introduce themselves and share their motivation for joining.



AGENDA REPORT

Community Crisis Response

DATE: November 14, 2025

TO: Members of the Richmond Community Crisis Response Program Advisory Board

FROM: Sam Vaughn, Deputy Director
Michael Romero, Program Manager
Joan Binalinbing, Associate Administrative Analyst

SUBJECT: ELECT CHAIR AND VICE CHAIR

RECOMMENDED ACTION:

DISCUSS roles of officers and ELECT the roles of Chair and Vice Chair

FINANCIAL IMPACT OF RECOMMENDATION:

There is no financial impact.

DISCUSSION:

Background

Section 6 of the Community Advisory Board Bylaws states that the Board shall elect from among its members a chairperson and a vice chairperson who shall serve in such capacities for one year or until the successors are duly elected. In case of a vacancy in either of these positions, the Board shall elect a successor who shall serve the unexpired balance of the predecessor's term.

The roles, duties, and terms of the Chairperson and Vice Chairperson will be defined by the Advisory Board. Upon establishment of these guidelines, officers shall be elected by a majority vote of the Board.



AGENDA REPORT

Community Crisis Response

DATE: November 14, 2025

TO: Members of the Richmond Community Crisis Response Program Advisory Board

FROM: Sam Vaughn, Deputy Director
Michael Romero, Program Manager
Joan Binalinbing, Associate Administrative Analyst

SUBJECT: STAGGERING INITIAL TERMS OF OFFICE

RECOMMENDED ACTION:

DECIDE on staggered terms of expiration

FINANCIAL IMPACT OF RECOMMENDATION:

There is no financial impact.

DISCUSSION:

Background

Section 4 establishes that the standard term for each Advisory Board member is three (3) years. However, to implement the staggered term structure, the initial appointments following the effective date of this section are as follows: four (4) shall be appointed to serve for one year, four (4) shall be appointed to serve for two years, and five (5) shall be appointed to serve for three years as determined by lottery.

Staggered terms prevent the terms of all members from expiring at the same time. It ensures retention of institutional knowledge and the integration of new perspectives in the event that a member whose term has expired does not seek reappointment.



AGENDA REPORT

Community Crisis Response

DATE: November 14, 2025

TO: Members of the Richmond Community Crisis Response Program Advisory Board

FROM: Sam Vaughn, Deputy Director
Michael Romero, Program Manager
Joan Binalinbing, Associate Administrative Analyst

SUBJECT: ADMINISTRATIVE MATTERS

RECOMMENDED ACTION:

DISCUSS general announcements and administrative matters including upcoming scheduling and future Agenda items.

FINANCIAL IMPACT OF RECOMMENDATION:

There is no financial impact.

DISCUSSION:

Background

Advisory Board members will have the opportunity to discuss upcoming scheduling and agenda items for future Advisory Board meetings. This will also serve as a designated time for Advisory Board members to share general announcements with the Department, Advisory Board, and Richmond community as a whole.



AGENDA REPORT

Community Crisis Response

DATE: November 14, 2025

TO: Members of the Richmond Community Crisis Response Program Advisory Board

FROM: Sam Vaughn, Deputy Director
Michael Romero, Program Manager
Joan Binalinbing, Associate Administrative Analyst

SUBJECT: CCRP FAQ

RECOMMENDED ACTION:

PRESENT and DISCUSS Current CCRP FAQ

FINANCIAL IMPACT OF RECOMMENDATION:

There is no financial impact.

DISCUSSION:

Background

CCRP staff are developing the program by researching promising practices in other jurisdictions. This includes collaborating with neighboring jurisdiction, engaging communities, and working with consultants to design key program components. To ensure transparency, CCRP has drafted a Frequently Asked Questions (FAQ) document which you can also find online at <https://www.ci.richmond.ca.us/4717/FAQs>.

ATTACHMENTS:

1. CCRP FAQ Slide-deck



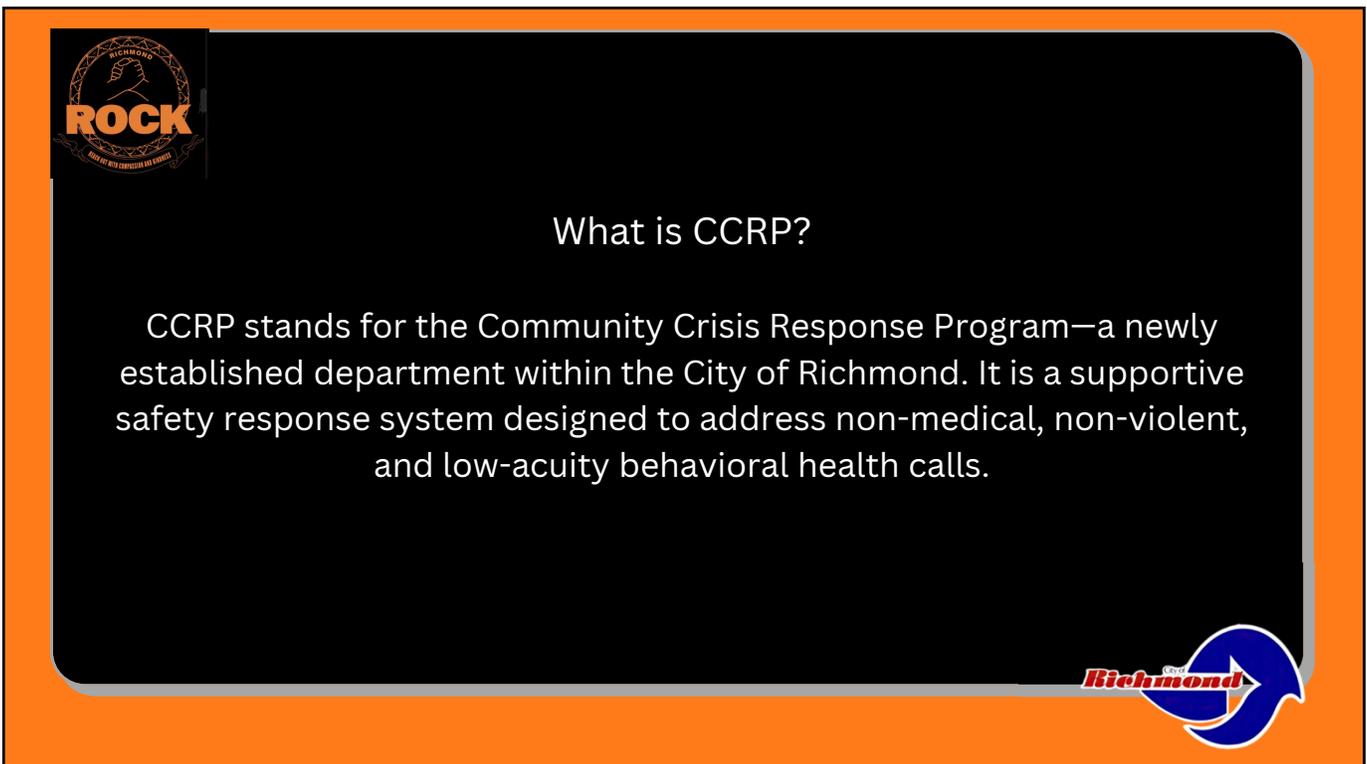
**COMMUNITY
CRISIS
RESPONSE
PROGRAM**

ROCK
REACH OUT WITH COMPASSION AND KINDNESS

FAQ Presentation
November 14, 2025



1



ROCK
REACH OUT WITH COMPASSION AND KINDNESS

What is CCRP?

CCRP stands for the Community Crisis Response Program—a newly established department within the City of Richmond. It is a supportive safety response system designed to address non-medical, non-violent, and low-acuity behavioral health calls.



2



WHAT DOES LOW ACUITY MEAN IN A CRISIS/EMERGENCY CONTEXT?

A low acuity crisis or emergency means a call that is perceived as a crisis or emergency by the community member but that is not life threatening meaning no potential police intervention or medical personnel are required due to violence, crime, or a medical need.



3



WHO IS ROCK?

Through a city-wide poll, we asked our community to help name our new mobile crisis team, and they chose "Reach Out with Compassion and Kindness," or ROCK. This name reflects the supportive and caring response our team provides.



4



WHAT IS THE PURPOSE OF THE ROCK TEAM?

The ROCK team is a new safety response system that provides a compassionate, effective response to non-life-threatening situations. Richmond's 911 Communication Center (Dispatch) and the non-emergency line receive over 200,000 calls per year (Communications Center | Richmond, CA - Official Website). That is an average of 16,000 calls per month and estimated 533 calls per day. By offering this complementary option to our Dispatch, we ensure the right response reaches every call. This allows Fire and Police to focus on urgent emergencies, while our team connects individuals in crisis with the support and services they need.

The ROCK team strengthens Richmond's community safety system and would allow not just Dispatch, but Police or Fire personnel already involved in an incident, another safety unit that can coordinate supportive or follow-up resources upon request.



5

IS IT DANGEROUS TO RESPOND TO A CRISIS WITHOUT POLICE?

The safety of our Responders and the community is our top priority. That's why the ROCK team undergoes a vigorous 8-week training academy before they hit the streets. These trainings will include topics such as de-escalation, crisis response, and trauma-informed care. These training courses were developed with leading experts in the field and similar programs locally and nationally. CCRP also worked alongside Richmond Police and Fire for their input in training. In addition, they will train side by side with Richmond Fire and Police Personnel to ensure everyone is well-trained in expectations and goals for supportive response encounters. For added safety, teams are always equipped with a direct radio link to Dispatch for immediate medical service and support if needed.



6



WHAT TYPES OF CALL WILL ROCK TEAM BE DEPLOYED TO?

CCRP staff is working collaboratively with Dispatch and first responders to review and analyze call type data and determine which types of calls are best suited for ROCK to respond to. To ensure the safety of everyone involved, calls will be regularly evaluated. The current proposed call types could include the following:

- Low-level behavioral health crises
- Wellness Checks
- Disturbances
- Safe Transport
- Passive Suicidal Ideation
- Mediation
- Requests for Information or Resources
- Fire Fighter / Officer Support or Follow Up



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WHAT SERVICES DOES CCRP PROVIDE?

CCRP offers immediate support through crisis de-escalation, mediation, alcohol and substance use interventions, behavioral health care and system navigation to city, county, and state services. One common obstacle to accessing help is a lack of awareness or support in accessing available resources. A key objective of the CCRP is to bridge this gap by connecting Richmond Community members with the appropriate services tailored to meet their specific needs. All services provided by the ROCK Team are Voluntary meaning the individual chooses to receive services and support.



8

WHO WILL STAFF THE ROCK VANS?

All staff will be City of Richmond employees. Each van will be staffed by two Community Intervention Specialists who have the education and background in crisis work. Responders will undergo extensive training in behavioral health crisis response, de-escalation, trauma informed care, and mediation, for individuals living with a substance or alcohol use disorder. ROCK responders bring along with them their own lived experiences that will allow them to connect with and support our community through compassion and empathy.



9

Will the ROCK Vans be used to transport individuals? ONLY IF THE INDIVIDUAL **VOLUNTARILY** CHOOSES SERVICES

The ROCK Vans are custom designed to be a safe and private space for community members in crises. The interior is thoughtfully designed with resources such as therapeutic supplies to support community members of all ages. All care and transportation are voluntary. A parent or guardian must provide explicit consent for transport services with minors to ensure their safety.*

*Situations will be evaluated based on what is best for the minor's safety.



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Will CCRP require all their Community Intervention Specialists to be licensed clinicians?

No. We believe crisis work is centered around one's ability to connect with people in an impactful and meaningful way. Our responders come from a large pool of candidates with a deep connection to and/or are passionate about serving our Richmond community. The ROCK team is comprised of individuals with a combination of education, lived experience, and the ability to connect with individuals in crisis. Each of our selected ROCK responders were selected based on a stringent hiring & background process.



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Where does the ROCK team respond?

ROCK will respond to calls within the Richmond city limits. There may be calls related to Richmond residents that may also be served by the ROCK Team, or as evaluated by Dispatch and executive management.



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Is there a cost to receive services?

No. The ROCK Team provides a broad range of no-cost services to Richmond Residents such as providing information and referrals, crisis intervention, transportation to other service providers, and social service needs.



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Is ROCK responding to calls now?

As the program prepares for its official launch, Program Manager Michael Romero & Deputy Director Sam Vaughn have been responding to calls for service from City of Richmond departments.

As of 11/01/2025 Individualized service responses have been placed on hold until ROCK Responders are onboarded to ensure Safety Protocols are in place to maximize benefit to the community member and the program.

All Calls for service at this time should be directed to 911 Dispatch, A3, CORE or Richmond Housing Authority.



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Is there an advisory board connected to CCRP?

Yes. The board is expected to consist of at least nine (9) and at most thirteen (13) members. Board members represent the diverse demographic, background, and perspectives within the Richmond community. As of November 2025, there have been 11 members appointed. If you are interested in learning more or would like to apply to be a board member, please visit: Community Crisis Response Program Advisory Board | Richmond, CA - Official Website.

<https://www.ci.richmond.ca.us/4675/Community-Crisis-Response-Program-Adviso>



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All Calls for service at this time should be directed to 911 Dispatch, A3, CORE or Richmond Housing Authority.

How can I learn more about CCRP?

· You can contact staff for program information at CCRP@ci.richmond.ca.us. You can also visit the website at <https://www.ci.richmond.ca.us/4705/Community-Crisis-Response-Program>.



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