



**Meeting of the  
Community Crisis Response Program  
Community Advisory Board  
of the City of Richmond  
Monday, December 15, 2025 | 6:00 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:
  - E-1.** APPROVE the minutes of the October 27, 2025 and November 14, 2025 meetings of the Community Crisis Response Program Advisory Board
- F.** Advisory Board as a Whole
  - F-1.** RECEIVE results from scheduling poll and DECIDE on a monthly date for 2026
  - F-2.** DISCUSS CCRP FAQ page (***Continued from the previous Board meeting***)
  - F-3.** RECEIVE a presentation from CCRP Staff on Call Types and Call Flows
  - F-4.** RECEIVE a presentation from CCRP Staff on ROCK Trainings
- G.** Adjournment

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# MEETING INFORMATION

## Oversight Board members

Barton, Crystal

Burrowes, Sahai

Decker, Sonia

Dixon, Hope

Hatfield, Amber

Johnson, LaShara LaShawn  
Monique

LoCicero, Alice

Melendez, Andrew

Rendon, Rosie

Strain, Garrett

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](mailto: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.

# MEETING INFORMATION

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Michael Romero

## Deputy Director

Sam Vaughn

### **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=N7FTzR5mgFEbeMyRgIHXYbGfd5lmo.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=N7FTzR5mgFEbeMyRgIHXYbGfd5lmo.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](https://support.zoom.us/hc/en-us/articles/201362663 -Joining-a-meeting-by-phone).

# MEETING INFORMATION

## **Oversight Board members**

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Dixon, Hope

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Melendez, Andrew

Rendon, Rosie

Strain, Garrett

Sullivan, Keri

## **Staff Liaisons**

Joan Binalinbing

Michael Romero

## **Deputy Director**

Sam Vaughn

**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](mailto: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:** Oversight 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 Oversight Board or the agenda item at hand, and may not cause immediate threats to public safety.

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

MONDAY, OCTOBER 27, 2025 | 5:30 PM  
Multipurpose Room | 440 Civic Center Plaza  
Richmond, CA 94804

## MINUTES

### A. Call to Order and Roll Call

The meeting was called to order at 5:36 P.M. by Staff Liaison Joan Binalinbing.

**Present:** Crystal Barton, Sahai Burrowes, Sonia Decker, LaShara LaShawn Monique Johnson, Alice LoCicero, Andrew Melendez, Rosie Rendon, Garrett Shishido Strain, Keri Sullivan

**Absent:** Rosie Rendon

**Vacancies:** 4 Vacancies

### **Staff**

**Liaison:** Joan Binalinbing and Michael Romero – Present

### B. Agenda Review and Modifications

None.

### C. Report from Staff

Department staff and Community Crisis Response Advisory Board Members shared brief introductions. Board Members were reminded of the availability of food prior to the start of future Board meetings and the requirement that they complete the Oath of Allegiance form. Deputy Director Sam Vaughn and Program Manager Michael Romero share their vision and expectations for the program. Discussion ensued.

## **D. Public Forum**

1. Cordell Hindler shared that two additional members will be appointed to the Advisory Board at the next City Council meeting. Mr. Hindler also invited the Board to the Contra Costa Mayor's Conference on December 4<sup>th</sup> and stated the importance of RSVPing. He also emphasized the need for more youth representation on the Board and will be reaching out to the Richmond Youth Council.

## **E. Consent Calendar**

None.

## **F. Oversight Board as a whole**

**F-1.** Senior Assistant City Attorney James Atencio presented an overview of the Ralph M. Brown Act and Rosenberg's Rules of Order. Discussion Ensued.

### Public Comment:

1. Cordell Hindler shared his experience taking a Brown Act training and reminded Board Members of the importance of deadlines and on being mindful of side conversations.

**F-2.** Department staff members Joan Binalinbing presented an overview of the Richmond Community Crisis Response Program Bylaws. No discussion ensued. There were no public comments on this item.

**F-3.** Department staff members Sam Vaughn, Michael Romero, and Joan Binalinbing presented a high-level overview of the Richmond Community Crisis Response Program. The presentation included an overview of the Department's creation, the organization chart, the Community advisory Board, and the key program components that Department staff has been developing. Discussion ensued. There were no public comments on this item.

Prior to further discussion on F-3., Board member Burrowes motioned to extend the meeting for 30 minutes up to 8:00 P.M. Board member Decker seconds. **Ayes:** Board Members Burrowes, Decker, Johnson, Melendez, Strain, Sullivan. **Noes:** Board Members Barton and LoCicero. **Absent:** Board Member Rendon. The motion passes with two Nos from Board Members Barton and LoCicero.

Further discussion on the CCRP presentation ensues.

**F-4.** Board Member Melendez motions to table F-4 and F-5 to the following Advisory Board meeting. The motion passes with Board Members Barton, Locicero, Rendon, and Strain absent as they had to leave earlier.

Public Comment:

1. There was one public comment speaker card submitted but due to the meeting being adjourned and items F-4 tabled for next meeting, no speakers were called upon.

**F-5.** Board Member Melendez motions to table F-5 to following Advisory Board Meeting. The motion passes with Board Members Barton, LoCicero, Rendon, and Strain absent as they had to leave earlier. Members requested support from department staff to determine next date for meeting. There were no public Comments on this item.

**G. Adjournment**

There being no further business, Staff Liaison Joan Binalinbing adjourned the meeting at 7:56 P.M.

\_\_\_\_\_  
Staff Liaison

Approved:

\_\_\_\_\_  
Hope Dixon, Chair

\_\_\_\_\_  
LaShara Johnson, Vice-Chair





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

**FRIDAY, NOVEMBER 14, 2025 | 6:00 PM  
City Council Chambers | 440 Civic Center Plaza  
Richmond, CA 94804**

**ZOOM**

**MINUTES**

**A. Call to Order and Roll Call**

The meeting was called to order at 6:41 P.M. by Staff Liaison Joan Binalinbing.

**Present:** Crystal Barton, Sonia Decker, Hope Dixon, Amber Hatfield, LaShara LaShawn Monique Johnson, Alice LoCicero, Andrew Melendez, Garrett Shishido Strain, Keri Sullivan

**Absent:** Sahai Burrowes, Rosie Rendon

**Vacancies:** 2 Vacancies

**Staff**

**Liaison:** Joan Binalinbing and Michael Romero – Present

**B. Agenda Review and Modifications**

None.

**C. Report from Staff**

Program Manager Michael Romero shares hiring update. Mobile Crisis Responders are expected to start December 1, 2025. Mr. Romero also shared a visit to Martinez Hospital. Deputy Director Sam Vaughn shares that the Community Crisis Response Program now has their own office space on city campus.

Staff Liaison Joan Binalinbing reminds Board Members that updating contact information should be relayed to Staff Liaison and City Clerk's office. Staff also shared that she would be convening the meeting up to item F-2 where the Board Members will discuss roles of and elect Chair and Vice-Chair. Staff will pass the role of convener to the newly elected Chair.

## **D. Public Forum**

1. Cordell Hindler announced three upcoming events: the Contra Costa Mayor's Conference on December 4<sup>th</sup> at City of Pinole's Senior center; the Richmond Community Foundation's Holiday Party on December 5<sup>th</sup> at East Brother Beer; the Senior Winter Ball hosted by Commission of Aging on December 13<sup>th</sup>; and the Richmond Rotary Club's 16<sup>th</sup> Annual Crab Feed on January 24, 2026, hosted at Salesian College Preparatory School. Furthermore, Mr. Hindler shared that he found the Brown Act training by the City Attorney's office very helpful.

## **E. Consent Calendar**

None. There were no public comments.

## **F. Oversight Board as a whole**

**F-1.** Newly appointed Board Members Hope Dixon and Amber Hatfield share their background, experiences, and motivations for joining the Advisory Board.

### Public Comment:

1. Cordell Hindler welcomed the new Board Members. Mr. Hindler shared that the new Board Member's relevant experience in mental health work will be beneficial to the Board. Additionally, Mr. Hindler will reach out to potential Youth Council Members to join the Board.

**F-2.** Item was continued from October 27, 2025 meeting. Staff introduced Section 6 of the Bylaws that state the officer roles of Chair and Vice-Chair, but that the responsibilities are not explicitly stated. Staff shared examples from the Boards and Commissions Handbook. Board Member Johnson nominates herself for Chair with Board Member Hatfield seconding the nomination. Board Member Dixon nominates herself for chair, with Board Member Decker seconding. Board Member Decker motions to close nominations and Board Member Melendez seconded. The motion passes unanimously with Board Members Burrowes and Rendon absent. Board Member Dixon and Johnson both share their motivations for wanting to be Chair. The Board moves into a secret ballot for voting and Staff will collect the votes. Board Member Dixon is nominated to be Chair with a total of 5 votes. Staff passes the convener role to Chairperson Dixon.

Chairperson Dixon moves to Vice Chair election. Board Member Decker nominates Board Member Johnson with Board Member LoCicero seconding. Chairperson Dixon closes the nominations. Board Member Johnson is nominated

to be Vice Chair by unanimous vote with Board Member Burrowes and Rendon absent.

Public Comment:

1. Cordell Hindler shares his excitement for and congratulates the newly elected Chair and Vice Chair.

**F-3.** Item was continued from October 27, 2025 meeting. Staff shares Section 4 of the Bylaws stating that terms of office are 3 years; however, the first appointed Board Members will determine their terms through lottery. Staff presented an overview of staggered terms and their importance.

Board Members Dixon, Hatfield, Johnson, and LoCicero will have a 1-year term; Board member Sullivan will have a 2-year term; and Board Members Barton, Decker, Melendez, and Strain will have a 3-year term. Board Members Burrowes and Rendon are absent.

Public Comment

1. Cordell Hindler shares his experience serving on a commission and term limits.

**F-4.** Item was continued from October 27, 2025 meeting. Staff presented scheduling options to the Board. Discussion ensued. Board Member Strain motioned to have the December meeting on the 15<sup>th</sup> and for staff to create a poll for future recurring meetings. Board member Melendez seconded. Board Member Strain motions to amend the motion for December's meeting to be second Monday but then reverted to original motion due to Board Members scheduling conflict. The motion passes unanimously with Board members Burrowes and Rendon absent. Staff asked Board if there is a time set for the upcoming meeting. Discussion ensued. Board Member Barton motions to have the start time at 6:00p for the December 15<sup>th</sup> meeting. Board Member Melendez seconds. The motion passes unanimously with Board members Burrowes and Rendon absent.

Board Member Melendez moves into the second half of the agenda item: Board Members submitting agenda item topics. Staff suggests submitting agenda items no less than one week before the day of the meeting to allow for Staff to prepare. Discussion ensued. Chairperson Dixon motions to have agenda items submitted by email to the Staff Liaison at least one week prior to the schedule meeting, which will then be reviewed by Staff and Chair to be placed on agenda. Board Member Strain seconds. The motion passes unanimously with Board Members Burrowes and Rendon absent. Further discussion ensued. Board Member

Melendez motions to reconsider the earlier motion that was voted on with Board Member Barton seconding. The motion passes unanimously with Board Members Burrowes and Barton absent. Discussion ensued for a new motion. Chairperson Dixon motions for all agenda item topics to be sent by email to the Staff Liaison at least two weeks before the scheduled meeting; which will then be reviewed by Staff, Chair, and/or Vice Chair to confirm agenda items. Board Member Decker seconds. The motion passes unanimously with Board Members Burrowes and Rendon absent. There were no public comments on this item.

**F-5.** Staff presented the current FAQ on the CCRP Webpage. Discussion ensued with Board Members asking Staff questions relevant to the information in the presentation. Further discussion on the item is suggested to be included in December's meeting.

### **G. Adjournment**

**There being no further business,** Board Member Melendez motions to adjourn the meeting with Board Member Strain seconding. The motion passes unanimously with Board Members Burrowes and Rendon absent. Chairperson Dixon and Staff Liaison Joan Binalinbing adjourned the meeting at 8:30 P.M.

Approved:

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Staff Liaison

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Hope Dixon, Chair

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LaShara Johnson Vice-Chair



# AGENDA REPORT

## **Community Crisis Response**

**DATE:** December 15, 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:** Poll Results for Recurring Meetings

### **RECOMMENDED ACTION:**

RECEIVE results from scheduling poll and DECIDE on a monthly date for 2026

### **FINANCIAL IMPACT OF RECOMMENDATION:**

There is no financial impact.

### **DISCUSSION:**

#### Background

Advisory Board members will receive the results of the scheduling poll sent by Department Staff as requested from the previous meeting. The results of the poll determined there was no single day in common. The days with most members in attendance are as follows with the number of attendants for each day listed:

- Third Mondays (7)
- Fourth Mondays (7)
- Any Friday (7)
- First Mondays (5)
- Fourth Thursdays (5)

The common time across all responses is 6:00p. Based on these results, Board members will discuss and determine the day for the Advisory Board's monthly meetings.

### **Attachments:**

1. CCRP December 2025 Slide Deck





# AGENDA REPORT

## **Community Crisis Response**

**DATE:** December 15, 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 DISCUSSION

### **RECOMMENDED ACTION:**

DISCUSS the CCRP FAQ (*Continued from the previous Board meeting*)

### **FINANCIAL IMPACT OF RECOMMENDATION:**

There is no financial impact.

### **DISCUSSION:**

#### Background

Department staff continue to work on program development to ensure best practices in the program's delivery of crisis response services. 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>.

Board Members will have the opportunity to ask additional questions regarding the FAQ per their request to continue this agenda item to the December 15<sup>th</sup> Advisory Board Meeting.

### **Attachments:**

1. CCRP FAQ Slide Deck
2. CCRP December 2025 Slide Deck





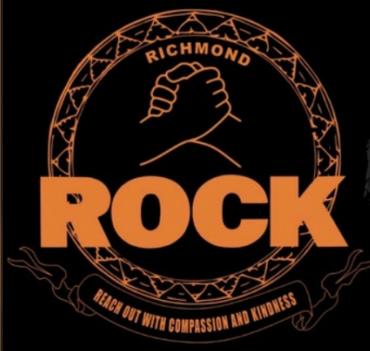
# COMMUNITY CRISIS RESPONSE PROGRAM

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FAQ Presentation

November 14, 2025

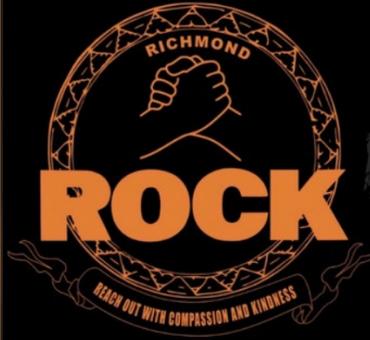




## What is CCRP?

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.

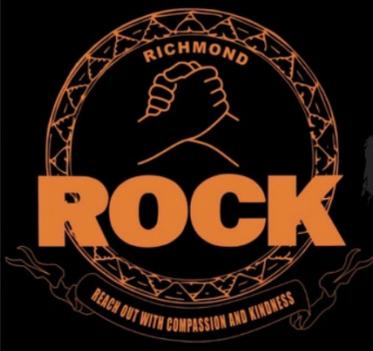




## WHAT DOES LOW ACUITY MEAN IN A CRISIS/EMERGENCY CONTEXT?

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.

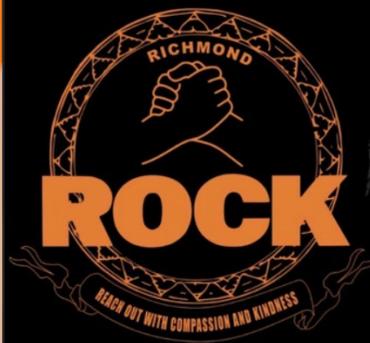




## WHO IS ROCK?

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.





## 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.

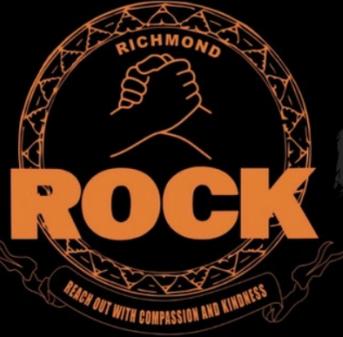
The ROCK team strengthens Richmond's community safety system and would allow not just Dispatch, but Police or Fire personnel already involved in an incident, another safety unit that can coordinate supportive or follow-up resources upon request.



## 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.





## 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



## 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.



## 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.



## 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.



## 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.



## 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.



## 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.



## 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.\***



## 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



**\*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  
Program](https://www.ci.richmond.ca.us/4705/Community-Program) -Crisis -Response -





# AGENDA REPORT

## **Community Crisis Response**

**DATE:** December 15, 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:** CALL TYPES AND CALL FLOWS

### **RECOMMENDED ACTION:**

RECEIVE a presentation from CCRP Staff on Call Types and Call Flows

### **FINANCIAL IMPACT OF RECOMMENDATION:**

There is no financial impact.

### **DISCUSSION:**

#### Background

To ensure that CCRP is designed effectively and properly integrated within Richmond's safety response ecosystem, a detailed understanding of current call patterns received through Richmond's 911 Communications Dispatch Center (Dispatch) is essential.

In 2024, Reimagine Richmond partnered with the University of Denver's Social Movement Support Lab to conduct a data analysis of the 911 CAD (Computer Aided Dispatch) data from 2022 taken from the Transparent Richmond website. The published report, titled [Alternative Responders](#), can be found on their website. These 911 calls were categorized into high-level groups: security concerns; quality of life concerns; vehicular violations, accidents, and concerns; interpersonal violence and conflict; mental, physical, and behavioral health concerns; and crime investigations. From the study, only 5.6% of the calls were for reports of shots being fired or violent offenses. Over 39% of calls were for incidents that were related to public health, public nuisance, administrative, or other incidents that didn't necessitate an armed first-responder.

Additionally, a study on the geographical distribution of the 911 calls in Richmond between 2018-2023 was conducted and presented by several UC Berkeley students to both Reimagine Richmond and the Office of Neighborhood Safety. A few of the call types that they tracked were music, mental patient, welfare check, civil standby, party, loitering, etc. Their studies revealed where the highest number of calls came from; the call types that were most prevalent in each neighborhood; the average dispatch and response times for each call type across neighborhoods; the relationship between non-violent 911 calls and the nearby services of those calls in each neighborhood; the dispositions, or outcomes, of each call type across each neighborhood.

Based on these studies and reports—in addition to discussions with internal city stakeholders such as Dispatch, Richmond Police, and Richmond Fire—CCRP staff decided on the following call types:

- Low-level behavioral health
- Wellness Checks
- Disturbance
- Safe Transport
- Mediation
- Information/Resources
- Referral
- Assist

CCRP's ROCK responders will only be responding to low-acuity, non-medical, and non-violent calls. Low acuity in this case means non-life threatening. Another exclusionary criterion is the presence of a weapon that is intended to be used to harm oneself or others.

Call types will be regularly evaluated and adapted internally based on responders' input, along with Dispatch and other responders in Richmond's public safety ecosystem.

CCRP staff modeled their call flows after other crisis intervention programs across the nation and referenced current Dispatch call flows to ensure minimum impact to Dispatch's current workflow. Workflows were drafted with simplicity and clearly defined pathways for readability. Workflows and protocols will also be regularly evaluated and updated based on ROCK responders, Dispatch call-takers, and safety responders' input. Below are the workflows that CCRP staff have drafted.

**Attachments:**

1. CCRP December 2025 Slide deck
2. Draft of Partner Protocol Call Flow



# Partner Protocols

# ITEM F-3.

SS = Supportive Service  
CR = Co-response



Referrals for resources (SS)  
Transport (SS)  
Community mediation (CR)  
On-scene support (CR)

RPD/Fire Contact Dispatch to request ROCK



Officers can determine if they need to remain on-scene for ROCK arrival

On-scene officers can request ROCK responders through Dispatch to be on standby or for a co-response

Warm Hand-off between on scene officers and ROCK Responder

ROCK Follow-up

Dispatch to give information to ROCK responder

ROCK arrives on scene and alert Dispatch of arrival--waiting on standby from on-scene officers

ROCK responders to acquire information prior to arrival on scene

ROCK arrives on scene and alert Dispatch of arrival--waiting on standby from RPD/RFD officers

ROCK response

ROCK response

ROCK responders to follow on-site officer's lead for CCRP support. Can include SS services

ROCK to enter call details and follow up with RPD/RFD as needed for data sharing and post-debriefing purposes







# AGENDA REPORT

## **Community Crisis Response**

**DATE:** December 15, 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:** Presentation on ROCK Trainings

### **RECOMMENDED ACTION:**

RECEIVE a presentation from CCRP Staff on ROCK Trainings

### **FINANCIAL IMPACT OF RECOMMENDATION:**

There is no financial impact.

### **DISCUSSION:**

#### Background

As part of the City's commitment to implement a comprehensive community crisis response system, the training for CCRP's Community Intervention Specialists, or ROCK responders, is a foundational component. This program uses civilian responders and are not sworn law enforcement or emergency medical personnel. They are professionals who are trained in to de-escalate behavioral health and quality of life crises, connecting community members to the appropriate care and resources. The training academy prepared and created by Department Staff is a multi-phase academy that will ensure that ROCK responders meet the community's needs and expectations while out in the field. The training academy is designed to ensure ROCK responders are equipped with the knowledge, skills, and practical experience necessary to serve our community safely, effectively, and compassionately,

The training academy is an intensive program spanning 8-10 weeks and is structured into four phases. The training academy is comprised of a mix of classroom instruction, skills training, scenario-based training, and supervised field experience. Department staff also reviewed

training academies of other crisis response programs across the nation such as Albuquerque's Community Safety Department and Durham, North Carolina's HEART team.

See below for a breakdown of each of the phases and examples of training topics to be included in each. Training will be regularly evaluated to keep up with the evolving nature of community crisis response and to ensure services are being shaped to Richmond's community needs.

### **Phase 1: Program Operations**

- Onboarding
- City of Richmond Background and Landscape
- CCRP History
- History of Crisis Response
- Program Protocols
- Introduction to Partner Agencies and Resources

### **Phase 2: Foundations of Crisis Response**

- De-escalation
- Trauma-informed and healing-centered care
- Cultural Competency
- Mental Health First Aid
- Situational Awareness
- Scene Safety
- Practice Scenarios

### **Phase 3: Field Trainings**

- Police and Fire ride-alongs
- Other Crisis Response Program Ride-alongs
- Partner protocols – practicing protocols with safety partners or other stakeholders

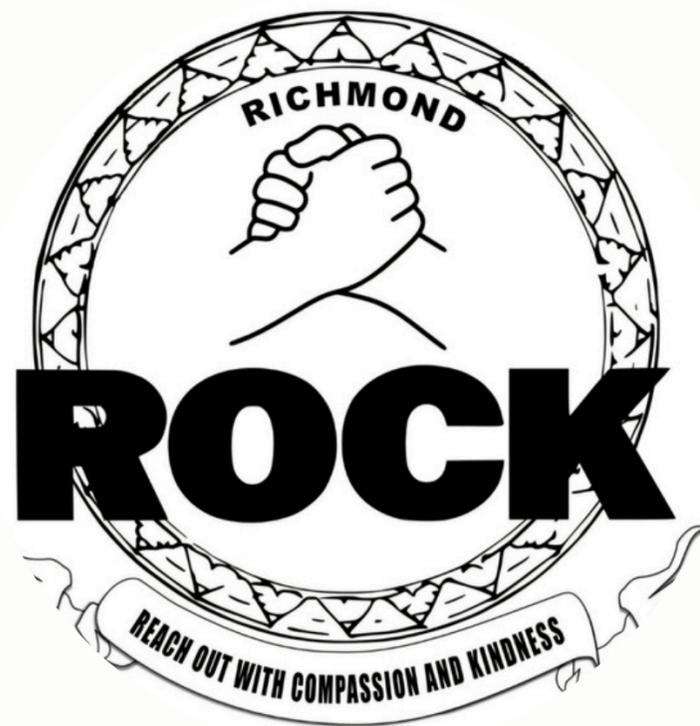
### **Phase 4: On the Job Training**

After 8 weeks of training, responders will finish off with Phase 4: On The Job Training, where they will work in the field responding to calls while under the supervision of CCRP management and other Safety Responders.

### **Attachments:**

1. CCRP December 2025 Slide Deck

F-1. to F-4.



**COMMUNITY**

**CRISIS**

**RESPONSE**

**PROGRAM**

**ADVISORY BOARD MEETING  
December 15, 2025**

# F-1. MEETINGS

## **Proposed Days:**

- Third Mondays (7)
- Fourth Mondays (7)
- Any Friday (7)
- First Mondays (5)
- Fourth Thursdays (5)

**Time:** 6:00p

**F-2.**  
**CCRP FAQ**



**F-3.**

# **CALL TYPES & CALL FLOWS**



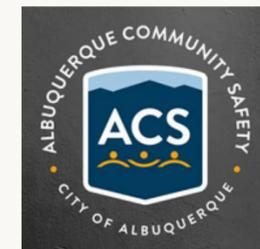
# RESEARCH AND REPORTS

***Transparent Richmond  
911 Call data***



***Reimagine Richmond  
Community Report***

***Crisis Response Programs***



***OAKLAND MACRO***



# CALL TYPES\*

## ***\*Initial call types***

- Low-level behavioral health
- Wellness Check
- Disturbance
- Safe Transport
- Mediation
- Information or Resources
- Referral
- Assist

## ***Call Codes & Dispositions***

- Working with Dispatch to determine call codes
- Under consideration for disposition code
  - RCK or RK



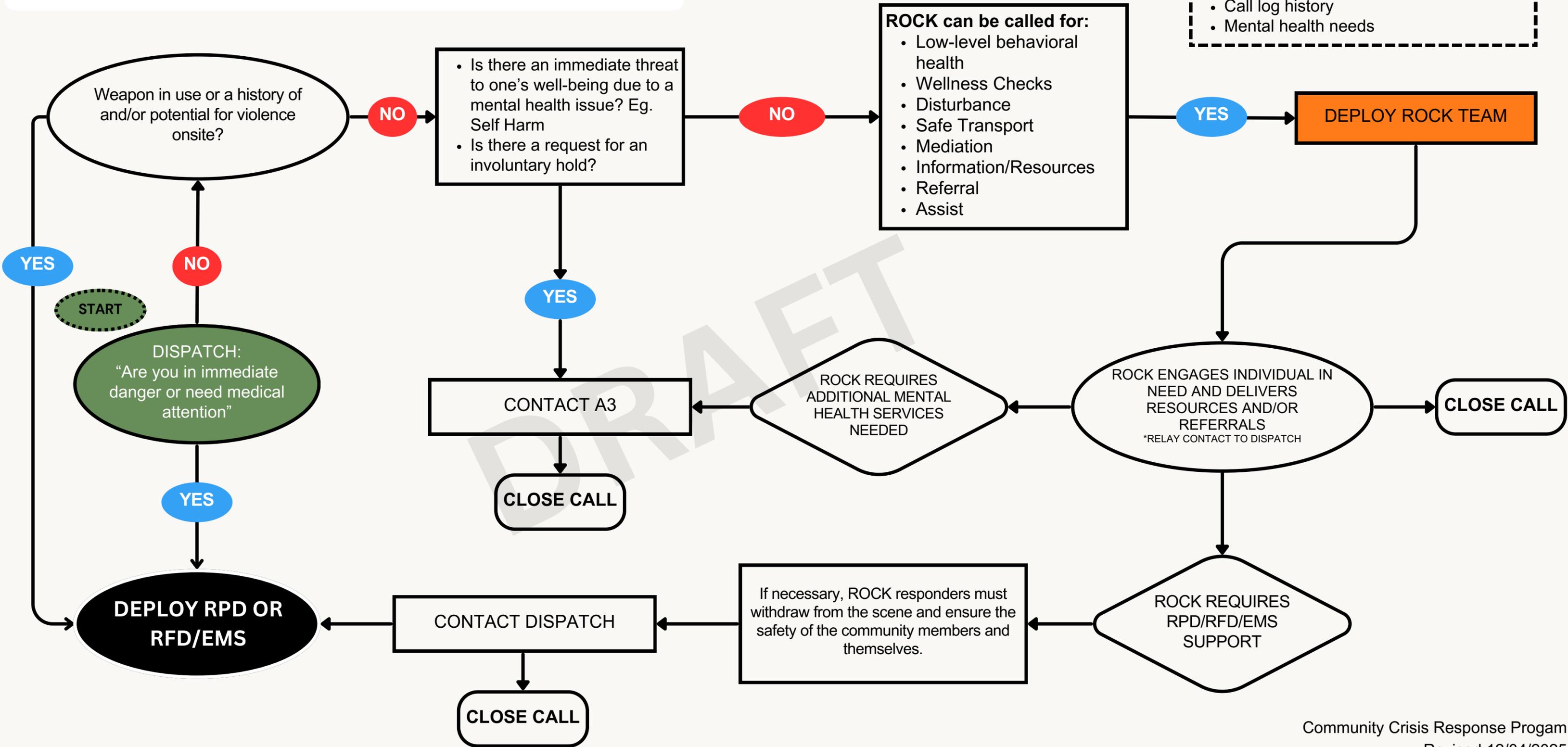
# ROCK AND DISPATCH CALL FLOW

**Dispatch Call Takers consider the below safety and behavioral health information for each call:**

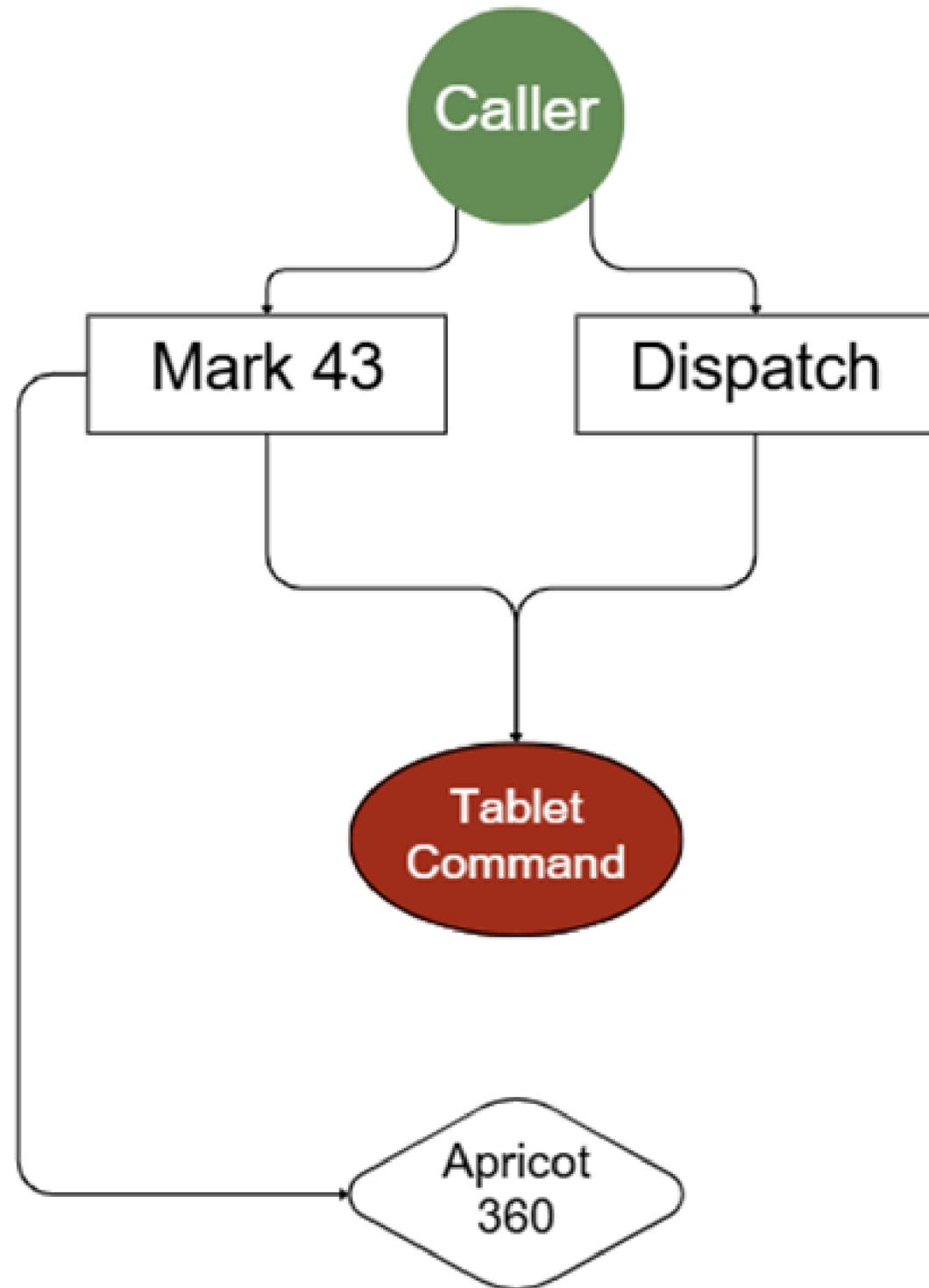
- Charge history
- Call log history
- Mental health needs

**ROCK can be called for:**

- Low-level behavioral health
- Wellness Checks
- Disturbance
- Safe Transport
- Mediation
- Information/Resources
- Referral
- Assist



## CCRP System Workflow



- *Computer-Aided Dispatch (CAD) software*



- CAD Data Viewer

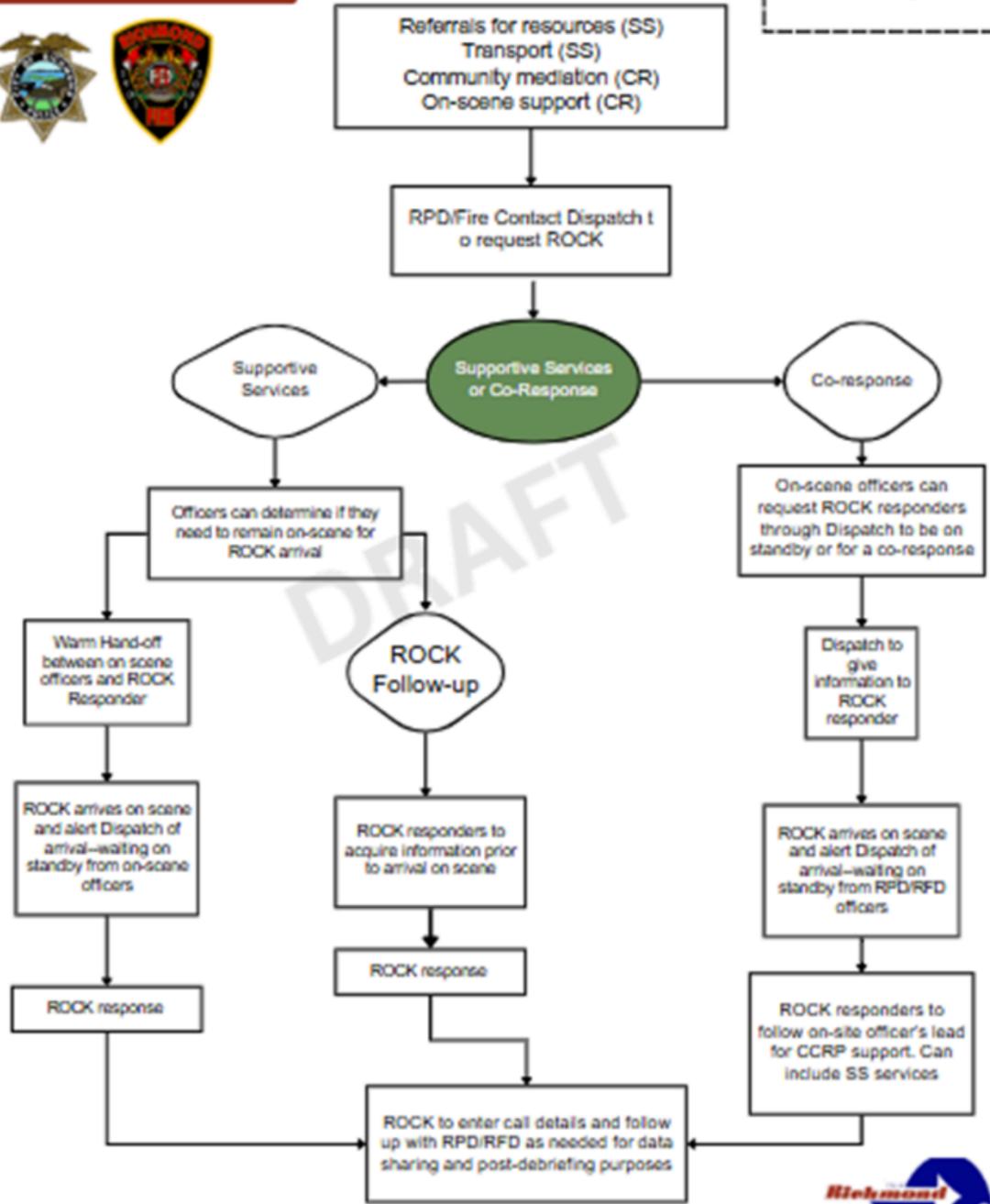


- Apricot 360 – Record Management System

**Partner Protocols**



SS = Supportive Service  
CR = Co-response



Revised: December 5, 2025

***Included in Agenda Packet Item F-3.***

*\*Note that this is still a draft*

# CONSIDERATIONS FOR SEPARATE ROCK LINE



Who is taking calls? ROCK responder OR separate call taker?



If a separate call-taker, additional position needs to be approved by Personnel Board – undergoes union considerations.



Determining location for call-taker – CCRP Office or Dispatch?

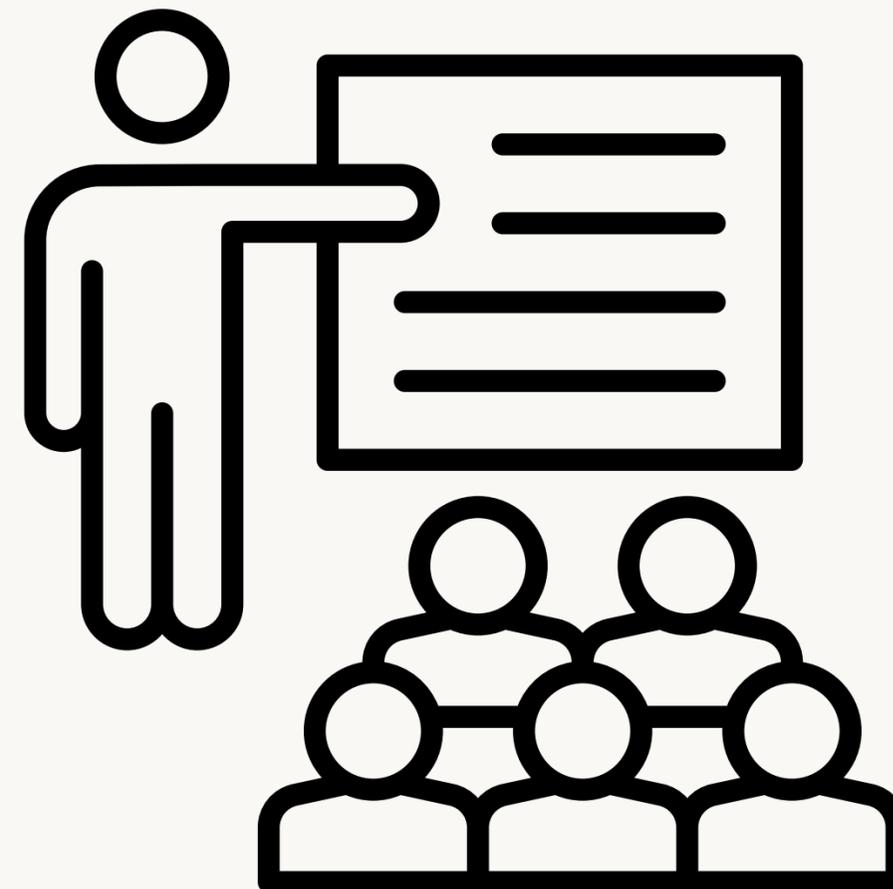


Additional funds required.



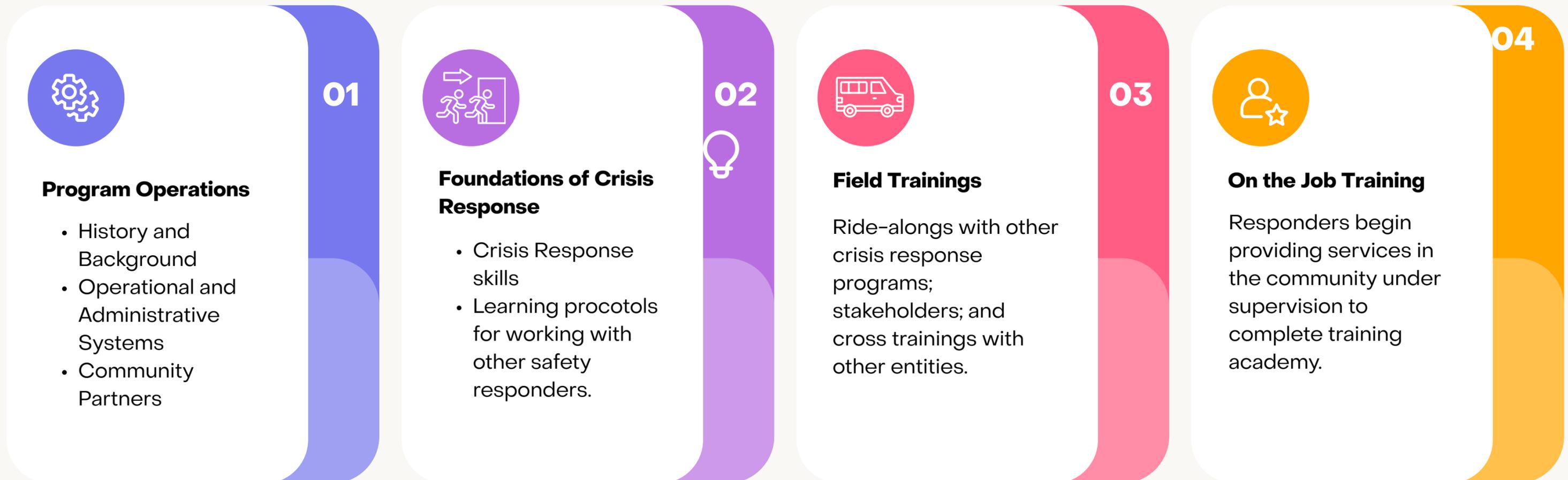
Extensive training required similar to Dispatch training to ensure proper assessment of ROCK deployment

# F-4. TRAININGS



# ROCK TRAINING ACADEMY TIMELINE

The training academy is an 8-10 week program that all newly hired Community Intervention Specialists are required to complete prior to being in the field. The academy is designed to ensure ROCK responders are equipped with the knowledge, skills, and practical experience necessary to serve our community safely, effectively, and compassionately.



# Phase 1: Program Operations

Phase 1 introduces responders to CCRP and its history within Richmond. Responders will become familiar with the Richmond landscape and the community members they will be serving. Additionally, Phase 1 contains the general administrative tasks.

## ***History of City and Program***

- Onboarding
- Learning about Richmond
- History of CCRP
- History of Crisis response

## ***Operational & Admin Systems***

- Responder Duties
- Dispatch and Radio communications
- Call Protocols
- City and Department policies

## ***Community Partners***

- Working with different populations
- Community-based Organizations Introductions and Presentations
- Available Resources

## Phase 2: Foundations of Crisis Response

Phase 2 contains trainings that will provide the foundational knowledge of crisis response.

### **Responder Skills**

- De-escalation
- Trauma-informed and Healing-centered care
- Non-harmful Self Defense Training
- Harm Reduction Training
- Defensive Drivings
- Cultural Competency

### **Behavioral Health**

- Mental Health First Aid
- Impact of Secondary Trauma
- Empathic communication

### **On-Scene Interventions & Tactics**

- Practice Scenarios
- Scene Safety
- Withdrawal Tactics

# Phase 3: Field Training

Responders will participate in ride-alongs with neighboring jurisdictions crisis response programs as well as with the other safety responders within Richmond's public safety ecosystem.

## ***Police and Fire***

- Police Ride-along and meeting line-ups
- Fire Station visits and ride-alongs
- Co-response protocols

## ***Crisis Response Neighbors***

- Oakland MACRO
- Antioch AQCRT
- Jumpstart Mastery LLC
- A3 Contra Costa County

## ***Partner Protocols***

- Hand-off and Communication Protocols with stakeholders, safety responders, CBOs, etc

# Phase 4: On The Job Training

After 8 weeks of training, responders will finish off with Phase 4: On The Job Training, where they will work in the field responding to calls while under the supervision of CCRP management and other Safety Responders.

Responders will be evaluated on their ability to take the knowledge they've learned and practiced during the previous 8 weeks and apply them to the crisis calls they're expected to experience in the field.



**Thank You!**  
**Questions?**