

# Community Crisis Response



Reimagining Public Safety Task Force  
Community Conversation

December 15, 2021

# Introductions: Who are we?

- City Staff: **LaShonda White**, Director of Community Services
- City Staff: Interim Fire Chief Michael Smith/**Fire Chief Angel Montoya**
- City Staff: Lieutenant Eric Smith from Richmond Police Department (RPD)
- Task Force Member: **Kristin Kilian Lobos**
- Task Force Member: Captain **Joey Schlemmer** from RPD (retired)
- Task Force Member: **Marcus Njissang**
- Community Member: **Sara Cantor**
- Intern: Amara Emeh

# Objectives

- Share information
- Solicit feedback on the proposed work to make sure we are pointed in the right direction
  - Desire to meet the needs of the community
  - Desire to develop and implement a program that people need, want and will use
- Hear personal stories to honor lived experiences

# Agenda

- Poll: Who's in the Room?
- Background
- Where We Are Now: FAQ
- Panel
- What's Next?
- Q&A

## Who's in the room?

A poll will show up on your screen - please answer!

Question 1: Have you experienced mental health or substance use challenges **yourself**?

Question 2: Have you supported a **loved one** through mental health or substance use challenges?

**\*\*To ask questions: please use the Q&A box, not the chat!\*\***

# Background: How did we get here?

- Reimagining Public Safety Task Force created **June 2020** in response to public demand after the murder of George Floyd
- **Public comment** asking for non-police crisis response teams
- Program designed and proposed by TF subcommittee based on **existing programs** (CAHOOTS, MACRO, MH First)
- Program approved and funded **May 2021**
- Implementation team meeting since **July 2021**
- **Goal:** Create a crisis response program that meets the needs of the Richmond community

# Where we are now: FAQ

- **Why** are we developing this program?
- **What** will the program do?
- What **kinds of situations** will the program respond to?
- How will people **access** the program?
- **Who** will be on the response team?
- **How** will the team respond to crises?
- Will the team work with **law enforcement**?
- How will the program work with **Contra Costa County** and CBOs?
- What kind of **training** will program staff receive?
- What **data** will the city collect? Will it be shared?

# Why are we developing this program?

- **National crises:** suicide, substance use
- Larger conversation about potential **dangers** of police response to MH crisis
- Public ask for **more options** to respond to community needs

# **What will the program do?**

Provide in the moment crisis support (over the phone or in person) for Richmond residents in need

# **What kinds of situations will the program respond to?**

Behavioral health crisis

- mental health crisis
- substance use crisis
- trauma response
- etc.

# How will people access the program?

Via 911 **OR** via a standalone phone number - both will work!

# Who will be on the response team?

## 2 Community Response Specialists

- 1 with additional **mental health training** and experience
- 1 with **lived experience** of behavioral health crisis (peer support)

Prioritizing candidates who have deep connections to the Richmond community.

# How will the team respond to crises?

- Staff will:
  - **Listen** to the person in crisis
  - Assess **physical** needs
  - Assess **emotional/mental** needs
  - **De-escalate** any conflicts occurring
  - Provide support and **compassionate care**
  - **Connect** with additional resources
- Every response will look different!

# Will the team work with law enforcement?

Only when necessary:

- Person in crisis **requests** police presence
- Active threat of **violence**

If a **5150** hold is needed, staff can call on County resources and do not need to rely on RPD

# How will the program work with Contra Costa County and other resources?

Contra Costa County: new county-wide crisis teams, Miles Hall Community Crisis Hub, new “places to go”

- We are **meeting** with county staff regularly
- **Antioch** and **San Ramon** are also developing city programs
- They are **not ready** to commit to specific partnerships yet

Staff will **refer** participants to additional resources but will not provide case management services

# What kind of training will program staff receive?

- Harm reduction (including overdose interruption/Narcan)
- Basic first aid
- De-escalation skills
- Negotiation/motivational interviewing
- Trauma-informed mental health
- Cultural competency (focused on racial equity and Richmond context)
- Local resources
- Liability/relevant laws
- Self-care/secondary trauma

# What data will the program collect? Will it be shared?

- This is **not a medical program** so no medical insurance info is needed or gathered
- **Basic info** will be gathered for internal use (e.g. making sure response team knows about previous calls)
- **Non-identifying info** about demographics and outcomes will be shared with community
- Richmond is a **sanctuary city** and will not share info with ICE

# Panel

- **Aaron Williams**, Safe Return Project
- **Mica Herrera**, Safe Return Project
- **DeWanda Joseph**, Ya-Neema Healing Circles

**Panel Moderator:** Kristin Kilian Lobos

# Panel Questions

- What is your **personal experience** with behavioral health crisis?
- What **helped**? What **didn't** help?
- What didn't happen that **would have helped**?
- What is **working well** about our current system? What would you like to see in a **redesigned** system?

# What's Next?

- **Now** through early 2022: program design
- **Early 2022**: infrastructure creation (job classifications, office rental, etc)
- **Mid-2022**: program is ready to serve the Richmond community!

# Q&A

Please put your questions in the Q&A box!

**THANK YOU FOR YOUR TIME!**