

Date: September 21, 2022

To: Thomas B. Modica, City Manager



From: Kelly Colopy, Director of Health and Human Services



For: Mayor and Members of the City Council

Subject: Community Crisis Response Team Update

This memorandum serves as an update to the Community Crisis Response Team (formerly referred to Alternative Crisis Response Team). Housed within the Health and Human Services Department's (Health Department) Collective Impact Bureau, the Community Crisis Response Team (CCR) Pilot Program, is one piece of the City of Long Beach's (City) effort to improve overall community health and safety through programs and services that meet residents' needs through health-based approaches. The CCR pilot is part of the City's Racial Equity and Reconciliation Initiative grounded in a vision where race and ethnicity alone do not determine social and economic outcomes for those who live and work in Long Beach.

The Health Department originally planned to release a Request for Proposals (RFP) in July 2022 to contract with a local service provider to staff and supervise the CCR team. Last month, the Health Department pivoted to operating the program in-house as a result of a legal determination that the City Charter does not allow non-City staff to operate these types of public safety programs without a vote of the public. Though this pivot results in a delay, the Health Department will now have more oversight of the pilot's implementation and on-going sustainability. The pilot is expected to launch in January 2023. Once launched, the CCR team will be dispatched directly to 9-1-1 calls to quickly provide the appropriate response to community members experiencing behavioral health issues, or other non-emergency health or social welfare concerns, and to reduce unnecessary law enforcement or hospital-based interventions for non-emergency calls.

To effectively design and implement the CCR pilot, a workgroup was formed. This workgroup consists of representation from the City Manager, Equity, and City Prosecutor Offices, Long Beach Police, Long Beach Fire, Disaster Preparedness and Emergency Communications (Dispatch), Library Services, and Health and Human Services Departments, Los Angeles County Commission on Human Relations, and the Harvard Government Performance Lab. Utilizing data provided by the City's Dispatch team, the workgroup determined that the pilot would operate Monday - Friday from 10:00 a.m. – 7:00 p.m. and will initially respond to calls within the West Police Division.

The CCR team was designed by the workgroup, utilizing best practices from across the nation, and will consist of the following components and staffing:

Program Management

- Program Manager. Oversees the development and implementation of the CCR Team, including the development of trauma-informed, equitable policies and protocols that ensure effective and culturally-relevant care.
- Team Supervisor. A licensed mental health professional who will support the daily operations of the CCR team and establish rapport with people experiencing mental health crisis, conditions, and co-occurring disorders. They will provide support for CCR staff who are responding to persons experiencing high distress due to mental health, trauma, and/or substance use. This person will have the ability to write 5150 holds.

Field Responders

- Crisis Intervention Specialist. A mental health professional to assist in triaging and evaluating the mental health of those connected to the CCR team. This person will provide on-site crisis intervention/de-escalation techniques for community members experiencing a crisis and situational mental health education/ management.
- Health Responder/ Public Health Nurse. Provides on-site care, situational health education, disease management, medication reconciliation, and preventive care activities.
- Peer Navigator. Conducts initial needs assessments for those who are supported by the CCR team to identify each client's most pressing needs and provides follow up case management including community referrals, resources, and linkages to care.

Job postings for the Program Manager, Peer Navigator, and Crisis Intervention Specialist have closed and interviews will be held in late September/early October. The Team Supervisor posting will remain open through the end of September, and interviews will occur in late October/early November. The Health Responder/Public Health Nurse will post in October and will be open for one week based on its classified filling requirements.

Of the approximate \$1.5 million in total funding, the CCR Program has received \$609,792 in Long Beach Recovery Act funds. As this program fills such a critical need, the Health Department and its partners will seek other funding sources to that the CCR services can be made available to the community on an ongoing basis.

Should you have any questions please feel free to contact me at Kelly.Colopy@longbeach.gov.

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