



Date: August 23, 2023

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

Housed within the Health and Human Services Department's (Health Department) Collective Impact Bureau, the Community Crisis Response Team (CCR) Pilot Program, formerly known as the Alternative Crisis Response Team (ACR), is one piece of Long Beach's 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 of Long Beach (City) 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.

This 18-month CCR pilot program launched on July 12, 2023, and is currently responding to calls Monday-Friday, 10:00 a.m. – 5:00 p.m. in West Long Beach, including the Anaheim corridor.

The CCR pilot program consists of specialized, non-law enforcement teams who respond to non-medical, non-violent calls-for-service that come into the City's Emergency Communications Center for situations with a focus on behavioral health and quality of life issues. The field team that responds is comprised of a Crisis Intervention Specialist, Public Health Nurse, and Peer Navigator. The field team is supported by a Team Supervisor who can provide supplemental support and consultation to the team as needed.

The CCR Team can provide support in the field in areas that include, but are not limited to:

- Crisis intervention support
- De-escalation for individuals
- General health education
- Suicide assessment and intervention
- Items for basic needs (e.g., hygiene, clothing, nutrition supplements)
- Triage to individuals requiring minimal medical aid (e.g., minor injuries including scrapes, cuts, and bruising). Individuals' injuries must not impact their ability to walk, function freely without assistance, remain cognizant, and be able to respond to questions accurately
- Transportation to appropriate resources such as the MSC, mental health urgent care, shelter, etc., (which will begin later this fall).
- Resource navigation and referral support for services

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Community members may not request CCR services directly. Community members who are looking for ways to support someone connecting to services or seeking referrals to mental health or basic needs supports are encouraged to call the City's non-emergency line at (562) 435-6711 which is answered by the City's emergency communications center. Anyone experiencing a mental health crisis is encouraged to call 9-1-1. In both situations, the emergency communication center will assess the caller's needs and determine which response (Police Department, Fire Department or CCR) to dispatch. If the call meets all the criteria (listed above) for a CCR response, the CCR team will be dispatched. If the call requires a response and is deemed an emergency, and the CCR team is not available, and/or the call does not fit the CCR criteria, dispatch will send Police or Fire.

The CCR team is eligible to respond to the following 9-1-1 call types:

- Mental Health Crisis (5150, non-violent)
- Suicidal Caller (929A)
- Public Intoxication (647 F/647 FD)
- Unwelcome Person (UNWELC)
- Welfare Check (CKWEL)
- Disturbance (JUVE)

The CCR team may not respond to calls that meet any of the following exclusionary criteria:

- Person is exhibiting violent behavior
- Person is in possession of a weapon
- Person is experiencing a medical emergency
- Person is threatening or at imminent risk of hurting self or others
- Person has committed a crime

The CCR team may also be requested as an additional resource by responding Police or Fire units if/when the respective departments determine that a call would benefit from mental health support or resource connections instead of a law enforcement or medical response. The responding units would request CCR to respond through dispatch. Examples of those circumstances may include:

- Resource navigation or service referrals determined as the primary need for the call
- Health education is determined as the primary need for the call
- Individuals present at/near the site of a call may benefit from speaking to someone about a recent unsettling or traumatic experience they witnessed (e.g. witnessed a death or other traumatic event, emotionally dysregulated, requires service support because of resource or housing loss, etc.)

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In the field, the CCR pilot program is identifiable by the bright blue City of Long Beach, Department of Health and Human Services shirts, gray pants, and City identification badges. The team can also be recognized by their van, which displays the City of Long Beach and the Community Crisis Response logo as seen below:



The Program Manager will continue to convene the workgroup consisting of representatives from the City Manager, Equity, and City Prosecutor Offices, Long Beach Police and Fire Departments, Long Beach Emergency Communications (Dispatch), Long Beach Public Libraries, Los Angeles County Commission on Human Relations, Harvard Government Performance Lab, and the Health Department. The workgroup will continue to meet throughout the pilot to review implementation data and team performance as a basis to potentially expand the reach of the program services.

The 18-month CCR pilot is funded by the LB Recovery Act and one-time general fund Fiscal Year 2023 funding. Structural funding will be needed for continuation and possible expansion of the current CCR program services. The Health and Human Services Department staff will continue to explore funding sources and other partners to continue this critical community service.

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

Attachment

CC: DAWN MCINTOSH, CITY ATTORNEY
DOUGLAS P. HAUBERT, CITY PROSECUTOR
LAURA L. DOUD, CITY AUDITOR
LINDA F. TATUM, ASSISTANT CITY MANAGER
TERESA CHANDLER, DEPUTY CITY MANAGER
APRIL WALKER, ADMINISTRATIVE DEPUTY CITY MANAGER
MEREDITH REYNOLDS, SPECIAL DEPUTY CITY MANAGER FOR RECOVERY
TYLER BONANNO-CURLEY, ACTING DEPUTY CITY MANAGER
KEVIN LEE, CHIEF PUBLIC AFFAIRS OFFICER
MONIQUE DE LA GARZA, CITY CLERK
DEPARTMENT HEADS

What is Community Crisis Response (CCR)?

The Community Crisis Response (CCR) Pilot Program seeks to improve overall community health and safety through programs and services that meet residents' needs through health-based approaches. The program consists of specialized, non-law enforcement teams who respond to non-medical, non-violent calls-for-service that come into the Emergency Communications Center with a focus on behavioral health and quality of life issue responses.

The CCR team can provide:

- Crisis intervention support
- De-escalation for individuals
- General health education
- Suicide assessment and intervention
- Items for basic needs (e.g. hygiene, clothing, nutrition supplements)
- Triage to individuals requiring minimal medical aid (Note: Individuals' injuries must not impact their ability to walk, function freely without assistance, remain cognizant, and be able to respond to questions accurately).
- Transportation to appropriate resources such as the MSC, mental health urgent care, shelter, etc.^{1,2}
- Resource navigation and referral support for services

Service Area and Operational Hours

The CCR team responds to calls within West Long Beach, Monday-Friday, 10:00 a.m. – 5:00 p.m.

What is the Structure of CCR?

The CCR team is a mobile unit and responds to calls for service in the field. The CCR team consists of a Crisis Intervention Specialist, Public Health Nurse, and Peer Navigator. The CCR team is supported by a Team Supervisor who can provide supplemental support and consultation to the team when the need arises.

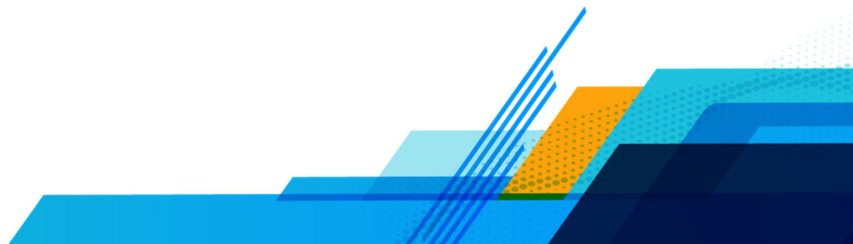
What Police Calls are Eligible for CCR response?


The following Police call codes will be eligible for diversion to the CCR team:

- 5150 Mental Health Crisis (non-violent)
- 929A Suicidal Caller
- UNWELC Unwelcome Person
- 647 F/647 FD Public Intoxication
- CKWEL Welfare Check
- JUVE Disturbance

So long as they do not meet any of the following exclusionary criteria:

- Person is exhibiting violent behavior
- Person is in possession of a weapon
- Person is experiencing a medical emergency
- Person is threatening or at imminent risk of hurting self or others
- Person has committed a crime





Children under 18 with a parent or guardian can receive services from the CCR team. Unaccompanied minors age 12+ are eligible for CCR support for mental health support so long as the attending professional deems the minor is mature enough to participate intelligently in the mental health treatment or counseling services (Cal. Health & Saf. Code § 124260).

How Can Community Members Request the CCR Team?

At this time community members may not request the CCR directly. All community members who are looking for ways to support someone connecting to services or seeking referrals related to mental health or basic needs supports are encouraged to call the non-emergency line at: (562) 435-6711. This line is answered by staff in the City's Emergency Communications Center. Anyone experiencing a mental health crisis is encouraged to call 9-1-1. In both situations, the emergency communication center will assess the call's needs and determine which response (PD, FD, or CCR) to dispatch. If the call meets all the criteria (as listed above) for a CCR response, the CCR team will be dispatched. If the call requires a response and is deemed an emergency, the CCR is not available, and/or the call does not fit CCR's criteria, dispatch will send Police or Fire.

How Does the CCR Team Impact the Police and Fire Departments?

The CCR team will support the Police Department by responding to a subset of low-priority calls that could benefit from direct support by health, mental health, or resource connection specialists. The CCR team's operation will not impact Fire as it does not replace any services provided by Fire. The CCR team may also be requested as an additional resource by responding units if/when it is determined that a call would benefit from mental health support or resource connections instead of a law enforcement or medical response. The CCR team may also co-respond under limited circumstances, where it may be necessary to have mental health and resource support at another higher-priority incident – this is to be determined by the respective department (Fire or Police).

When Can Police or Fire Request CCR support?

Police units may request the CCR team to be dispatched in the following situations:

- Resource navigation or service referrals are a primary need for the call
- Health education is a primary need for the call
- Individuals present at/near the site of a call may benefit from speaking to someone about a recent unsettling or traumatic experience they witnessed (e.g. witnessed a death or other traumatic event, emotionally agitated, requires service support because of loss of housing/property in a fire or other disaster).

How Can Police or Fire Request CCR Support?

1. The Police or Fire Unit who would like the support of the CCR team will contact the Emergency Communications Center to make the request.
2. If the CCR team is available to respond immediately, the requesting unit will be given an ETA.
3. If the CCR team is unavailable, Emergency Communications Center staff will inform the requesting unit of their status.

For more information, email: Anthony.Montalvo@longbeach.gov

¹ In the absence of a parent or legal representative, minors with an emergency medical condition shall be treated and transported to the appropriate receiving facility or a specialty care center.

² Personnel shall make every effort to inform a parent or legal representative where their child has been transported.