


Date: January 17, 2024

To: Thomas B. Modica, City Manager 

From: Alison King, Acting 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'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 CCR pilot program launched on July 12, 2023, and is currently responding to calls Monday-Friday, from 10-5 p.m. in the west portion of Long Beach, including the Anaheim corridor. In the field, the CCR pilot program is identifiable by bright blue City of Long Beach, Department of Health and Human Services shirts, gray pants, and City identification badges.

Since the initial launch in July 2023, the CCR pilot program has responded to 83 calls for service in west Long Beach. Of those calls, 55 percent were resolved directly by the CCR team or were transported to a service provider and 10 percent of calls were resolved with referral to other Public Safety services, such as the Police Department, Fire Department, or other Emergency Medical Services. Additionally, of the total number of calls for service, 95 percent resulted in community members receiving direct resources and supplies (including water, food, hygiene kits, and other basic needs items). 38 percent of all calls resulted in referrals to other services to support the needs of the community member, including programs that provide homeless supportive services, mental health and recovery services, medical support, social services, healthy aging supportive services, and more. Nearly half of all referrals made were for housing and homelessness supportive services (47 percent).

Beginning in January 2024, the CCR team will also be available to respond to calls in south Long Beach, including the downtown core and the East Village.

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 emergency communications center with a focus on behavioral health and quality of life issues. The field team is comprised of a Crisis Intervention Specialist, Public Health Nurse, and Peer Navigator. The CCR team is also supported by a Team Supervisor who can provide supplemental support and consultation to the team as needs arise.

The CCR Team can provide support in the field, including, but not limited to:

## Community Crisis Response Team Update

January 17, 2024

Page 2

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

Community members who may be seeking ways to support someone through connection to services or who are seeking referrals related to mental health or basic needs support, are encouraged to call the police non-emergency line at: (562) 435-6711. This line is answered by the emergency communications center. Anyone experiencing a mental health crisis requiring immediate attention is encouraged to call 9-1-1.

In either situation, the emergency communication center will assess the call's needs and determine the appropriate unit to dispatch. If the call meets the criteria for a CCR response (as listed below) within the west or south portions, the CCR team will be dispatched. If the call is deemed an emergency, if the CCR is not available, and/or if the call does not fit CCR's criteria, dispatch will send Police or Fire.

The CCR team is eligible to respond to the following Police 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)

So long as calls do not meet 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 or 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:

## Community Crisis Response Team Update

January 17, 2024

Page 3

- Resource navigation or service referrals determined as primary need for the call.
- Health education is determined as primary need for the call.
- Individuals present at/near the site of a call may benefit from support from a non-law enforcement field team member regarding a behavioral health, quality of life, or resource connection challenge.

The CCR Program Manager will continue to convene the workgroup consisting of representatives from City Manager's Office, the Office of Equity, Long Beach Police Department, Long Beach Fire Department, City Prosecutor's Office, Long Beach Emergency Communications (Dispatch), Long Beach Public Libraries, Los Angeles County Commission on Human Relations, Harvard Government Performance Lab, and the Health Department to review implementation data and team performance.

The Community Crisis Response Program is currently funded by the LB Recovery Act and general fund, one-time funding.

Should you have any questions please feel free to contact me at [Alison.King@longbeach.gov](mailto:Alison.King@longbeach.gov).

### ATTACHMENT

cc: DAWN MCINTOSH, CITY ATTORNEY  
DOUGLAS P. HAUBERT, CITY PROSECUTOR  
LAURA L. DOUD, CITY AUDITOR  
APRIL WALKER, ASSISTANT CITY MANAGER  
TERESA CHANDLER, DEPUTY CITY MANAGER  
MEREDITH REYNOLDS, DEPUTY CITY MANAGER  
GRACE YOON, DEPUTY CITY MANAGER  
TYLER CURLEY, 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 aims 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 with a focus on behavioral health and quality of life issues.

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, etc.)
- 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 resource such as the MSC, mental health urgent care, shelter, etc.)<sup>1,2</sup>
- Resource navigation, and referral support for services

## Service Area and Operational Hours

The CCR team responds to calls within West and South\* Long Beach, Monday-Friday, 10-5pm. \*Beginning early 2024

## 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 also 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 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 parent or guardians 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 can 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 the 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 the 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 connections specialists. The CCR team's operation will not impact Fire as it does not replace any calls for service provided by Fire. 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.

### **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, etc.).

### **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 dispatch to make request.
2. If the CCR team is available to respond, requesting unit will be given an ETA.
3. If CCR team is unavailable, dispatch will inform requesting unit of their status.

For more information, email: [Anthony.Montalvo@longbeach.gov](mailto:Anthony.Montalvo@longbeach.gov)