

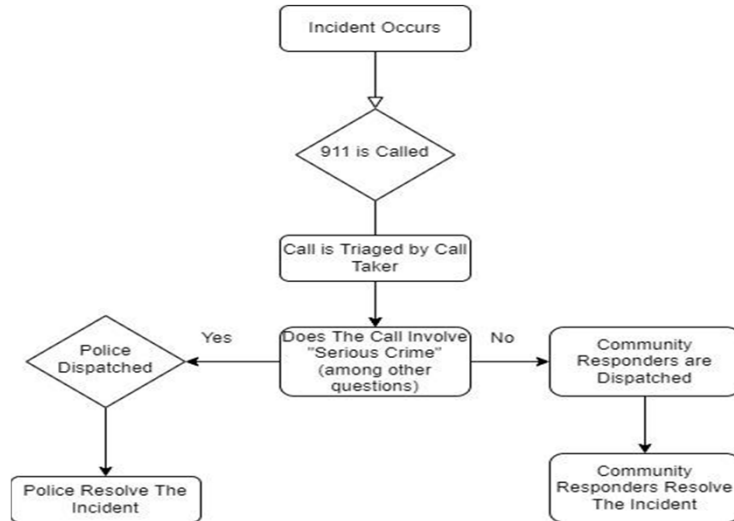
Final Recommendations

Brooklyn Center Expanded Response Working Group:
Response Engagement And Crisis Help (REACH Team)

Why should Brooklyn Center create the REACH Teams?

- ❖ Improve community and police relations
- ❖ Connect calls for service with an appropriate responder
- ❖ Allow police to focus on serious crime
- ❖ Cost efficient

What is a community responder program?



Where is it being done already?

- ❖ CAHOOTS- Eugene
- ❖ CRU Team- Olympia
- ❖ STAR Team- Denver
- ❖ ACS- Albuquerque
- ❖ SCRT- San Francisco
- ❖ PERT- San Diego
- ❖ PIC Team- Rochester
- ❖ CRESS- Amherst
- ❖ MRU- Dayton
- ❖ BCR- Minneapolis
- ❖ CARES- Madison
- ❖ Brooklyn Park (in planning)



Is it safe?

- ❖ **Only 2.2%** of CAHOOTS calls required any police follow-up, and **only 0.2%** required immediate police backup.
- ❖ In 30 years of operation, PERT has never had a responder injury of any kind.
- ❖ STAR's first year required **0 calls for police backup**

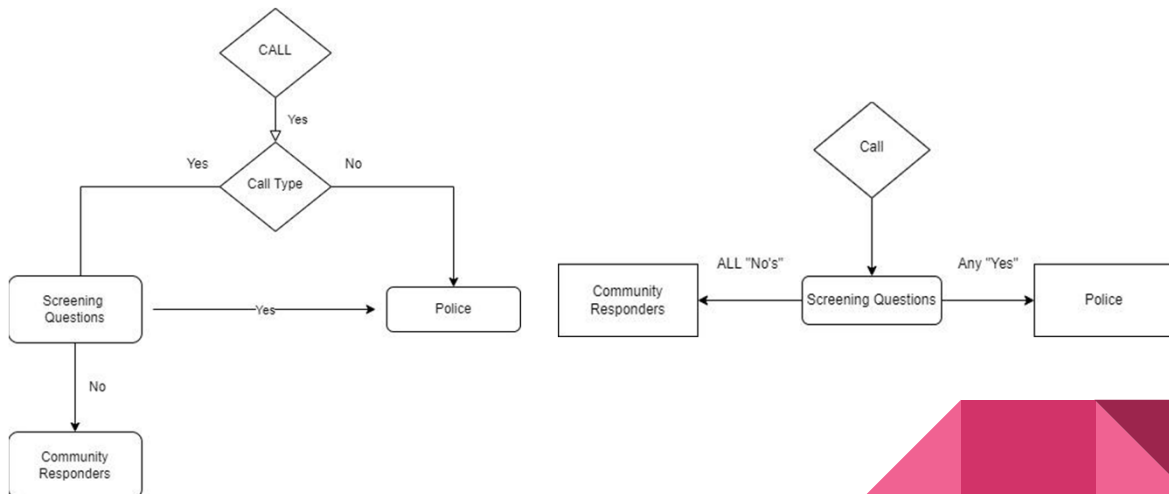
How do existing programs dispatch calls to responders?

1. Regular 911 dispatch
 - ❖ Eugene CAHOOTS
 - ❖ Denver STAR
 - ❖ Olympia CRU
2. Specialized dispatcher embedded in 911 center
 - ❖ Durham CCD
 - ❖ Houston CCD
 - ❖ Austin EMCOT
3. Outside agency dispatch
 - ❖ Baltimore BCRI

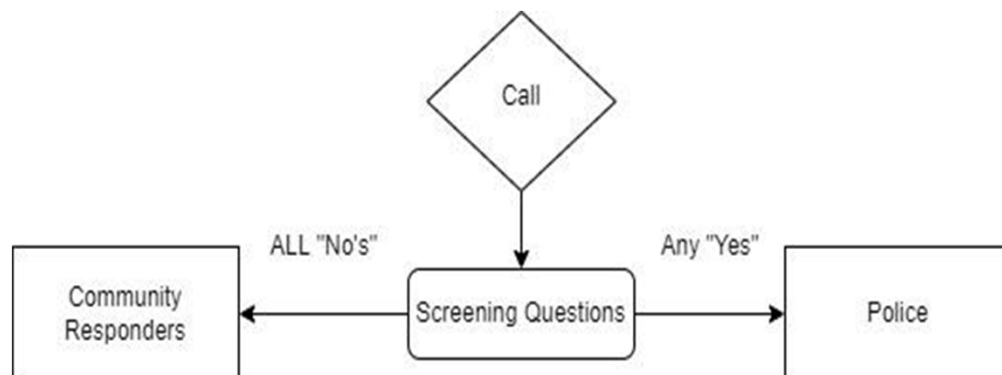
How should the REACH Team be dispatched?



Call Screening for Community Response



How will Hennepin County screen Brooklyn Center calls?



Screening Question Examples

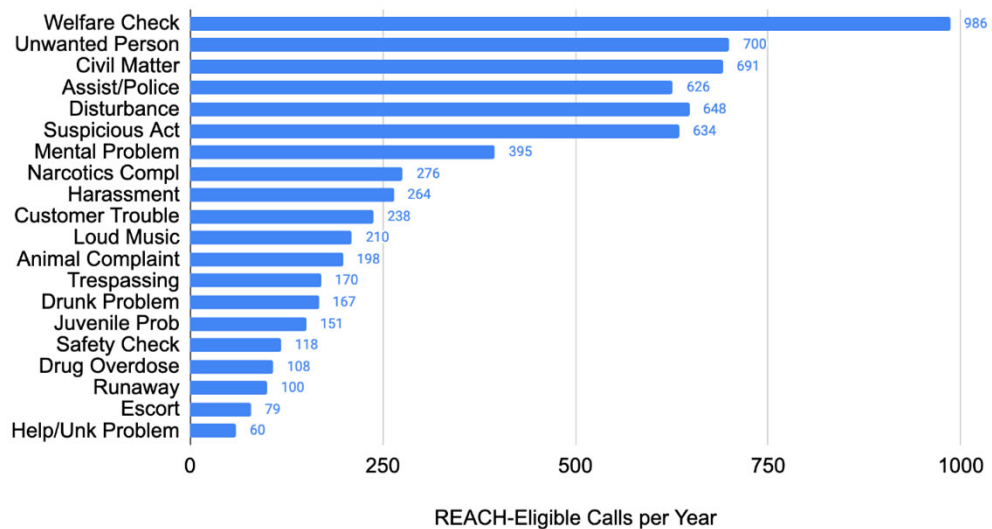
- ❖ Is there a need for emergency medical aid?
- ❖ Has there been or is there a physical altercation or threats?
- ❖ Are weapons present on the scene?
- ❖ Is there a need for a police report to be filed?

What call types do existing programs handle?

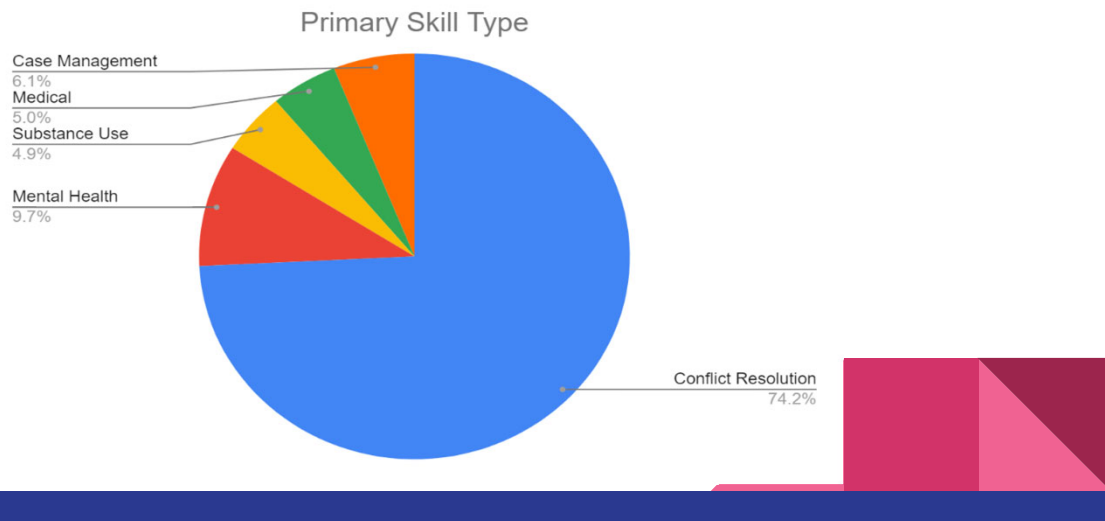
- ❖ Mental/Behavioral Health
- ❖ Intoxicated Person
- ❖ Homelessness
- ❖ Verbal Disputes
- ❖ Noise Complaints
- ❖ Suspicious Person

What call types should the REACH Team handle?

REACH-Eligible Calls by Call Type



What primary responder skills do Brooklyn Center's calls require?



What types of training are most important for responders?

- ❖ Operational Training
 - ❖ Scenario-based training
 - ❖ Mental health assessment
 - ❖ Substance use disorder assessment
 - ❖ Mediation and Restorative Justice
 - ❖ Cultural competency
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REACH Team Responder Qualifications

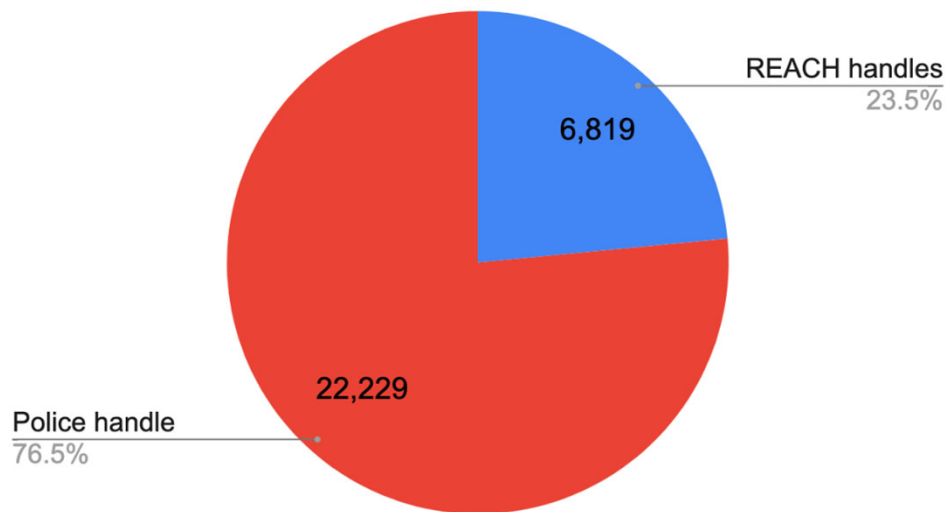
- ❖ Community responders will not need specific academic qualifications
- ❖ Mental health responders will need qualifications as outlined in MN Statute 256B.0624
- ❖ Cultural competence including largely people of color, in line with Brooklyn Center’s demographics

How many calls do we expect the program to handle?

Call Type	# police calls (citizen-initiated only)	% REACH-eligible	# REACH-eligible	% of total calls
Total	29,048		6,856	23.60%
Welfare Check	1,146	86.0%	986	3.39%
Unwanted Person	942	74.3%	700	2.41%
Civil Matter	824	83.9%	691	2.38%
Assist/Police	1,179	56.3%	663	2.28%
Disturbance	797	81.3%	648	2.23%
Suspicious Act	1,038	61.1%	634	2.18%
Mental Problem	442	89.5%	395	1.36%
Narcotics Compl	320	86.2%	276	0.95%
Harassment	303	87.2%	264	0.91%
Customer Trouble	357	66.7%	238	0.82%
Loud Music	210	100.0%	210	0.72%
Other	2,374	34.4%	1,150	3.96%

How many calls do we expect the program to handle?

Future Handling of Today's Citizen-Initiated Police Calls for Service

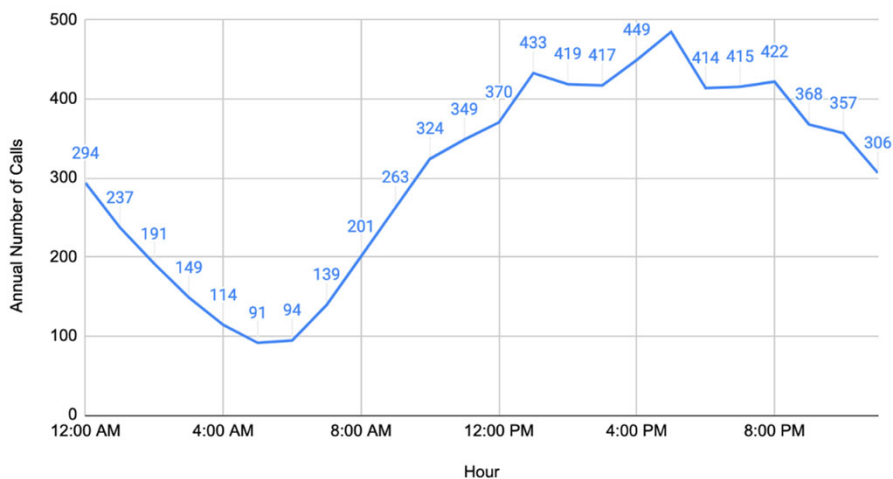


Hours of Operation

HOURS OF OPERATION		
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TUES	<input type="text"/>	to <input type="text"/>
WED	<input type="text"/>	to <input type="text"/>
THUR	<input type="text"/>	to <input type="text"/>
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How many hours should responder teams operate in Brooklyn Center?

Annual REACH-Eligible Calls in each Hour, 2019



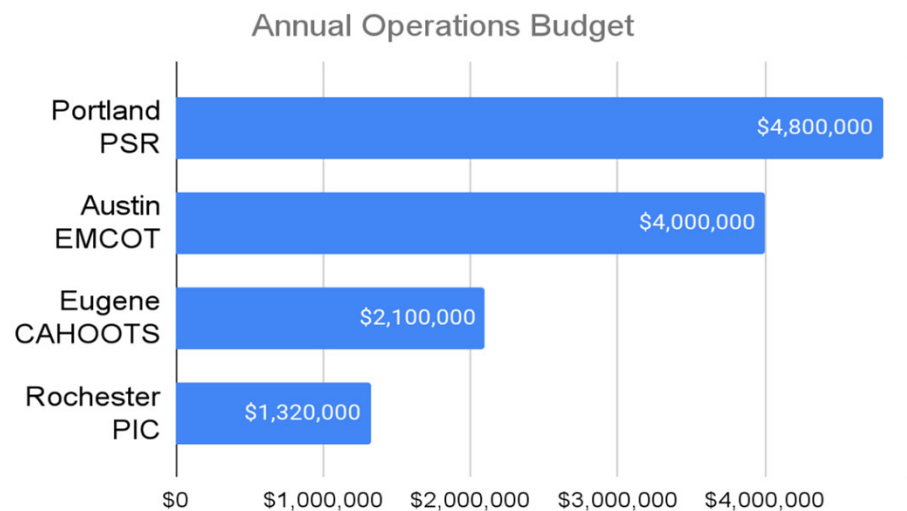
How many responders do existing programs have on a team?

- ❖ **2 responder model-** Eugene CAHOOTS, Olympia CRU, Denver STAR, Albuquerque ACS, Austin EMCOT, Dayton MRU, Amherst CRESS
- ❖ **3 responder model-** San Francisco SCRT, Durham CRT

How many responders should be on a REACH Team?



What are the budgets of existing programs?

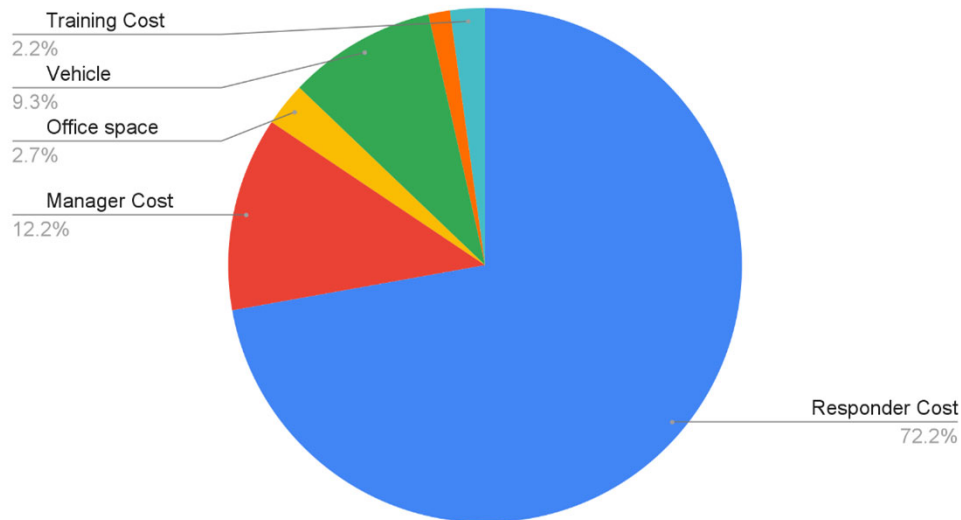


REACH Team Expected Budget

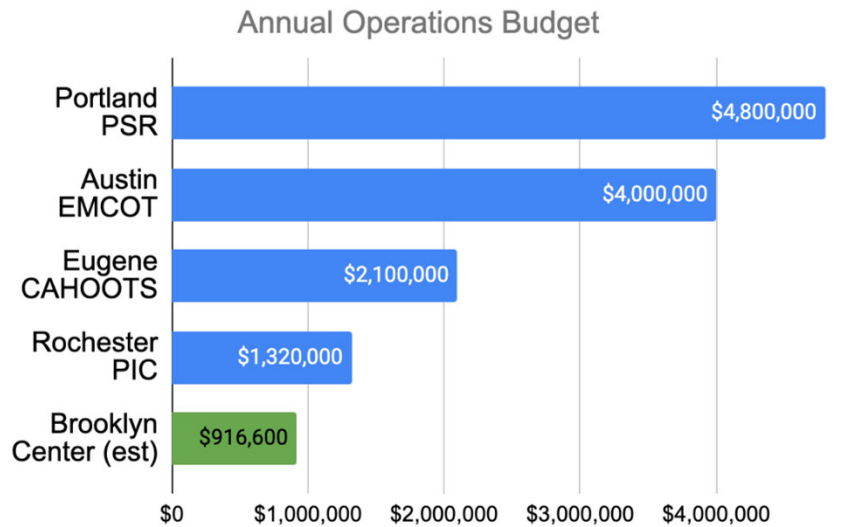
Budget category	REACH Budget, Year 1	1st 6 mo. (Training)	2nd 6 mo. (Operation)
Responder Cost	\$526,667	\$131,667	\$395,000
Manager Cost	\$89,000	\$44,500	\$44,500
Office space	\$20,000	\$10,000	\$10,000
Vehicle purchase/maint.	\$68,000	\$62,000	\$6,000
Other Supplies	\$9,900	\$7,100	\$2,800
Training Cost	\$16,000	\$16,000	\$0
Total	\$729,567	\$271,267	\$458,300

What budget should we expect for the REACH Team?

24/7 Community Responder Budget, Year 1



How does Brooklyn Center's budget compare?



How should Brooklyn Center handle mental health crisis calls involving a weapon or threat?

Co-Response involves a response by both law enforcement and mental health crisis responders who arrive together and collaborate on-scene. Law enforcement clears the scene and turns over the call to mental health crisis responders.

What key mental health services should REACH connect people to?

1. Stabilize people in their homes
2. Arrange admission into 24-hour stabilization center or drug treatment facilities
3. Follow up later with people involved in calls
4. Refer frequent utilizers to county social services

What implementation timeline should Brooklyn Center plan for?

- ❖ March: Present to City Council
- ❖ April-May: Community feedback
- ❖ May: City Council approval
- ❖ June: Program manager hiring
- ❖ July: Program manager onboarding, integration with county dispatch
- ❖ August - September: Responder hiring, equipment acquisition, plan training
- ❖ October - November: Responder training
- ❖ December: Soft launch, market to community
- ❖ January: Launch!

Questions?

