

# Recommendations

Law Enforcement Action Partnership:

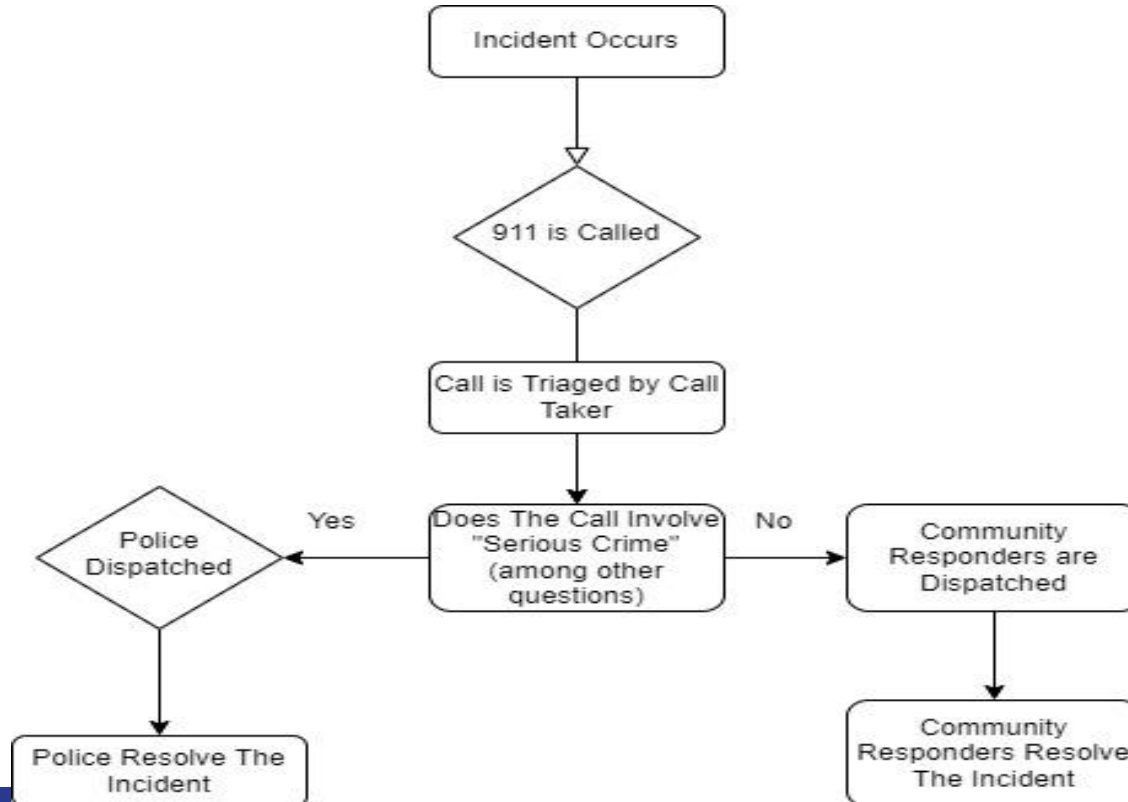
Community Responder Model in Milwaukee

# Why should Milwaukee create a Community Responder Program?

- ❖ Improve Community and Police relations
- ❖ Connect Calls for Service with an Appropriate Responder
- ❖ Allow Police to Focus on Serious Crime
- ❖ Cost Savings



# 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
- ❖ EMCOT- Austin
- ❖ PIC Team- Rochester
- ❖ CRESS- Amherst
- ❖ MRU- Dayton
- ❖ CCD- Durham
- ❖ CARES- Madison
- ❖ Brooklyn Center (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, CAHOOTS has **never** had a responder casualty
- ❖ STAR's first year required **0 calls for police backup**

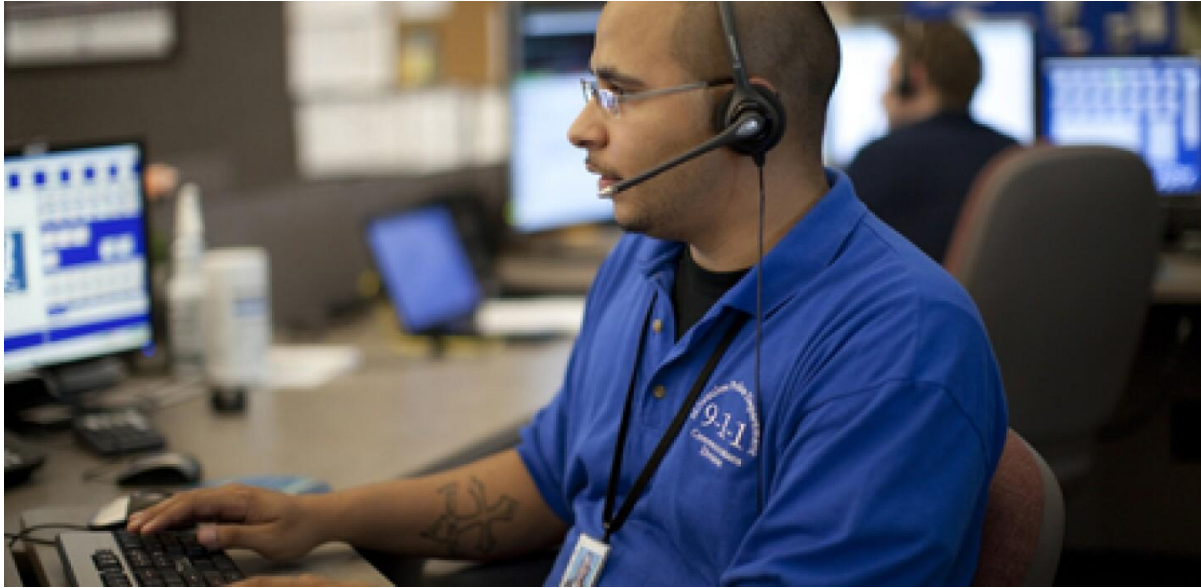


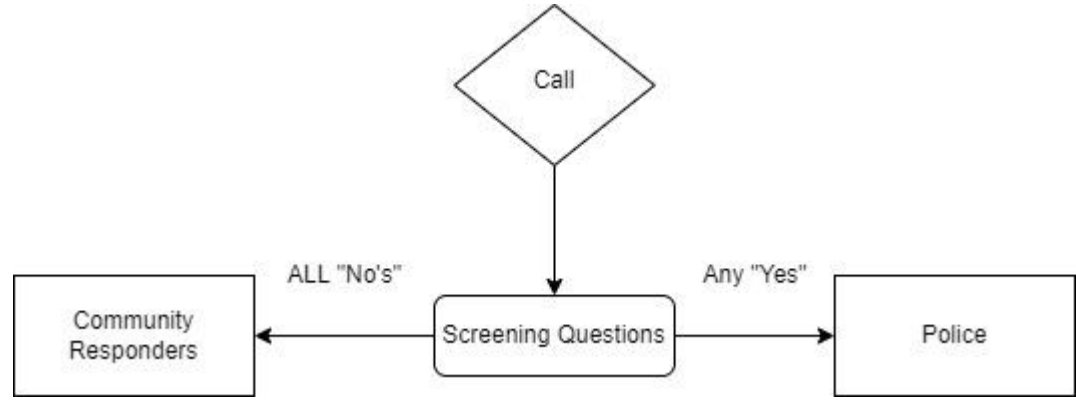
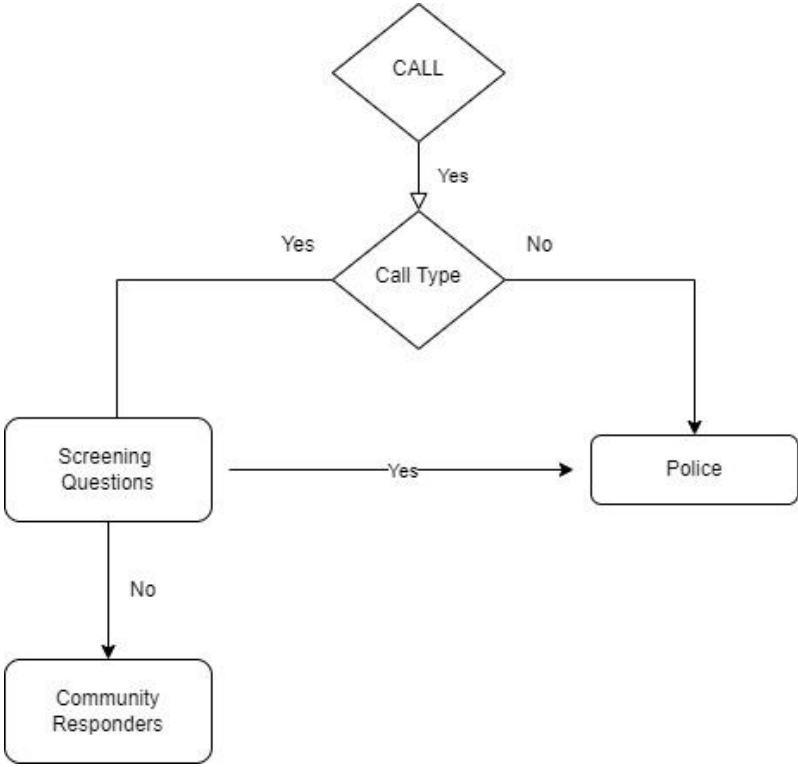
# How do existing programs dispatch calls to responders?

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



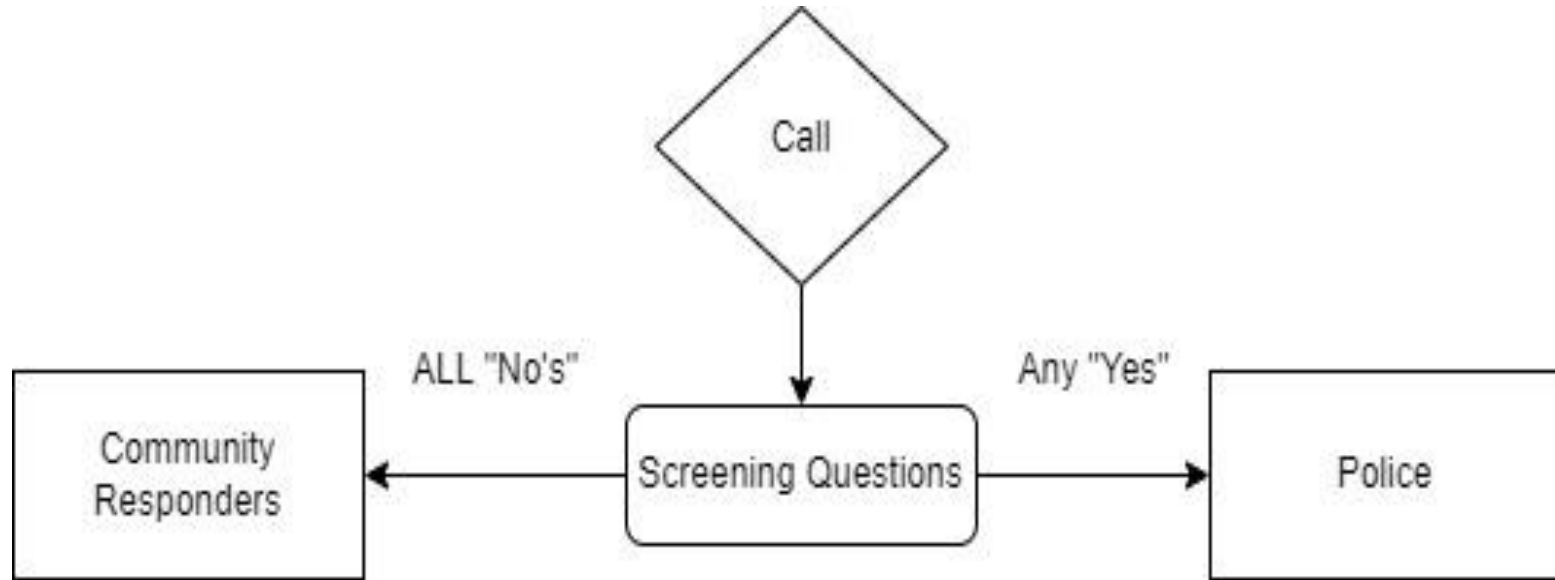
# How should Milwaukee dispatch Community Responders?







# How should the Milwaukee program screen calls?



# Screening Questions Examples

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

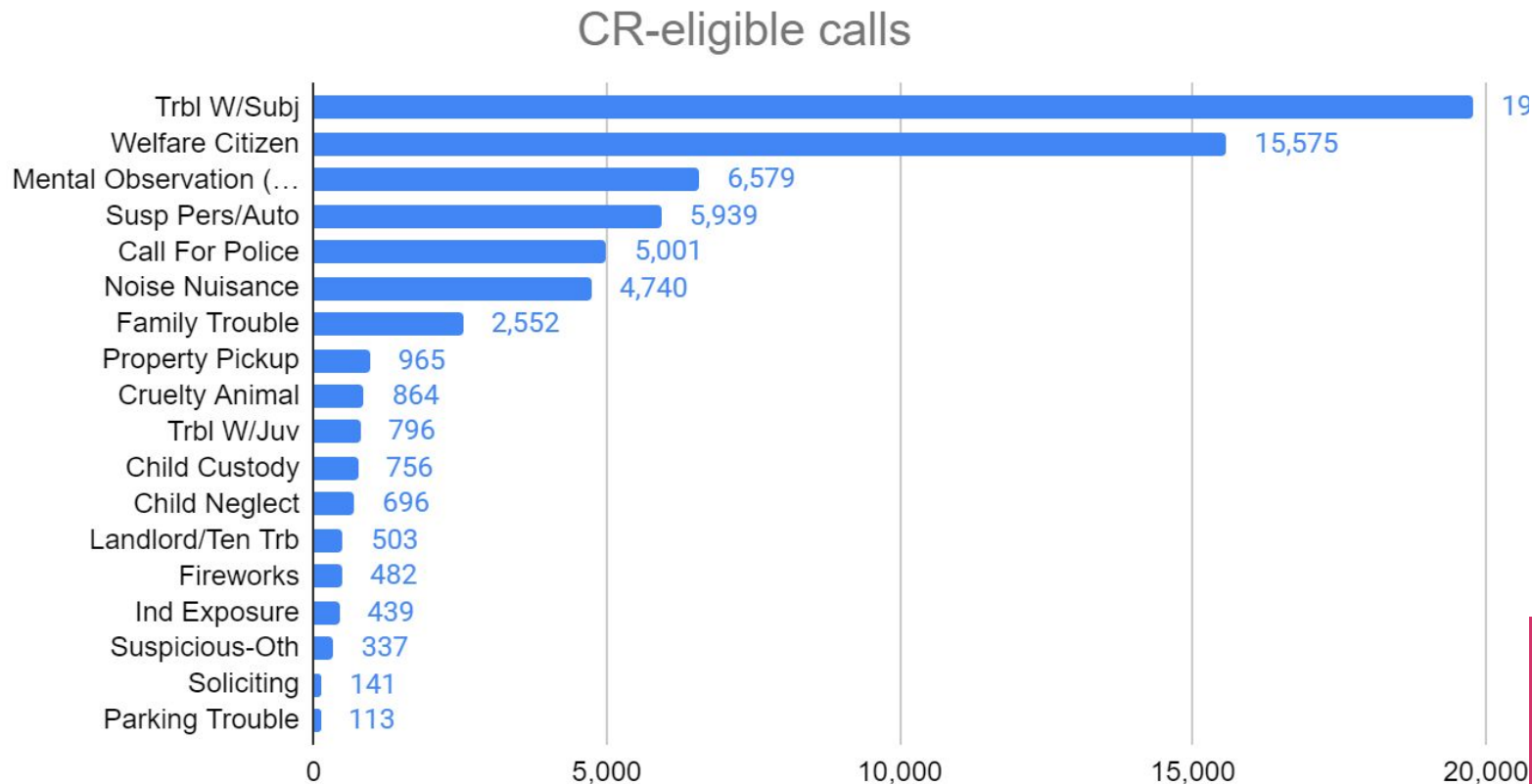


# What call types do existing programs handle?

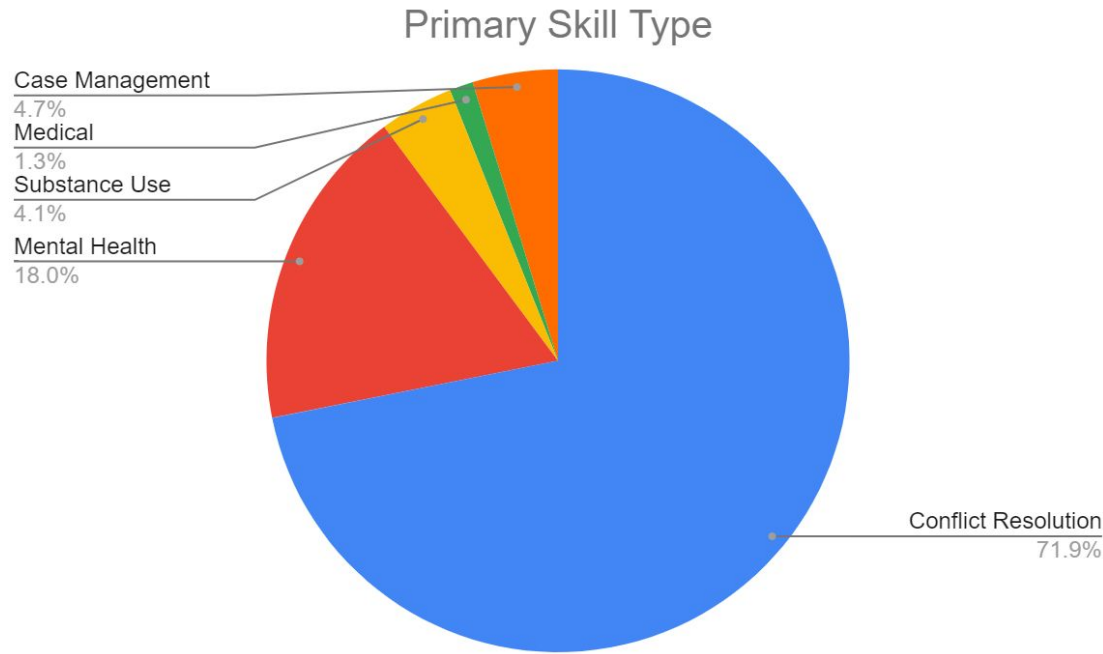
- ❖ Mental/Behavioral Health
- ❖ Intoxicated Person
- ❖ Homelessness
- ❖ Verbal Disputes
- ❖ Noise Complaints
- ❖ Suspicious Person



# What call types should the community responders handle?



# What primary responder skill types do Milwaukee's calls require?

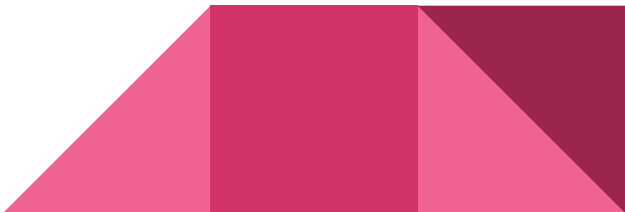


# What types of training are most important for responders?

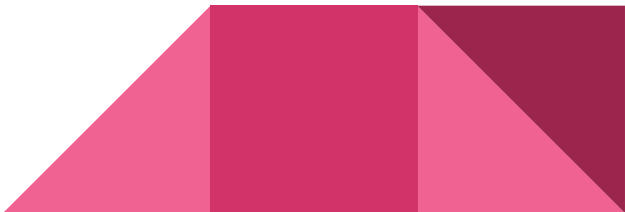
- ❖ Operational Training
- ❖ Scenario-based training
- ❖ Mental health
- ❖ Substance use
- ❖ Mediation and Restorative Justice
- ❖ Cultural competency



# What responder qualifications do existing programs require?

- ❖ No mandated credentials - Amherst CRESS, Dayton MRP
  - ❖ 2 clinicians - Olympia CRU, Austin EMCOT
  - ❖ 1 clinician, 1 medical - Eugene CAHOOTS, Denver STAR
- 

# Community Responder responder qualifications

- ❖ **No mandated credentials** - Amherst CRESS, Dayton MRP, Milwaukee Community Responder Team
  - ❖ 2 clinicians - Olympia CRU, Austin EMCOT
  - ❖ 1 clinician, 1 medical - Eugene CAHOOTS, Denver STAR
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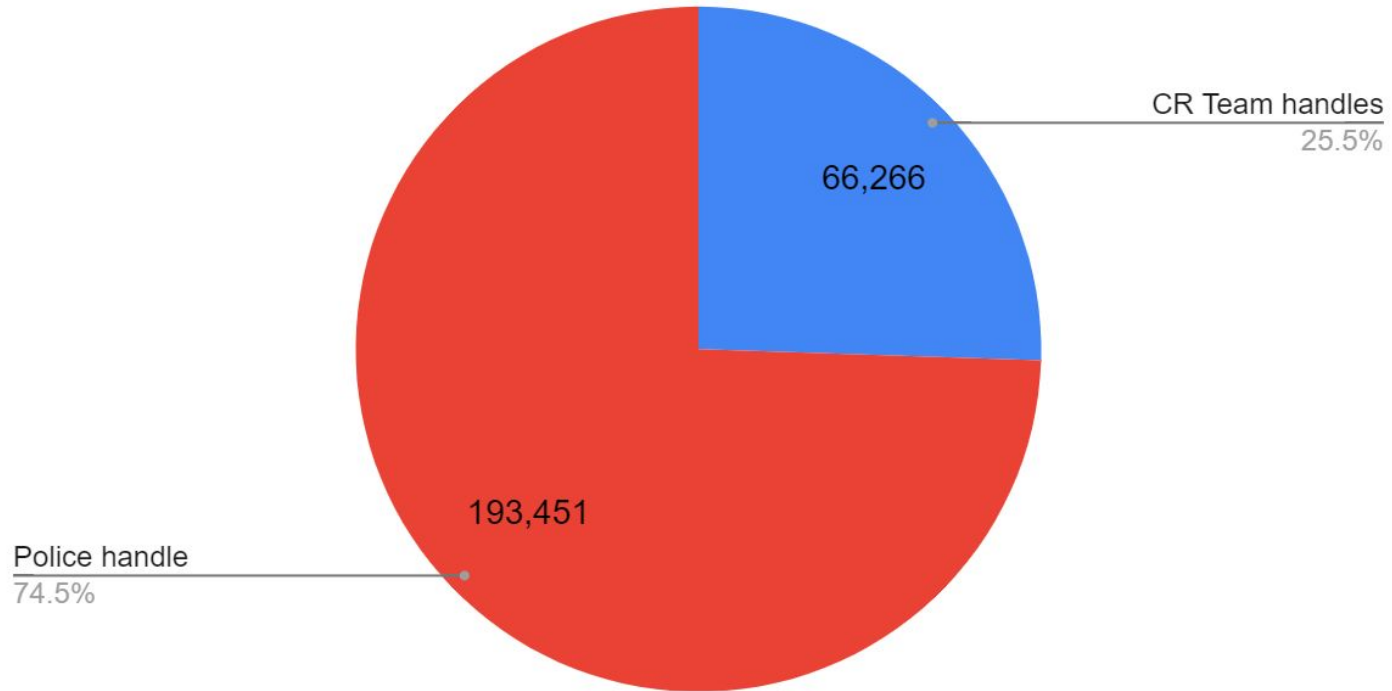


# How many calls do we expect the program to handle?

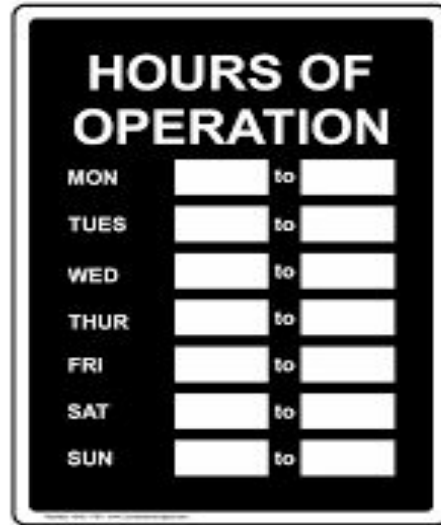
Call Type	# Citizen-initiated calls	% CR-eligible	# CR-eligible	% of total citizen-initiated calls
All calls	259,717			
All CR call types	93,694	70.5%	66,266	25.5%
Trbl W/Subj	26,932	73.5%	19,787	7.6%
Welfare Citizen	20,767	75.0%	15,575	6.0%
Mental Observation ("MO")	7,650	86.0%	6,579	2.5%
Susp Pers/Auto	8,385	70.8%	5,939	2.3%
Call For Police	13,216	37.8%	5,001	1.9%
Noise Nuisance	4,740	100.0%	4,740	1.8%
Family Trouble	3,781	67.5%	2,552	1.0%
Property Pickup	1,030	93.8%	965	0.4%
Cruelty Animal	1,021	84.6%	864	0.3%
Trbl W/Juv	1,426	55.8%	796	0.3%
Child Custody	1,150	65.7%	756	0.3%
Child Neglect	914	76.2%	696	0.3%
Landlord/Ten	522	82.4%	522	0.2%

# How many calls do we expect the program to handle?

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



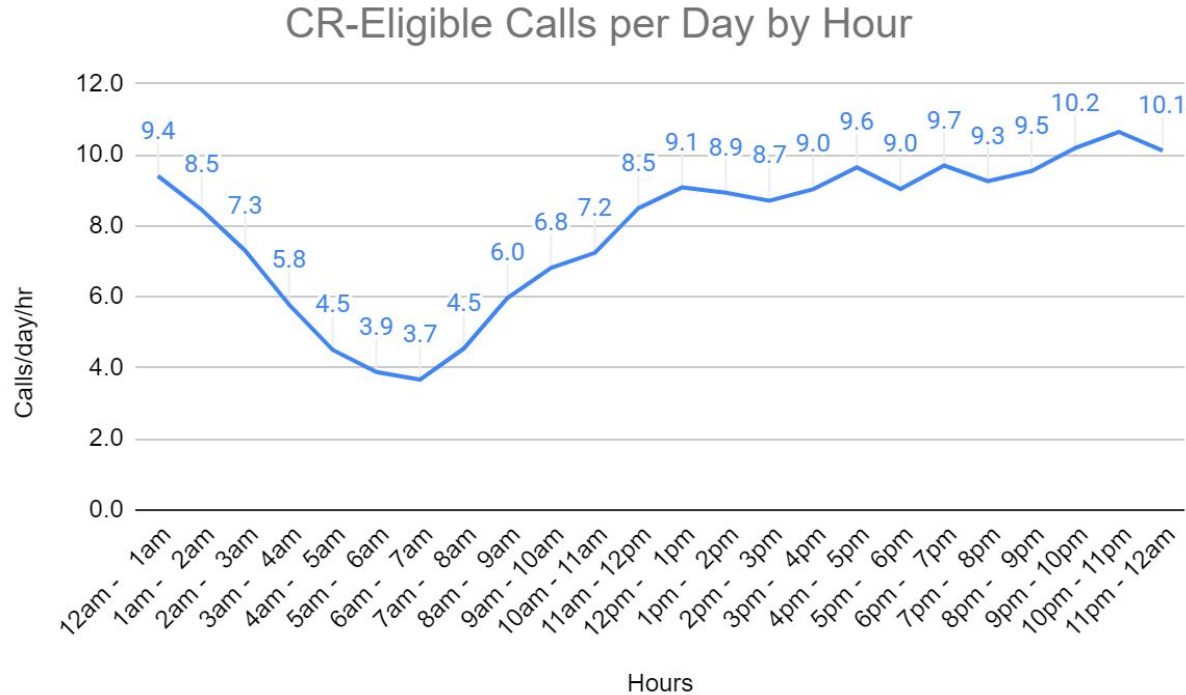
# How many hours do responder teams operate for existing programs?



**HOURS OF OPERATION**

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TUES	<input type="text"/>	to	<input type="text"/>
WED	<input type="text"/>	to	<input type="text"/>
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# How many hours should responder teams operate in?



# How many responders do existing programs have on a team?

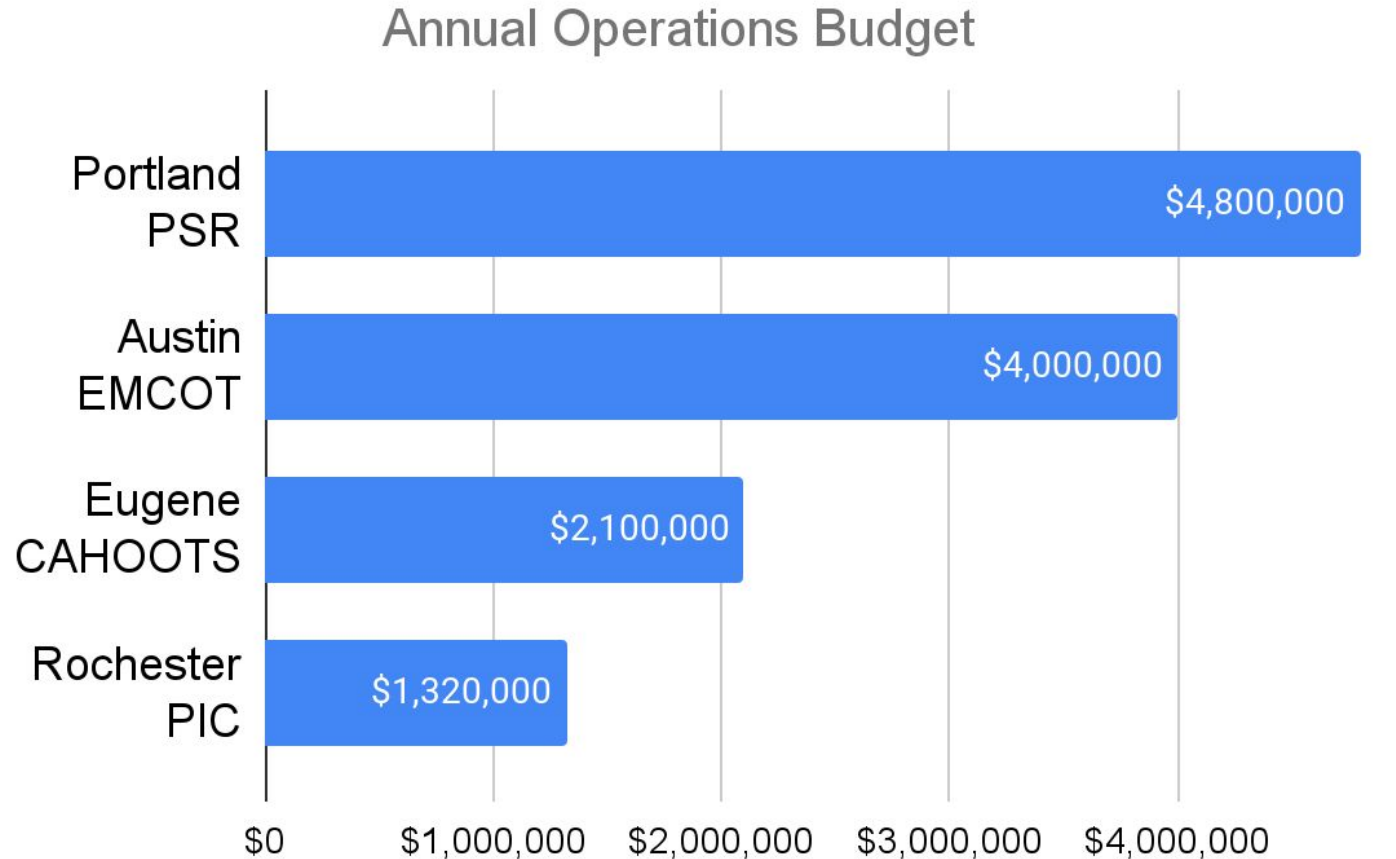
- ❖ **2 responder model-** Eugene CAHOOTS, Olympia CRU, Denver STAR, Albuquerque ACS, Austin EMCOT, Dayton MRU, Amherst CRESS
- ❖ **3 responder model-** San Francisco SCRT, Durham CRT



# How many responders should be on a team?



# What are the budgets of existing programs?



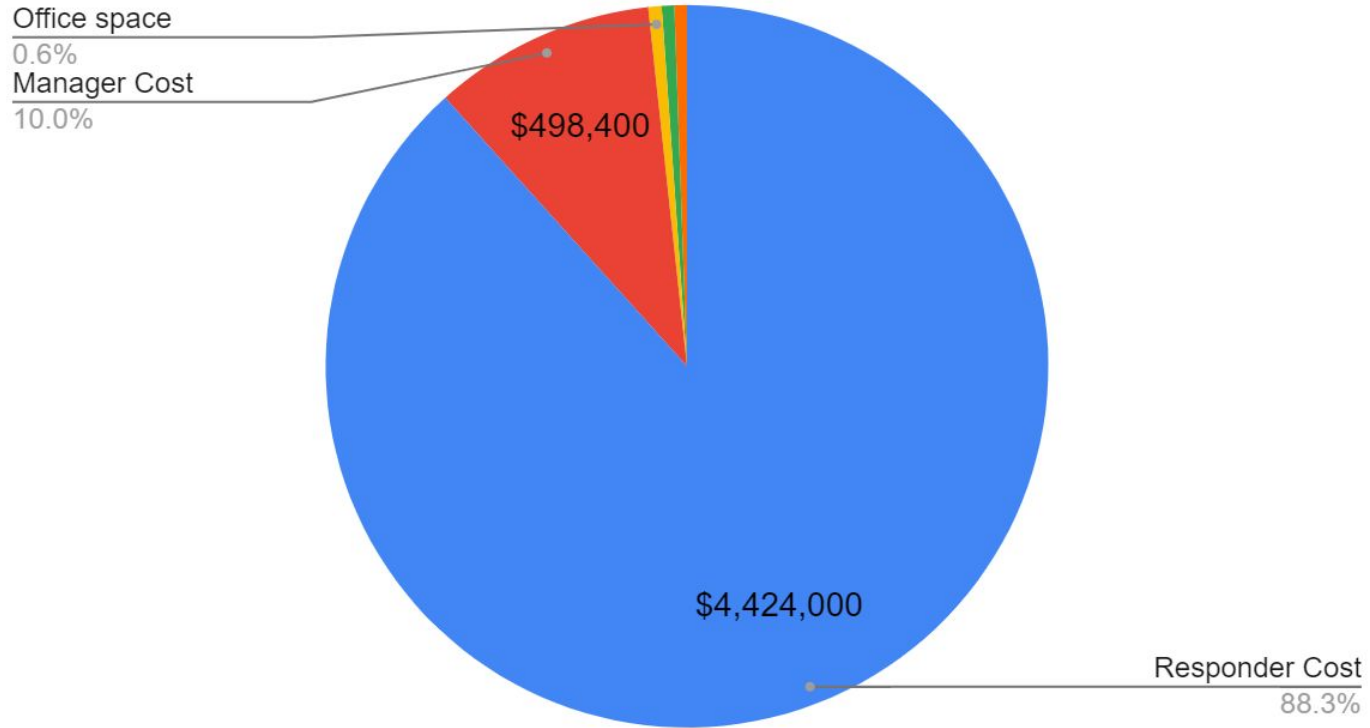
# Expected budget cost

Budget Estimate					
	6 Months Pre-Launch (at 50%)	6 Months Pre-Launch (at 100%)	Year of Operation (at 50%)	Year of Operation (at 100%)	
Responder Cost	\$553,000	\$1,106,000	\$2,212,000	\$4,424,000	
Manager Cost	\$124,600	\$249,200	\$249,200	\$498,400	
Office space	\$10,000	\$15,000	\$20,000	\$30,000	
Vehicle purchase/maint.	\$86,800	\$173,600	\$14,000	\$28,000	
Other Supplies	\$16,800	\$33,600	\$14,000	\$28,000	
Training Cost	\$34,000	\$35,000	\$0	\$0	
<b>Total</b>	<b>\$825,200</b>	<b>\$1,612,400</b>	<b>\$2,509,200</b>	<b>\$5,008,400</b>	

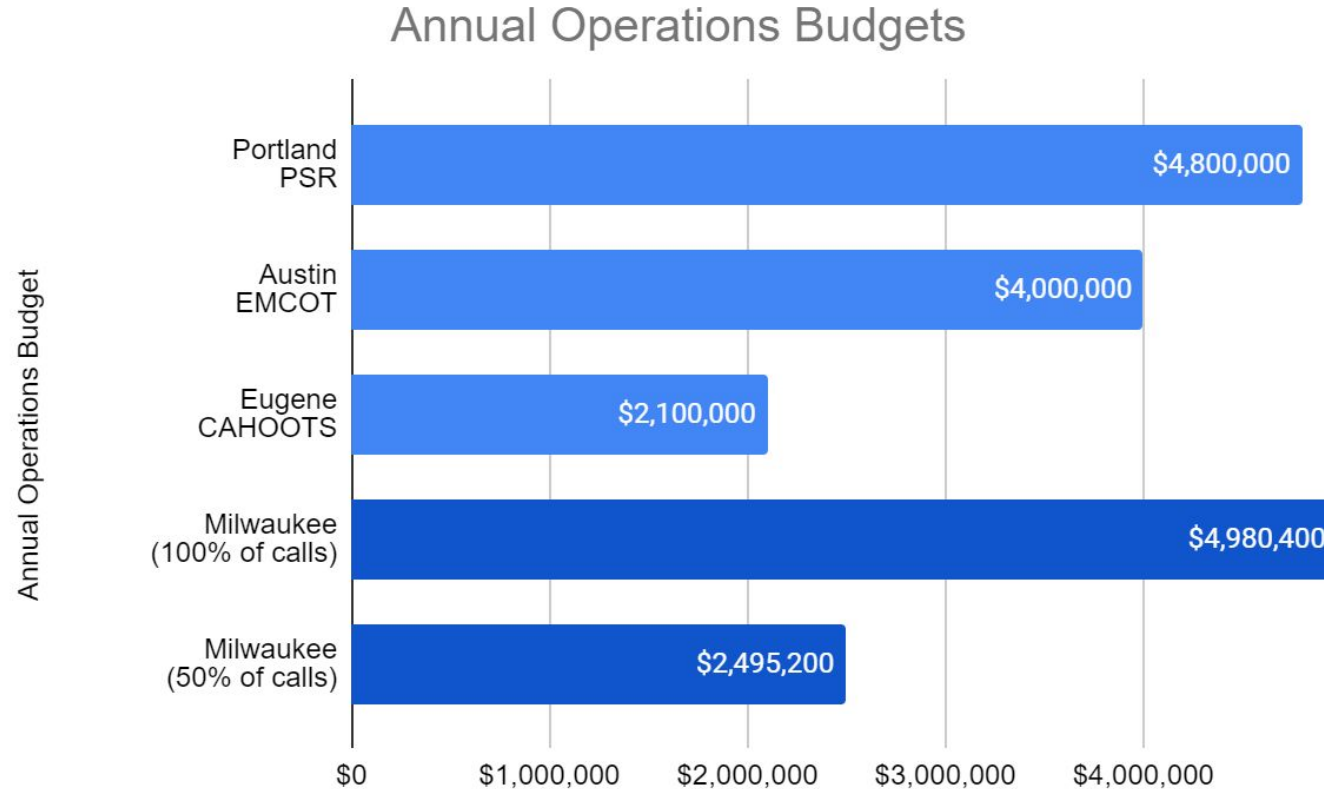


# What budget should we expect for the program?

Budget Breakdown: Year of Operation (at 100%)



# How does the budget compare to other cities?



# How do other cities handle medium-risk mental health calls?

1. Dual response: Dispatcher can send both community responders and police
  - a. Olympia CRU, Rochester PIC
  
2. Co-responder: Dispatcher sends a separate co-responder team
  - a. Denver STAR, Baltimore BCRI, Albuquerque ACS, Charlotte



# How should Milwaukee handle medium-risk mental health calls?

1. **Dual response: Dispatcher can send both community responders and police**
  - a. Olympia CRU, Rochester PIC, **Milwaukee Community Responders**
  
2. **Co-responder: Dispatcher sends a separate co-responder team**
  - a. Denver STAR, Baltimore BCRI, Albuquerque ACS, Charlotte



# What implementation timeline should Milwaukee plan for?

- ❖ Program Development
- ❖ Training Phase
- ❖ Operational Phase



# Questions?

