



Crisis Intervention Taskforce
Community Based Responder Committee
(*CITF CBRB)

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Community Based Responder Pilot

Goal:

- To reduce the over-reliance on law enforcement intervention by creating community-based options for responding to non-violent, non-life threatening emergencies in the city of Milwaukee.

Objectives:

- Formulate and train team of mental health professionals and peer specialists to serve as community-based responders.
- Formulate and train current community responders to serve as unarmed response team for non-violent, non-life threatening emergencies.
- Implement a system for receiving and responding to calls for assistance from individuals experiencing non-violent, non-life threatening emergencies.
- Provide interventions and support to individuals experiencing non-violent, non-life threatening emergencies.
- Evaluate the effectiveness of the program in terms of the quality and outcome of the interventions provided and the impact on the burden on traditional first responders.

Timeline:

- Month 1: Conduct a needs assessment and gather input from community members and stakeholders to inform the design of the program.
- Month 2-3: Formulate a training plan for community-based responders, CSO, ECC, and Administrative support.
- Month 4-5: Implement the pilot program and begin collecting data on the types of calls received, response times, and outcomes of the interventions.
- Month 6: Conduct an evaluation of the pilot program and share the results with the community and stakeholders.
- Month 7-8:

Management:

- The Community Responder pilot program will be managed by the City of Milwaukee Health Department's Office of Violence Prevention (OVP). OVP will be responsible for supporting resource development, coordinating with other city departments, and contracting with community partners, to develop and implement a community-based response, de-escalation and conflict resolution program. This pilot program will initially focus on Promise Zone areas with the highest call volumes for the first 6 months. OVP will coordinate and manage responder training, deployment, reporting and funding.



Crisis Intervention Taskforce
Community Based Responder Committee
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Committee Chair - Montréal Cain

Members - Suzanne DeFillips, Ashanti Hamilton, Mary Neubauer, Brenda Wesley, Reggie Moore

Objective: Develop, train and launch community based response teams with existing grass root community organization to assist in low-risk or non-emergency citizen-initiated calls through a partnership with the City of Milwaukee Office of Violence Prevention & Milwaukee County Behavior Health Service Crisis Mobile. We recommend a pilot kickoff between Q2 and Q3 in the Milwaukee Promise Zones utilizing Goal 2 Section 4a of the City of Milwaukee 414 Life Blueprint for Peace: 4. Improve cultural competence and support cultural identity of community members. Build a pipeline of culturally competent, non-traditional mental wellness and health care providers.

The CITF CBRB is composed of Mental Health Providers, City and County Leaders, Health Care Directors, Community Based Responders and Emergency Services Dispatch experts who are equally invested in moving a pilot forward as soon as March 2023, and not later than June of 2023. This is an urgent matter as there has been an increase in suicide attempts in the city of Milwaukee resulting in preventable deaths of mental health crises. Rolling out this pilot in the upcoming spring will strengthen community relationships and increase confidence in our emergency response services.

The objectives of this pilot program include: The improvement of community and police relations; connecting calls for service with an appropriate responder; allowing police to focus on more serious crimes in order to reduce the amount of mental health-related matters that Police respond to that may have been more effective, and not fatal, if community first responder personnel were involved, all resulting in building trust between community and law enforcement while increasing cost savings.

To this end, LEAP reported that *67,000 low-risk or non-emergency citizen-initiated calls to police could be dispatched to the Community Based First Responder team(s), thus resulting in a 25 percent reduction in calls that require police engagement, yielding cost savings.* The LEAP report also stated that an effective community first responders program can handle an additional 29,154 self-initiated calls, which will allow Milwaukee to proactively resolve crises and conflicts before they escalate into emergency calls, along with being able to handle another 21,000 calls from officers, thus providing service provision at a reduced cost while simultaneously freeing officers up to address more serious crimes.



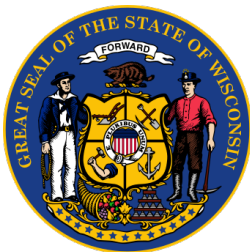
The MERA Response Team's mission is to provide a comprehensive, community-based response for people in crisis within 30 minutes. MERA team members are trained in crisis intervention and include licensed providers who are able to assess the situation and connect with appropriate resources. The MERA Response Team provides residents the help they need when it matters most.

The MERA Response team has recruited a network of 30 culturally competent Therapist, as well as 25 Community Based Responder who are available to support a pilot rotating shifts on call weekly which saves cost that a full time employee would incur. The team will support daily operations and provide session coverage by offering on-site training when necessary, providing crisis intervention opportunities, direct outreach and referral services, case management activities and cultural competency education through trainings, workshops and seminars.



I have come to value the MERA application and host of services offered by HouseCall Wisconsin, LLC. The organization comes to the table with a ready ability to source a trained team of clinicians, therapists, and Community-Based Trauma Informed Responders to crisis situations or as a part of a sustained mental health and wellness strategy.

Lena C. Taylor,
Wisconsin State Senate • 4th District



We are also pleased at the engagement of members of the advocacy and professional community in its development. To this end, we are hopeful to see other sector leaders champion this effort as a vital component of our crisis response system. We look forward to formalizing our partnership with HouseCall WI and the MERA Response Team and working collaboratively with other system partners to advance this strategy.

Shakita L. Grant-McClain, Director
Department of Health & Human Services

We at AMRI are proud to announce our partnership with House Call Wisconsin to provide licensed therapists and support staff to fill the need for psychological services in the MERA Response Team.

This extraordinary technology will not only allow us to monitor vital signs and recommend mindfulness activities, if someone needs a licensed clinician to speak with, or even physically come to them for support, we are able to fill that need.



Dr. Lakeia Jones, C.E.O



COMMUNITY TASK FORCE MKE

Community Task Force MKE was established and founded in 2014. Our work is centered around anti-racism, empowering residents and youth, connecting people to needed resources, addressing community/police relations, and violence interruption. Comforce specializes in First Response, disaster relief, and resident/constituent issues. Our unique skills has helped carve a lane of our own, and such as our level of success and credibility is well established throughout Milwaukee, as well as in dozens of other cities and states. Public safety and security are our top priorities in any and all situations.

COMFORCE MISSION

To affect and be the change in all challenges, issues, and needs in the City of Milwaukee and beyond. We identify, foster, and empower resident leaders across City of Milwaukee through advocacy and unified activism. We are faith based orgs, business owners, elected officials, youth, residents, activists, and stakeholders in all districts and zip codes across Milwaukee.

SERVICES

Homelessness / Emergency Shelter • Missing Persons Network • Meal Programs /Pantry • Eviction Prevention

Community Clean Ups / Free Services for Elderly • Disabled • Pregnant Individuals (Lawn care, snow removal)

Bridge to Employment • Youth Stipend Fund Opportunities

Suicide Prevention • Violence Prevention / Interruption • Incident Deescalation

T.E.X.T. Tactical Extraction Team for DV/Sex Trafficking • Burial Assistance

Summary of Department of Emergency Communications Recommendations:

The City of Milwaukee is in the process of consolidating their Public Safety Answering Points (PSAPs) / 9-1-1 Emergency Communications Centers into the new Department of Emergency Communication (DEC). The expected time for full consolidation is estimated between Q3 - Q4 of 2023. The primary objectives for the DEC are:

1. Improve the safety of citizens and public safety personnel
2. Streamline Emergency Communications Center workflows and business processes
3. Improve MPD/MFD response times to life critical incidents
4. Provide a common operating picture for MPD/MFD to ensure real-time situational awareness and information sharing
5. Combine MPD and MFD onto a new CAD/Mobile system
6. Enhance City GIS data to a public safety grade
7. Enhance Call Taker/Dispatcher staffing
8. Universal Call Taker initiative

The DEC became aware and part of the current initiative of the Community Intervention Task Force (CITF) in October 2022. The initiative is to develop a plan that identifies incoming calls (emergency and non-emergency phone lines), that pose no threat to public safety and can support an alternative non-law enforcement response. The DEC has the opportunity to combine both initiatives into its overall combined objectives as well as an obligation to improve the safety of citizens and public safety personnel.

Additionally, the City is actively working on a 9-1-1 Public Awareness Campaign, scheduled to launch mid to late January 2023 through social media. This campaign is partnered with DEC, 211/IMPACT, DOA, ITMD, MERA and city OEM to reinforce when to call 9-1-1 and provide other resources to call when it's not an emergency and does not require law enforcement or Fire/EMS response. The main objective is to improve overall call answer capacity, reduce inbound 9-1-1 call volume, reduce personnel workload and to create a more effective system for citizens when they have a life critical emergency. This campaign will highlight when to call 9-1-1, define emergencies that require 9-1-1 and include alternate resource options such as 2-1-1 for community social services, 988 for access to trained crisis counselors, 286-City for city serves/programs and 9-1-1 for life threatening emergencies that require law enforcement or Fire/EMS response. The Community Based Responder (CBR) initiative provides an opportunity for the City to promote within the 9-1-1 Public Awareness Campaign a new CBR phone number 767 (SOS) that provides City services that includes mental health and non law-enforcement assistance.

Figure 1: Examples of 9-1-1 Public Awareness Campaign

WHEN TO CALL	
9-1-1 EMERGENCY	414-933-4444 CITY OF MILWAUKEE NON-EMERGENCY POLICE
Crimes In Progress Life Or Death Situations Medical Emergencies Shots Fired Accidents/ Injuries Report A Fire	Crimes NOT In Progress (Reports) Welfare Check Theft / Vehicle Theft Loud Music Property Damage Drug Dealing / Loitering Abandoned Property

9-1-1 IS NO JOKE

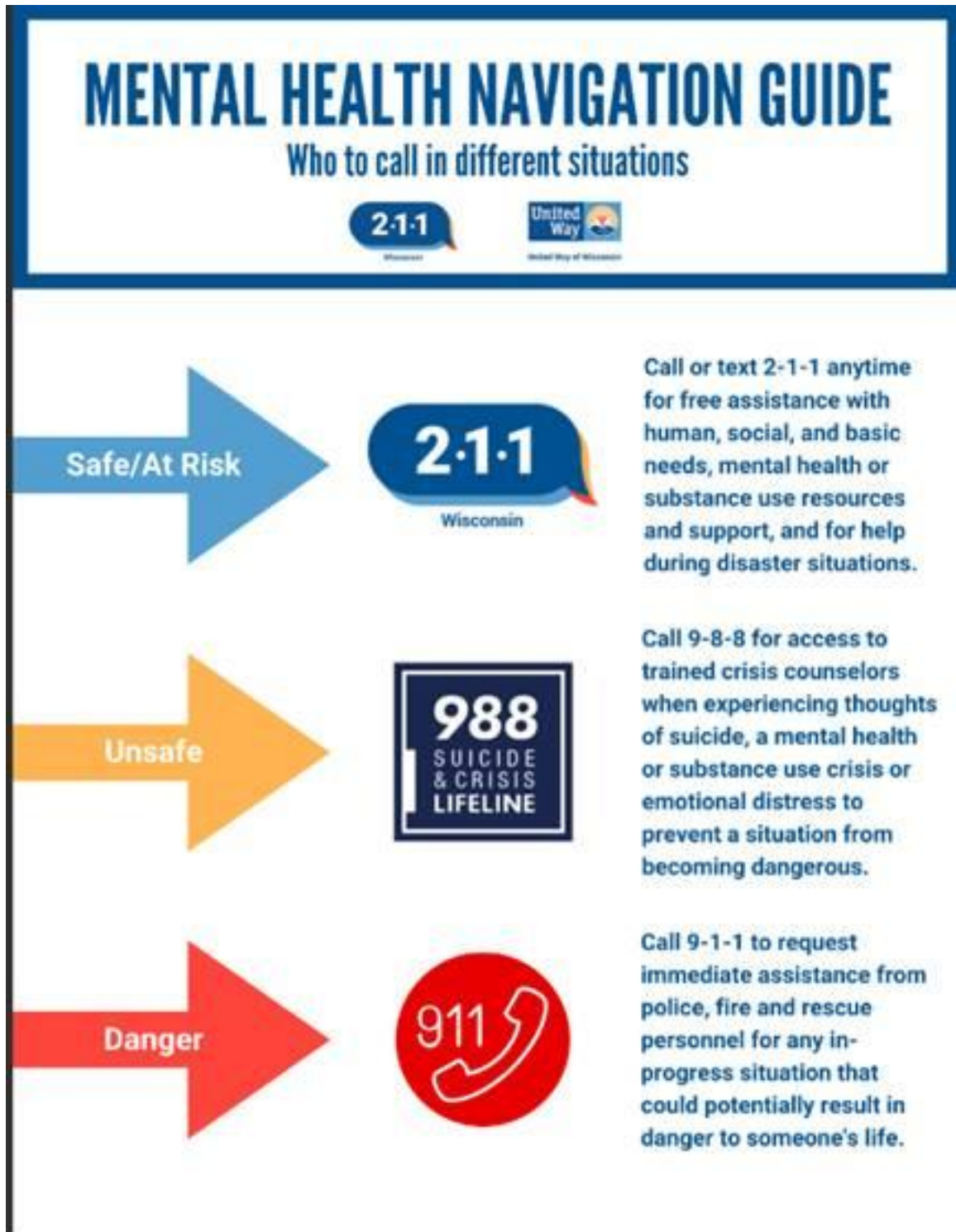


WHEN TO CALL	
2-1-1 SOCIAL SERVICES	414-286-CITY⁽²⁴⁸⁹⁾ CITY OF MILWAUKEE SERVICES & PROGRAMS
Basic Needs (food, clothing, income support assistance and government programs) Housing (emergency shelter, housing navigation) Wellness (health care, mental health resources, substance use disorder assistance) Children & Families (support programs, job skill training, legal assistance, consumer protection)	Property Violations (over-grown grass and weeds, garbage and other debris, neglected buildings, etc.) Nuisance Violations (barking dogs, neglected vehicles) Non-Emergency Health Concerns (environmental, inspections, water) Non-Environmental Road Concerns (potholes, downed trees)

9-1-1 IS NO JOKE



Figure 2: 2-1-1 Campaign Flyer



As the emergency communication personnel (ECC) are the first line of communication with the public and arguably the very 1st responder the public will have contact with, it's imperative for the ECC to identify incident type through call screening questions that ensure they meet the non-life threatening, and non-violent criteria for CBR, including when to transfer or refer calls to other call center resources.

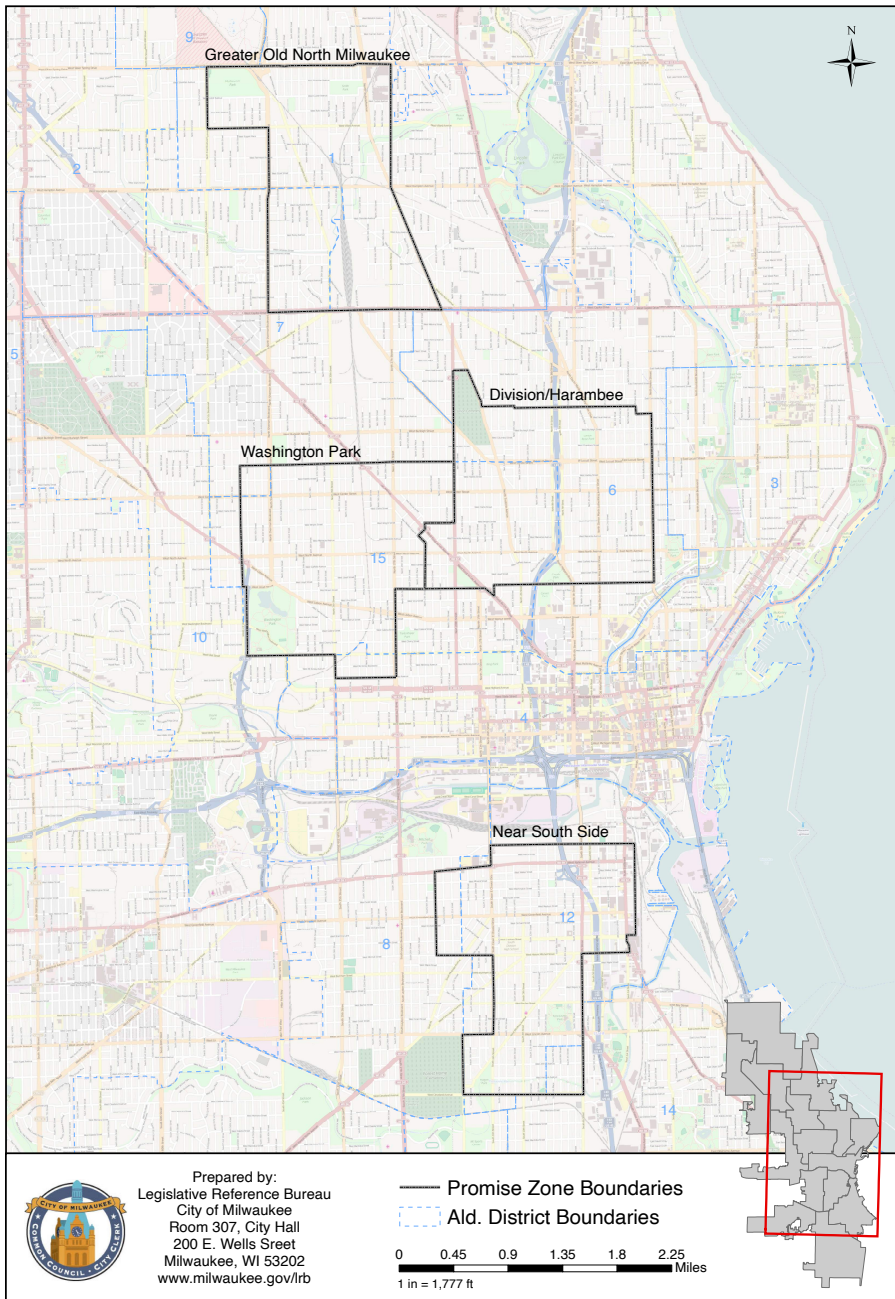
Calls not transferred or referred to another call center resource, such as 2-1-1, 988 or 286-City, will require a CAD (Computer Aided Dispatch) incident to send to Dispatch for an CBR assignment. Currently the dispatch center is separated into police or fire departments that service specific areas. The integration of community based responders within the current public safety dispatch foot print must consider:

1. Identify incoming calls for Community Based Response
 - A. Identify specific call types for alternative response (The following call types have been approved by CITF team)
 - Homelessness CBR
 - Mental Health /Substance Use CBR
 - Animal Cruelty CSO
 - Fall - ARV
 - Family Trouble / Domestic dispute CBR
 - Property Pickup CSO
 - Soliciting CBR
 - Vehicle Accident CSO/ARV
 - Welfare Citizen / CSO
 - B. Transfer calls or direct callers to other call center resources
 - 211 (community resources)
 - 988 (mental health and suicide hotline)
 - 286-City (city services)
 - C. Qualifying questions for designated call types for CBR response
 - Any weapons present
 - Any violence or history of violence?
 - Are both parties on-scene?
 - Is there a need for medical Assistance?
 - 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?
2. Identifying Community Response areas for dispatch
 - A. Maintain current police and fire department service areas
 - Promise Zones Priority Areas
3. CAD (Computer Aided Dispatch) System
 - A. Call type sub code configuration for CBR
 - B. Community response clearance codes
 - Codes that designate Community Responders clearance
 - Codes that designate if Law Enforcement or EMS responded
 - C. Call type and clearance code tracking

1. Communication
 - A. Radio
 - Designated channel for Community Responders
 - Current practice with other city departments that have radio assignments; i.e., Parking and Housing Authority
 - No access to criminal justice information
2. Communication resources for Community Responders
 - A. Portable Radios
 - Dispatcher provides address and basic information to responding CBR Team
 - B. CAD (Computer Aided Dispatch)
 - CAD access is not required for CBR
 - C. Other resources
 - Cellular Radio App
 - MERA App
 - D. Interfaced application with CAD
 - TBD
3. Identify CBR Teams available for Dispatch
 - A. Community Service Officer (CSO)
 - B. Alternate Response Vehicle (ARV)
 - C. Community Response Team Triage Center (CBR)
 - D. Other TBD
4. Create New City Phone Number
 - A. The number would be the designed Community Based Response Team
 - Example: Call 767 for community responders
 - non-life threatening
 - Domestic Dispute
 - Mental Health Issues
 - Substance use/Homelessness
 - B. Promote community awareness for Community Based Response Team
 - Add to 9-1-1 Public Awareness Campaign
 - C. Answered within the Department of Emergency Communications as Community Based Response (CBR)
 - Answered on Administrative phone lines
 - Identified as non-law enforcement
 - Redirects calls from 9-1-1
5. Training for Emergency Communication Personnel
 - A. Changes in call handling and dispatch protocols
 - B. Changes in call type questions and understanding community based response qualifiers
 - C. Changes in workflows and processes
 - D. Emergency communication center liability
 - E. Mental Health and Crisis Training / Call taking Integration



MILWAUKEE PROMISE ZONES Preliminary Boundaries



Milwaukee Promise Zones Initiative

The Milwaukee Promise Zone Program was inspired by the federal Promise Neighborhood/Zone programs that began during President Barack Obama's time in office. In 2013, this designation allowed cities and neighborhoods to form a partnership with HUD and DoE to create jobs, increase economic activity, improve educational opportunities, leverage private investment, and reduce violent crime.

Estimated CAD Stats 2022 Promise Zones.

Mental Health	2293
Animal Cruelty	662
Injured Sick	4447
Family Trouble	2000
DV	2500
Property Pick Up	1248
Soliciting	125
Welfare Citizen	5750
Accidents	N/A



Crisis Mobile Teams (8:00am - 12:00am • Monday - Friday)

Crisis Mobile Team (CMT) supports callers on the Milwaukee County Crisis Line and provides mental health crisis response and intervention services on an outreach basis to adults, on-site, in-person, face-to-face in the community. CMT clinicians respond as part of a multidisciplinary team to provide community and hospital-based assessments, support community members, assist law enforcement with mental health emergencies as requested, link individuals to resources, and follow-up appropriately.

Children's Mobile Crisis (CMC) provides crisis intervention services to Milwaukee County youth under the age of 18. This team responds to a wide range of needs in homes, schools, and throughout the community, wherever children and families need help to reduce a crisis, solve a problem, or assess a need.

Crisis Assessment Response Team

The Crisis Assessment Response Team (CART) clinician will work in partnership with law enforcement for co-response to mental health emergency calls. CART responds to 911 dispatch and requests from other police officers or mobile clinicians for mental health emergencies. The focus of the services CART provides is to assist individuals to stabilize in the community, link them to appropriate resources and divert from detention or arrest. CART currently operates in collaboration with the Milwaukee Police Department, West Allis Police Department and Milwaukee County Sheriff's Office.

2023 Community Based Responder Budget 6 Month Runway

TOTAL	\$298,992
Responder Cost	\$150,592
Management	\$88,400
Technology & Equipment	\$36,000
Uniforms	\$1500
Misc	\$2500
Marketing	\$15000
Covid Supplies & Readiness Essentials	\$2000
Altruism Reimbursements	\$3000