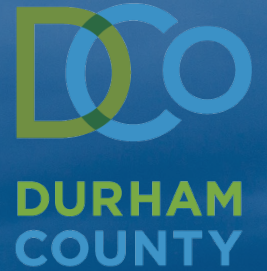


DURHAM NEIGHBORHOOD COLLEGE 2024



Durham Community Safety Department (DCSD)

Presented by Leah Whitehead
Community Partnerships Coordinator



Community Safety Mission & Vision



Purpose Statement: To envision and implement lasting structural change in public safety that centers the most marginalized amongst us.

Objective #1: Reduce harm and extend care to neighbors met in crisis response.

Objective #2: Assist neighbors in realizing their fundamental human needs after crisis response.

Objective #3: Develop a culture where staff feel purpose in their roles, supported in their wellbeing, and confident that their work is making a lasting impact on systems of care.

Objective #4: Contribute to an emerging national community that is learning about and shaping systems of care and justice.



Ryan Smith, Director



DCSD Programs & Initiatives



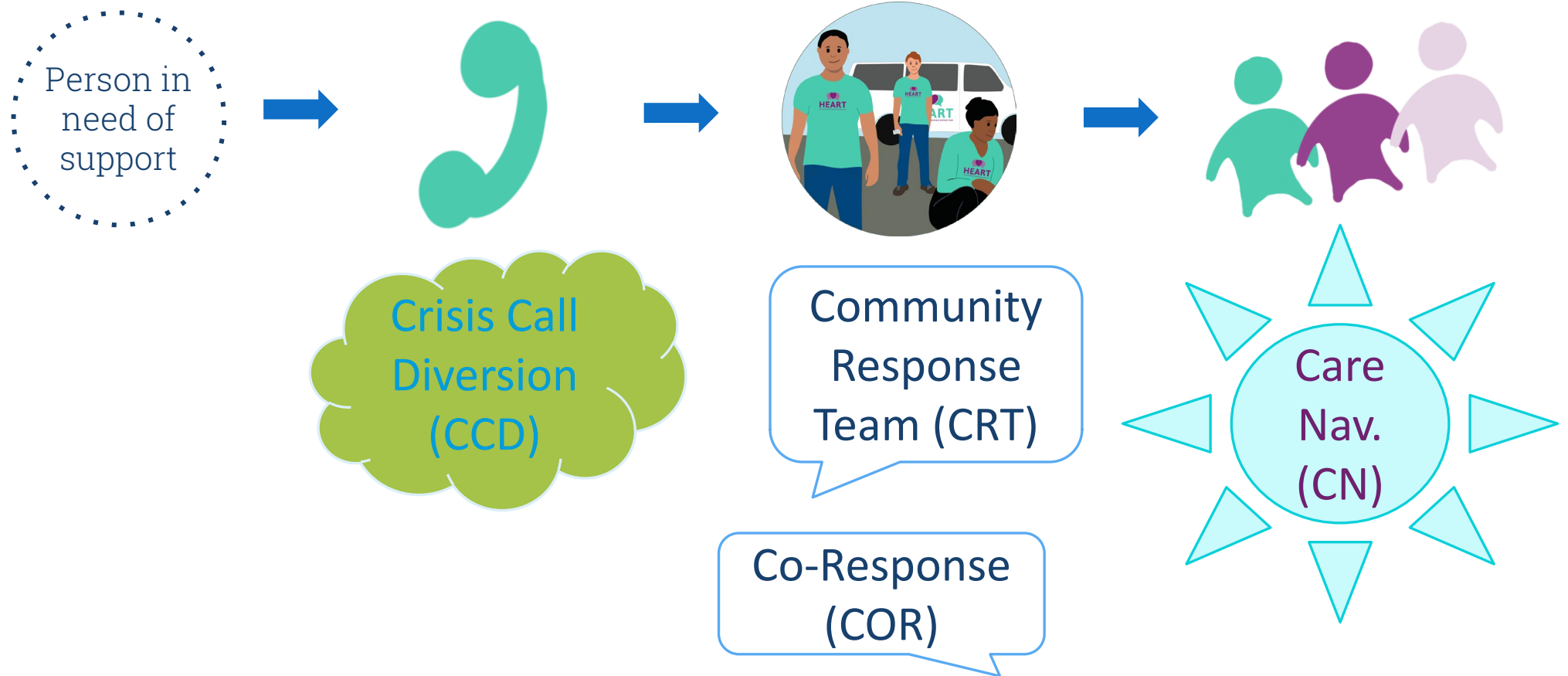
Coming Soon:

Office of
Survivor Care



Our Goal: Connect neighbors to the right care

From the 911 call to the warm handoff to the first responder and beyond...



7746

Community Response Team (CRT)

Response Time

11.26

Avg Minutes to Scene

33.49

Avg Minutes on Scene

44.74

Avg Total Minutes

Notable Measures

7.41%

% Needed Transport

0.05%

% Needed PD Backup for Team ...

1.02%

% Needed EMS Support

Program description:

CRTs provide rapid, trauma-informed care for 911 calls for service involving non-violent behavioral and mental health needs and quality of life concerns by dispatching teams of unarmed, skilled and compassionate staff (Licensed Clinician, Peer Support Specialist, and EMT) as first responders.

Goal:

Send the right response based on people's needs and, by doing so, reduce unnecessary law enforcement encounters and emergency room use.

Calls must not meet these exclusion criteria:

The person is in possession of a weapon; A person is under the influence of alcohol or drugs to the extent requiring a medical intervention (e.g. overdose); A person at imminent risk of hurting others; High priority calls that potentially pose immediate threat to life (Priority P)



***Launched
June 27, 2022***

Co-Response (COR)



Program description:

Pairs a HEART clinician with a CIT-trained officer to respond to the highest risk calls involving mental and behavioral health needs.

Goals:

- Respond to crisis calls that are violent in nature by either the involvement of a weapon or a person that is prone to violence.
- Respond to Involuntary Commitments calls for service and provide transport to a mental health facility.
- Reevaluate calls for service that would be appropriate for unarmed responses in the future.

***Launched
September 27,
2022***

HEART Responses

3488

Response Time

12.04

Avg Minutes to Scene

47.57

Avg Minutes on Scene

59.61

Avg Total Minutes

Notable Measures

8.31%

% Needed Transport

0.00%

% Needed PD Backup for Team ...

0.63%

% Needed EMS Support

Community Safety Interactive Activity

Can you think of a situation where a HEART response would have been helpful?



Community Safety Ongoing Pilots

- Office of Survivor Care
- Involuntary Commitment (IVC) Unit
- Familiar Neighbors Pilot



Community Safety

Frequently Asked Questions

1. How do you keep unarmed responders safe? Is it dangerous to send unarmed responders like social workers to calls that were formerly responded to by police?
2. Do I have to go through 9-1-1 to get a HEART response? Do you think this might change one day?
3. Why didn't HEART come when I called?



Community Safety Opportunities for Engagement

- DCSD staff proactively engage Durham residents throughout the year by participating in Community events and by encouraging our responders to visit businesses, non-profits and other locations to share info about HEART while on shift.
- Residents can request DCSD attend an event, speak with their organization, or meet with their neighborhood. To do so, please email leah.whitehead@durhamnc.gov
- All residents are welcome to visit our office in City Hall, suite 1500, Monday – Friday.
- There are not currently volunteer opportunities within our department, but feel free to reach out to be put on an interest list for future opportunities





Community Safety crisis response pilots
Quick answers to common questions

COMMUNITY SAFETY
CITY OF DURHAM

Crisis Call Diversion

Community Response Teams (CRT)

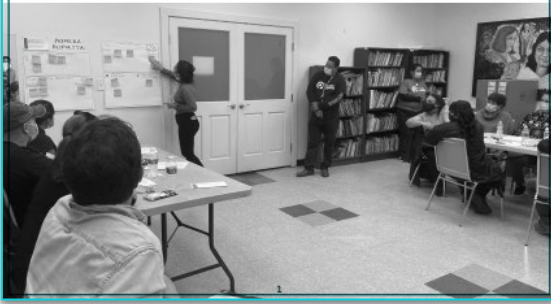
Care Navigation (CN)

Community Safety Department Durham engagement summary
July 2021 – January 2022

WHAT'S IN THIS DOCUMENT?

1. Background
2. What we've been doing
3. Who we've been talking to
4. What we've been hearing
5. Community design principles
6. How you can stay involved
7. May update: a conversation with Braggstown residents

Watch the documentary at www.heartforthis.org/



Learn more!

- Data Dashboard
- FAQs
- Engagement Reports



COMMUNITY SAFETY
CITY OF DURHAM

DURHAM NEIGHBORHOOD COLLEGE 2024



Questions?

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Stay Connected @
www.DurhamNC.gov/HEART

