

911 Responses/Crisis Intervention
August 25, 2021

Members Present: Manju Rajendran, Isaac Villegas, Xavier Cason, and Jennifer Carroll
Support Staff: Dwayne Campbell and James Spiers

1. Opening
 - a. We began by clarifying procedures for creating publicly available webinars over zoom for our meetings
 - b. We plan to have this meeting time reserved as a standing appointment for this roundtable.
 - c. Open Topics
 - i. Community-oriented work/town hall to set agenda for planning pilots in Durham
 - ii. 911 Call Data
 - iii. RT Invitations
 - iv. ECC Field Trip
 - v. National examples of alternative responses
2. Town Halls
 - a. Hard to know how to approach this in the most effective way during COVID
 - b. We were targeting mid-September.
 - c. Dwayne notes there has been a deliberate distinction set between town hall (larger with set speakers and Q&A, eg) and listening session (more like a focus group) on other round tables. We would do well to keep the same distinction/considerations in mind.
 - d. Incentives of up to \$25 can be provided for participation in listening sessions.
 - i. Anything over \$25 in a year requires community members to file a W-9 with the city.
3. Listening Sessions and Town Halls
 - a. We have a contract with Tilde to do translation, and they have noted that translating during town halls is more complicated.
 - b. Jen suggests that richer and more open perspective can be gained from listening sessions
 - c. Can we host listening sessions that move geographically through key areas of the city?
 - i. Hard to know what this looks like during the pandemic. What guidance or rules exist at the city level for this?
 - d. How do we decide who to invite?
 - i. DBP has had several open town halls so far. Folks have volunteered for this kind of effort before folks who have called emergency services and had poor outcomes or who were dissuaded from past experience and/or current concern from calling 911 in the first place.
 - ii. DBP also did some phone banking and volunteers had in-depth conversations with folks about this issue.
 1. Results of these conversations were reported in aggregate to city and county.

2. Callers took notes, rated responders perspectives based on conversations, and those scale stats were reported.
 - iii. Recruitment methods could include: tapping into volunteers who have already stepped forward with interest with other community organizers; identifying people who have received services via police incident reports extracted from call data; recruiting from neighborhoods according to amount of ECC calls or directed patrols via community networking, posters, etc.
 - iv. We could also reach out to people who are in the business of regularly providing services and support to those people who are met by law enforcement intervention, broadly speaking (for example, those who provide support to people directly or indirectly affected by ICE raids, there is a community of people who do this work).
 - v. Lived experience receiving services is key
4. Next Steps
 - a. Next meeting September 1