

911 Responses/Crisis Intervention
September 22, 2021

Members Present: Manju Rajendran, Shanise Hamilton, Isaac Villegas, and Jennifer Carroll

Support Staff: Dwayne Campbell, James Spiers, Amber Wade, Crista Cuccaro, Susan Greenblatt, Tony Macias

(Vision for our own TF/CS dept?) More than three months: Atlanta, Eugene, Embedded clinicians within 911: Houston; Just beginning: Albuquerque, Denver; Larger support organizations like National LEAD, Interrupting Criminalization

Discussion of how to web-cast the task force event in October.

- Amber shared insights as to why YouTube and Granicus would be sub-optimal choices for promoting participation.
- It was discussed that we prefer a meeting format to a webinar format. If so, we may not need a city staff person there.
- We have the option to record and post later. Amber suggests low ROI on live streaming in addition to posting after the fact.
- Currently no plans for breakout rooms at the meeting.
It is also noted that live streams can't capture live translation effectively, and simultaneous translation can't take place in breakout rooms, so we would need to language segregate to make that effective.
- Multiple languages can be recorded so that we have different versions of the meeting to post.
- If we have an asynchronous way to provide community feedback, that needs translation as well.

What needs creation, design, and translation:

- registration form
- fliers and advertisements
survey/feedback form

Interpretation:

- Live conversations at the meeting.
- We don't want to over promise, so we may want to collect some information about what languages are *preferred* at the meeting, so that we can keep that in mind for future events (and their planning and budgets etc etc).
- The suggestion was made to secure translation services for Spanish (live, documents, post-hoc posting, etc) and collect data on other desires/needs as we go.
- There are myriad concerns with translating and providing access to chat.

Meeting Logistics

- Open meetings law requires that the public has the right to *attend* but not necessarily to *participate*.

- We need to consider what that means in this context.
- How we manage the *ability* to participate is the technological question?
 - Technically the law does not allow participants the right to turn on video or mic. One way to ensure this works smoothly is to set this up as a webinar so that folks who want to participate can be promoted to panelists. They will retain their capacity to chat, but perhaps we can turn this off.
- Rules of decorum can be set at the outset of the meeting. City Council has already set their own rules of decorum, which we can use as a guide.
- Removing someone from the meeting altogether would be a ‘high bar’
- The MOST participants Amber can recall in an online meeting like this one is 70.
- There was an instance recently where an individual was using abusive language and was removed from an online meeting. Amber was present for this.
- How do we deal with legit zoom bombing?
 - Typically you just have to shut the meeting down.
- We will be requiring registration for the live event, however it is held or presented.
- Shannon to help get the word out!

Crisis Response in the Bull City: Public Town Hall

Hosted by the Crisis Response Roundtable within the Community Safety and Wellness Task Force in collaboration with Durham Department of Community Safety

Friday, October 15, 2021, 9am-12:30pm

9am-9:30am [Manju + Xavier] **Welcome: Introduction to Community Safety and Wellness Task Force & Department of Community Safety**

9:30am-10:30am [Xavier + Shanise] **Here: Storytelling- Durham’s neighborhoods- how are we already keeping each other safer?** How are we already ending violence and strengthening community fabric? (*what does success look like? How do we want to take ownership?*)

10:30am-10:45am Break

10:45-12:15am [Jennifer + Ryan] **There: Overview of other cities’ programs across diverse strategies.** (*Vision for our own TF/CS dept?*) *More than three months: Atlanta, Eugene, Embedded clinicians within 911: Houston; Just beginning: Albuquerque, Denver; Larger support organizations like National LEAD, Interrupting Criminalization*

12:15-12:30pm [Manju + Isaac] **Closing**

Saturday, October 16, 2021, 9am-3pm

9am-9:30am [Jennifer & Manju] **Welcome and introduction**

9:30am-10:30am [Shanise & Isaac (with Jennifer on support)] **Today: Understanding people’s current experiences interacting with municipal first responders** (*feedback on priorities? What current problems/things not working the TF should target?*)

10:30-10:45am Break

10:45am-12pm [Shanise & Isaac (with Jennifer on support)] **Today: Understanding people’s current experiences making a different choice about addressing a moment of crisis** (*what does success look like? How do we want to take ownership?*)

pm

12-1pm Lunch Break

1:00-2:30pm [Manju & Shanise] **Tomorrow: What would you like to see?** (*vision vision vision, continuation of other sessions focused on success, priorities, ownership*)

2:30-3pm [Jennifer + Isaac] **Closing**

Summary of what we want to listen for (from below):

- Visions for CSW tf/dept
- Feedback on tf priorities, what to focus on/tackle
- Definitions of success
- How residents want to take ownership/responsibility

[Record to share later. Offer interpretation.]

[Allow people to stack up/sign up to speak, but also encourage input in the chat? b/c we can record and review the chat]

PURPOSE:

- Make sure community has clarity about what Community Safety and Wellness Task Force is here to do, where we are in our timeline, and dispel myths. (**DIDACTIC**)
- Hear resident visions for a Department of Community Safety. Introduce ourselves, share our current priorities, and where we are in the timeline. (**LISTENING/Interactive**)
- Fulfill our commitment to hear feedback from community members about their current experiences in crisis, how they feel during interaction with first responders, or what happens when they don't call 911. (**LISTENING**)
 - Get the information we know we want. Guardrails, pathlights-- intentional questions: For certain types of calls, what would residents like to see? Who would they like to see, and what would they want to have happen during the interaction? Etc.
- Hear what residents are aware of as alternatives to policing (and improve knowledge about what other communities are piloting?). (**LISTENING + DIDACTIC**)
- Defining what success would look like and feel like according to Durham residents, both in terms of broad vision and in terms of concrete changes they want to see happen that can be operationalized as outcomes (i.e. reduce the number of X or increase the frequency of Y) (**LISTENING**)
- Clear next steps for residents on how to stay involved. (**DIDACTIC**)

Would love for participants to feel responsibility and ownership in co-design (**LISTENING**)