

911 Responses / Crisis Intervention
February 16, 2022

Members Present: Ryan Smith, Dwayne Campbell, Jennifer Carroll, Xavier Cason, Manju Rajendran

Members of the public present: Rose Werth

Agenda

- Discuss what outstanding questions the Department of Community Safety has about the crisis response pilots launching this summer
- Plan round table activities through the end of the year
- Adding Rose Werth as a round table member

Outstanding Crisis Response Pilot Questions

- 1) What kind of training do our crisis response clinicians and responders need?
- 2) When should we send calls? At what point is an unarmed team dispatched?
- 3) How can we access the Community Safety Department for crisis response?
- 4) How do we, the public, want to know how the work is going? (live dashboard?)
Evaluation, transparency.
- 5) How do teams appear on the scene in ways that are welcoming, non-threatening, most helpful? Vehicle appearance, logo, flashing lights without sirens for when parked in precarious locations, uniforms.
- 6) Initial protocols on transporting. Where can teams transport people?
- 7) What are the supplies we want all teams to have on hand? (Ideas: Carseats, toys, child-friendly welcome, stim tools, weighted pillows, ice packs and cooling blankets, water bottles, stuffies, o2.

Preliminary Timeline

The group discussed holding an additional listening session to help answer the questions above described by the Department of Community Safety staff. This is the preliminary timeline discussed by the round table for the early part of this year:

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| February | - Renewing goals and setting timeline for our remaining year+ together
- Outreach
- Encouraging community members to apply for positions with Community Safety Department
- City budget process |
| March | - Helping with final interviews for Community Safety Department roles
- Braggtown listening session |
| April | - Helping with final interviews for Community Safety Department roles |
| May | - County budget process |
| June | - End of June, July– Community Safety Department pilots launch |

Resources discussed during the meeting

Jennifer mentioned that staff with the North Carolina Harm Reduction Coalition may be helpful in discussions of what community members need in crisis response. They are in touch with populations that are extremely hard to reach in listening sessions.

The Queen City Syringe Exchange has [a dashboard available for the public](#). This type of dashboard may be helpful to create for Durham residents to reflect on how the crisis response pilots are going.