

Community Assistance: Respond, Engage, Support (CARES) Team

SEPTEMBER 15, 2022



Overview

- ◀ **SAFE Charlotte Recommendations**
- ◀ **Community Assistance: Respond, Engage, and Support (CARES) Team**
 - Pilot Program Parameters

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Collaboration with Johns
Hopkins and GovEx

Framework to Address Violence

Corridors of Opportunity

Reimagining
Policing

SAFE
Charlotte

Sept.
2019

Jan.
2020

March
2020

June
2020

Sept.
2020

Jan.
2021

SAFE Charlotte Reimagining Policing Recommendations

- ◀ **Recommendation 1** - Provide \$1m from the city's current budget to help Charlotte-based non-profits address violence in the community.
- ◀ **Recommendation 2** – Work with an external partner to develop a comprehensive recommendation to convert low-risk sworn duties to non-uniform officers.
- ◀ **Recommendation 3** – Work with an external partner to provide an independent analysis of areas such as police-civilian contact, and police calls and responses.
- ◀ **Recommendation 4** – Expand Community Policing Crisis Response Team (CPCRT) and develop a nonsworn officer responder model for mental health and homeless calls.
- ◀ **Recommendation 5** – Engage a university or independent organization to evaluate selected youth programs on an annual basis.
- ◀ **Recommendation 6** – Enhance recruitment efforts and develop a program to provide additional residency incentives to officers living in priority areas, including down payment incentive.

Refining RAND's Call Type Analysis

RAND Preliminary Call Types (2016-2021 Data, September 2021)

General Loitering	Homeless Person	Overdose
Check the Welfare Of	Loitering for Money	

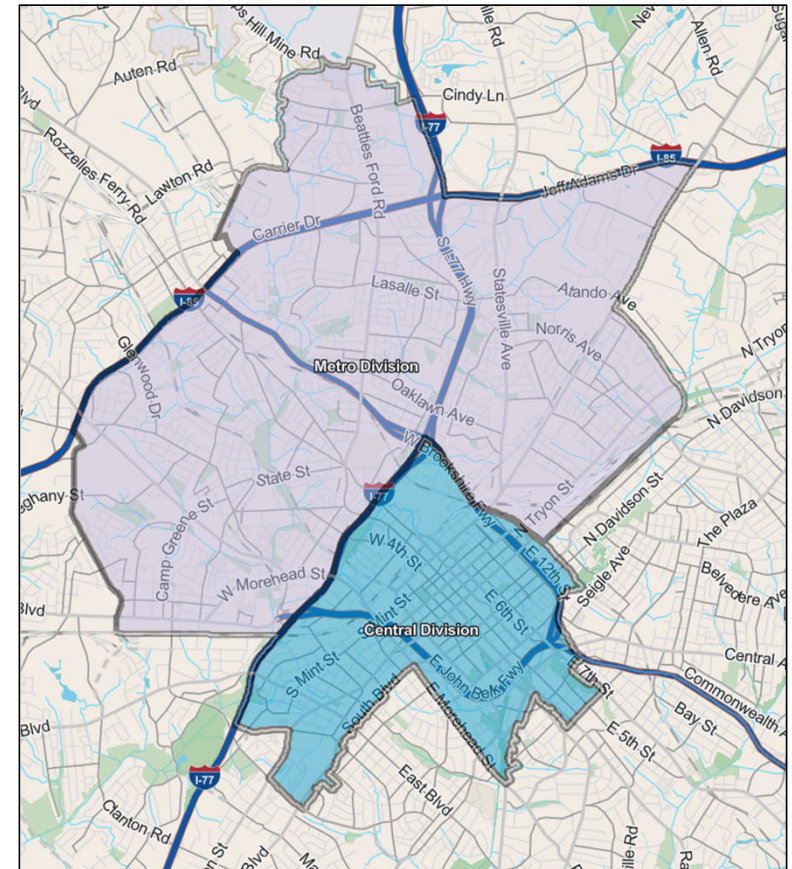


CMPD Refined Call Types (2021 Data, January 2022)

ABC – Intoxicated Person	Indecent Exposure	Loitering – Prostitution Related
Check the Welfare Of	Loitering	Loitering – Sale/Purchase Drugs
Escort to Mental Health	Loitering for Money	Trespass
Homeless People	Loitering – Alcohol Related	

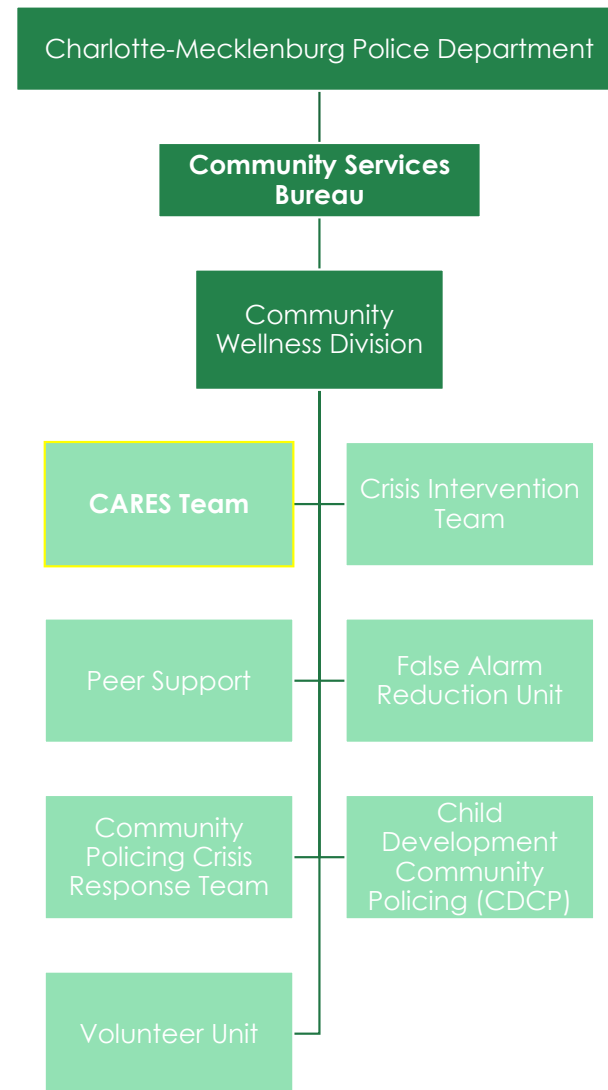
Program Parameters – Civilian Assistance: Respond, Engage, Support (CARES) Team

- Call Types:
 - Loitering
 - Loitering for Money
 - Escort to Mental Health
 - Homeless People
- Highest Density of Calls (Location):
 - Central Division – 4.1sq. mi.
 - Metro Division – 13.1 sq. mi.
- Highest Density of Calls (Time): 9am – 5pm, M-F
- Initial launch with one team of two clinicians



Program Management

Civilian Program Coordinator will manage daily operations of CARES Team, working closely with Sergeant over Community Wellness



Program Goals

◀ Reduce need for emergency services

- CMPD response
- MEDIC response/transport
- Transport to jail

◀ Provide appropriate response for residents

- Emergency – Police, Fire, MEDIC
- High-risk Mental Health Crisis – Community Policing Crisis Response Team, Co-Responder Model
- Low-risk behavioral/mental/social issue – CARES Team

◀ Increase connectivity between first responders and community partners

Data Management

◀CMPD Crime Analysis

- Resident vs. Officer vs. CARES Team initiated calls
- Average CARES Team response time vs. Average Officer response time
- Service time for diverted Officer calls
- Call event outcomes (arrest, incident/crime report)

◀Crysis (clinical provider)

- Demographics of consumers
- Repeat consumers
- Number of referrals made + status with follow-up

Leveraging Funds

\$1.5m Total

City of Charlotte: \$1.2m (FY 2022)	State of North Carolina, STAR Grant: \$330,000
<ul style="list-style-type: none">• Contract with clinical provider• Personnel• Technical and evaluation support• Purchase of vans• Purchase of radios, laptops, other equipment, staff uniforms	

Next Steps

- ◀ Begin sworn “warm-hand off” to clinician teams: October
- ◀ Full program launch: November/December
- ◀ Constant evaluation and modification as needed



Questions?

[Charlottenc.gov/safecharlotte](https://charlottenc.gov/safecharlotte)