

Raleigh's Alternative Response Program Update

November 19, 2024

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City Manager's Office

ARP Program Managers

Multiple City Departments

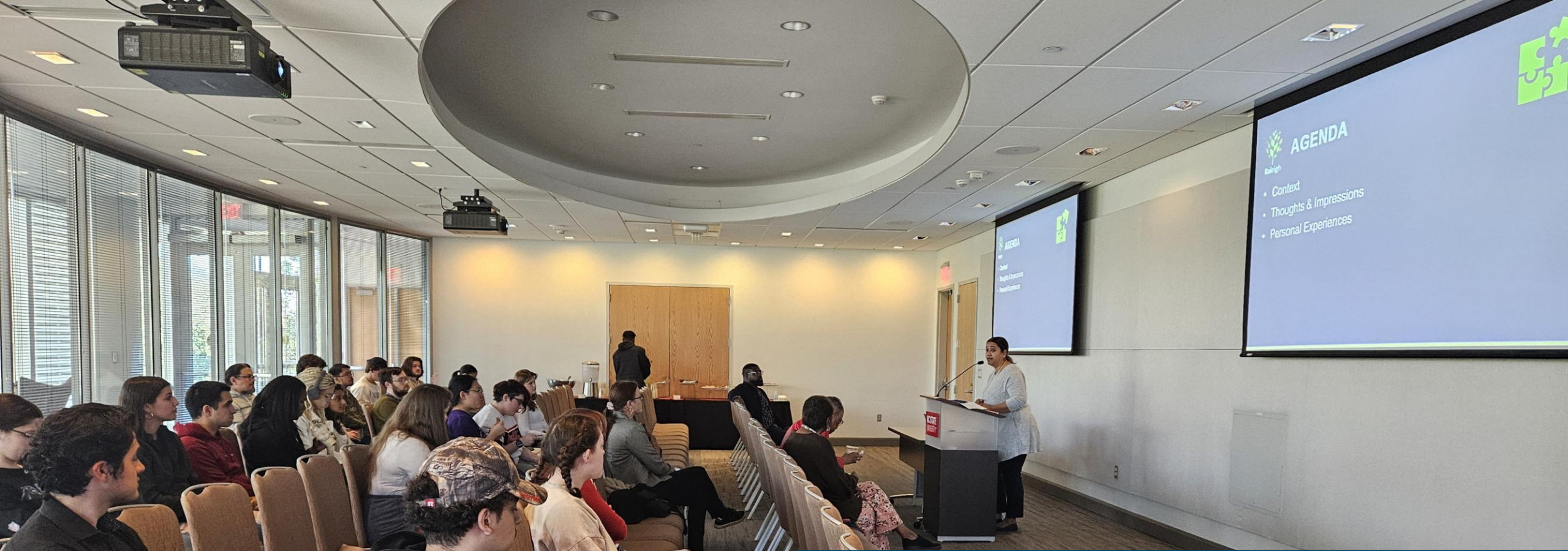


Raleigh



Agenda

- FY25 Budget Investment Recap
- Progress Report
- Communication Plan
- Next Steps
- Questions



- AGENDA**
- Context
 - Thoughts & Impressions
 - Personal Experiences

FY25 Budget Investments

Components of Raleigh's Alternative Response Programs

Component Name	Co-Response Units	Crisis Call Diversion Lines	Care Navigation/ Case Management	Community Response Team*
Team Composition	Social Workers and Police Officers	Licensed Clinician or other mental health professional	Social Workers, Peer Support Specialists	Social Workers, EMS, and Peer Support Specialists
Description	Referrals to Higher Acuity Calls	911 Call Taker for over the phone support and de-escalation	Follow-up and resource connection	911 Dispatch to Lower Acuity Calls

FY25 Components of Raleigh's Alternative Response Program

Component Name	Co-Response	Crisis Call Diversion	Care Navigation/ Case Management	Community Response Team
Raleigh's Progress				
FY25 Budget Amount	\$800,000	\$380,000	\$205,000	Staff Resources



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Progress

One-Time ARPA Funding Replacement for ACORNS

Co-Response



\$800,000

- Client Tracking Software
- Dashboard Buildout
- Non-sworn Vehicles
- Mobile Office

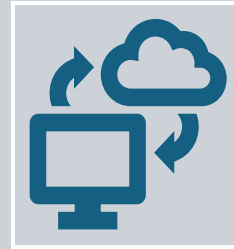
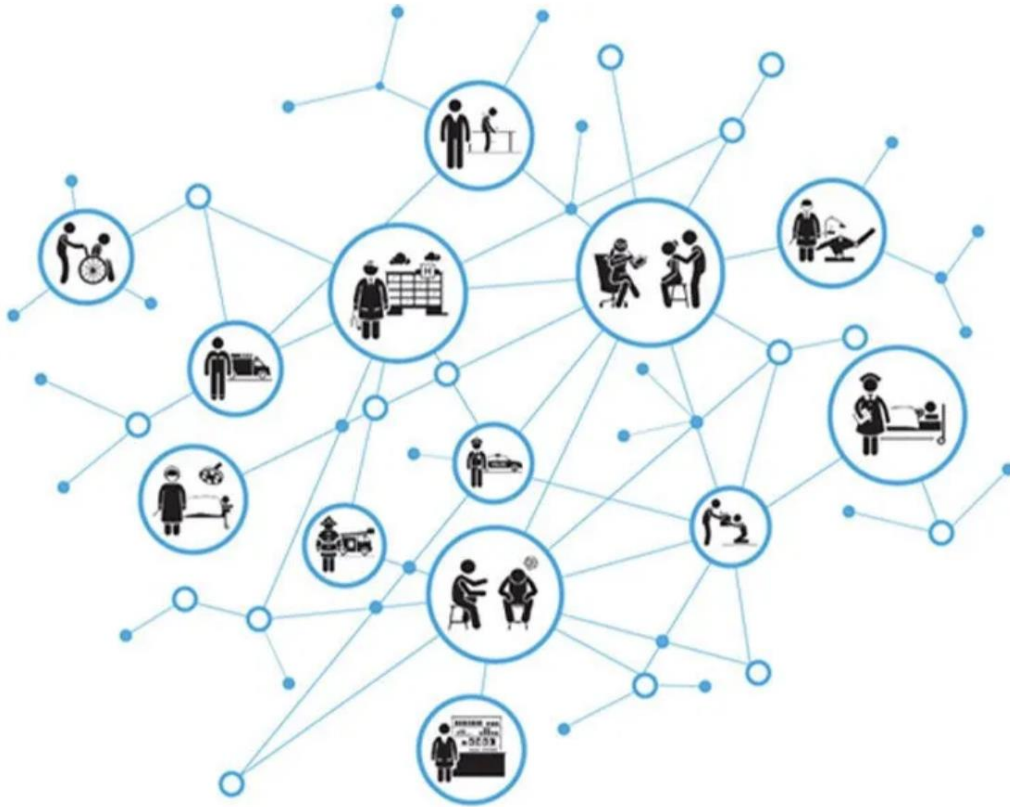


ACORNS Co-Response



- Executed contract with Julota
 - Determining best metrics to display in dashboard
 - Community interest and other program dashboards
 - Working group to integrate system with PowerBI
 - Connect to other ARP teams: Care Nav. in H&N
- Purchased 2 transport NON-SWORN vans and 1 mobile office
- Hiring social workers (3) and supervisor (1) to fill vacancies

Julota



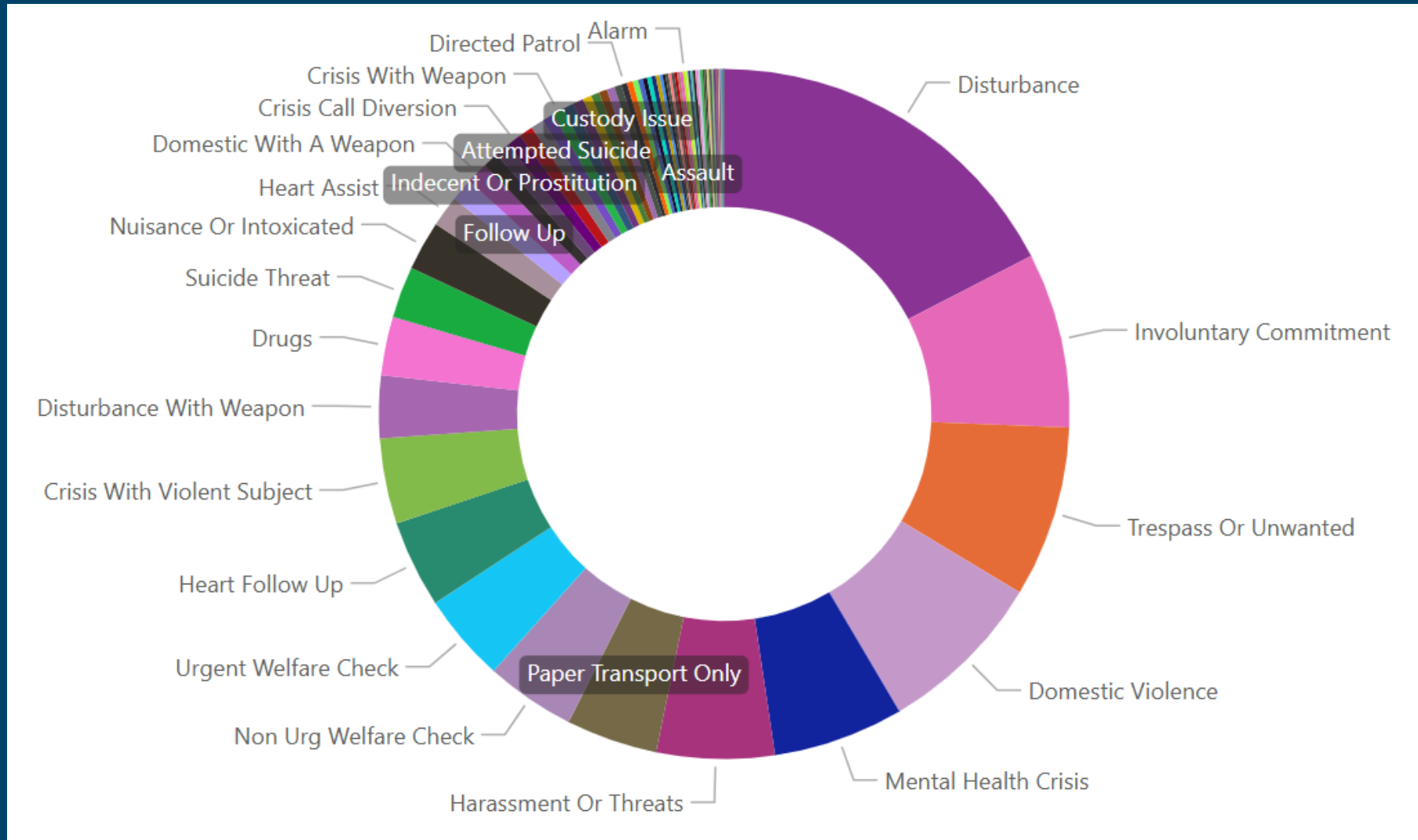
Flexible and compliant cloud-based platform that enables communities to implement critical initiatives like Mental Health and Law Enforcement Co-Responders



Connects the “helper community” by automating complex workflows, referrals, data aggregation, and reporting

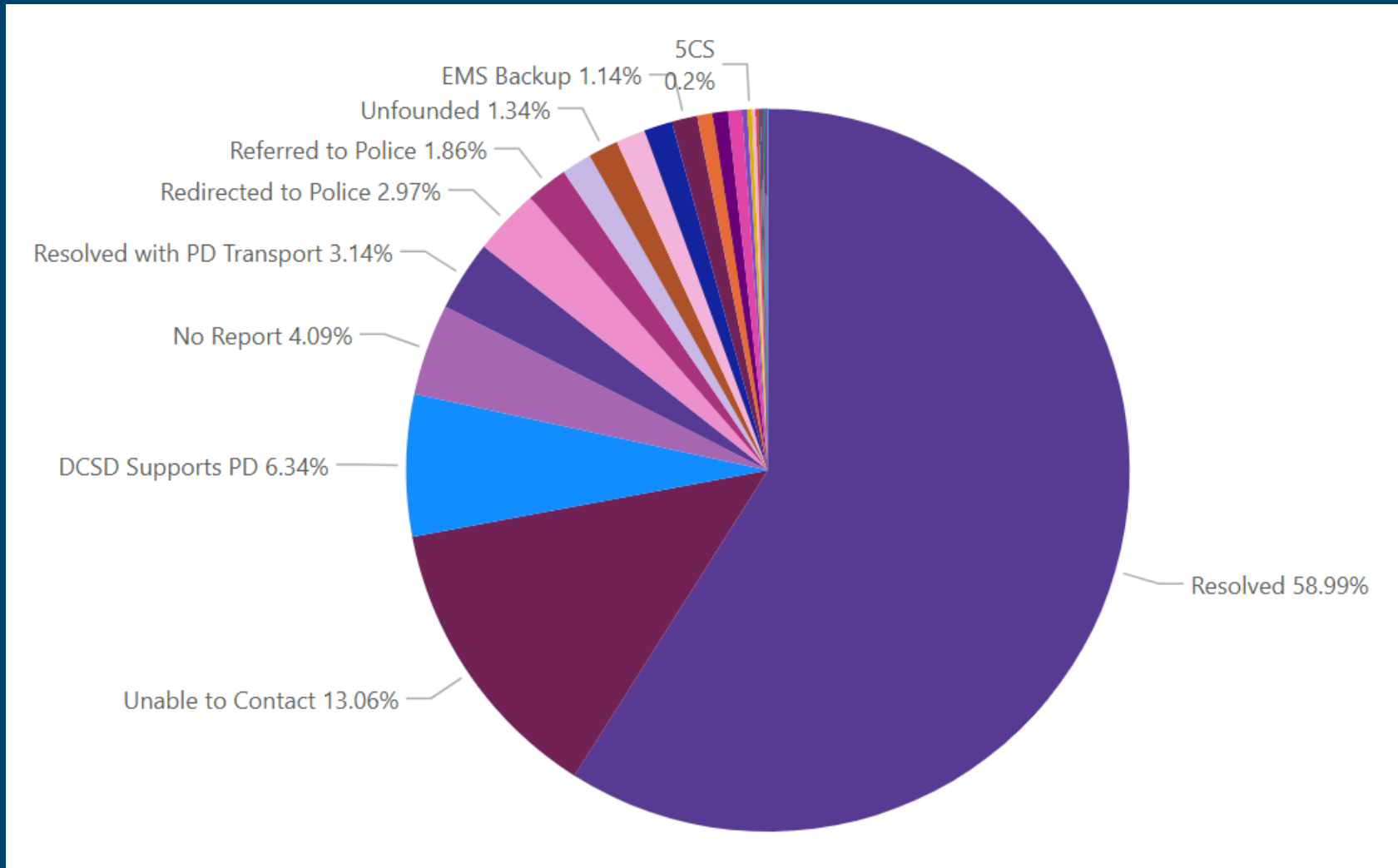
Durham HEART Co-Response (Julota+ PowerBI)

Initial Call Types



Durham HEART Co-Response (Julota+ PowerBI)

Call Outcomes



Crisis Call Diversion (ECC)



Crisis Call Diversion



\$380,000

- 3 contracted, licensed clinicians placed in ECC
- Cover calls 9am - 5 pm
5 days per week
- Training for all ECC staff

Crisis Call Diversion (ECC)

- Call types: 1st party caller, no weapon, no immediate threat to themselves or others
- 3 Licensed Clinicians
 - Available during business hours M-F 9 am- 5pm
 - Potential to expand 24hr response
- Contract negotiations & determining scope of services with chosen vendor



Housing and Neighborhoods

Care Navigation & Case Management



\$205,000

- Care Navigation Team
 - 1 CN Team Lead
 - 1 CN Coordinator
 - 1 Peer Support Specialist
- Connect directly to resources
- Partnering with resources who holistically serve the community



Care Navigation & Case Management







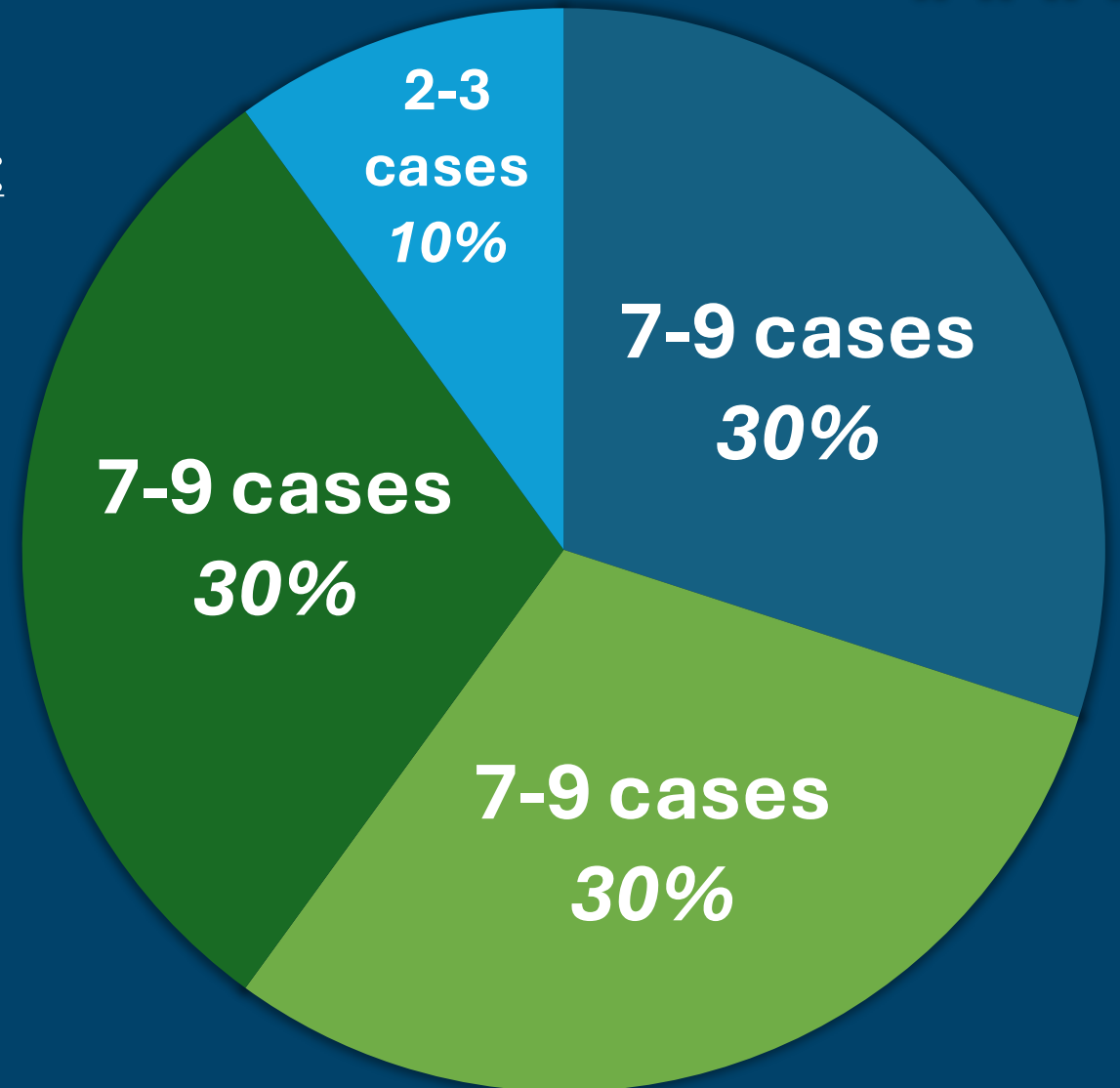
- Hired a consultant to determine capabilities
- Reclassification:
 - 1 Care Navigation Team Lead, 1 CN Coordinator, 1 Peer Support Specialist
 - Positions posted, interviews starting in December - January
- Referral-based care: Through Julota from ACORNS (Call Center, Mobile Crisis in the future)
- Scope of services:
 - Focus on housing compromised
 - Prevention
 - Recently unhoused, diversion
 - Follow-up within 48 hours of referral to determine housing and non-housing needs

Care Navigation & Case Management



Capacity for ~25-30 cases at one time:

-  High Need (Lower turnover)
-  Medium Need
-  Light Touch (higher turnover)
-  Other/Variable



Community Response Team

CRT



**Staff
Resources**

- Partner with Wake County

Community Response Team – MOBILE CRISIS SERVICES

Proposed draft:

- **Team composition:** Clinicians, peer support
- **Population:** experiencing mental/behavioral health, substance abuse, housing crises
- Collaboration with other components for comprehensive care
 - CCD, ACORNS, Care Navigation

Community Response Team – MOBILE CRISIS SERVICES

Proposed program

- Immediate telephone assessment
- Face-to-face evaluation when needed
- Educational services for crisis prevention
- Evaluation for safety
- Access to crisis stabilization interventions for mental health and/or substance abuse services
- Development of a crisis plan for current and future use
- Linkage to ongoing services if needed
- Work in with Raleigh's existing programs CCD, ACORNS, Care Navigation
- Assistance with voluntary and involuntary hospitalization
- Integrated crisis response and crisis prevention activities

What is still needed?

By each components of the program

- ACORNS – Develop direct dispatch protocols with ECC
- Care Navigation – Building program out - Contract Expansion of Julota
- CCD - Contract finalization
 - Dispatch response for 911 calls, Dispatch to non-violent behavioral health and quality of life calls for service
 - Develop protocols for lower risk calls that do not involve weapons, including de-escalation protocols, on-site support, and resource connection.



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Communication & Engagement

ARP – Official Name



CARES Program

CARES (Crisis Alternative Response for **Empathy** and Support)

Communication and Engagement

Webpage and Branding Launch

<https://raleighnc.gov/community/services/cares-program>

Program Coordinator Position

- Housed in the City Manager's Office
- Focused on:
 - Program Development
 - Coordination and Partnership Building
 - Oversight and Evaluation



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Next Steps

Next Steps

Alternative Response Program FY25



- CCD Line Contract Negotiations
- Care Navigation Program Implementation
- Communication and Education of New Programs
 - CCD Line - Launch Spring 2025
 - Care Navigation - Launch Spring 2025

Next Steps

Alternative Response Program FY25



- Establish monthly Community and Practitioner Partnership Meetings in 2025
- Recruit and Hire ARP Coordinator
- Community Response Unit - Partnership with Wake County

Questions