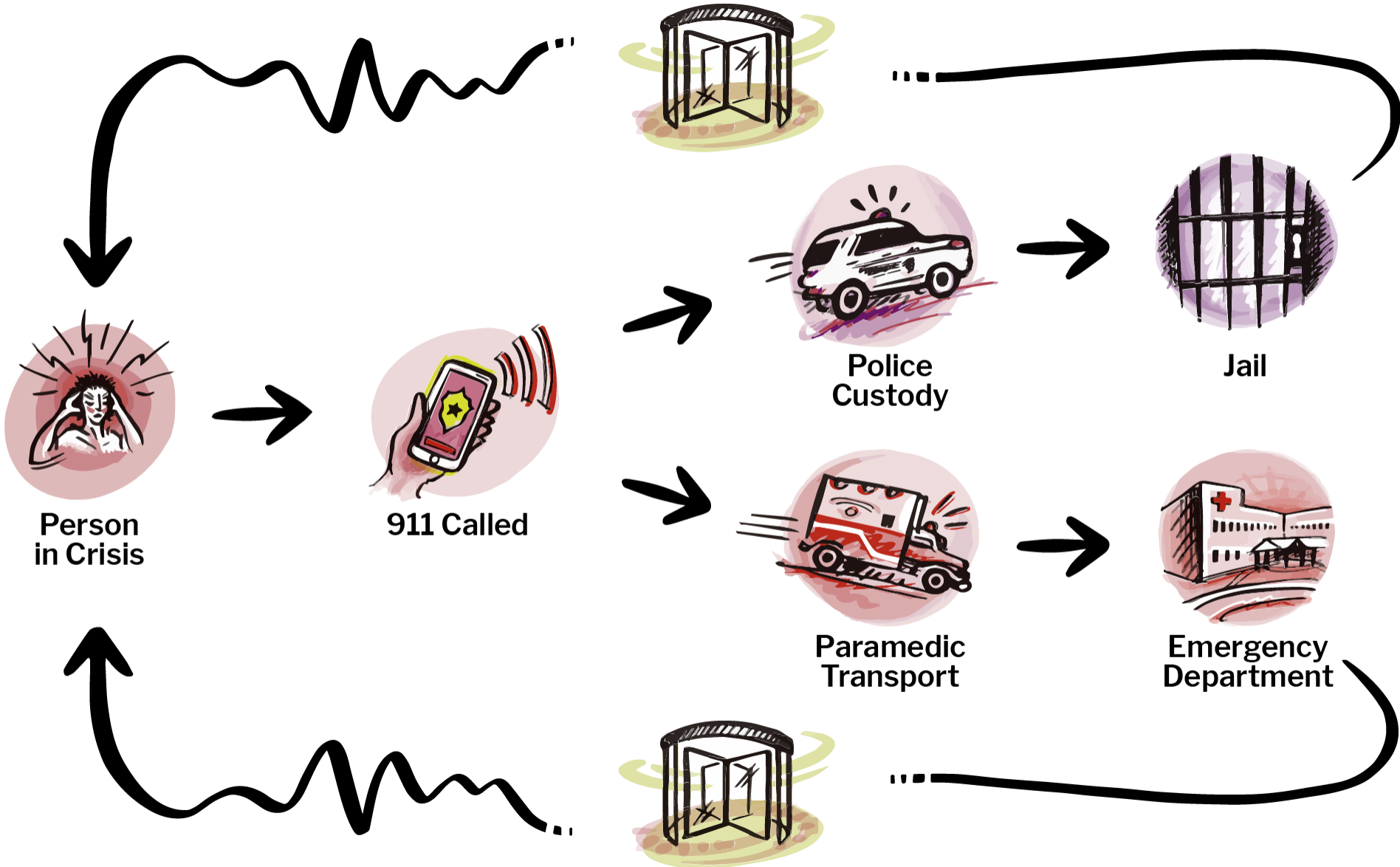


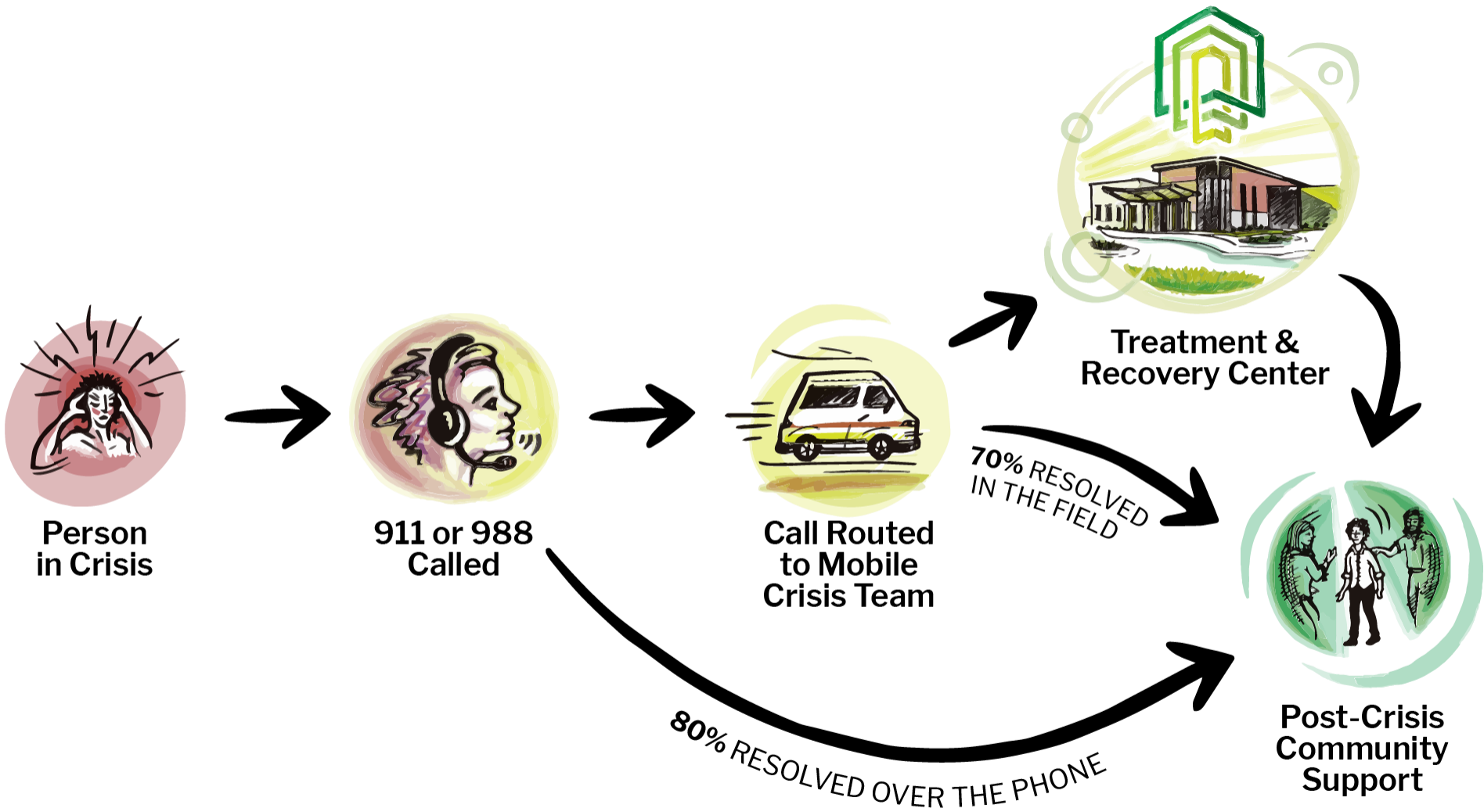
Douglas County Behavioral Health Crisis System Update



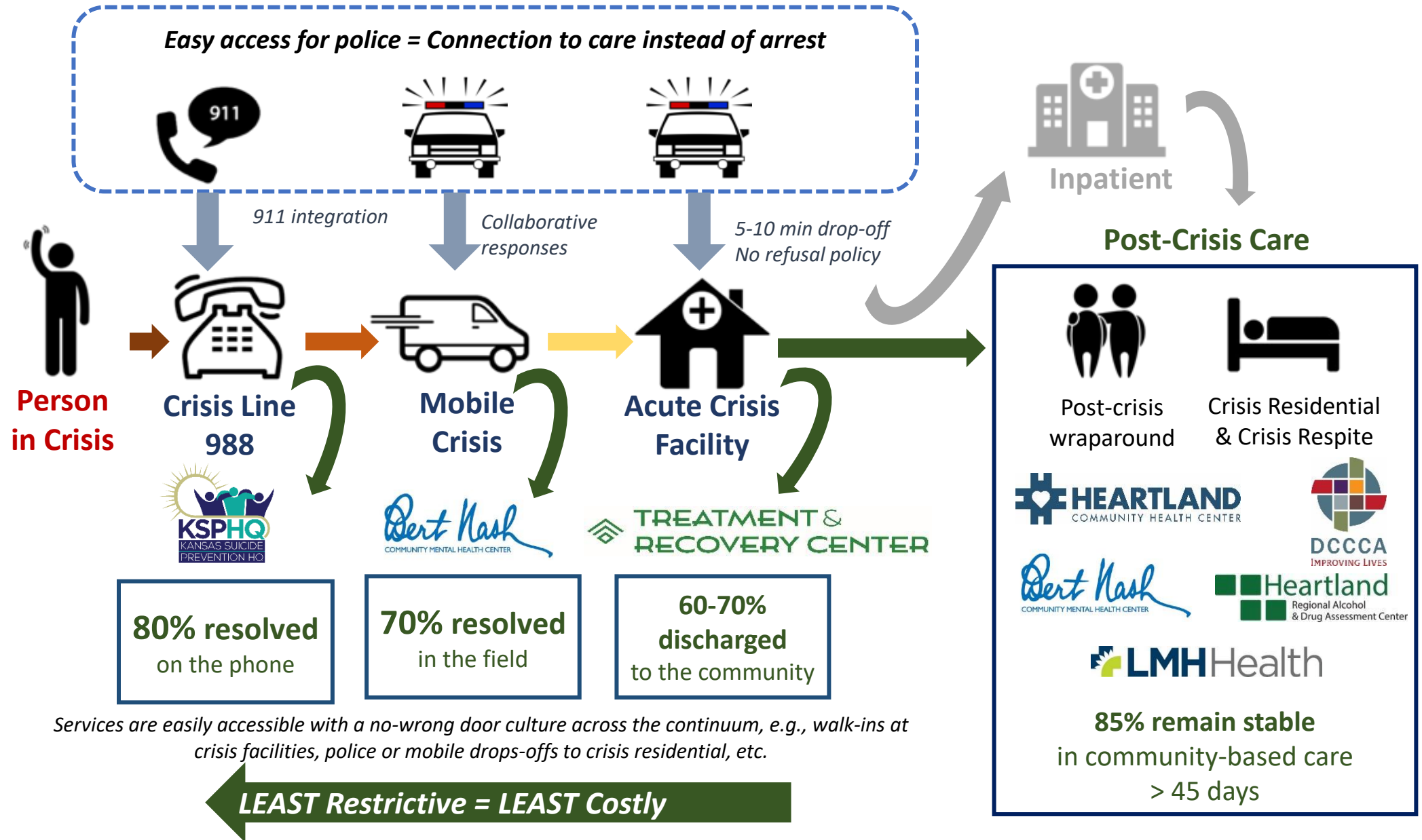
HARVARD Kennedy School
Government Performance Lab

Rich Lockhart, City of Lawrence, Police Chief
Bob Tryanski, Director of Behavioral Health Projects
Criminal Justice Coordinating Council, September 12, 2023

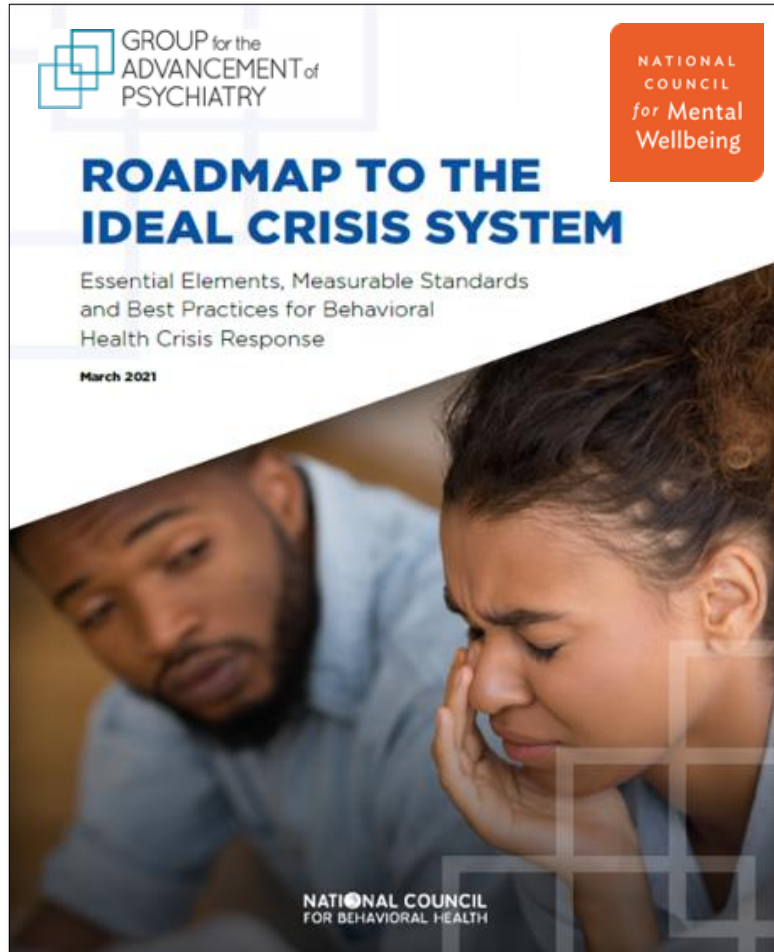




Community Partners Respond



Crisis System Complexity & Process Challenges



How do we build and sustain a 24/7/365 behavioral health crisis system in a community of our size and in a state without Medicaid expansion?

How do we ensure that individuals in crisis receive the right care, in the right setting, at the right time?

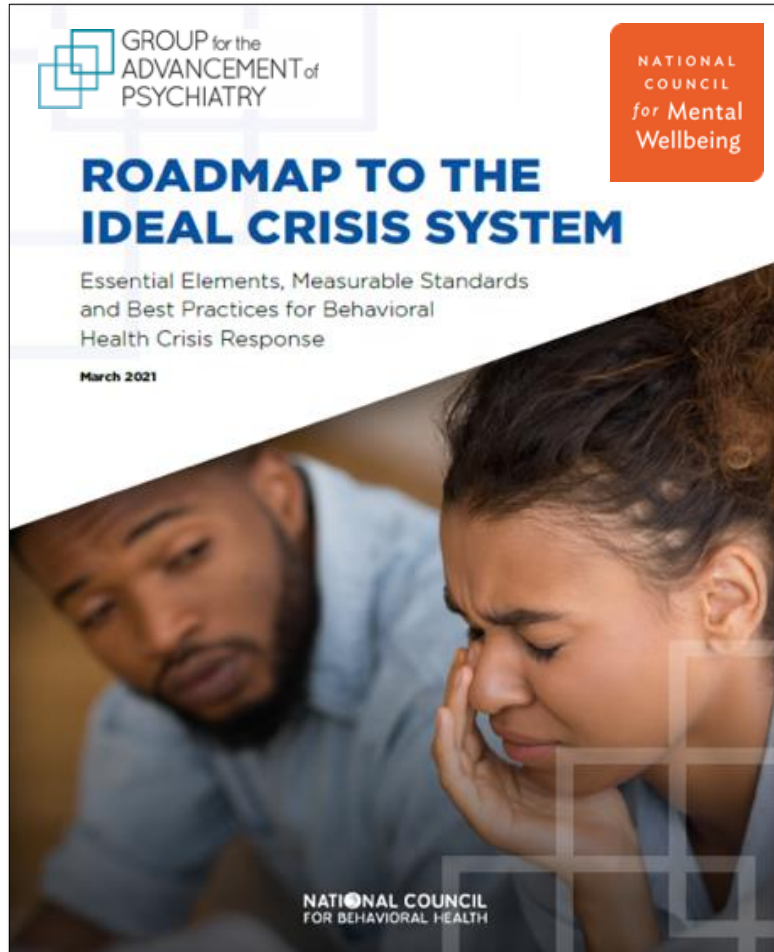
How do we maximize outside funding sources and foster transparency, accountability, and continuous quality improvement while minimizing competition between agencies?

How do we hold coalitions and emerging partnerships together and ensure fiscal discipline and accountability as we move from where we are now to where we want to be five years from now?

How should county government effectively leverage its position as convener, strategist, AND funder to pull together behavioral health, justice system, and community stakeholders to formalize crisis system oversight?

County & Municipal Leadership
Healthcare & Human Service Providers
EMS
Law Enforcement
Criminal Justice Partners
Citizens with Lived Experience
Community Stakeholders

Crisis System Complexity & Process Challenges



How do we build and sustain a 24/7/365 behavioral health crisis system in a community of our size and in a state without Medicaid expansion?

How do we ensure that individuals in crisis receive the right care, in the right setting, **EVERY TIME?**

How do we maximize outside funding sources and foster transparency, accountability, and continuous quality improvement while minimizing competition between agencies?

How do we hold coalitions and emerging partnerships together and ensure fiscal discipline and accountability as we move from where we are now to where we want to be five years from now?

How should county government effectively leverage its position as convener, strategist, AND funder to pull together behavioral health, justice system, and community stakeholders to formalize crisis system oversight?

County & Municipal Government
Healthcare & Human Service Providers
EMS
Law Enforcement
Criminal Justice Partners
Citizens with Lived Experience
Community Stakeholders



Familiar Faces Initiative

Improving Outcomes through Coordinated Health & Justice Systems



Familiar Faces Initiative

Improving Outcomes
through Coordinated Health
and Justice Systems



Justice
Center



NATIONAL
COUNCIL
*for Mental
Wellbeing*





City of Lawrence



Familiar Faces Initiative



- Multi-disciplinary team includes first responders along with medical and behavioral health service providers.
- Identify the most frequent and intense users of public safety resources via MyRC
- Conduct multi-agency “huddles” to develop solutions for specific people
- Explore ways to change deployment of resources to help support familiar faces

Familiar Faces Initiative



GPL Alternative 911 Emergency Response Implementation Cohort Overview

Prepared for:

City of Lawrence Commission
Douglas County Commission

9/2023



HARVARD Kennedy School
Government Performance Lab

Alternatives to Traditional 911 Responses

GPL Cohort Team



GPL technical assistance advances implementation of innovative practices through hands-on project support in 5 policy areas



GPL criminal justice projects test model approaches in 911 triage, early diversion, bail reform, service navigation, violence prevention, and pre-trial supervision to reduce reliance on local criminal justice systems.

GPL technical assistance helps jurisdictions:

- 1** Increase capacity of busy staff through targeted support
- 2** Design and implement tools, policy, and protocols that support desired systems change
- 3** Identify key metrics that provide insight into whether reforms are working
- 4** Scale up adoption of successful reforms across jurisdiction
- 5** Connect and share learning and successes with peer jurisdictions

Nationally, jurisdictions are exploring new 911 response models that offer alternatives to traditional dispatch options

The Issue

A significant portion of 911 calls are related to quality-of-life and other **non-violent incidents** that may require a time-sensitive response but are better suited for unarmed responders

The Opportunity

There is a national call to action for jurisdictions to **move away from police as de-facto response** by investing in strengthened response systems that better fit resident needs, thereby creating more equitable outcomes

The Model

Alternative dispatch models divert 911 calls to **community-based, health-centered response teams** equipped to offer connection to supportive services

Cohort members will have access to three levels of technical assistance for 12+ months to help advance their implementation

Implementation Cohort

Individualized technical assistance and monthly cohort call for jurisdictions launching alternative response teams

- Alexandria, VA
- Allegheny County, PA
- Amherst, MA
- Baltimore, MD
- Cambridge, MA
- Chicago, IL
- City of Lawrence/Douglas County, KS
- City of Los Angeles, CA
- City of Madison/Dane County, WI
- Portland, OR
- Sacramento, CA
- San Gabriel Valley Council of Governments, CA
- Tucson, AZ
- Washington, DC

A-9ER Leaders Training

Week-long learning series at the Harvard Kennedy School for government leaders pursuing alternative response initiatives. Invitees will be selected from 23-24 Cohort participants.

Community of Practice

Monthly learning series on emerging practices in alternative response implementation

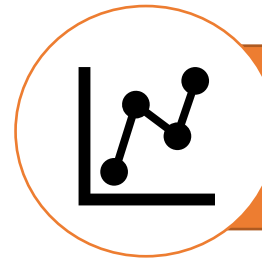
- 70+ governments engaged
- Relaunched September 2023
- Optional attendance for cohort members

Alongside government, we identify deliverables to advance impact and meet alternative response goals.

Examples of individualized support include:



Co-design RFP to contract local CBOs to staff teams



Support development of data dashboard



Establish KPIs to guide team performance management



Expand call code eligibility and exclusionary criteria



Draft dispatch triage policy and team on-scene protocols



Update dispatch training to support pilot expansion

Questions?

