

CITY OF HIGH POINT

AGENDA ITEM



TITLE: High Point PD Mental Health Response & Civilian Traffic Investigators	
FROM: C. H. Cheeks, III, Chief of Police	MEETING DATE: November 7, 2024
PUBLIC HEARING: N/A	ADVERTISED DATE/BY: N/A
ATTACHMENTS: Power Point Presentation	

PURPOSE: To provide the committee with an update on the development of an Alternative Response Model for HPPD as well as the implementation plan and projected timeline. HPPD will also provide an implementation plan for Civilian Traffic Investigators.

BACKGROUND: The High Point Police Department, with deliberation and thoughtful assessment, is ready to move forward with the implementation of an Alternative Response Model to address mental health calls for service. The PD has also evaluated the addition of Civilian Traffic Investigators for low-level accidents and traffic complaints. Existing sworn positions will be converted to assume these dedicated responsibilities and this resource will lessen the burden on our sworn staff and remove officers from calls where their presence may not be necessary.

BUDGET IMPACT: Funds are available in the FY 2024-25 budget.

RECOMMENDATION/ACTION REQUESTED: The Police Department will seek to address any questions or concerns from the committee related to these functions.



HIGH POINT PD

MENTAL HEALTH RESPONSE & CIVILIAN TRAFFIC INVESTIGATORS



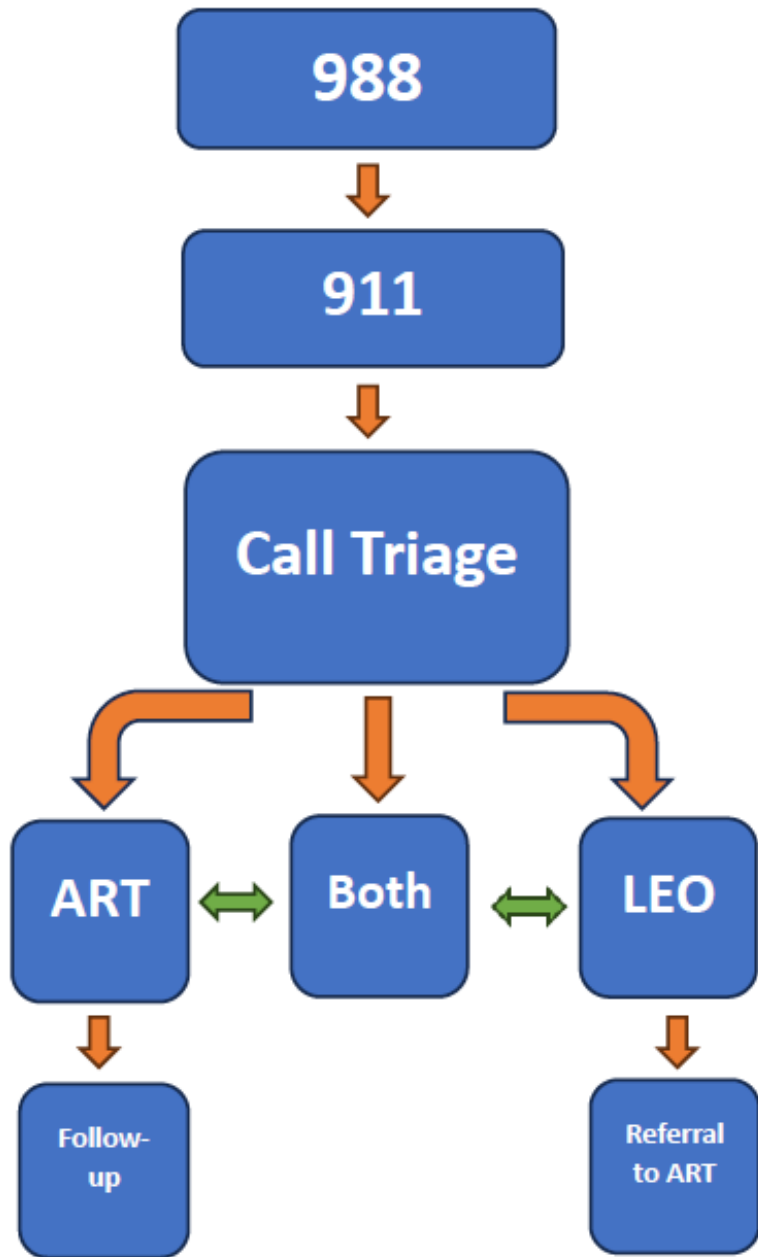
HIGH POINT STATISTICS

- **2023 Mental Health Calls for Service**
 - Since January 940
 - monthly average of approx. 150
- **HPPD began exploring options in 2021**
- **Models evaluated:**
 - Co-responder Model - A police officer and a mental health professional work together to respond to calls that may involve a mental health crisis.
 - Alternate Response Model - A strategy that uses behavioral health specialists or social workers instead of police officers to respond to certain calls. This model is designed to address mental health and substance use issues, and can also help connect people with services outside of a crisis.



ADVANTAGES TO AN ALT-RESPONSE MODEL

Improve	Improve outcomes
Build	Build trust
Free up	Free up sworn police officers
Connect	Connect people to services
Address	Address needs that police aren't trained for



THE POWER OF COMMUNICATION



ALT-RESPONSE LOGIC MODEL

Resources/ Inputs	Activities	Outputs	Short-Term Outcomes	Medium-Term Outcomes	Long-Term Impact
<p><i>What we need...</i></p> <ul style="list-style-type: none"> • <i>community awareness of program and 988</i> • <i>eligible calls to dispatch center for triage</i> • <i>Relationship with behavioral health, crisis stabilization, and human services resources</i> • <i>Funding to meet basic needs</i> • <i>Clinicians to provide community-based response</i> 	<p><i>What we do...</i></p> <ul style="list-style-type: none"> • <i>Clinician-based crisis response team deployed to non-crime calls</i> • <i>Referrals to community-based services</i> • <i>Transportation to service providers</i> • <i>Assistance with immediate basic needs</i> • <i>Follow-up with case management when needed</i> 	<p><i>What we deliver...</i></p> <ul style="list-style-type: none"> • <i>Calls resulting in connection to community-based services</i> • <i>Resolution of community problems</i> • <i>Reduced utilization of law enforcement for non-crime calls</i> 	<p><i>What happens in the short-term...</i></p> <ul style="list-style-type: none"> • <i>People in crisis diverted from arrest</i> • <i>Less uses of force by LEO</i> • <i>Resident's concerns addressed</i> • <i>Reduced call volume for LEO so they can focus on crime-based calls</i> • <i>Reduced LEO time spent on non-violent calls for service involving mental health</i> 	<p><i>How the actions change...</i></p> <ul style="list-style-type: none"> • <i>Reduction in jail population</i> • <i>MH clients referred to community-based services</i> • <i>Less recidivism after appropriate services rendered</i> • <i>Increased satisfaction from community and clients</i> • <i>Stronger stakeholder relationships</i> 	<p><i>How systems change...</i></p> <ul style="list-style-type: none"> • <i>Improved equity in Criminal Justice system</i> • <i>Re-investment of funds into crisis prevention and response</i> • <i>Better outcomes for citizens, MH clients, and LEO</i> • <i>Reduction in high utilizers of emergency response systems</i>

MAXIMIZING OUR EFFORTS FOR STAFFING

- **RTCC Analyst** = Filled
- **Community Outreach Coordinator** = Filled
- **Special Projects Coordinator** = November 2024
- **Digital Forensics Examiner** = November 2024
- **Lead Clinician** = 2024 - Alternative Response Model
 - **(2) Crisis Counselor** = 2024 -Alternative Response Model
 - **Wellness Position** = To handle internal wellness programs related to the physical and mental health of police employees
- **(3) Civilian Traffic Investigator** = 2025 - Will handle non-priority traffic crashes and minor traffic complaints.



CIVILIAN TRAFFIC INVESTIGATORS

§ 160A-499.6. Civilian Traffic Investigators.

(a) A city may employ and allow civilian personnel to investigate traffic crashes. The civilian personnel shall be known as "Civilian Traffic Investigators"

Currently in use by:

- Greensboro
- Durham
- Wilmington
- Gastonia
- Burlington
- Raleigh

Implementation:

- 3 investigators
- Will work with our Traffic Unit
- Hoping to have positions posted by January/February

