

Options for Expanding Alternative Response and Co-Response Programs to 911 Calls for Service Report

City of San José
City Council

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Background: Calls for Service

Community Need

911 Call Center

988 Call Center

Fire Response

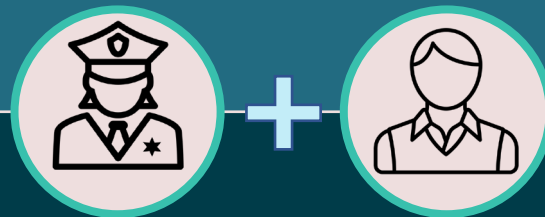


Police Response



Co-Response:

Specialized civilian personnel respond to incidents along with police officers – either simultaneously or after officers secure the incident site.









Alternative Response:

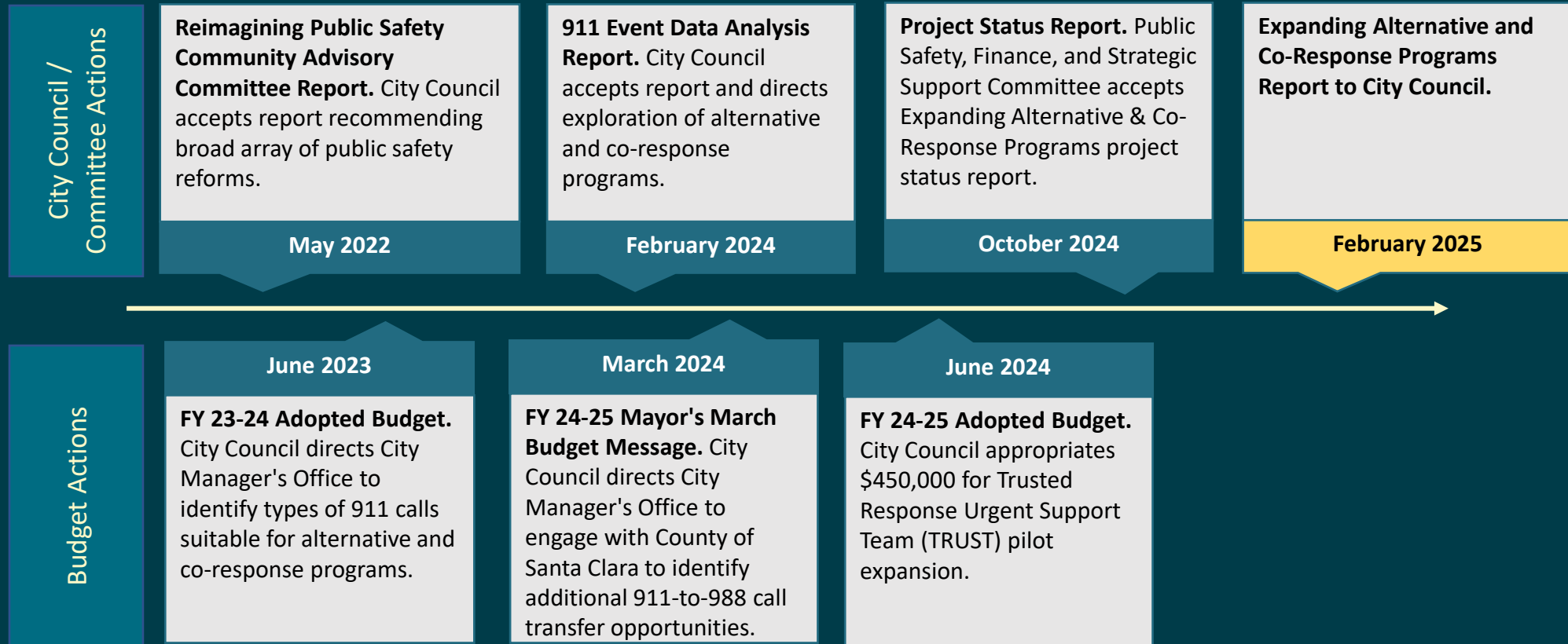
Civilian personnel with specialized skills (for example, mental health clinicians) respond to incidents without a police officer being present.



Background: Current Services

	Name	Acronym	Model	Primary Dispatch Method
<i>City Services</i>				
 + 	Domestic Violence— Co-Response High Risk Response Team	DV-HRRT	SJPD Officer calls a YWCA advocate for high-lethality domestic violence cases. Officer may request an in-person response, or the advocate may provide telephonic services.	Police Officer Initiated
<i>Joint City and County of Santa Clara Services</i>				
 + 	Co-Response	Psychiatric Emergency Response Team	PERT	SJPD Officer paired with a County of Santa Clara clinician, respond to 911 calls involving imminent danger, safety concerns, and/or individuals in high-acuity crisis.
<i>County of Santa Clara Services</i>				
	Crisis Call Center	988 Crisis Hotline	N/A	24/7 help line to connect callers with resources to address mental health, suicide prevention, and substance abuse issues.
	Alternative Response	Mobile Crisis Response Team	MCRT	Team of county clinicians responding to medium-high acuity mental health-related incidents.
	Alternative Response	Trusted Response Urgent Support Team	TRUST	Team of EMT, crisis intervention specialist, and peer support specialist responding to less acute mental health incidents.

Background: Project History



Background: Council Direction

Alternative Response:

Civilian personnel with specialized skills (for example, mental health clinicians) respond to incidents without a police officer being present.



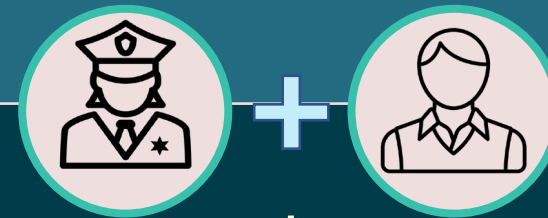
Explore
Expanded
Alternative
Response

TRUST Pilot
Expansion



Co-Response:

Specialized civilian personnel respond to incidents along with police officers – either simultaneously or after officers secure the incident site.



Incidents
involving
Individuals with
Disabilities

Domestic
Violence
Incidents





Alternative Response

City Council Direction

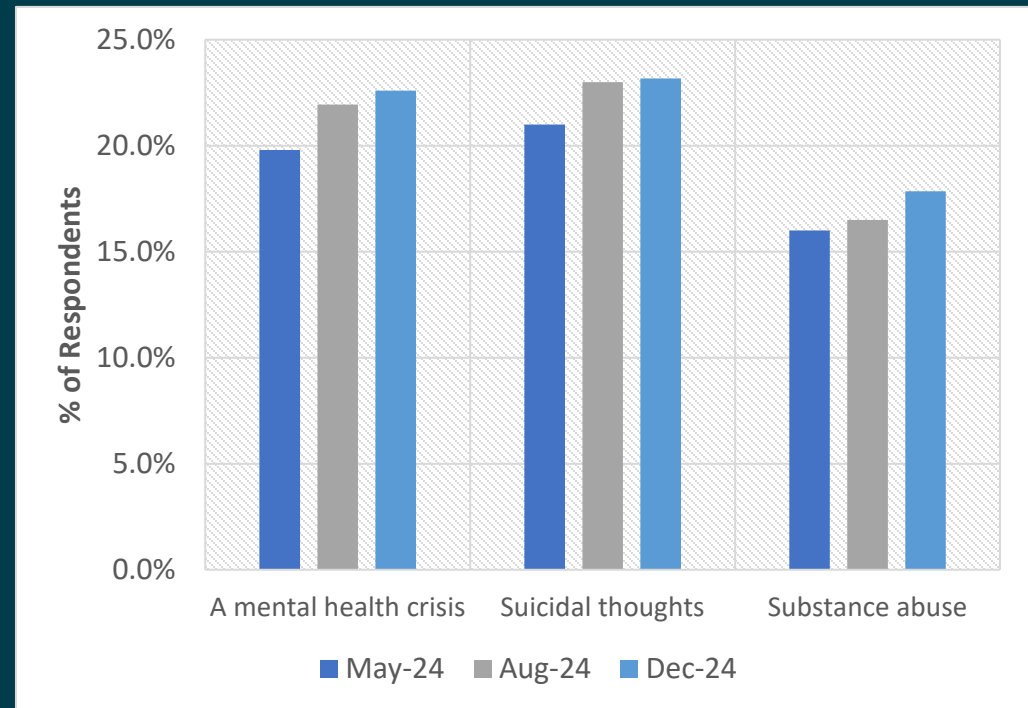
- Explore Alternative Response models for select 911 calls for service involving individuals with mental health issues, unhoused individuals, and for individuals with disabilities
- Partner with County to identify opportunities for expanded Alternative Response and 911-to-988 call diversion

Activities

- Mapped current local alternative response services
- Polled residents to determine awareness of 988 services
- Collaborating with County to expand current 911-to-988 call transfer program and increase residents' awareness of 988 services

Findings

- City residents have limited awareness of 988 services
- Current local alternative response programs have additional capacity for crisis response
- Identified potential opportunities to expand 911-to-988 call transfer program to include low-risk calls involving individuals in mental health crisis



Question: "Prior to taking this survey, were you aware that you can dial 988 to connect to trained counselors and support for _____?"



Alternative Response

City Council Direction

- Explore Alternative Response models for select 911 calls for service involving individuals with mental health issues, unhoused individuals, and for individuals with disabilities
- Partner with County to identify opportunities for expanded Alternative Response and 911-to-988 call diversion

Next Steps / Opportunities:

- Staff will continue to monitor resident awareness of 988 services through quarterly polling
- Staff will continue collaboration with County to identify opportunities for (1) educating residents on services available through 988; and (2) expanding the existing 911-to-988 call transfer pilot



Alternative Response

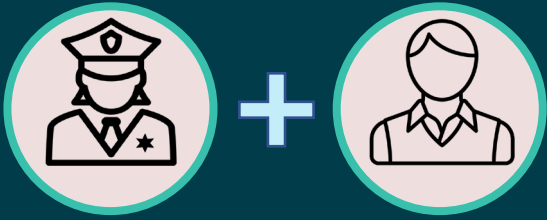
City Council Direction

- Transfer \$450,000 to the County to fund an additional 40 hours per week of TRUST coverage for a one-year period
- Explore whether opioid settlement funding could be used to fund alternative response programs



Next Steps / Opportunities:

- TRUST pilot providing expanded services through November 21, 2025; staff monitoring implementation
- Staff working with City Attorney's Office and County counterparts to assess legal considerations and feasibility of using opioid settlement funding for continued TRUST pilot funding



Co-Response: Disability

City Council Direction

- Explore Co-Response models for incidents involving individuals with disabilities

Activities	Findings
<ul style="list-style-type: none">• Limited community engagement with members of the disability community and advocates• Conducted research on co-response programs and practices in other jurisdictions• Examined current SJPD practices, such as Crisis Intervention Training (CIT), and PERT co-response program• SJPD examining improvements to 911 call data collection around people with disabilities, including people with mental health conditions.	<ul style="list-style-type: none">• Some disability community members and advocates prefer alternative response over co-response programs for crisis events involving people with disabilities.• PERT is comparable to co-response programs in other jurisdictions• SJPD practices like CIT should be continuously evaluated to align with community need

Disability is an evolving concept resulting from attitudinal and environmental barriers hindering the participation of persons with disability in society, including differences w/sensory, cognitive function, mobility, and mental and chronic health issues



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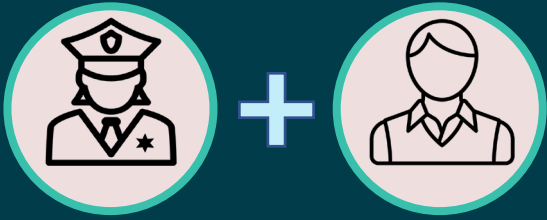
Co-Response: Disability

City Council Direction

- Explore Co-Response models for incidents involving individuals with disabilities

Next Steps / Opportunities:

- SJPD reporting on 911 call disability data collection improvements to PSFSS in May 2025
- Expansion of co-response programs for individuals with disabilities, would require City Council prioritization as part of the FY 2025-2026 budget development process.



Co-Response: Domestic Violence

City Council Direction

- Explore Co-Response models for Domestic Violence calls

Activities	Findings
<ul style="list-style-type: none">• Conducted research on co-response programs in other jurisdictions• Examined current DV-HRRT co-response program• Working with consultant to conduct community engagement on domestic violence solutions outside of law enforcement	<ul style="list-style-type: none">• Best practices for co-response programs identified include dedicated staffing and clear dispatch criteria for in-person response.• Opportunities to enhance DV-HRRT program include enhanced data collection, renewed protocols, and updated training

Next Steps / Opportunities:

- Staff continuing to work with SJPD and YWCA partners to enhance current program
- Align consideration of new domestic violence program(s) with completion of community engagement and future budget discussions

Next: City-County Collaboration

- In the short-term, Staff will continue to seek the County's agreement on the following:
 - ✓ Expanding the existing 911-to-988 transfer program to include low-risk 911 calls for service for individuals exhibiting signs of low-acuity mental health crises.
 - ✓ Identifying a process and timeline for evaluating additional call types for 911-to-988 transfer.
 - ✓ Negotiating an amendment to our existing Memorandum of Agreement to facilitate a potential extension of the TRUST pilot program through the end of June 2026 using opioid settlement funding.

Recommendations for Council Action

San José City Council: 02.04.25

Options for Expanding Alternate & Co-Response Programs to 911 Calls for Service

- ✓ Accept Staff Report
- ✓ Direct the City Manager to continue collaboration with County of Santa Clara to identify opportunities to expand the 911-to-988 call transfer program, educate residents on services available through 988, and to monitor implementation of the Trusted Response Urgent Support Team (TRUST) expansion pilot.

Presenters:

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