

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

City of San José
**Public Safety, Finance, and
Strategic Support Committee**

October 17, 2024

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Background: Calls for Service



Background: Types of Response & Current Local Programs

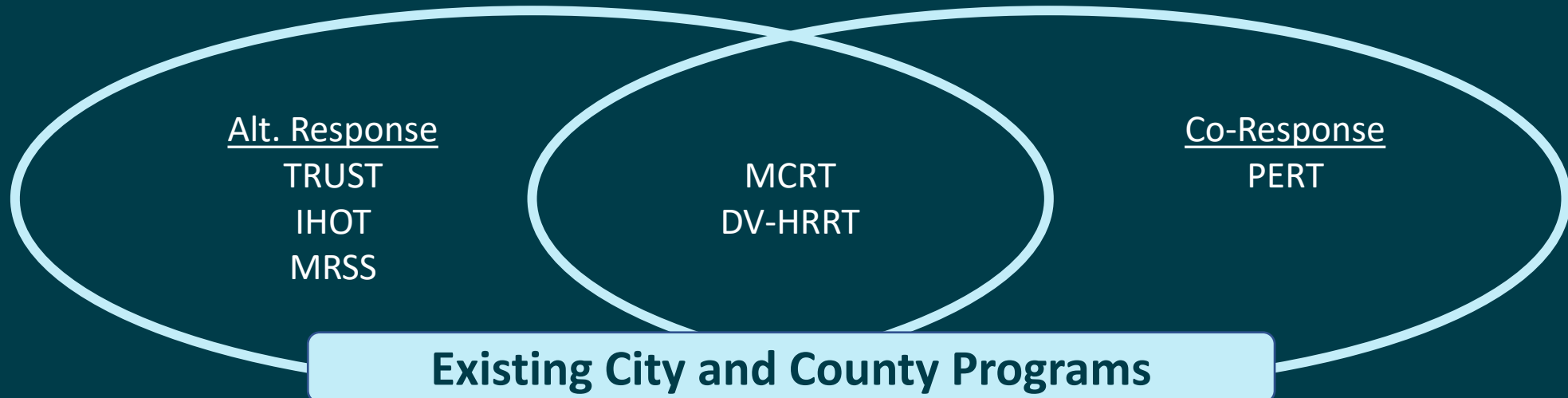
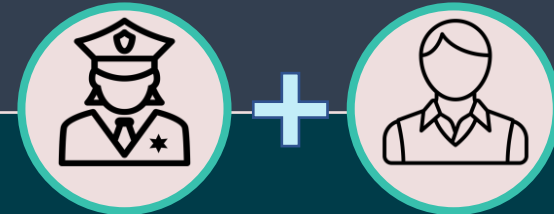
Alternative Response:

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



Co-Response:

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



Background: Council Direction

Feb. 2024 City Council Direction	Explore Co-Response and Alternative Response models for individuals with disabilities
	Explore Alternative Response models for select calls for service involving individuals with mental health issues and/or unhoused individuals
	Explore Co-Response models for Domestic Violence calls for service
FY 2024-2025 Budget Direction	Partner with County of Santa Clara to identify opportunities for expanded Alternative Response and 911-to-988 call diversion
	Transfer \$450,000 to the County of Santa Clara to fund an additional 40 hours of TRUST coverage for a one-year period; explore whether opioid settlement funding could be used to fund Alternative Response programs

Alternative & Co-Response: Disability

Findings

- #1 Disability community – call for prioritization and expanded funding of Alternative response over Co-response programs
- #2 Crisis Intervention Training (CIT) compares or exceeds other CITs across the nation; rooted in community partnership; City could continuously evaluate for alignment with community need and City's Disability Inclusion Equity Pledge.
- #3 Co-response program PERT pairs a SJPd officer with a County clinician; the program could be expanded by partnering with the County to hire additional clinicians.

Other Policy Options for Consideration

- Voluntary Disclosure Programs – Blue Envelope Program
- Designation of Disability Affairs Coordinator within SJPd
- Funding appropriation for MCAT, TRUST to increase specialized resources

Alternative Response

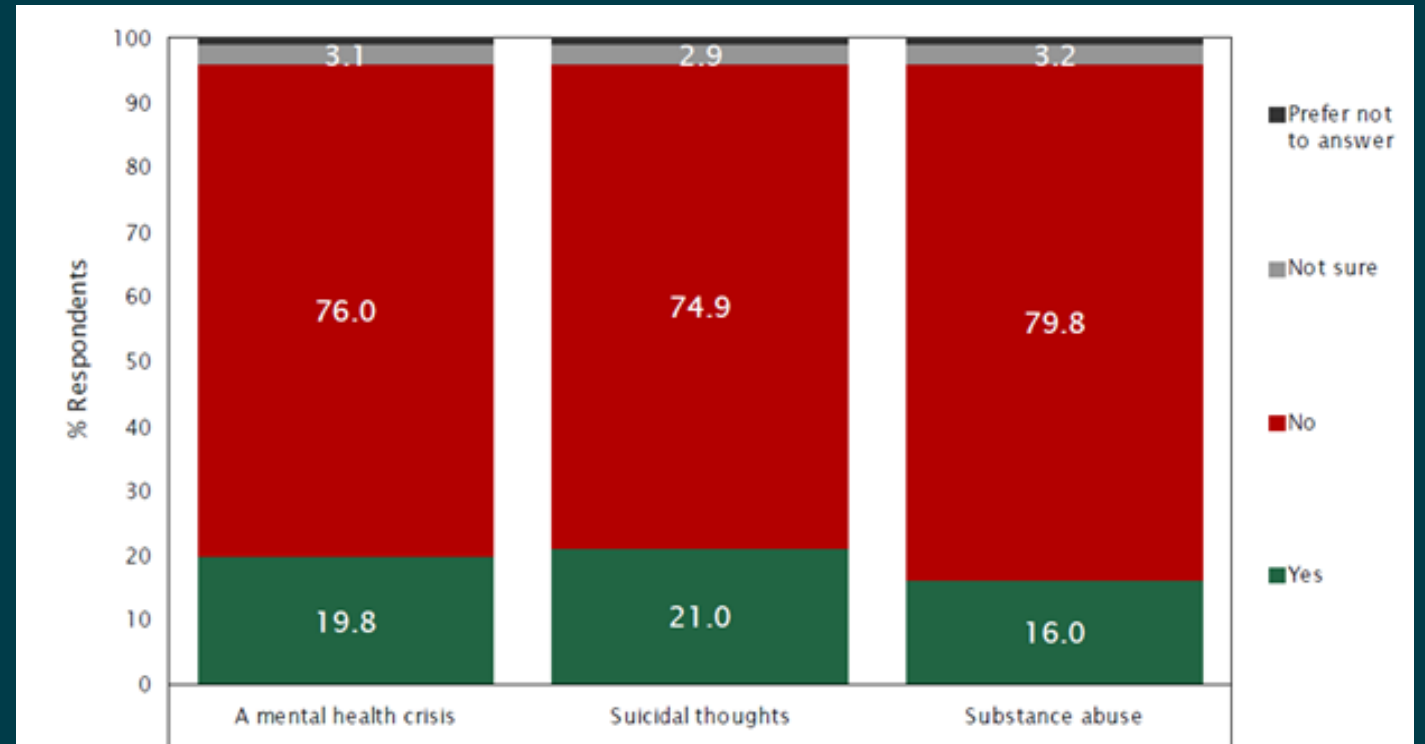
Findings

#4 Ongoing City-County collaboration to identify opportunities to expand its current 911-to-988 call transfer pilot program.

#5 Completed Memorandum of Agreement with the County to effectuate City Council's allocation of \$450,000 to fund a one-year TRUST pilot expansion; monitoring implementation.

#6 Opioid settlement funds are not suitable for existing alternative response programs.

#7 City identifying and leveraging opportunities to educate residents on services available through County's 988 Call Center through existing City programs.



Question: Prior to taking this survey, were you aware that you can dial 988 to connect to trained counselors and support for a mental health crisis, suicidal thoughts, and substance abuse?

Co-Response: Domestic Violence

Findings

#8 Other jurisdictions have co-response teams dedicated to providing in-person responses to domestic violence incidents. The City could explore creating a new program to augment the existing response model.

#9 San José Police Department partners with YWCA on the Domestic Violence High Risk Response Team program. In-person co-responses are limited, and the program could be adjusted to increase them.

Co-Response Team Staffing

Crisis Response

Dispatch Criteria

Recommendations for Committee Action

**Public Safety, Finance, and Strategic
Support Committee: 10.17.24**

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- ✓ Accept Staff Report
- ✓ Refer and cross-reference the Report to City Council on January 14, 2025

Presenters:

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