

Alternatives to Police Response Kick Off Presentation

Public Health & Safety Committee

Presented by the Office of Performance & Innovation

January 21, 2021

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Transforming public safety framework



Prevention

- Break the cycle of violence before it begins.
- Led by the Office of Violence Prevention, this work includes intervention programs and funding and capacity building work to help organizations with the shared goal of a violence-free community.



Alternatives

- Develop emergency service responses that don't require police.
- Led by the Office of Performance and Innovation, this work includes engaging community to analyze data for opportunities and test new ideas for alternatives to police response.



Reform

- Enforcement of the law which eliminates bias and harm in police interactions with community
- Led by the Mayor's Office, this work includes national and local taskforces of experts to assess current police standards, policies and procedures to improve police interactions with community.



Engagement

A year-long community engagement process to guide a new model of community safety for Minneapolis.



Policy analysis

Internal and external partners will research, review and analyze policy and resource barriers and assets to progressing this work.

Alternatives to police response work update

- Project planning and team structure
- RFP drafting for mobile mental health crisis response
- Communications and messaging
- MPD staffing/efficiency study and problem nature code study





Future reporting structure

Name of Pilot

Project Overview & Goal

Implementation Plan

- Project team, key stakeholders and roles and responsibilities
- Process mapping, current and change
- Major tasks and implementation schedules
- Constraints, challenges, ownership and solutions

Metrics

- Outputs (e.g., Number of calls, response times)
- Outcomes (e.g., customer satisfaction, hospitalization rates)

Recommendations

- E.g. More/fewer teams, one specific model, etc.

Projects we'll be bringing updates on

Pilot: OPI will take a lead role driving the pilot

- MH1 Pilot – Mobile Mental Health Crisis Response Teams
- MH2 Pilot – Train 911 Dispatch in Assessing Mental Health Calls
- MH3 Pilot – Embed Mental Health Professionals in 911
- R4 Pilot – Train non-police City staff to take theft & property damage reports & collect evidence

Ongoing Implementation: OPI will take a support role as departments implement

- R1 – Direct property damage report-only & parking problem calls to 311
- R3 – Conduct an awareness campaign about reporting options via 311 and online
- R5 Pilot – Transfer all parking related call responses to Traffic Control
- MH4 Pilot – Community De-Escalation Training

Reporting Timeline

March 18, 2021

Q1 Update, PHS

- Update on planning work that has been completed
- Timing and expectations for pilots before they are active in the field
- Staffing/efficiency study & problem nature code study updates

June 24, 2021

Q2 Update, PHS

- Initial findings and updates on active pilots and implemented project roll-out
- Staffing/efficiency study & problem nature code study updates

September 20, 2021

Q3 Update, PHS

- Mid-term findings on active pilots
- Early indications of 2022 recommendations
- Staffing/efficiency study & problem nature code study updates

November 2021

Q4 Update, Committee TBD

- Final recommendations for 2022 budget

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Thank you

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Appendix

MH1 Pilot - Mobile Mental Health Crisis Response Teams

Project Overview & Goal

A mobile crisis intervention program that will dispatch non-police response to emergency mental health calls. Mental health response teams will include mental health providers and may include EMT/EMS. The goal of this program is to give people experiencing a mental health crisis an alternative to police that can properly assess their needs, provides appropriate care/support while avoiding unnecessary hospitalization and criminalization.

Implementation Plan

- RFP drafting for mobile mental health response underway; expected release end of January
- Subject Matter Expert interviews

Metrics

Recommendations

MH2 Pilot - Train 911 Dispatch in Assessing Mental Health Calls

Project Overview & Goal:

A portion of 911 call takers/dispatchers/supervisors would receive additional and specialized mental health dispatch training. Their experience would then be evaluated prior to training all staff. The training would be facilitated by a third party. The goal is to equip 911 call takers & dispatchers with tools needed to assess mental health calls above and beyond current training so that they may dispatch the most appropriate response option and provide responders with high quality information as it relates to mental health and behavioral issues.

Implementation Plan

Metrics

Recommendations

MH3 Pilot - Embed Mental Health Professionals in 911

Project Overview & Goal:

Two mental health professionals will be embedded in 911. The mental health professionals will work closely with call takers & dispatchers to help improve mental health triage, divert calls from MPD, and identify the most appropriate response for mental health calls. The goal is to divert 911 mental health calls from MPD by identifying appropriate resources for the person in crisis. The Resident MHP may also be able to provide training to 911 call takers & dispatched allowing for improved triage on a broader scale.

Implementation Plan

Metrics

Recommendations

R4 Pilot- Train non-police City staff to take theft & property damage reports & collect evidence

Project Overview & Goal:

This pilot will involve sending out a city employee who is a non-sworn officer, to take reports from Minneapolis residents. This responsibility could be rolled into an existing position or become a new one. The goal is to provide residents with an in-person response option to assist with taking theft & property damage reports. This should also help free up MPD time.

Implementation Plan

Metrics

Recommendations