



Community Crisis Response Team

Information for City Staff

Launched July 2023

Service Hours:

Monday-Friday
10am-5pm

Service Area:

Citywide



What is CCR?

The Community Crisis Response (CCR) is a team of specialized, non-law enforcement personnel that responds to non-medical, non-violent calls for service that have a focus on behavioral health and quality of life challenges. The team is comprised of a Crisis Intervention Specialist (Mental Health Professional), and a Health Responder (Public Health Nurse).



Warm Hand-Offs and CCR

Police and Fire can request a CCR handoff through Dispatch.

CCR is especially helpful for:

- Behavioral health or quality-of-life issues
- Resource or service referrals (housing, mental health, recovery, aging services)
- Situations where a non-law-enforcement approach can stabilize the scene

CCR can provide sustained support and connect the person to services, allowing PD and FD to return to higher-priority calls.



What Calls Are Eligible for CCR?

The following is a list of the 911 Police call types that are **eligible** for a CCR response: Mental Health Crisis (5150, non-violent), Suicidal Caller (929A), Public Intoxication (647 F/647 FD), Unwelcome Person (UNWELC), Welfare Check (CKWEL), and Disturbance (JUVE).

Calls that meet the following exclusionary criteria are **ineligible** for a CCR response: Person is exhibiting violent behavior; Person is in possession of a weapon; Person is experiencing a medical emergency; Person is threatening or at imminent risk of hurting self or others; and, Person has committed a crime.

Ways CCR Supports Community

- Basic needs supplies (e.g. food, water, clothing, hygiene, etc.)
- Crisis intervention support
- De-escalation for individuals, families, groups
- Health education
- Health support (non-life threatening support)
- Suicide risk assessment and intervention
- Resource navigation & referrals
- Transportation assistance