

Fiscal Year
2025
Proposed
Budget

Community Crisis Response Team

Budget Oversight Committee Meeting
August 27, 2024

CITY OF
**LONG
BEACH**



Overview



LAUNCHED JULY 2023
Servicing West and South Long Beach

Hours of Operation:
10:00AM - 5:00PM
Monday - Friday



- Mental Health Crisis Intervention
- De-escalation and resource navigation
- Basic Needs Supports



One-Time
Funding Requested for FY25:
\$884,133



Team includes:
Program Manager, Clinical Team Supervisor, Crisis Intervention Specialist, Public Health Responder, and a Peer Navigator

Long Beach and Alternative Response Team Development

Framework for Reconciliation

- Following the murder of George Floyd, the Long Beach City Council engaged in an earnest conversation about racism as a public health crisis, the need to restore public trust in City government, and how to reconcile a gap in the experiences of impacted and vulnerable people with current City policies, especially the Black community.
- The protests and public outcry in Long Beach led the City Council to unanimously adopt a Framework for Reconciliation.
- Alternative Models for Addressing Nonviolent Calls for Service is included as one the Framework's potential actions.
- Locally this team is known as the Community Crisis Response Team (CCR)



CCR's Development 2020-Today



CCR Workgroup Summary

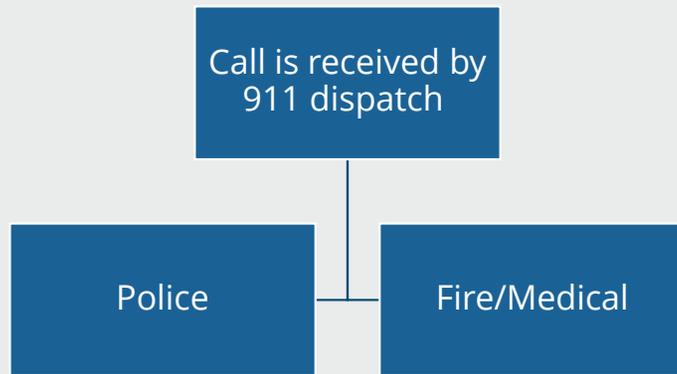
Scope for Community Crisis Response Workgroup: Recommend model(s) for a non-police, civilian crisis response team to respond to non-violent, non-medical or life-threatening, calls for service related to mental health crises

CCR Workgroup Members:

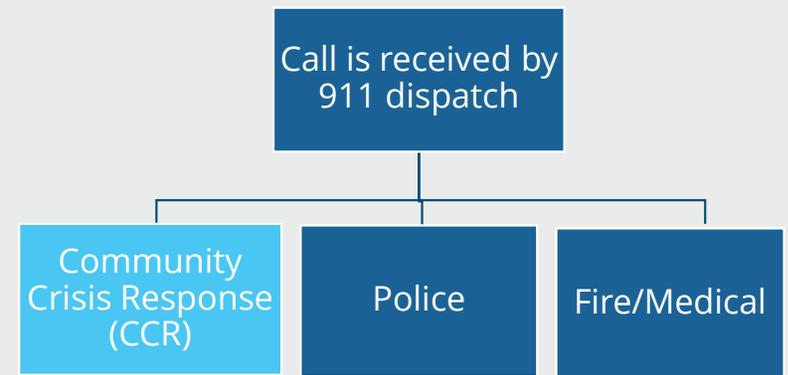
- City Manager's Office, Office of Equity
- City Prosecutor's Office
- Disaster Preparedness & Emergency Communications
- Fire
- Health & Human Services
- Library Services
- Police
- Harvard Kennedy School Government Performance Lab
- Los Angeles County Commission on Human Relations

Long Beach Emergency Response System

Emergency Response System



Emergency Response System w/CCR



CCR serves as an additional emergency option to respond to calls-for-service

Community Crisis Response Team

- Launched July 2023, Long Beach's specialized, non-law enforcement team has responded to 225 calls for service to eligible non-violent 911 with a focus on behavioral health and quality of life issues.
- Field responders: Crisis Intervention Specialist, Public Health Nurse, and Peer Navigator.
- Team is supported by Program Manager and Licensed Clinical Psychologist as Team Supervisor.



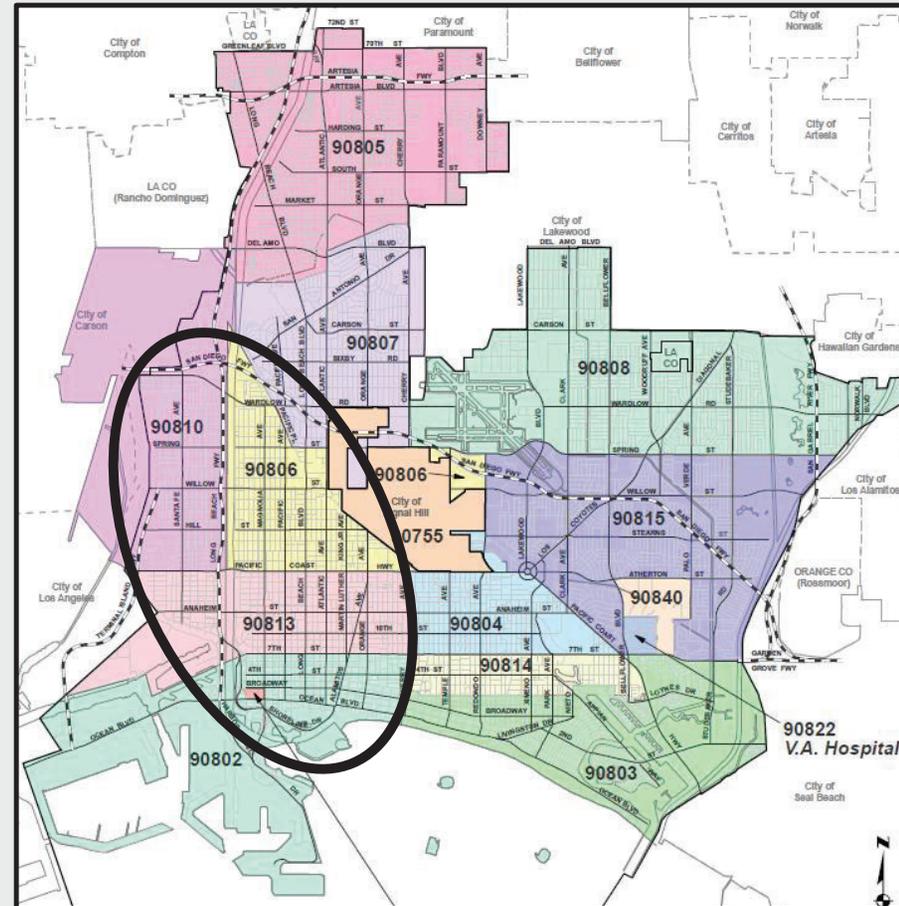
Community Crisis Response Team Pilot

Pilot Area and Hours

- West and South Long Beach
- Monday-Friday, 10-5pm.

City Facilities within this area:

- Admiral Kidd Park
- Silverado Park
- Brett Heart Library
- Twain Library
- Burnett Library
- Billie Jean King Library
- West Health Facility
- Rainbow Lagoon Park
- Marina Green
- Alamitos Beach
- Terrace Theater
- Convention Center
- Multi-Service Center
- City Hall
- Drake Park
- Cesar Chavez Park
- Lincoln Park
- 14th Street Park
- Veteran's Park
- MacArthur Park
- Shoreline Aquatic Park
- Port Authority
- Courthouse



Community Crisis Response Team Pilot

Pilot Area and Hours

- West and South Long Beach
- Monday-Friday, 10-5pm.

Calls eligible for diversion:

- Mental Health Crisis (5150, non-violent)
- Suicidal Caller (929A)
- Public Intoxication (647 F/647 FD)
- Unwelcome Person (UNWELC)
- Welfare Check (CKWEL)
- Disturbance (JUVE)

So long as they do not meet these exclusionary criteria:

- 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
- Person has committed a crime



How to Contact CCR

Call Police Non-Emergency

Dial 562-435-6711, Press 5

Speak to a Dispatch Call-Taker

Explain the situation to the call-taker using descriptive language.

Example:

"I'm calling because I see a person in who is behaving oddly on the Corner of Atlantic and Willow. They have been crying outside the building for 30 minutes and I'm concerned that they may need support."

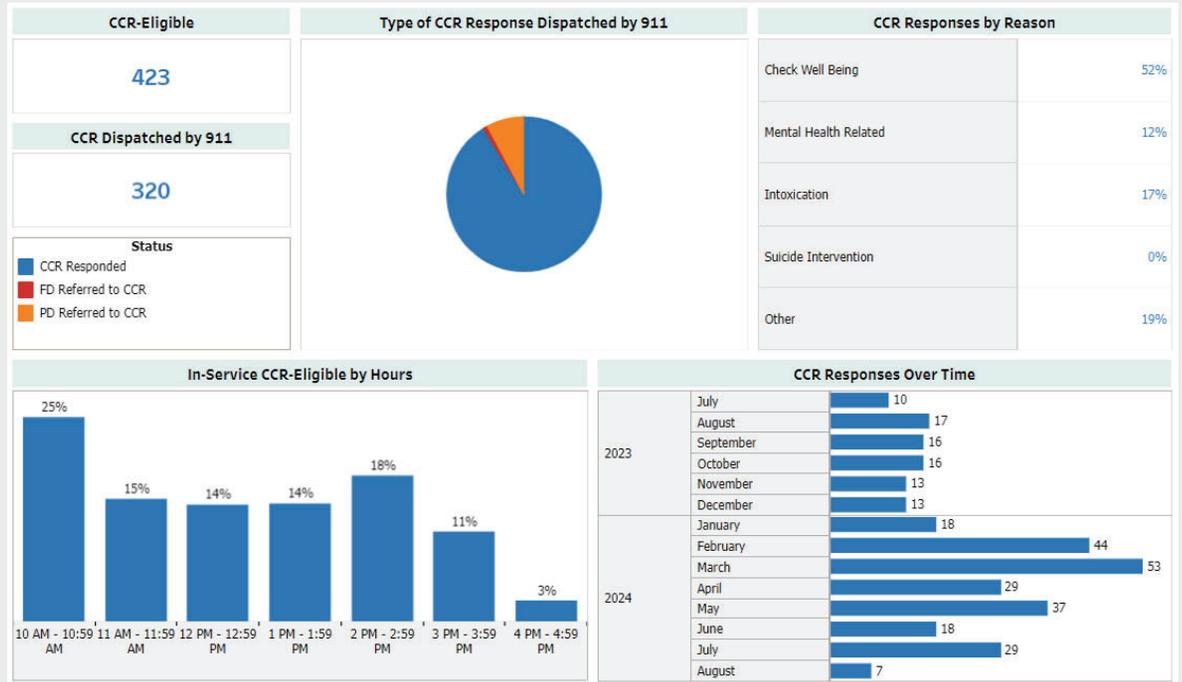


Data Captured by CCR

View the CCR
Data Dashboard:

www.longbeach.gov/ccr

Or Scan Here:



*current as of 8/19/24

A Deeper Dive into the Data



Total Encounters

95% PD Dispatch
5% CCR Initiated



Average Time
On-Scene

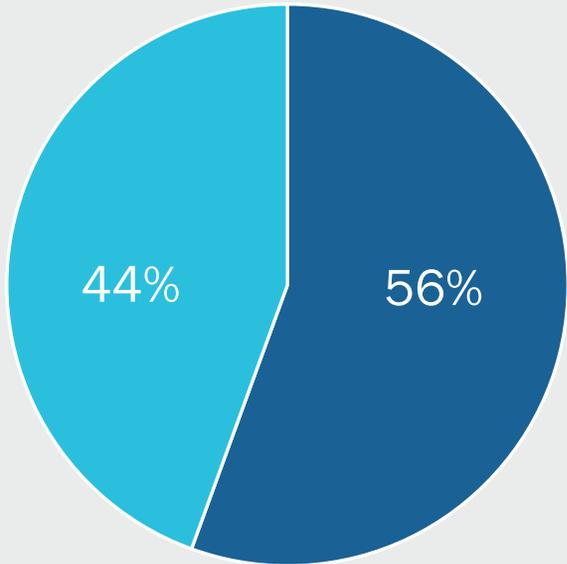


Average Response
Time

**current as of 8/19/24*

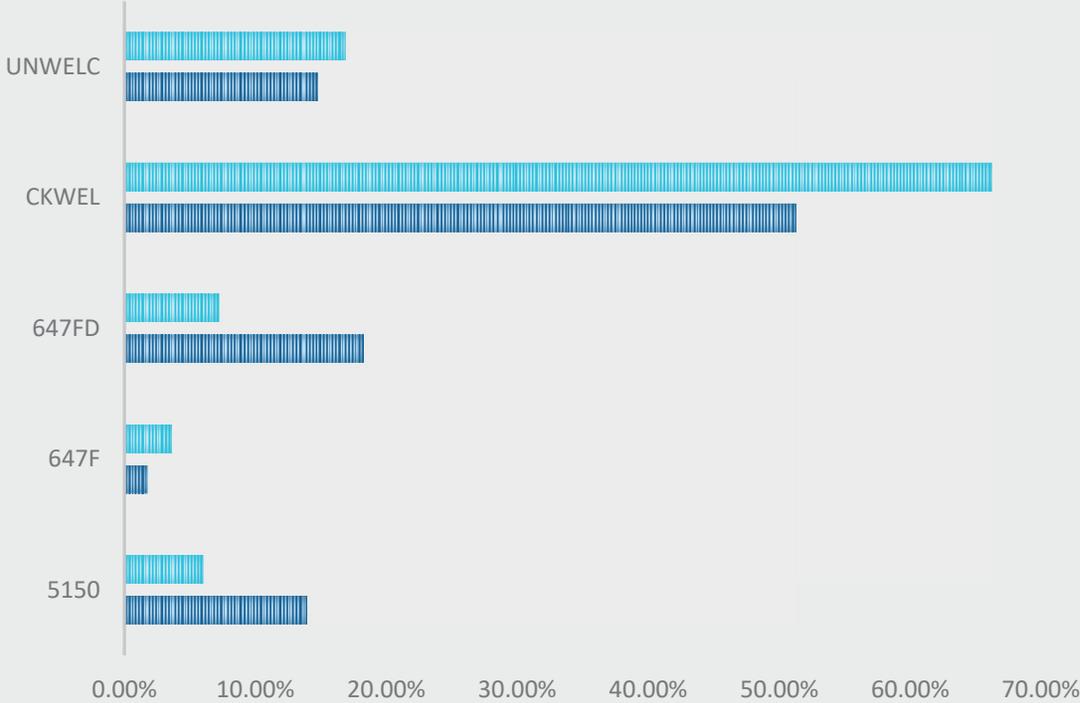
A Deeper Dive into the Data

Percent Calls by Division



■ South ■ West

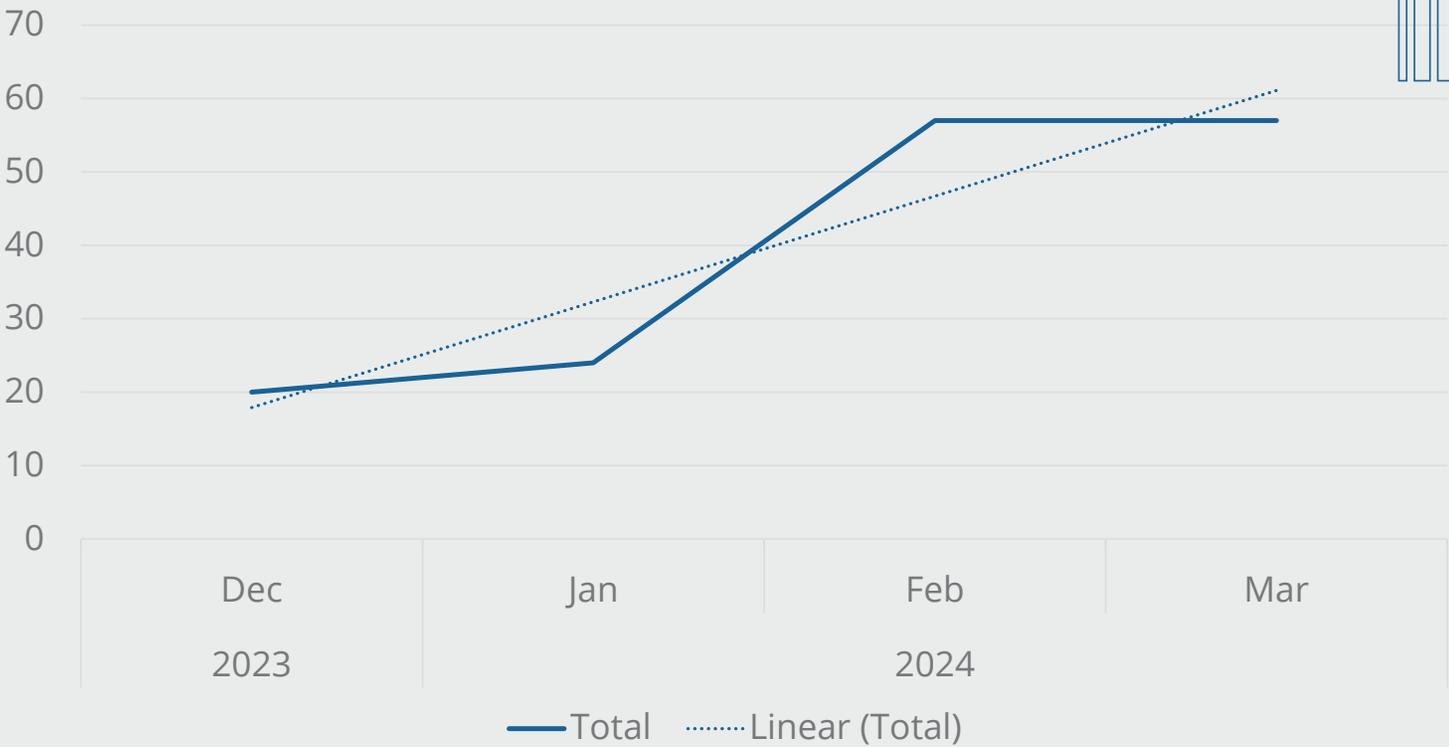
Call Type by Division



*current as of 7/12/24

A Deeper Dive into the Data

Change in CCR call volume, post South expansion



Expanding into South
CCR monthly call volume
Increased by ≈140%

*By the end of March CCR doubled
the number of community
members served in the first 5
months*

**current as of 8/19/24*

A Deeper Dive into the Data



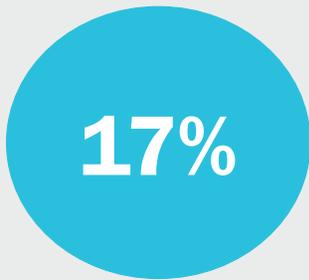
Resolved



Resolved
On-Scene



Resolved
with
Transportation
or Follow up



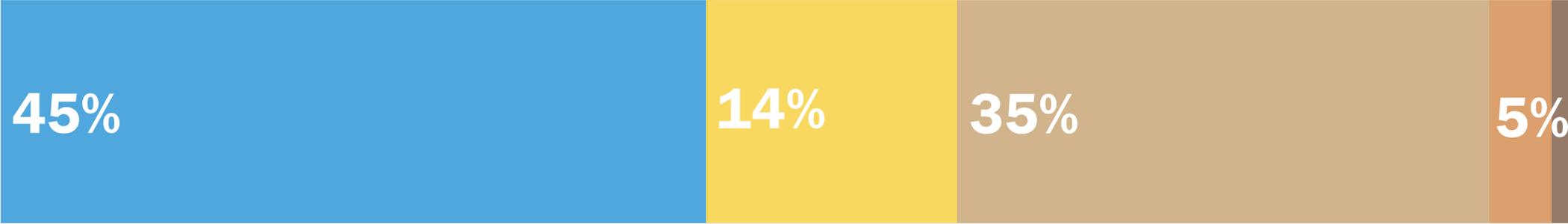
Declined
Services



Calls
upgraded to
Fire
and/or Police
Services

**current as of 8/19/24*

A Deeper Dive into the Data



Black / African American

Hispanic / Latino

White

Asian

■ Native Hawaiian or Other Pacific Islander, 1%

**current as of 8/19/24*

A Deeper Dive into the Data



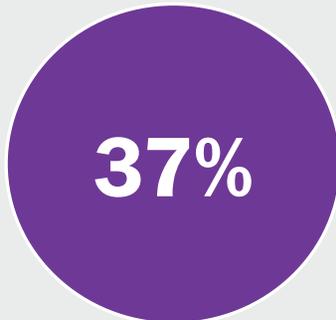
Male



Veteran



Accepting Resources



Accepting Referrals

**current as of 8/19/24*

A Deeper Dive into the Data

Most Frequent Response Reasons:

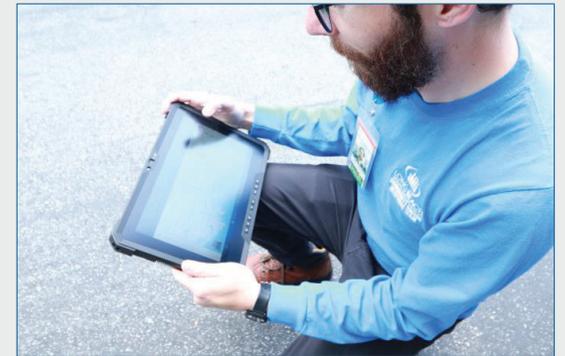
- Wellness Checks (52%)
- Intoxication (17%)
- Mental Health (12%)

Most Frequently Accepted Resources:

- Food (26%)
- Water/Drink (46%)
- Clothing (14%)

Most Frequent Service Referrals:

- Homelessness (46%)
- Medical Services (21%)
- Recovery Services (13%)



**current as of 8/19/24*

Impact Stories

"It's nice that someone cares."

"Is there a way I can call you directly if someone I know needs help?"

"I'm happy that something like this exists to help people."

"Thank you for staying with me."

"When will this be available where I live?"

"I didn't call for you, and I'm not happy you're here. But I appreciate what you're doing."

"I know a lot of people who you could use your help just around the corner over there."

"I wish there was a way to call you guys directly. I have clients who could really use support, but we would need to have a direct line."

CCR in the News

PRESS-TELEGRAM

LOCAL NEWS • News

New Long Beach dashboard offers data about Community Crisis Response team



Signal Tribune

Long Beach expanding Community Crisis Response teams to downtown and East Village

BY STAFF REPORT - JANUARY 26, 2024 - 2 MINUTE READ



An aerial view of the Shoreline Gateway building that overlooks all of Downtown Long Beach with views of the marina and the Queen Mary on March 31, 2022. (Richard H. Grant | Signal Tribune)

77° KTLA 5 LA'S VERY OWN



PEDRO RIVERA @PedroRiveraTV

Long Beach launches community crisis response team to address certain calls for service

by Cindy Von Quednow
Posted: Aug 7, 2023 / 03:05 PM PDT
Updated: Aug 7, 2023 / 03:39 PM PDT

SPECTRUM NEWS 4 LA WEST | JULY 8, 2024



4 VIDEOS LEFT UNTIL SIGN-IN REQUIRED

Allison Wolinsky is a mental health specialist who is part of Long Beach's Community Crisis Response team. (Spectrum News/Parker Collins)

PUBLIC SAFETY

Police alternative for mental health crises responds, informs

BY PARKER COLLINS | LONG BEACH
PUBLISHED 8:40 AM PT OCT. 24, 2023

Funding Overview

FY 24 Funding:

- Long Beach Recovery Act

Funding Identified to continue services through the end of FY 25 (\$884K)

- Unspent Long Beach Recovery Act Funding remaining at the end of FY 24
- Anticipated FY 24 General Fund year-end surplus

Future Funding Beyond FY 25:

- Grants
- CalAIM

Considerations for Expansion:

- Each additional CCR Team requires an additional \$1.2 million
- City-wide coverage within the same service hours requires a minimum of 3 teams
- City-wide coverage that provides support 24 hours a day, 7 days a week, requires a minimum of 9 teams