Community Responder Glossary

Call volume

How many police calls for service (911 or non-emergency) are directly dispatched to the community responder team in place of police per year?

> In other words, we do **not** count:
>
> 1. officer referrals to the teams,
> 2. co-responses alongside police,
> 3. self-initiated proactive encounters while out on the street, or
> 4. calls that were handled entirely over the phone and didn't get an in-person response
>
> We **do** count calls to which the responders self-assigned in CAD, if they have the ability to self-dispatch to CAD calls.

Call Categories

What general types of situations does the CR Program respond to?

We categorize calls as either Behavioral Health, Service Connection, Conflict Resolution, Suspicious Person, and Medical.

1. **Behavioral Health:**
   a. When someone is experiencing or creating challenges due to mental health or substance use.
   b. Eg: Welfare check, Intoxicated person, Mental health crisis, Public drug use
2. **Service Connection:**
   c. When someone is in need of social services for concrete needs such as housing, food, and clothing.
   d. Eg: Panhandling, Blocking sidewalk/entrance, Prostitution, Refusing to leave store
3. **Conflict Resolution:**
   a. When two individuals are in verbal conflict.
   b. Eg: Verbal dispute between parent and child, landlord and tenant, neighbors, business and customer, housemates, or strangers
4. **Suspicious Person:**
   a. When a bystander suspects someone is planning criminal activity.
5. **Medical** :

Responder Type

Who is dispatched to calls?

We have categorized responders into four types, based on the qualifications required to fill the role. All responders receive extensive program-specific training.

1. **EMT/Paramedic/Nurse:**
   a. Responder must be a licensed medical professional, with training ranging from basic life support (EMT) to advanced medical interventions (Paramedic/Nurse).
2. **Clinician/Social Worker:**
   a. Responder must be a licensed clinician (e.g., LCSW, LMFT) or possess a master's degree (e.g. MSW) and be on track to obtain a license.
3. **Trained Civilian:**
   a. Responder does not need an advanced degree or license. Education requirements range from none to a bachelor's degree in a relevant field.
4. **Peer Support Specialist:**
   a. Responder must be certified through a recognized peer support program.

Operating Agency

Which agency manages the day-to-day operations of the program?

Some programs involve several agencies between housing the program and program budget, staffing the responders, managing the responders and day-to-day operations, and training the responders. We classify programs according to the agency that manages the responders and day-to-day operations.

Dispatch Method

Dispatch Method	Dispatch Definition

911 Call Center Led-Dispatch	This model relies on the same 911 call-taker and dispatcher roles as police. When a 911 call-taker identifies a call as appropriate for community responders (no violence or weapons), they make a note in the call file for the police dispatcher. The police dispatcher then dispatches a community responder team to the call as if the team were another police unit.
Embedded Professional-Led Dispatch	This model involves embedding specially trained professionals into the 911 call center, sitting next to the police dispatchers. The embedded professionals often have specialized skills in behavioral health and de-escalation.
External Hotline-Led Dispatch	This model involves forwarding calls to an external hotline, which handles both the call-taking and dispatch of community responders. These external hotlines include Behavioral Health Crisis Lines, social service lines, and hotlines run by external local service providers. All of these separate call centers have the capacity to handle the transferred calls from 911.