Alternative 911 Emergency Response Technical Assistance Cohort

Informational Webinar

May 11, 2022

**Agenda**

- [5 mins] Introductions
- [15 mins] Technical Assistance Overview
- [25 mins] Q&A

*Feel free to drop questions in the chat throughout.*
GPL technical assistance advances implementation of innovative practices through hands-on project support

GPL criminal justice projects test model approaches in 911 triage, early diversion, bail reform, service navigation, violence prevention, and pre-trial supervision to reduce reliance on local criminal justice systems.

GPL technical assistance helps jurisdictions:

1. **Increase capacity of busy staff** through targeted support
2. **Design and implement tools, policy, and protocols** that support desired systems change
3. **Identify key metrics** that provide insight into whether reforms are working
4. **Scale up adoption of successful reforms** across jurisdiction
5. **Connect and share learning and successes** with peer jurisdictions
Nationally, jurisdictions are exploring new 911 response models that offer alternatives to traditional dispatch options

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<th>The Issue</th>
<th>The Opportunity</th>
<th>The Model</th>
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<td>A significant portion of 911 calls are related to quality-of-life and other low-priority incidents that may require a time-sensitive response but are better suited for unarmed responders</td>
<td>There is a national call to action for jurisdictions to move away from police as de-facto response by investing in strengthened response systems that create more equitable outcomes</td>
<td>Alternative dispatch models divert 911 calls to community-based, health-centered response teams equipped to offer connection to supportive services</td>
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Source: Center for American Progress. *The Community Responder Model*, 2020
Jurisdictions need targeted implementation support to sustain the impact of new alternative 911 emergency response teams

**GPL cohort**
**TA will include:**
12 months of real-time coaching to cities/counties launching or expanding alternative response teams through individualized program development support, access to adaptable implementation template materials, and facilitated peer learning on key decision points.

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<th>Exploring</th>
<th>Planning</th>
<th>Implementing</th>
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<td>Identifying challenge</td>
<td>Convening experts</td>
<td>System mapping</td>
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<td>Call analysis</td>
<td>Responsive design</td>
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**TA Goals:** enhance jurisdiction capacity to maintain momentum & advance implementation
Testimonials from our inaugural implementation cohort

The GPL implementation cohort is one of the best technical assistance experiences I’ve participated in. Sometimes technical assistance requires a lot of producing extra deliverables for the organization which becomes added work and there is none of that here. This is striking that sweet spot of helping us with wherever we are at.

Ryan Smith, Director of Durham’s Community Safety Department

With the GPL’s help, we seamlessly coordinated across county stakeholders who had not worked together before and dove into call for service data. Their support helped us quickly estimate eligible calls from a complicated dispatch system, analyze potential program impact, and identify promising pilot locations.

Kathi Yost, Director of Communications, Harris County Sheriff’s Office

I was pleasantly surprised at the level of GPL 1:1 individualized support. GPL staff having direct conversations with 911 dispatch was important. It was so useful to have someone come in, identify, and collaboratively implement the analysis that needs to happen. The GPL fellow leaned in and did the work, and her support was monumental and unstuck the data sharing concerns.

Alvin Teng, Special Project Coordinator, City of Long Beach Health Department
What kinds of local jurisdictions should apply?

✓ Jurisdictions that are actively piloting or anticipate launching within nine months of cohort start, **the primary dispatch of trained unarmed responders to handle 911 calls** in lieu of traditional law enforcement, fire, or emergency medical staff responses.

✓ Jurisdictions that show **cross agency and community stakeholder collaboration**.

✓ Jurisdictions with a **strong commitment to advancing equitable outcomes for communities of color** and others disproportionately impacted by the criminal justice system.

✓ Jurisdictions that can **designate a TA point of contact** who is directly involved in program implementation and decision making and is available for up to 4 hours/week for cohort participation. (Note: this is 4 hours of GPL-facing time, not including other time spent on program development.)
GPL Alternative 911 Emergency Response 22-23 Implementation Cohort: Application due May 23, 2022 @ 5pm ET

• **Who should apply:** Cities or counties that are either actively piloting or anticipate launching within six to nine months of cohort start, the dispatch of trained unarmed responders to handle 911 calls in lieu of traditional law enforcement, fire, or emergency medical staff response.

• **How to apply:** Complete and submit a [first-round application](#) by 5pm ET on Friday, May 23, 2022. The application should take no more than an hour to complete.

• **Materials needed for application:** Understanding of available 911 responses, access to project planning materials, project timeline, names of stakeholders involved in implementation planning

**Outstanding questions?**
Email [govlab@hks.harvard.edu](mailto:govlab@hks.harvard.edu)
FAQ will be updated as we get more questions from applicants.