



# Alternative 911 Emergency Response Technical Assistance Cohort

Informational Webinar

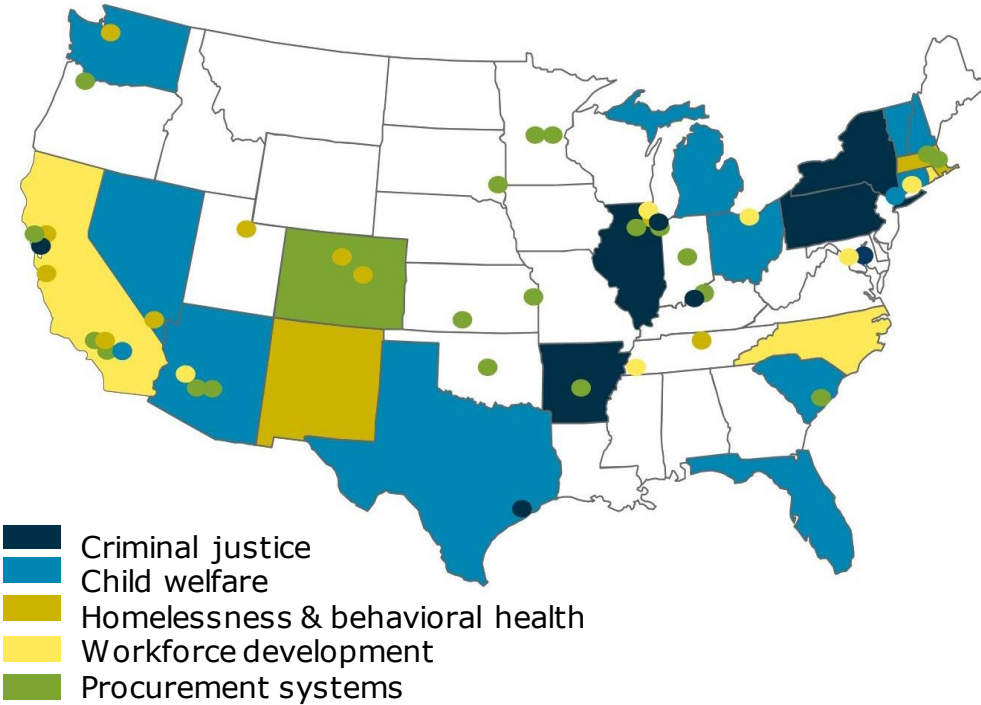
May 14, 2021

## 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

## The Issue

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

## The Opportunity

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

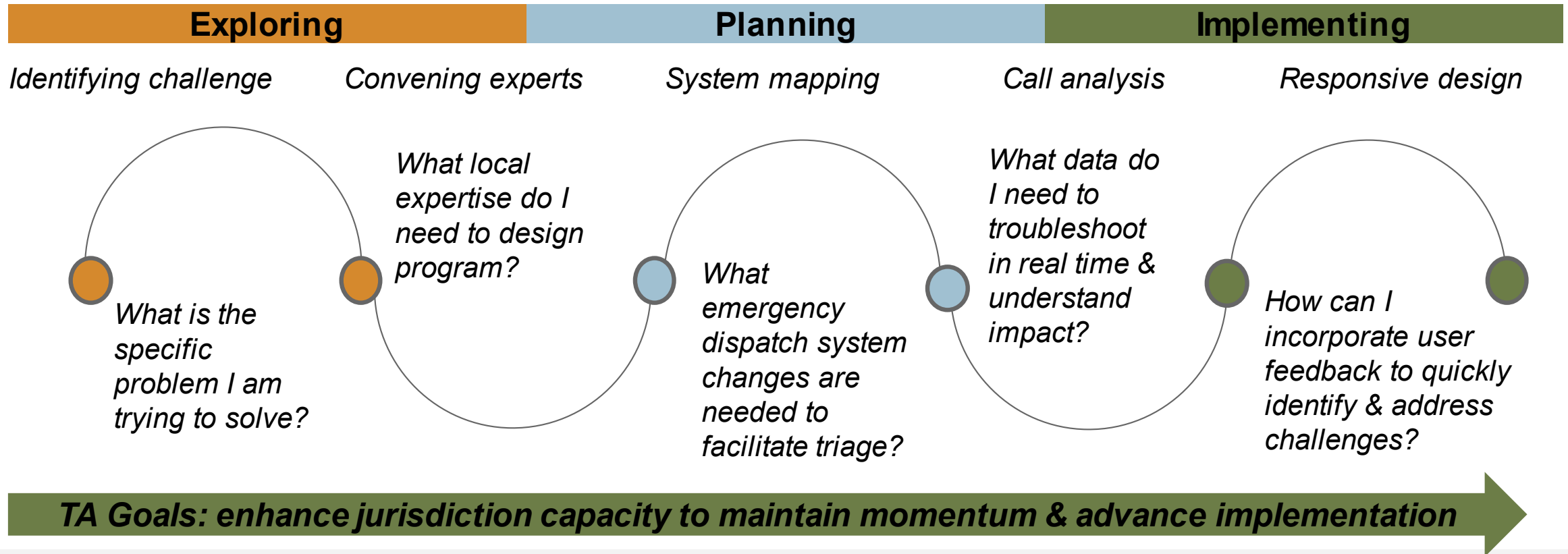
## The Model

Alternative dispatch models divert 911 calls to **community-based, health-centered response teams** equipped to offer connection to supportive services

# 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.



# GPL TA spotlight: Harris County, TX Holistic Assistance Response Team (HART)

## Examples of GPL-supported planning deliverables

- ✓ Convened law enforcement, mental health, and county executive stakeholder work group
- ✓ Established pilot program outcome and performance metrics
- ✓ Analyzed county 911 call response data to identify eligible call codes and screening criteria
- ✓ Developed working HART budget proposal used to secure \$5 million county budget allocation
- ✓ Co-wrote RFP soliciting community social service providers to staff response teams

*“It was critical to have a strong partner like the GPL to keep the momentum of our alternative response team project. 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, HC Sheriff’s Office Communications Division*

# What kind of jurisdictions should apply?

- ✓ Jurisdictions that are committed to taking clear steps and making investments to **launch or expand within 12 months of cohort start.**
- ✓ **Jurisdictions who 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.)

**If you are unsure** if your jurisdiction is within 12 months of clear steps and investments, still apply and tell us what would be helpful in getting from where you are now to the next step toward implementation.

# GPL Alternative 911 Emergency Response Cohort: TA Application Round 1 due May 28, 2021

- **Who should apply:** Any city or county jurisdiction that is committed to actively piloting, or is within a year of launching, an alternative 911 emergency response team of trained unarmed responders to handle 911 calls.
- **How to apply:** Complete and submit a [first-round application](#) by the end of day on Friday, May 28, 2021. 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.

# TA Cohort Selection Timeline

Application release	Friday, May 7, 2021
Optional application <a href="#">webinar 1</a>	Friday, May 14, 2021 (3:00pm ET)
Optional application <a href="#">webinar 2</a>	Friday, May 21, 2021 (3:00pm ET)
Application due	Friday, May 28, 2021 (11:59pm ET)
Select jurisdictions invited for round 2 interview	Early June 2021
Jurisdictions selected	Friday, July 9, 2021
Implementation cohort launch	August 2021

## Round 2 Interviews

- Once we review applications, we will reach out to applicants for a **phone/Zoom conversation** key representatives from relevant government and community agencies to learn more about the alternative response work in your jurisdiction. If selected, we will preview our agenda prior to our phone/Zoom conversation.
- We will also **cover specific MOU and letter of support details** during your Round 2 phone/Zoom conversations. Jurisdictions will be asked to verbally confirm their ability to sign a Harvard MOU and provide letters of support from jurisdiction leadership as part of consideration for final selection.