



MEASURING WHAT MATTERS: ALTERNATIVE RESPONSE PROGRAMS



Data Dictionary

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About this Data Dictionary

This Data Dictionary outlines the 56 data fields collected across four data sources that are essential to collecting data on alternative response programs.



Data Sources

Each data source presented includes:

- **Owning agency** – The typical agency that owns the data source.
- **Definition** – The definition of the data source. All data source definitions included in this document are original.
- **Number of data fields** – The number of corresponding data fields.
- **Corresponding data fields** – The data field IDs that correspond with this data source.

Data Fields

Each data field presented includes:

- **Definition** – The definition of the data field. All data field definitions included in this document are original.
- **Data Source** – Where the data field is collected.
- **Field Dependencies** – Dependency rules applied to data collection.
- **Field Type** – Type of information the field stores:
 - » Autogenerated – Data automatically populated by the data source system, immediately available to the user once an incident is initiated.
 - » Binary – Data field options provided are “Yes” or “No” only.
 - » Date/Time – Data field options are related to a specific date and/or time.
 - » Lookup – Data field set by the 911 center, user must review CAD for more information.
 - » Number – Data field options are numeric values.
 - » Text – Data field option allows a typed response.
 - » Multiple Choice – Data field option allows user to select one of multiple field options.
 - » Multi-Select – Data field option allows user to select more than one option from multiple field options.
- **Field Options and Option Definitions** – The options and definitions for the data field that would be displayed as a list or drop-down menu.
- **Associated Metrics** – The metrics from our “**Guide for Calculating Essential Metrics**” associated with the data field. This is not meant to be an exhaustive list of metrics a program can calculate. There are additional metrics that can be calculated using the data fields that may be useful for program operations.
- **Implementation Note** – Additional information related to incorporating the data field.



For more information on how data fields are used to calculate Alternative Response metrics, please see our **“Guide for Calculating Essential Metrics.”**

[Download it HERE](#)



For help with common data questions, please see our **“FAQ for Troubleshooting Common Data Challenges.”**

[Download it HERE](#)

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Data Fields Bank

Data Source 1: Emergency Communications Center Phone System

[ECC1] Call Entered Time
[ECC2] Call Started Time
[ECC3] Call Source

Data Source 2: Computer-Aided Dispatch

[CAD1] CAD Incident ID
[CAD2] Origin
[CAD3] Incident Date/Time
[CAD4] Emergency Response Location
[CAD5] Initial Call Type
[CAD6] Alternative Response Eligibility
[CAD7] Dispatch Queue Time
[CAD8] Responding Unit
[CAD9] Unit Dispatch Time
[CAD10] Unit On-Scene Arrival Time
[CAD11] Unit Cleared Time
[CAD12] Incident Disposition
[CAD13] Final Call Type

Data Source 3: Alternative Response Records Management System

[RMS1] CAD Incident ID
[RMS2] Encounter ID
[RMS3] Incident Source
[RMS4] Dispatch Type
[RMS5] Response Type
[RMS6] Response Type - Additional Responder
[RMS7] Phone Contact
[RMS8] RMS Incident Disposition
[RMS9] Encounter Outcome
[RMS10] Support Requested
[RMS11] Support Requested Reason

[RMS12] Primary Complaint
[RMS13] Services Delivered
[RMS14] Referral
[RMS15] Referral Location
[RMS16] Referral Location Name
[RMS17] Voluntary Transportation
[RMS18] Voluntary Transportation Destination
[RMS19] Voluntary Transportation Destination Name
[RMS20] Voluntary Psychiatric Admission
[RMS21] Voluntary Psychiatric Admission Description
[RMS22] Involuntary Hold Initiated or Requested
[RMS23] Involuntary Hold Description
[RMS24] Use of Force Present
[RMS25] Use of Force Description
[RMS26] Arrest Occurred
[RMS27] Arrest Description
[RMS28] Client ID
[RMS29] Client Race/Ethnicity
[RMS30] Client Gender Identity
[RMS31] Client Primary Language Spoken
[RMS32] Responder Training and Skills
[RMS33] Responder Training and Skills Description

Data Source 4: Alternative Response Administrative Data

[AR1] Number of Staff Employed
[AR2] Staff Title
[AR3] Staff Race/Ethnicity
[AR4] Staff Gender Identity
[AR5] Staff Languages Spoken
[AR6] Units in Operation
[AR7] Program Complaints

Data Source 1:

Emergency Communications Center Phone System (ECC)

Owning agency

Emergency Communications Center (ECC), also known as a public safety answering point or 911 center

Definition

Phone system that routes callers to the ECC to be received and triaged by 911 telecommunicators.

Number of data fields

3

Corresponding data fields

- [ECC1] Call Entered Time
- [ECC2] Call Started Time
- [ECC3] Call Source

[ECC1] Call Entered Time**Definition**

The time when the call arrives to the 911 system.

Data Source

ECC Phone System

Field Dependencies

None

Field Type

Date/Time

Field Options

Set by ECC

Associated Metrics

[M6] 911 hold time

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[ECC2] Call Started Time**Definition**

The time when the call is answered by a telecommunicator at 911.

Data Source

ECC Phone System

Field Dependencies

None

Field Type

Date/Time

Field Options

Set by ECC

Associated Metrics

[M6] 911 hold time

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[ECC3] Call Source**Definition**

The avenue or source through which the call entered the 911 system.

Data Source

ECC Phone System

Field Dependencies

None

Field Type

Autogenerated

Field Options

Option	Option Definition
911	The call entered the 911 system through 9-1-1.
Non-emergency Line	The call entered the 911 system through the non-emergency line.
Text	The call entered the 911 system through text message.
<i>Additional sources, as determined by the 911 center</i>	<i>The call entered the 911 system through another avenue, as specified by the 911 center.</i>

Associated Metrics

None

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

Data Source 2:

Computer Aided Dispatch (CAD)

Owning agency

Emergency Communications Center (ECC), also known as a public safety answering point or 911 center

Definition

Computer system used by 911 telecommunicators to record and document emergency calls received from the public, prioritize incidents calls, dispatch first responder agencies, and track the status and location of responders in the field.¹

Number of data fields

13

Corresponding data fields

- [CAD1] CAD Incident ID
- [CAD2] Origin
- [CAD3] Incident Date/Time
- [CAD4] Emergency Response Location
- [CAD5] Initial Call Type
- [CAD6] Alternative Response Eligibility
- [CAD7] Dispatch Queue Time
- [CAD8] Responding Unit
- [CAD9] Unit Dispatch Time
- [CAD10] Unit On-Scene Arrival Time
- [CAD11] Unit Cleared Time
- [CAD12] Incident Disposition
- [CAD13] Final Call Type

1. Definition adapted from APCO International's [2.103.2-2019 Public Safety Communications Common Incident Types for Data Exchange](#) and NENA's definition of [CAD](#).

[CAD1] CAD Incident ID

Definition

The unique code automatically assigned to a given 911 incident when created in the CAD.

Data Source

CAD

Field Dependencies

Must match [RMS1] CAD Incident ID

Field Type

Autogenerated

Associated Metrics

- [M1] 911 Response Volume
- [M2] 911 Response Volume - Public Initiated
- [M4] Eligible 911 Incidents
- [M5] 911 Diversion Rate
- [M8] Response Time
- [M9] Response Duration
- [M10] Cleared 911 Incidents
- [M11] Assignment Completed
- [M12] Gone on Arrival

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD2] Origin**Definition**

The source of the 911 incident.

Data Source

CAD

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
Public Initiated	The 911 incident was initiated by a request from a community member or member of the public. The incident may have originated from 9-1-1, the non-emergency line, text, or other option found in Call Source.
Responder Initiated	The 911 incident was created by or upon request of a first responder. Also known as an on-view or self-initiated incident.

Associated Metrics

- [M2] 911 Response Volume - Public Initiated
- [M5] 911 Diversion Rate

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD3] Incident Date/Time**Definition**

The date and exact time the 911 incident was entered into the CAD.

Data Source

CAD

Field Dependencies

None

Field Type

Date/Time

Field Options

Set by ECC

Associated Metrics

None

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD4] Emergency Response Location**Definition**

The exact location of the 911 incident to which a first responder may be dispatched. The location should be specific enough for the emergency responder team to quickly locate the caller anywhere within it.²

Data Source

CAD

Field Dependencies

None

Field Type

Lookup

Associated Metrics

None

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

2. Emergency response location definition adapted from the National Emergency Number Association's [database](#).

[CAD5] Initial Call Type

Definition

The code assigned to the incident by the telecommunicator describes the emergency or need based on the information provided by the caller.³

Data Source

CAD

Field Dependencies

None

Field Type

Lookup

Field Options

Set by ECC

Associated Metrics

None

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

³ Call type definition adapted from the APCO International's [2.103.2-2019 Public Safety Communications Common Incident Types for Data Exchange](#)

[CAD6] Alternative Response Eligibility

Definition

Indication of whether or not the incident is eligible for alternative response, regardless of responding agency or alternative response team availability.

Data Source

CAD

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
Eligible for alternative response	The 911 incident met the eligibility criteria for alternative response, regardless of whether the alternative response team was available or was dispatched.
Ineligible for alternative response	The 911 incident did not meet the eligibility criteria for alternative response. Traditional first responders dispatched.

Associated Metrics

- [M4] Eligible 911 Incidents

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This field can be challenging for ECCs to capture and report. If needed, ECCs may consider alternative approaches to tracking this data, like using a dedicated and searchable term in the CAD comments or tracking “missed” incidents when the team was unavailable or offline. Avoid creating a dedicated call type for the alternative response program to track eligibility as it overrides the original call type. See [“FAQ for Troubleshooting Common Data Challenges”](#) for more on this metric.

[CAD7] Dispatch Queue Time**Definition**

The time the incident entered the queue for dispatch.

Data Source

CAD

Field Dependencies

None

Field Type

Date/Time

Field Options

Set by ECC

Associated Metrics

- [M7] 911 Dispatch Queue Time

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD8] Responding Unit**Definition**

The first responder unit assigned to respond to a given 911 incident. The identifier for the unit includes the first responder agency.

Data Source

CAD

Field Dependencies

None

Field Type

Lookup

Field Options

Set by ECC

Associated Metrics

- [M2] 911 Response Volume - Public Initiated
- [M5] 911 Diversion Rate
- [M9] Response Duration
- [M10] Cleared 911 Incidents
- [M11] Assignment Completed

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD9] Unit Dispatch Time**Definition**

The time when the alternative response unit was dispatched to the incident.

Data Source

CAD

Field Dependencies

None

Field Type

Date/Time

Associated Metrics

- [M8] Response Time
- [M7] 911 Dispatch Queue Time

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD10] Unit On-Scene Arrival Time**Definition**

The time when the alternative response unit arrived to the scene.

Data Source

CAD

Field Dependencies

None

Field Type

Date/Time

Associated Metrics

- [M8] Response Time
- [M9] Response Duration

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD11] Unit Cleared Time

Definition

The time when the alternative response unit closed the incident.

Data Source

CAD

Field Dependencies

None

Field Type

Date/Time

Associated Metrics

- [M9] Response Duration

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

[CAD12] Incident Disposition

Definition

The final outcome of the incident responded to by the alternative response team.⁴

Data Source

CAD

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
Assignment Completed	The incident was responded to and cleared by the alternative response team. For instances of follow up and phone engagements, this field is used to indicate that the engagement was completed. Also known as closed, handled, cleared, or resolved.
Gone on Arrival/ Unable to Locate	The incident was responded to and the alternative response team did not find or encounter a person to engage on scene. For instances of follow up and phone engagements, this field could be used to indicate that a person was not able to be reached. This may be captured by ECCs as unable to locate (UTL).
Incident Canceled	The response by the alternative response team was canceled by the ECC prior to the alternative response team's arrival to scene and no other first response units responded. Reason for cancellation should be captured if possible. Reasons for cancellation may include: canceled by the caller, dispatcher canceled the unit, requesting units canceled response.

4. Incident disposition definition adapted from APCO International's ANS 1.111.2-2018 Public Safety Communications Common [Disposition Codes for Data Exchange](#).

Option	Option Definition
<i>Other dispositions as reported by other first responder units</i>	<i>The incident was resolved by another first responder agency that reported the appropriate disposition. This occurs in cases where the incident was dispatched to the alternative response team and the alternative response team's response was canceled by the ECC or the alternative response team declined to respond.</i>

Associated Metrics

- [M10] Cleared 911 Incidents
- [M11] Assignment Completed
- [M12] Gone on Arrival

Implementation Note

- This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program.
- Ensure the incident dispositions are tracked in both the CAD and RMS systems.
- Work with your ECC to align these dispositions and definitions with the existing disposition codes.
- The number of 911 incidents where [CAD12] Incident Disposition = *Assignment Completed* should equal the number of 911 incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*.
- The number of 911 incidents where [CAD12] Incident Disposition = *Gone on Arrival/Unable to Locate* should equal the number of 911 incidents where [RMS8] RMS Incident Disposition = *Gone on Arrival/Unable to Locate*.
- The sum of the number of 911 incidents where [CAD12] Incident Disposition = *Incident Canceled* OR [CAD12] Incident Disposition = *Other Disposition* should equal the sum of the number of 911 incidents where [RMS8] RMS Incident Disposition = *Canceled by ECC* OR [RMS8] RMS Incident Disposition = *Sent Back to Dispatch*.

For more information on this metric,
please see the publication:
“FAQ for Troubleshooting Common Data Challenges.”

[**Download it HERE**](#)

[CAD13] Final Call Type

Definition

The code assigned to the incident by or upon request of the first responder that describes the emergency or need, based on the assessment and observation on scene.

Data Source

CAD

Field Dependencies

None

Field Type

Lookup

Field Options

Set by ECC

Associated Metrics

None

Implementation Note

This data field should be collected for all 911 incidents, not just incidents associated with the alternative response program. This data field may already be collected by the ECC.

Data Source 3: **Alternative Response Records Management System (RMS)**

Owning agency

Agency/Department housing the alternative response program

Definition

Records system used by the alternative team to record and document key information about 911 responses and engagements at the incident and individual level. Also known as a case management system, emergency response management system, or incident management system.

Number of data fields

33

Corresponding data fields

- [RMS1] CAD Incident ID
- [RMS2] Encounter ID
- [RMS3] Incident Source
- [RMS4] Dispatch Type
- [RMS5] Response Type
- [RMS6] Response Type - Additional Responder
- [RMS7] Phone Contact
- [RMS8] RMS Incident Disposition
- [RMS9] Encounter Outcome
- [RMS10] Support Requested
- [RMS11] Support Requested Reason
- [RMS12] Primary Complaint
- [RMS13] Services Delivered
- [RMS14] Referral
- [RMS15] Referral Location
- [RMS16] Referral Location Name
- [RMS17] Voluntary Transportation
- [RMS18] Voluntary Transportation Destination
- [RMS19] Voluntary Transportation Destination Name
- [RMS20] Voluntary Psychiatric Admission
- [RMS21] Voluntary Psychiatric Admission Description
- [RMS22] Involuntary Hold Initiated or Requested
- [RMS23] Involuntary Hold Description
- [RMS24] Use of Force Present
- [RMS25] Use of Force Description
- [RMS26] Arrest Occurred
- [RMS27] Arrest Description
- [RMS28] Client ID
- [RMS29] Client Race/Ethnicity
- [RMS30] Client Gender Identity
- [RMS31] Client Primary Language Spoken
- [RMS32] Responder Training and Skills
- [RMS33] Responder Training and Skills Description

[RMS1] CAD Incident ID

Definition

The unique code automatically assigned to a given 911 incident when created in the CAD. This Incident ID should be tracked and logged in the alternative response RMS.

Data Source

RMS

Field Dependencies

Must match [CAD1] CAD Incident ID

Field Type

Autogenerated

Associated Metrics

- [M1] 911 Response Volume
- [M2] 911 Response Volume - Public Initiated
- [M3] Primary Responses
- [M10] Cleared 911 Incidents
- [M11] Assignment Completed
- [M12] Gone on Arrival
- [M13] Engaged And Services Offered
- [M14] Declined Engagement
- [M15] Support Requested
- [M16] Presence Of Use Of Force
- [M17] Presence Of Arrest
- [M19] Primary Complaint
- [M20] Services Delivered
- [M21] Referrals
- [M22] Voluntary Transportation
- [M23] Voluntary Psychiatric Admission
- [M24] Involuntary Psychiatric Holds
- [M25] Individuals with Repeated Engagements
- [M26] Individuals Engaged In Follow Ups
- [M27] Follow Up Engagement Attempts
- [M28] Follow Up Engagements Completed Frequency
- [M32] Responder Training And Skills

[RMS2] Encounter ID

Definition

The unique code automatically assigned to a given encounter by the alternative response team when the encounter is recorded in the RMS. This ID can be the same as the CAD Incident ID or a different ID number, so long as it is unique to each encounter.

Data Source

RMS

Field Dependencies

None

Field Type

Autogenerated

Associated Metrics

- [M26] Individuals Engaged In Follow Ups
- [M27] Follow Up Engagement Attempts
- [M28] Follow Up Engagements Completed Frequency

[RMS3] Incident Source

Definition

The source of the request for alternative response team dispatch and response.

Data Source

RMS

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
Emergency Communications Center	The dispatch request for the alternative response team came from the emergency communications center or the 911 center.
Responder-Initiated	The alternative response team created the 911 incident. Also known as an on-view or self-initiated incident.
Follow Up	The alternative response team conducted a follow up engagement with person(s) they engaged with in a previous response.
<i>Other sources as defined by the alternative response program</i>	<i>Other sources for alternative response team response, as defined by the alternative response program. This could include 988, 311, a direct line, and other sources.</i>

Associated Metrics

- [M2] 911 Response Volume - Public Initiated
- [M3] Primary Responses
- [M26] Individuals Engaged In Follow Ups
- [M27] Follow Up Engagement Attempts
- [M28] Follow Up Engagements Completed Frequency

[RMS4] Dispatch Type

Definition

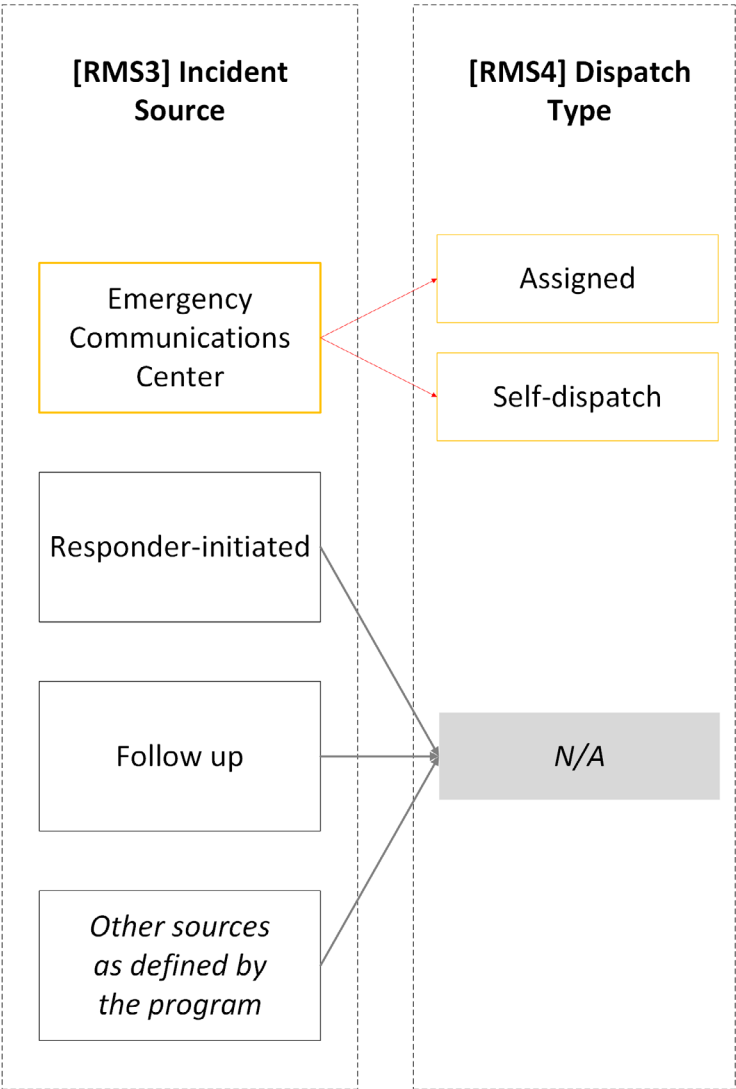
How the alternative response team was assigned to the 911 incident.

Data Source

RMS

Field Dependencies

- Completed for incidents where the [RMS3] Incident Source = *Emergency Communications Center*.
- Only applicable to jurisdictions with ECCs that permit self-dispatches.



Field Type

Multiple Choice

Field Options

Option	Option Definition
Assigned	The incident was assigned to the alternative response team by a dispatcher.
Self-Dispatch	The alternative response team assigned themselves to respond to an existing 911 incident.
N/A	Not applicable. The alternative response team was not dispatched by the ECC or self-dispatched. See Implementation Note .

Associated Metrics

None

Implementation Note

[RMS4] Dispatch Type is a data field only necessary if your program allows your teams to self-dispatch or “jump on” calls they see in the CAD queue. If this is not the case for your program, all your calls will be assigned, and you will not need to collect [RMS4].

[RMS5] Response Type

Definition

How the alternative response team responded to the 911 incident, whether as a primary responder, co-responder, or upon request of another agency.

Data Source

RMS

Field Dependencies

Completed for incidents where the [RMS3] Incident Source =

- *Emergency Communications Center OR*
- *Responder-Initiated*

Field Type

Multiple Choice

Field Options

Option	Option Definition
Primary Response	The alternative response team was dispatched as the first and only responder to the 911 incident. This includes responses to a responder-initiated incident.
Co-Response	The alternative response team was dispatched simultaneously with another agency to the 911 incident. Both responding agencies are dispatched to the incident before the first agency arrives to the scene.
Requested by Another Agency	The alternative response team was dispatched upon request of another agency to the 911 incident. The alternative response team was dispatched after the first agency arrives to the scene (also known as secondary response).
N/A	Not applicable. The alternative response team was conducting a follow up engagement. See Implementation Note .

Associated Metrics

- [M3] Primary Responses

Implementation Note

If your data system does not allow you to trigger questions when needed (i.e., using display logic, a feature that conditionally shows specific questions based on previous answers), consider adding an N/A data field option when [RMS3] Incident Source = *Follow Up*.

[RMS6] Response Type – Additional Responder

Definition

The responder agency that co-responded with or requested the alternative response team.

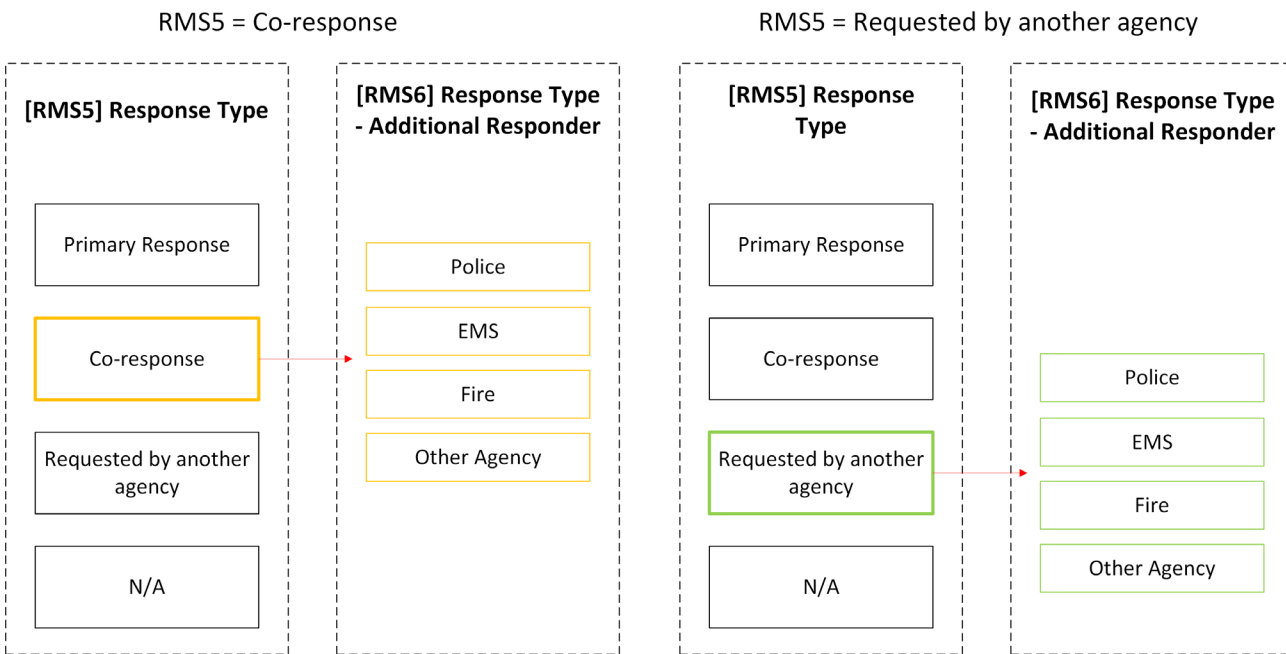
Data Source

RMS

Field Dependencies

Completed for incidents where [RMS5] Response Type =

- *Co-Response OR*
- *Requested by Another Agency.*



Field Type

Multi-Select

Field Options

Option	Option Definition
Police	The alternative response team was dispatched with or upon request of police.
Emergency Medical Services (EMS)	The alternative response team was dispatched with or upon request of EMS.
Fire	The alternative response team was dispatched with or upon request of Fire.
Other Agency	The alternative response team was dispatched with or upon request of another agency, not police, EMS, or Fire.
N/A	Not applicable. The alternative response team responded as primary response. See Implementation Note .

Associated Metrics

None

Implementation Note

- Do not indicate other responders who were requested by another agency on scene.
- If your data system does not allow you to trigger questions when needed (i.e., using display logic, a feature that conditionally shows specific questions based on previous answers), consider adding an N/A data field option when [RMS5] Response Type = *Primary Response*.

[RMS7] Phone Contact**Definition**

Whether the alternative response team engaged the person by phone or other telecommunication method.

Data Source

RMS

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
Phone contact only	The alternative response team responded and engaged with the person by phone only. No in-person contact made.
Phone contact and in-person contact	The alternative response team engaged with the person by phone and in-person.
No phone contact used	The alternative response team did not engage with the person by phone. The alternative response team may have engaged with the person in other ways, including in-person.

Associated Metrics

None

[RMS8] RMS Incident Disposition

Definition

The final outcome of the incident responded to by the alternative response team.⁵

Data Source

RMS

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
Assignment Completed	The incident was responded to and cleared by the alternative response team. For instances of follow up and phone engagements, this field is used to indicate that the engagement was completed. Also known as closed, handled, cleared, or resolved.
Gone on Arrival/ Unable to Locate	The incident was responded to and the alternative response team did not find or encounter a person to engage with on scene. For instances of follow up and phone engagements, this field could be used to indicate that a person was not able to be reached. Also known as unable to locate.
Canceled by ECC	The response by the alternative response team was canceled by the 911 center prior to the alternative response team's arrival to scene. Reason for cancellation should be captured if possible. Reasons for cancellation may include: canceled by the caller, dispatcher canceled the unit, requesting units canceled response.
Sent Back to Dispatch	The incident was dispatched to the alternative response team and the alternative response team declined to respond prior to arrival to scene. If it is not possible to track this as a disposition, track this in the CAD comments.

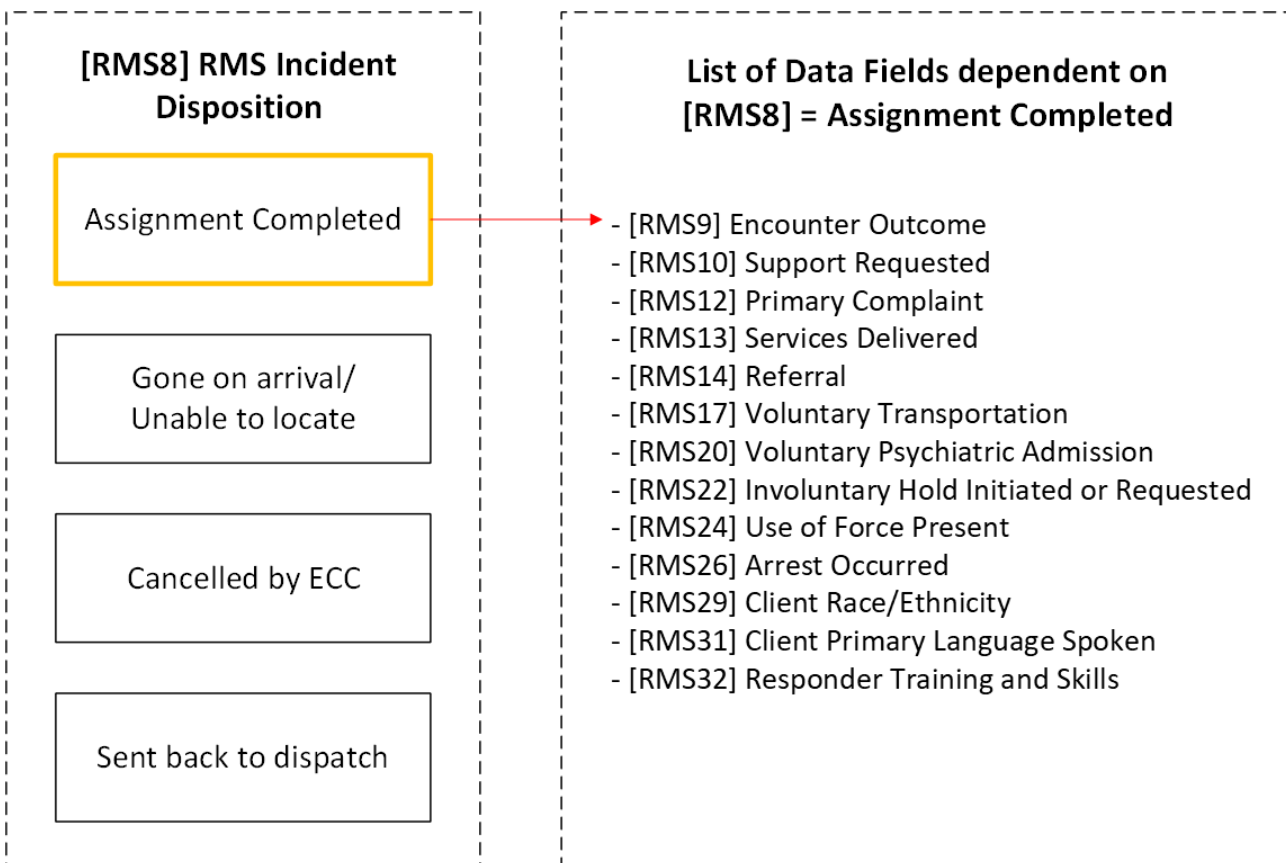
Associated Metrics

5. Incident disposition definition adapted from APCO International's ANS 1.111.2-2018 Public Safety Communications Common [Disposition Codes for Data Exchange](#).

- [M10] Cleared 911 Incidents
- [M11] Assignment Completed
- [M12] Gone on Arrival
- [M13] Engaged And Services Offered
- [M14] Declined Engagement
- [M15] Support Requested
- [M16] Presence Of Use Of Force
- [M17] Presence Of Arrest
- [M18] Individuals Served
- [M19] Primary Complaint
- [M20] Services Delivered
- [M21] Referrals
- [M22] Voluntary Transportation
- [M23] Voluntary Psychiatric Admission
- [M24] Involuntary Psychiatric Holds
- [M25] Individuals with Repeated Engagements
- [M26] Individuals Engaged In Follow Ups
- [M27] Follow Up Engagement Attempts
- [M28] Follow Up Engagements Completed Frequency
- [M29] Service Recipient Demographics
- [M32] Responder Training And Skills

Implementation Note

- Several data fields are dependent on [RMS8]:



Implementation Note, continued

- Ensure the incident dispositions are tracked in both the RMS and CAD systems.
- The number of 911 incidents where [CAD12] Incident Disposition = *Assignment Completed* should equal the number of 911 incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*.
- The number of 911 incidents where [CAD12] Incident Disposition = *Gone on Arrival/Unable to Locate* should equal the number of 911 incidents where [RMS8] RMS Incident Disposition = *Gone on Arrival/Unable to Locate*.
- The sum of the number of 911 incidents where [CAD12] Incident Disposition = Incident Canceled OR [CAD12] Incident Disposition = Other Disposition should equal the sum of the number of 911 incidents where [RMS8] RMS Incident Disposition = *Canceled by ECC* OR [RMS8] RMS Incident Disposition = *Sent Back to Dispatch*.
- See [“FAQ for Troubleshooting Common Data Challenges”](#) for more information on this data field.

[RMS9] Encounter Outcome

Definition

Description of whether the alternative response team engaged with an individual while responding to the 911 incident.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
Engaged and offered services	Contact made with individual(s) on scene and the alternative response team offered services. "Engaged and offered services" includes when the alternative response team provides a referral, voluntary transportation, and other services to clear the incident.
Declined to engage	Contact made with individual(s) on scene and the individual(s) declined to engage with the alternative response team at the time. No referrals, transportation, or services provided at the time.

Associated Metrics

- [M13] Engaged And Services Offered
- [M14] Declined Engagement
- [M20] Services Delivered

Implementation Note

- See ["FAQ for Troubleshooting Common Data Challenges"](#) for more information on this data field.

[RMS10] Support Requested

Definition

Whether the alternative response team requested another first responder agency while resolving the incident.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
No support requested by another agency	The alternative response team did not request support from any other agency.
Police requested	The alternative response team requested the police while resolving the incident.
Fire requested	The alternative response team requested Fire while resolving the incident.
EMS requested	The alternative response team requested EMS while resolving the incident.
Other agency requested	The alternative response team requested another agency while resolving the incident.

Associated Metrics

- [M15] Support Requested

Implementation Note

- See [“FAQ for Troubleshooting Common Data Challenges”](#) for more information on this data field.

[RMS11] Support Requested Reason

Definition

The reason for the alternative response team requesting another first responder agency while resolving the incident.

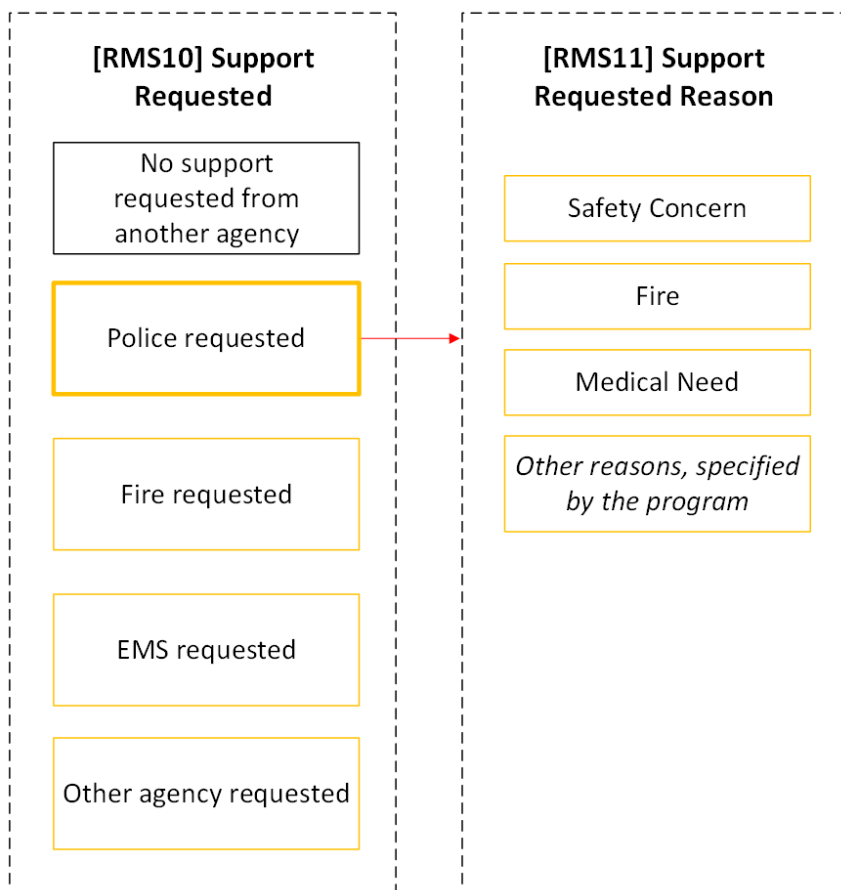
Data Source

RMS

Field Dependencies

Completed for incidents where [RMS10] Support Requested =

- *Police Requested OR*
- *Fire Requested OR*
- *EMS Requested OR*
- *Other Agency Requested*



Field Type

Multiple Choice

Field Options

Option	Option Definition
Safety Concern	The alternative response team requested back up due to a safety concern.
Fire	The alternative response team requested back up due to a fire.
Medical Need	The alternative response team requested back up due to a medical need.
<i>Other</i>	<i>Other reasons for requesting back up as specified by the alternative response program.</i>

Associated Metrics

None

[RMS12] Primary Complaint

Definition

The primary need of the individual, as identified and assessed by the alternative response team.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
General Mental Health	The primary need identified was related to general mental health.
Psychosis	The primary need identified was related to psychosis, including hallucinations and delusions.
Suicidal Thoughts	The primary need identified was related to suicide or suicidal thoughts.
Substance Use	The primary need identified was related to substance use, including drugs or alcohol.
Medical Need	The primary need identified was related to a medical need.
Interpersonal Conflict	The primary need identified was related to an interpersonal conflict.
Intimate Partner Violence	The primary need identified was related to intimate partner violence or domestic violence.
Welfare Check	The primary need identified was related to checking on the wellbeing of an individual.
Food Insecurity	The primary need identified was related to food insecurity.
Housing Need	The primary need identified was related to housing or homelessness.
Transportation Need	The primary need identified was related to transportation.
General Support	The primary need identified was a general need for support or emotional support.
N/A	Not applicable. The individual declined to engage.
<i>Other</i>	<i>Other needs as specified by the alternative response program.</i>

Associated Metric

- [M19] Primary Complaint

Implementation Note

Use the N/A data field option when [RMS9] Encounter Outcome = *Declined to Engage*.

[RMS13] Services Delivered

Definition

The services or interventions delivered by the alternative response team, on scene or by phone.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multi-Select

Field Options

Option	Option Definition
Rapport Building	The alternative response team engaged in relationship building.
De-Escalation	The alternative response team used de-escalation techniques.
Conflict Mediation	The alternative response team delivered conflict mediation.
Psychoeducation	The alternative response team delivered psychoeducation.
Social Supports	The alternative response team facilitated connections to social or natural supports, including family, friends, and other community connections.
Basic Needs Supplies	The alternative response team provided basic needs supplies.
Motivational Interviewing	The alternative response team conducted motivational interviewing.
Safety Plan	The alternative response team engaged in safety planning.
Overdose Reversal Medication	The alternative response team delivered overdose reversal medications, like Narcan.
Harm Reduction	The alternative response team provided harm reduction tools or supports.
Arranged Transportation	Arranged voluntary transportation with another agency or vendor.

Option	Option Definition
Assessment - Suicide Risk	The alternative response team conducted a suicide risk screening or assessment.
Assessment - Mental Health	The alternative response team conducted a general mental health assessment.
Assessment - Medical	The alternative response team conducted a medical assessment.
Assessment - Substance Use Disorder	The alternative response team conducted an assessment for substance use disorders.
Assessment - Basic Needs	The alternative response team conducted a basic needs assessment.
N/A	Not applicable. The individual declined to engage.
<i>Other</i>	<i>Other services defined by the alternative response program and aligned with data reporting requirements (e.g., The National Emergency Medical Services Information System (NEMSIS), Medicaid billing, mobile crisis requirements).</i>

Associated Metrics

- [M20] Services Delivered

Implementation Note

Use the N/A data field option when [RMS9] Encounter Outcome = *Declined to Engage*.

[RMS14] Referral**Definition**

Whether the alternative response team provided a referral in their encounter. At a minimum, a referral is defined as giving an individual information to access a resource or service.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
Yes, Referral(s) Provided	A referral was provided, including internal referrals to other services or teams within the same agency.
No, Referral Not Provided	A referral was not provided by the alternative response team to resolve the incident.
N/A	Not applicable. The individual declined to engage.

Associated Metrics

- [M21] Referrals

Implementation Note

Use the N/A data field option when [RMS9] Encounter Outcome = *Declined to Engage*.

[RMS15] Referral Location

Definition

The type of resource or service an individual was referred to by the alternative response team, regardless of whether the individual accepted the referral.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS13] Referral = *Yes, Referral(s) Provided*

Field Type

Multi-Select

Field Options

Option	Option Definition
Shelter or Housing Resource	Referral provided for shelter, housing, or other homelessness resources
Substance Use Resource	Referral provided for substance use resources.
Mental Health Resource	Referral provided for mental health resources.
Crisis Center	Referral provided to crisis center or resources.
Medical Services	Referral provided for medical services, including primary care.
Domestic Violence Resource	Referral provided to domestic violence or interpersonal violence services.
Older Adult Services	Referral provided to services for older adults.
Community Resource	Referral provided for community-based resources, including food, clothing, basic needs resources.
Public Transportation	Referral provided for public transportation, including buses and trains.

Option	Option Definition
Follow up or Case Management Resource - Internal	Referral provided to case management services offered through the alternative response program.
Case Management Resource - External	Referral provided to external case management services offered in the community.
Other Resource	Referral provided for other resources.
<i>Additional Resource Types as Set by the Alternative Response Program</i>	<i>Additional resource types as set by the alternative response program, including in-kind referrals.</i>

Associated Metrics

- [M21] Referrals

[RMS16] Referral Location Name

Definition

The specific resource, service, or program the individual was referred to.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS13] Referral = *Yes, Referral(s) Provided*

Field Type

Text

Associated Metrics

None

[RMS17] Voluntary Transportation

Definition

Whether the alternative response team provided transportation to the individual during the encounter to resolve the incident. The individual consents and agrees to the transport.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
Yes, Voluntary Transportation Provided	Voluntary transportation was provided by the alternative response team.
No, Voluntary Transportation Not Provided	Voluntary transportation was not provided by the alternative response team to resolve the incident.
N/A	Not applicable. The individual declined to engage.

Associated Metrics

- [M22] Voluntary Transportation

Implementation Note

Use the N/A data field option when [RMS9] Encounter Outcome = *Declined to Engage*.

[RMS18] Voluntary Transportation Destination

Definition

The type of destination to which the alternative response team transported an individual.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS17] Voluntary Transportation = Yes, *Voluntary Transportation Provided*

Field Type

Multi-select

Field Options

Option	Option Definition
Hospital or Emergency Room	Voluntary transportation provided to the hospital or emergency room.
Shelter or Housing Resource	Voluntary transportation provided to a temporary shelter, permanent housing, or other homelessness resource.
Substance Use Resource	Voluntary transportation provided to substance use resources.
Mental Health Resource	Voluntary transportation provided to mental health resources, including crisis centers.
Crisis Center	Voluntary transportation provided to a crisis center or mental health emergency room.
Other Medical Resource	Voluntary transportation provided to medical resources that are not the hospital or emergency room.
Community Resource	Voluntary transportation provided to community-based resources or services, including basic needs services, parks, and libraries.
Public Transportation	Voluntary transportation provided to public transportation.
Private Residence	Voluntary transportation provided to a private residence or address, including an individual's own home, a family's home, or a friend's home.

Option	Option Definition
Business	Voluntary transportation provided to a business.
Case Management Resource	Voluntary transportation provided to case management services.
Legal Resources	Voluntary transportation provided to legal services, including a courthouse.
Public Safety	Voluntary transportation provided to a public safety agency, including the police department.
<i>Other</i>	<i>Additional transportation option as set by the alternative response program.</i>

Associated Metrics

- [M22] Voluntary Transportation

[RMS19] Voluntary Transportation Destination Name

Definition

The name of the business, service provider, agency, or other destination where the individual was transported to by the alternative response team.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS17] Voluntary Transportation = *Yes, Voluntary Transportation Provided*

Field Type

Text

Associated Metrics

None

[RMS20] Voluntary Psychiatric Admission

Definition

Whether the encounter resulted in a voluntary psychiatric hold or admission for mental health care.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Binary

Field Options

Option	Option Definition
Yes	A voluntary psychiatric hold or admission was initiated.
No	A voluntary psychiatric hold or admission was not initiated.

Associated Metrics

- [M23] Voluntary Psychiatric Admission

[RMS21] Voluntary Psychiatric Admission Description

Definition

If a voluntary psychiatric admission was initiated, a description of the situation and why it was initiated.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS20] Voluntary Psychiatric Admission = Yes

Field Type

Text

Associated Metrics

None

[RMS22] Involuntary Hold Initiated or Requested

Definition

Whether the encounter resulted in an involuntary psychiatric hold. If the alternative response team does not initiate involuntary psychiatric holds, track whether an involuntary psychiatric hold was requested.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Binary

Field Options

Option	Option Definition
Yes	An involuntary psychiatric hold was initiated.
No	An involuntary psychiatric hold was not initiated.

Associated Metrics

- [M24] Involuntary Psychiatric Holds

[RMS23] Involuntary Hold Description

Definition

If an involuntary hold was initiated or requested, a description of the situation and why it was initiated. Described from the perspective of the alternative response team.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS22] Involuntary Hold Initiated = *Yes*

Field Type

Text

Associated Metrics

None

[RMS24] Use of Force Present**Definition**

Whether use of force was applied by another responder unit while the alternative response team was present on scene.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Binary

Field Options

Option	Option Definition
Yes	Use of force was applied.
No	Use of force was not applied.

Associated Metrics

- [M16] Presence of Use of Force

Implementation Note

This field is reported from the perspective of the alternative response program. Therefore, data collection efforts may only reveal cases where force was used while the alternative response team was on scene. The alternative response program may work with the law enforcement agency to track and measure instance of use of force across all 911 incidents.

[RMS25] Use of Force Description**Definition**

If use of force was applied, a description of the situation and why use of force was applied. Described from the perspective of the alternative response team.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS24] Use of Force Present = Yes

Field Type

Text

Associated Metrics

None

[RMS26] Arrest Occurred**Definition**

Whether an arrest was made on scene by law enforcement while the alternative response team was present on scene.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Binary

Field Options

Option	Option Definition
Yes	An arrest was made.
No	An arrest was not made.

Associated Metrics

- [M17] Presence of Arrest

Implementation Note

This field is reported from the perspective of the alternative response program. Therefore, data collection efforts may only reveal cases where force was used while the alternative response team was on scene. The alternative response program may work with the law enforcement agency to track and measure instance of use of force across all 911 incidents.

[RMS27] Arrest Description**Definition**

If an arrest was made, a description of the situation and why the arrest was made. Described from the perspective of the alternative response team.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS26] Arrest Occurred = Yes

Field Type

Text

Associated Metrics

None

[RMS28] Client ID

Definition

The unique code is automatically assigned to a given individual when the incident information is added into the Alternative Response RMS. This code allows for tracking an individual's history of encounters with the alternative response team.

Data Source

RMS

Field Dependencies

None

Field Type

Autogenerated

Associated Metrics

- [M18] Individuals Served
- [M19] Primary Complaint
- [M20] Services Delivered
- [M21] Referrals
- [M22] Voluntary Transportation
- [M23] Voluntary Psychiatric Admission
- [M24] Involuntary Psychiatric Holds
- [M25] Individuals with Repeated Engagements
- [M26] Individuals Engaged In Follow Ups
- [M27] Follow Up Engagement Attempts
- [M28] Follow Up Engagements Completed Frequency
- [M29] Service Recipient Demographics

Implementation Note

A Client ID is generated for each individual that the alternative response team makes contact with on scene or by phone, including in instances when the individual declines to engage. If more than one individual is engaged in an encounter, each individual is given a unique client ID.

[RMS29] Client Race/Ethnicity**Definition**

What the responder perceives as the client's race/ethnicity.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
American Indian or Alaska Native	The individual served was perceived as American Indian or Alaska Native.
Asian	The individual served was perceived as Asian.
Black or African American	The individual served was perceived as Black or African American.
Hispanic or Latino	The individual served was perceived as Hispanic or Latino.
Middle Eastern or North African	The individual served was perceived as Middle Eastern or North African.
Pacific Islander or Native Hawaiian	The individual served was perceived as Pacific Islander or Native Hawaiian.
White	The individual served was perceived as White.
Multiracial	The individual served was perceived as multiracial.
Other	The individual served was perceived as another race/ethnicity.
Not reported	The race/ethnicity of the individual served was not reported.
<i>Other race/ethnicity categories as defined by the program</i>	<i>Other race/ethnicities as defined by the program.</i>

Associated Metrics

- [M29] Service Recipient Demographics

Implementation Note

It is difficult and sometimes impossible to ask about race while trying to de-escalate a crisis during a call. Instead, responders can be trained to record perception of race. If a person continues to engage in services beyond the initial crisis call, through follow up if available, the team should collect the missing self-reported demographic information. This data point also helps program managers understand how response outcome may be tied to the client's perceived race. The combined race/ethnicity question is aligned with the Office of Management and Budget's (OMB) and its [review of the Statistical Policy Directive No. 15](#) published on March 29, 2024.

[RMS30] Client Gender Identity

Definition

What the responder perceives as the client's gender identity.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
Man	The individual served was perceived as a man.
Woman	The individual served was perceived as a woman.
Transgender	The individual served was perceived as transgender.
Nonbinary	The individual served was perceived as nonbinary.
Other	The individual served was perceived as another gender identity.
Not reported	The gender identity of the individual served was not reported.
<i>Other gender identity categories as defined by the program</i>	<i>Other gender identities as defined by the alternative response program.</i>

Associated Metrics

- [M29] Service Recipient Demographics

Implementation Note

It is difficult and sometimes impossible to ask about gender identity while trying to de-escalate a crisis during a call. Instead, responders are trained to record perception of gender. If a person continues to engage in services beyond the initial crisis call, through follow up if available, the team should collect the missing self-reported demographic information. This data point also helps program managers understand how response outcome may be tied to the client's perceived gender identity.

[RMS31] Client Primary Language Spoken

Definition

Client reported primary or preferred language spoken.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Set by alternative response program

Associated Metrics

- [M29] Service Recipient Demographics

[RMS32] Responder Training and Skills

Definition

The extent to which the responder felt they had the appropriate skills and training to respond to the incident.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS8] RMS Incident Disposition = *Assignment Completed*

Field Type

Multiple Choice

Field Options

Option	Option Definition
Very inappropriate	The responder reported having very inappropriate skills or training to respond to the incident
Somewhat inappropriate	The responder reported having somewhat inappropriate skills or training to respond to the incident
Neither appropriate nor inappropriate	The responder reported having neither appropriate nor inappropriate skills or training to respond to the incident
Somewhat appropriate	The responder reported having somewhat appropriate skills or training to respond to the incident
Very appropriate	The responder reported having very appropriate skills or training to respond to the incident

Associated Metrics

- [M32] Responder Training and Skills

[RMS33] Responder Training and Skills Description

Definition

Additional context or information the responder would like to share about the incident and their skills or training.

Data Source

RMS

Field Dependencies

Completed for incidents where [RMS32] Responder Training and Skills is completed

Field Type

Text

Associated Metrics

None

Data Source 4: **Alternative Response Administrative Data (AR)**

Owning agency

Agency/Department housing alternative response program

Definition

System used by alternative response team to record and document administrative data

Number of data fields

7

Corresponding data fields

- [AR1] Number of Staff Employed
- [AR2] Staff Title
- [AR3] Staff Race/Ethnicity
- [AR4] Staff Gender Identity
- [AR5] Staff Languages Spoken
- [AR6] Units in Operation
- [AR7] Program Complaint

[AR1] Number of Staff Employed**Definition**

The number of staff employed at a given time.

Data Source

Alternative Response
Administrative Data

Field Dependencies

None

Field Type

Number

Associated Metrics

- [M30] Staff Retention

[AR2] Staff Title**Definition**

The role or employment classification for each staff member.

Data Source

Alternative Response
Administrative Data

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Set by alternative response program

Associated Metrics

- [M30] Staff Retention

[AR3] Staff Race/Ethnicity

Definition

That staff member's self-reported race and ethnicity.

Data Source

Alternative Response Administrative Data

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
American Indian or Alaska Native	The staff member identifies as American Indian or Alaska Native.
Asian	The staff member identifies as Asian.
Black or African American	The staff member identifies as Black or African American.
Hispanic or Latino	The staff member identifies as Hispanic or Latino.
Middle Eastern or North African	The staff member identifies as Middle Eastern or North African.
Pacific Islander or Native Hawaiian	The staff member identifies as Pacific Islander or Native Hawaiian.
White	The staff member identifies as White.
Multiracial	The staff member identifies as multiracial.
Other	The staff member identifies as another race/ethnicity.
Not reported	The race/ethnicity of the staff member was not reported.
<i>Other race/ethnicity categories as defined by the program</i>	<i>Other race/ethnicities as defined by the alternative response program.</i>

Associated Metrics

- [M31] Staff Demographics

[AR4] Staff Gender Identity

Definition

The staff member's self-reported gender identity.

Data Source

Alternative Response Administrative Data

Field Dependencies

None

Field Type

Multiple Choice

Field Options

Option	Option Definition
Man	The staff member identifies as a man.
Woman	The staff member identifies as a woman.
Transgender	The staff member identifies as transgender.
Nonbinary	The staff member identifies as nonbinary.
Other	The staff member identifies as another gender identity.
Not reported	The gender identity of the staff member was not reported.
<i>Other gender identity categories as defined by the alternative response program</i>	<i>Other gender identities as defined by the alternative response program.</i>

Associated Metrics

- [M31] Staff Demographics

[AR5] Staff Languages Spoken**Definition**

The staff member's self-reported language(s) spoken.

Data Source

Alternative Response
Administrative Data

Field Dependencies

None

Field Type

Multi-select

Field Options

Set by alternative response program

Associated Metrics

- [M31] Staff Demographics

[AR6] Units in Operation**Definition**

The number of alternative response units in operation at a given time.

Data Source

Alternative Response
Administrative Data

Field Dependencies

None

Field Type

Number

Associated Metrics

None

[AR7] Program Feedback

Definition

Any feedback or complaints submitted about the alternative response program.

Data Source

Alternative Response Administrative Data

Field Dependencies

None

Field Type

Text

Associated Metrics

- [M33] Program Complaints or Feedback

The [Government Performance Lab](#), housed at the Taubman Center for State and Local Government at the Harvard Kennedy School, conducts research on how governments can improve the results they achieve for their citizens. An important part of this research model involves providing hands-on technical assistance to state and local governments. Through this involvement, we gain insights into the barriers that governments face and the solutions that can overcome these barriers. By engaging current students and recent graduates in this effort, we are also able to provide experiential learning.

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