

Police Alternative Response Report

Section A:

What is the effectiveness of Resolve, 988, and Don't Call the Police?

- There are a lot of positive reviews on resolve regarding people's willingness to assist people during mental health crises. It also has a walk-in option for those who feel they had a good experience previously. There is a level of trust that it provides to the people in crisis. The concern that has been brought up is the potential for police to be called. This has caused people to be skeptical about calling the line. This is the discourse that is in this forum: [Reddit](#)
 - Walkin in Center: “No appointment is needed to get help at our walk-in center. Walk in anytime to talk, get a break from daily stress, or have us connect you to more long-term care and support. We also offer residential services for those who qualify”
- 988 is a good option for those who are going through a mental health crisis, however, they always make it clear if the person is a danger to themselves or others then they keep contact with police.
 - Here is the report of 988 for August 2024. The only issue is it national and not extensive:
 - There has been a total of 392,491 total **calls**, 348,517 answered calls and 43,974 abandoned calls. This is at a 98%: 11% ratio.
 - There has been a total of 46,749 **chats**, 39,933 answered chats and 6,816 abandoned chats.
 - There has been a total of 105,820 **texts**, 101,288 answered chats, and 4,532 abandoned texts
 - The average contact time is 00:13:28 for calls, 00:32:34 for chats, and 00:48:42 for texts
 - The listed data can be found on this PDF [Data](#)
- Don't Call the Police website seem to just have a list of alternatives that was pulled up last meeting, however there are specific resources for LGBTQ+ members, domestic violence & Sexual Assault experiencers, but there is a lot of “soon coming” on the website.

Section B:

What are a couple of geographic places where alternative responses, co-responses/police referral, and police training benchmarks exist?

- A program that exists in Eugene Oregon is, CAHOOTS (Crisis Assistance Helping Out on the Streets)
 - Eugene has the largest per capita homeless population in the U.S and this was a motivation for the program.
- They provide these sources with no police involvement:
 - Suicide Prevention, Assessment, and Intervention
 - Conflict Resolution and Mediation
 - Grief and loss
 - Substance Abuse
 - Housing Crisis
 - First Aid and Non-Emergency Medical Care
 - Resource Connection and Referrals
 - Transportation to Services