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# **Perspectives on Reimagining America's Emergency Response System**

**Virtual Webinar  
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Moderator:  
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# Overview



- Welcome and introductions
- Brief presentation of Abt study
- Moderated discussion
- Q&A

# Introductions



Holly Swan  
Abt Associates



Amber Widgery  
National Conference of  
State Legislatures  
(NCSL)



Charlotte Resing  
National Association of  
Counties (NACo)



Sue Polis  
National League of  
Cities (NLC)



# Reimagining America's Crisis Response Systems

The Abt Study

# Purpose



- Provide a decision-making framework to improve response to individuals experiencing a crisis as a result of substance use, mental health, or homelessness challenges
- By organizing programs into types, agencies can use the framework as a starting point to select a particular program to adopt, or develop their own program using the components outlined for a particular type of program.

# Methods



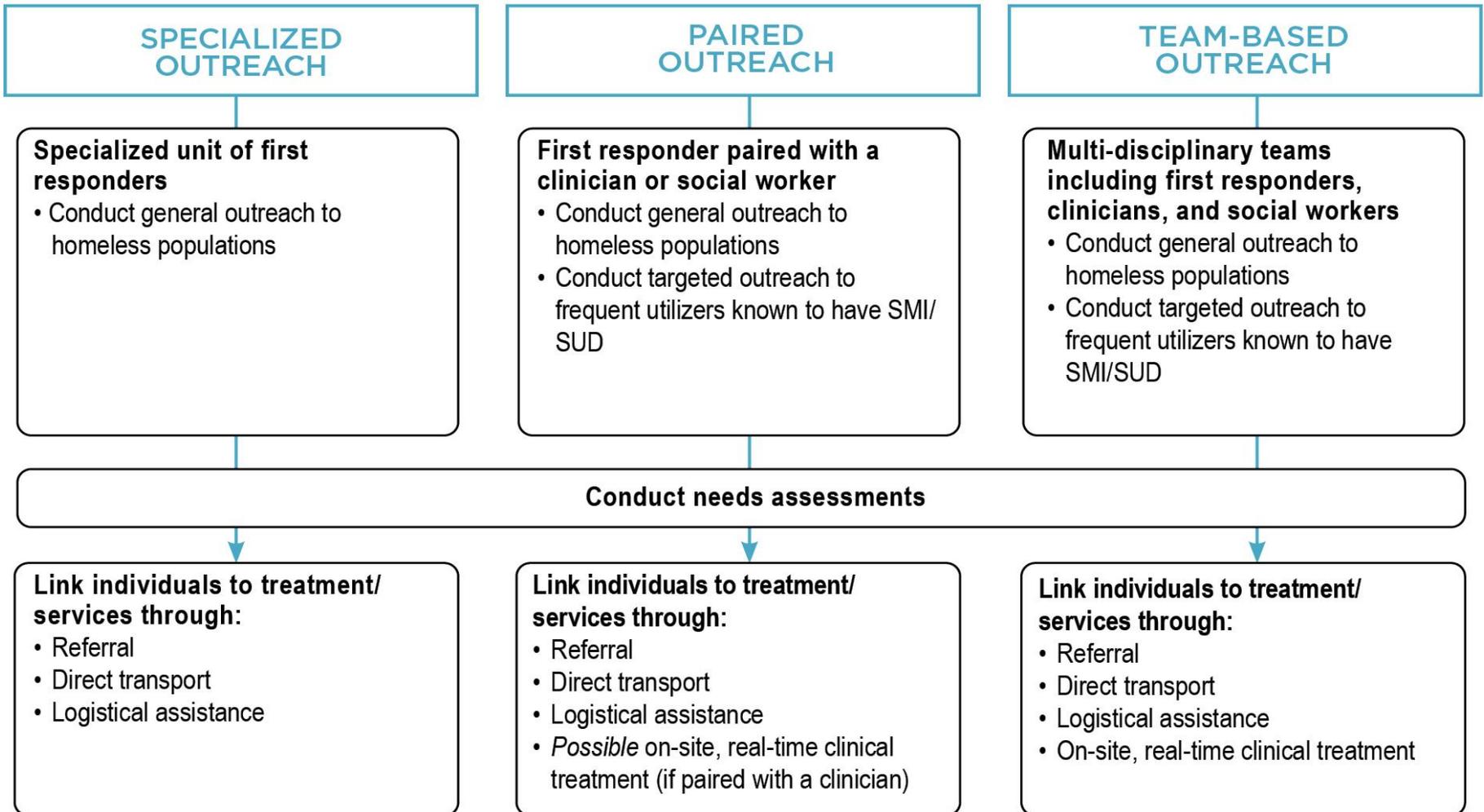
- A systematic review of the range of approaches that have been implemented by first responder agencies in the United States
- Organizes specific programs (for example, the Oregon-based CAHOOTS program)
  - Based on common features (responding agency, response activities, desired outcomes)

# Findings

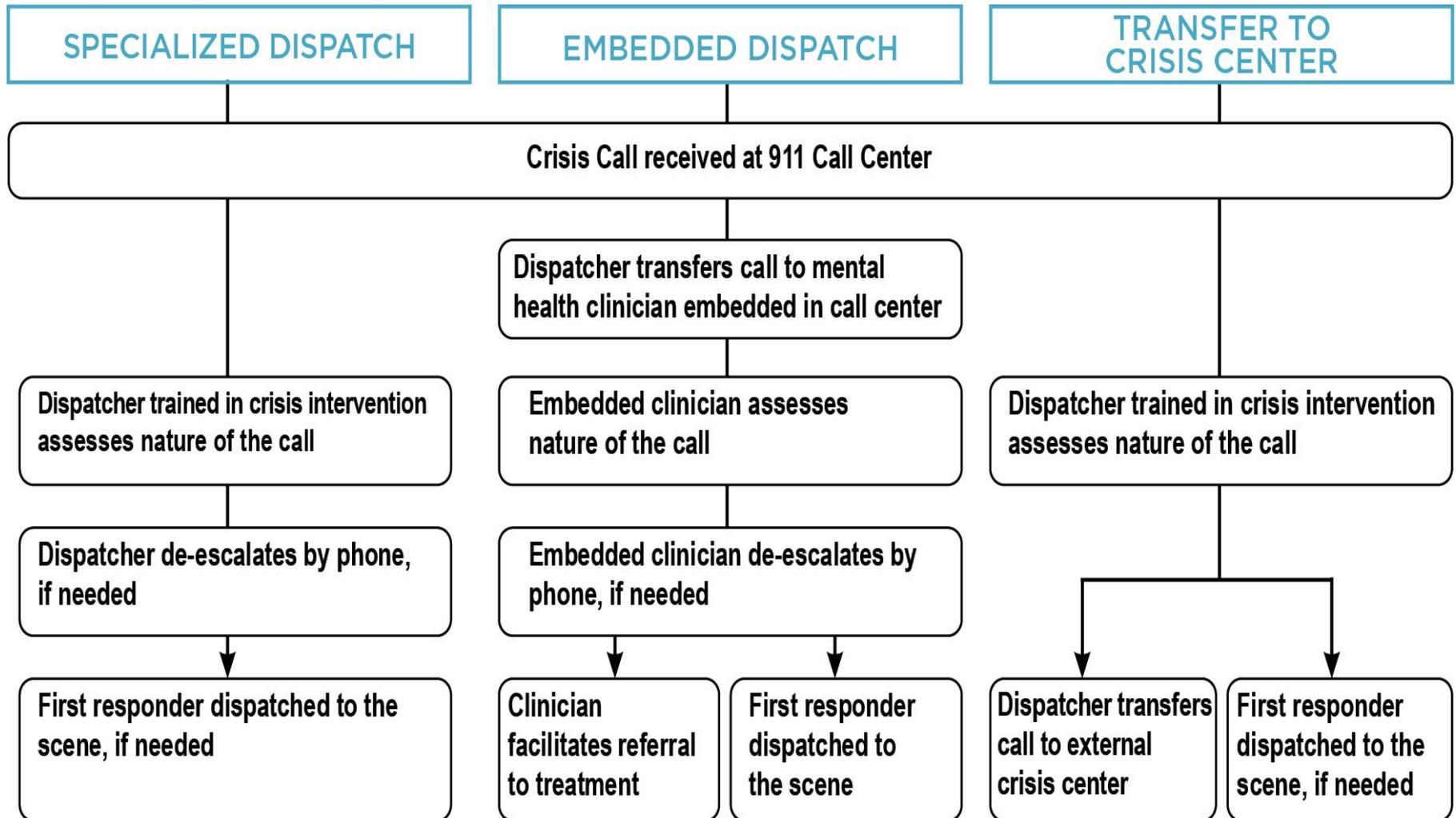


- Three overarching program models
  - Outreach and Prevention
  - Intervention at 911 call
  - Intervention by first responder at the scene of a crisis
- Program models have common goals and general response
- Different types of programs within each of these program models

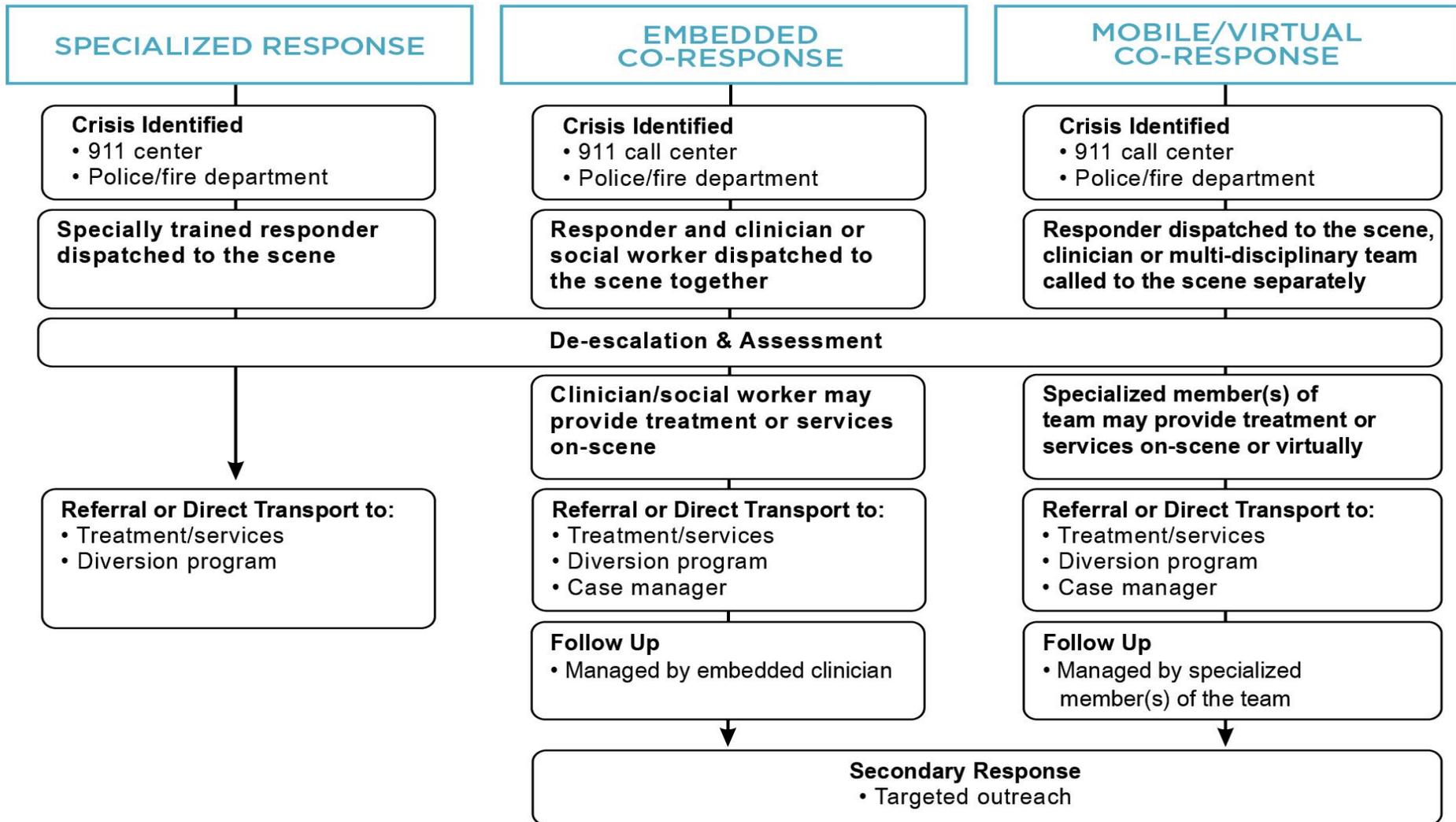
# Outreach and Prevention



# Intervention at 911 Call



# Intervention by First Responder



# Evidence Gaps



- Rigorous research is scarce
- Bulk of research is around CIT
- A handful of quasi-experimental program evaluations
  - LEAD (specialized response)
  - Project ETHAN (mobile co-response)
  - HOME (team-based outreach)
  - Hero Help (voluntary walk-in)
- More research and evaluation is needed

# Evaluation



- Logic modelling
  - Various outcomes of interest
  - Data collection elements
- Process and impact evaluations
- Rapid Cycle Evaluation
- Dissemination and shared learning

# Considerations



- What issue am I trying to address? What am I trying to accomplish?
  - Agencies to be involved in the response
  - Required partnerships and coordination
  - Local laws and policies
  - Sources of payment or reimbursement for services
  - Required technology and other resources
  - Scale of the program
  - Training specific to the type of responder and the type of crisis



# Reimagining America's Crisis Response Systems

Moderated Discussion

# Discussion Question



- From your experiences, what factors are important to consider when working to improve crisis response to vulnerable populations, particularly in the context of criminal justice/police reform?



# Reimagining America's Crisis Response Systems

Q&A

# Thank you!

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