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**Arnold
Ventures**

Perspectives on Reimagining America's Emergency Response System

**Virtual Webinar
October 27, 2020**

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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



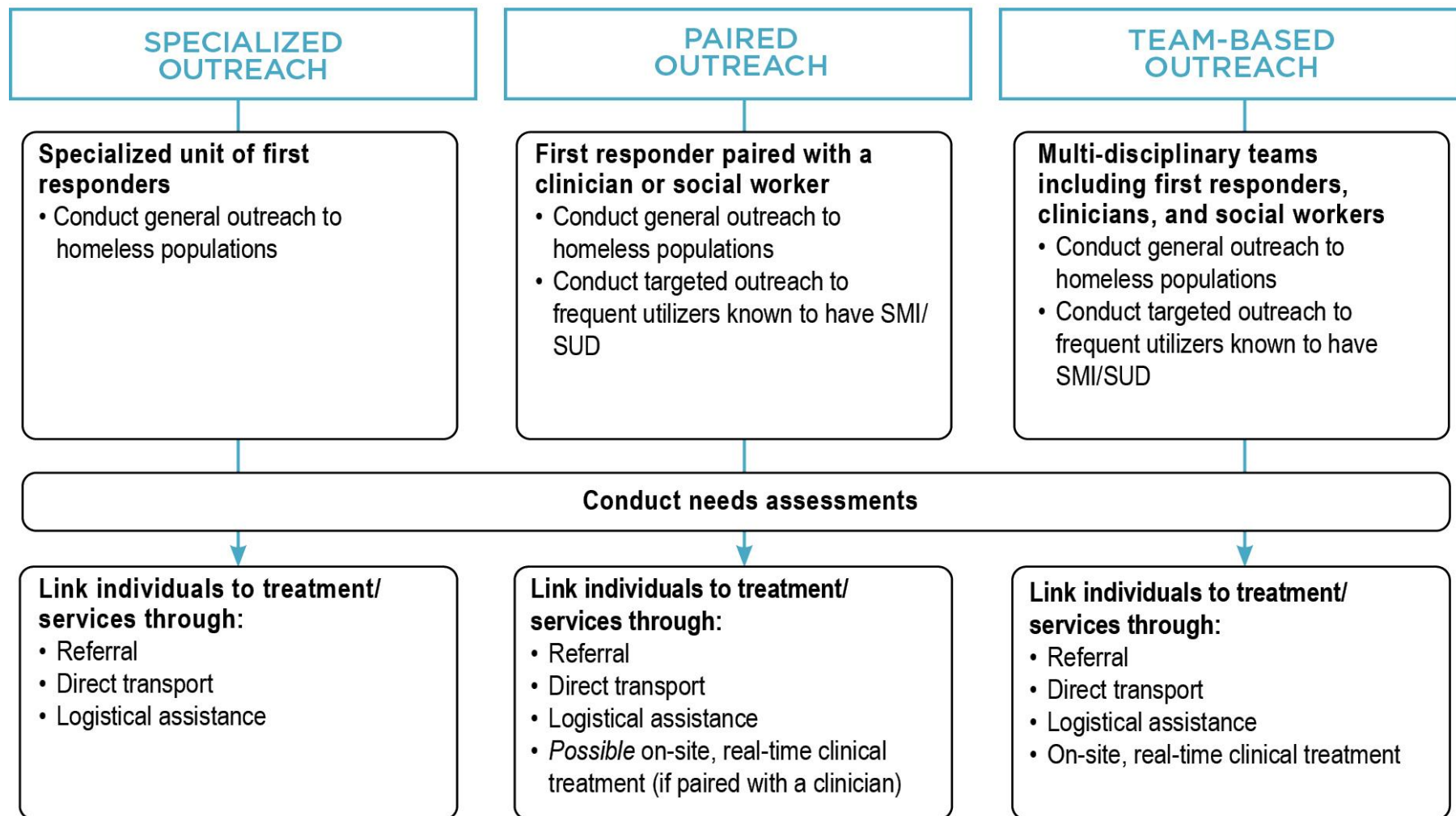
- A systematic review of the range of approaches that have been implemented by first responder agencies in the United States
- Organizes specific programs (for example, the Oregon-based CAHOOTS program)
 - Based on common features (responding agency, response activities, desired outcomes)

Findings

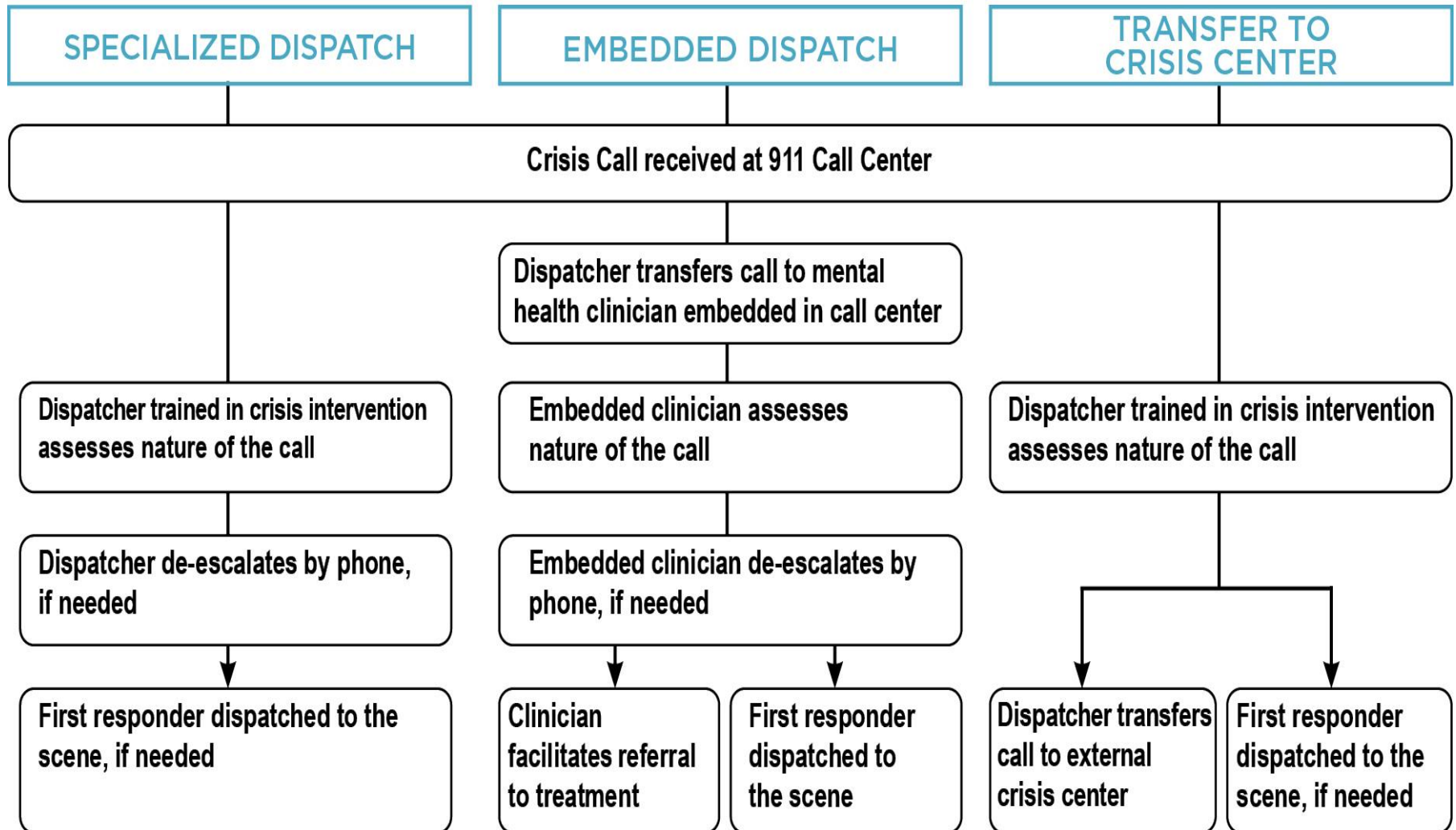


- Three overarching program models
 - Outreach and Prevention
 - Intervention at 911 call
 - Intervention by first responder at the scene of a crisis
- Program models have common goals and general response
- Different types of programs within each of these program models

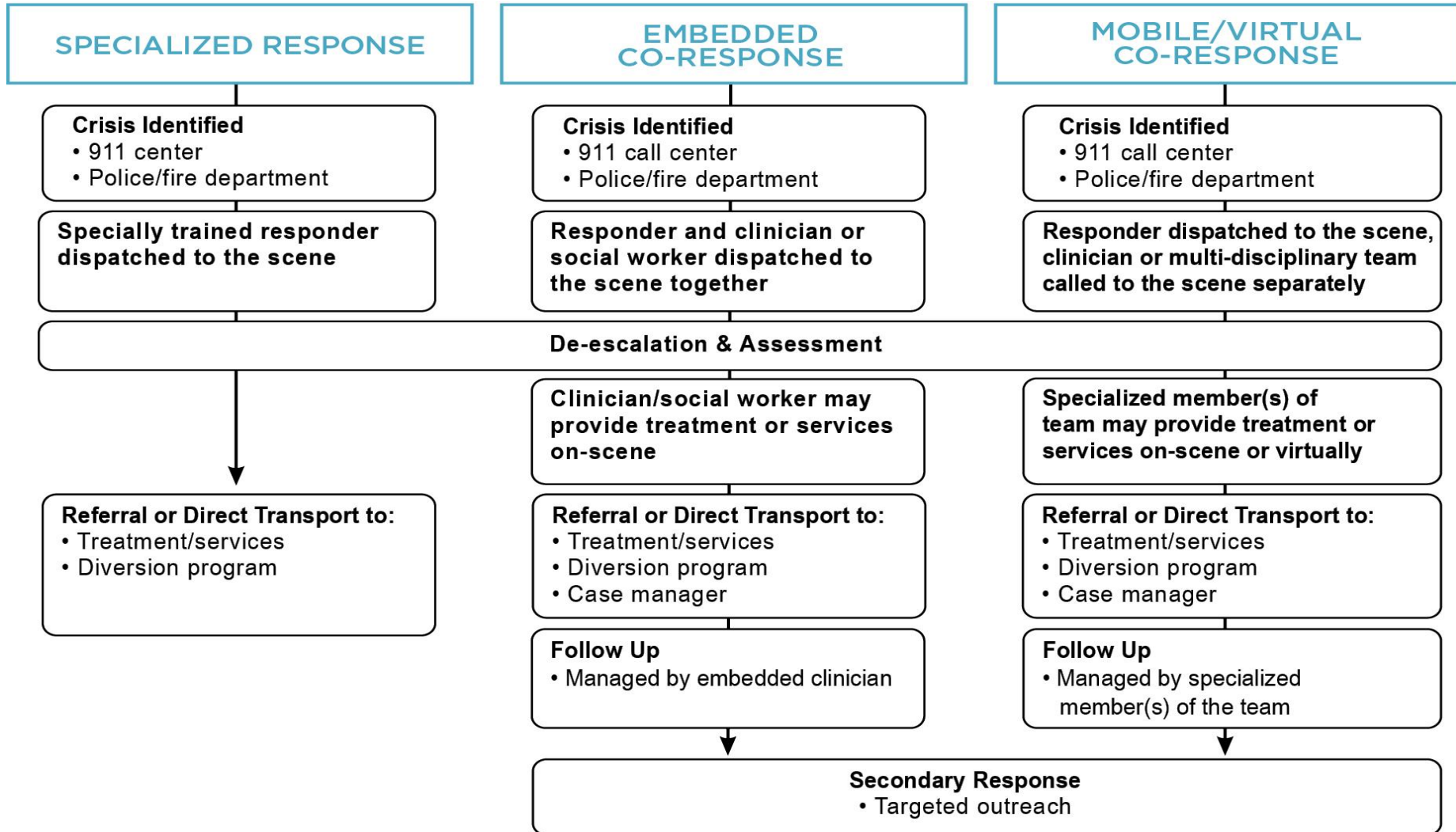
Outreach and Prevention



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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