

TRANSFORMATIONAL PROGRESS

ADDENDUM B

Mental Health Programs and Policies



July 1, 2024



OKLAHOMA CITY

Mental Health Programs and Policies

A Comprehensive Review

July 1, 2024

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POLICE PROGRAMS AND POLICIES

Hiring

The Oklahoma City Police Department (OKCPD) is now giving preference to police applicants who have experience or certification in social work or mental health. This hiring strategy is a product of the implementation of a recommendation that was made to the Oklahoma City Council in March of 2022 from 21CP Solutions. This preference system allows OKCPD to target applicants best suited to modern policing.

Training

OKCPD provides mental health training to all new officers and dispatchers and to all officers and dispatchers on a regular basis.

In the police academy, all recruits receive an extensive 40-hour Crisis Intervention Team (CIT) training course. The training emphasizes understanding of mental illness, incorporates the development of communication skills, practical experience, and role-playing, and introduces recruits to mental health professionals, consumers, and family members. Although all recruits receive CIT training, they do not automatically become members of OKCPD's CIT. Only those officers that have the requisite experience and who volunteer and are accepted can join OKCPD's CIT.

Police recruits also receive, among other things, training on general crisis intervention, interacting with the deaf and hard of hearing, disability awareness, human relations, implicit bias, communication, de-escalation, reality-based scenario training, excited delirium, community-oriented policing, trauma-informed policing,¹ and officer wellness.

In the dispatch academy, new employees receive training in effective communication, communicating with persons with mental health issues and disabilities, de-escalating techniques, dispatching CIT officers, using 988 and other referral services, coding mental health-related calls for service, ensuring officer and resident safety, and general information collection, analysis, prioritization, and dissemination skills. OKCPD has provided eight hours of CIT training for call takers and dispatchers. CIT dispatch training teaches call takers and dispatchers about mental illness, how to recognize specific disorders and suicidal phrases, and how to communicate with people experiencing a mental health crisis. All of these skills are reinforced through analysis of real-world videos and calls and role-playing scenarios. OKCPD is currently in the process of sending all dispatchers to an additional eight hours of CIT training for dispatchers through CIT International.

In addition to academy training, police employees continue to receive mental health and disability related training on a regular basis. For example, among other things, the following training was recently provided to police employees:

¹ OKCPD was recently highlighted in an issue of *Police Chief* magazine for its commitment to trauma-informed policing. <https://www.policchiefmagazine.org/increasing-empathy-through-trauma-informed-policing>.

- Transportation for Mental Health Services;
- TRUST Program;
- De-Escalation;
- Use of Force—Consideration of Mental Health Conditions;
- Responding to Excited Delirium;
- 988 Suicide and Crisis Lifeline;
- Sanctity of Life; and
- De-escalation and Control and Defensive Tactics (DCDT).

Certain police employees also receive additional mental health training, such as CIT members, supervisors, trainers, school resource officers, and crisis negotiators, among others. CIT members are required to attend eight hours of additional mental health training each year. All department employees receive at least two hours of required mental health training each year. Additionally, mental health training is incorporated into DCDT, Reality-Based Training, and other aspects of yearly training.

In February 2021, OKCPD boosted its reality-based training by establishing the Reality-Based Training Unit (RBTU). The unit is staffed with experienced instructors, four of which are certified as Integrating Communication, Assessment, and Tactics (ICAT) instructors through the Police Executive Research Forum (PERF). The unit's primary function is to conduct realistic scenario training based on real-world incidents. The training allows officers to use de-escalation tactics to resolve conflicts, gain compliance through communication skills, and reduce the likelihood of force or reduce the amount of force that might have otherwise been necessary to gain compliance. De-escalation tactics, post-force aid, and the sanctity of life are stressed in every debriefing after each training scenario. The unit reviews all department De-escalation and Control and Defensive Tactics (DCDT) and less-lethal training to ensure mental health and de-escalation are addressed and incorporates these elements into RBTU training curriculum as well. Among other things, the unit also conducts small unit and patrol sector training for all operations and front-line officers and all supervisors. Nearly 500 officers, primarily patrol, have received ICAT training.

Written Directives

OKCPD also has extensive directives that provide direction to employees and reinforce their training pertaining to interacting with persons experiencing a mental health crisis. Subjects include:

- Coding mental health calls;
- Use of CIT officers;
- How to approach and interact with persons experiencing a mental health crisis;
- Taking persons into protective custody that meet the state's legal criteria;
- Transporting persons experiencing a mental health crisis;
- How to handle individuals that are attempting or have attempted suicide;
- How to handle a barricaded persons experiencing a mental health crisis;
- Alternatives to arrest;

- Use of de-escalation techniques to minimize need for force and increase voluntary compliance;
- Taking medical or mental conditions into consideration when determining the appropriate response to resistance;
- Using interpreters for persons who are deaf or hard of hearing; and
- Dispatching resources to calls involving persons experiencing a mental health crisis.

De-escalation is a common theme throughout OKCPD operations. Not only are officers trained in and required to use de-escalation, department command reviews response to resistance incidents to ensure compliance with OKCPD's de-escalation regulations. De-escalation is also addressed during in-service training, small group training, debriefings, and critical incident reviews.

In December 2023, OKCPD launched its Mental Health Response Protocol Guide. The guide provides police personnel with a single, up-to-date resource that addresses new programs and recent changes and provides new directives, guidance, and useful information related to mental health response.

OKCPD uses various means to ensure compliance with directives and training, to include direct supervision, audits, and quality assurance programs. OKCPD also uses external accreditation to help ensure its directives incorporate best practices and that OKCPD employees are complying with directives. OKCPD has maintained accreditation of its directives through independent review since 2007. Both the Commission on Accreditation for Law Enforcement Agencies and the Oklahoma Law Enforcement Accreditation Program have conducted thorough assessments of OKCPD directives, granting accreditation and confirming compliance with established standards. This independent review process involves not only having the necessary directives in place but also providing evidence of adherence to these directives. OKCPD has consistently demonstrated its commitment to maintaining high standards through successful compliance with external reviews. This long-standing track record underscores the department's dedication to transparency, accountability, and oversight.

Crisis Intervention Team (CIT) Program

Since 2002, OKCPD has had a "Memphis Model" Crisis Intervention Team (CIT). The CIT program is intended to improve safety when officers interact with people experiencing a mental health crisis (for everyone involved), to provide connections to mental health services, to reduce arrests and force, and reduce the potential for trauma during crises. OKCPD's CIT is comprised of officers who volunteer to participate on the team, demonstrate a desire to specialize in mental health response, and satisfactorily complete the requisite training. CIT members are spread throughout the city and during different shifts. CIT members retain their normal duties until they are dispatched to a crisis event.

Historically, OKCPD has aimed for 25% of its patrol officers to be CIT members. This is in line with CIT International's research that indicates in large cities adequate CIT coverage consists of approximately 20 to 25% of patrol officers. In March 2022, the Oklahoma City Council received a final report from 21CP Solutions, which included a recommendation to increase its number of

CIT officers, while continuing to keep membership voluntary. In June of 2022, with the approval of the FY23 budget, City Council formally implemented this recommendation by approving additional funding for OKCPD to increase its CIT membership. Currently, OKCPD is aiming to fill 200 CIT member positions, and as of June 2024 has 172 CIT members, which amounts to approximately 35% of active patrol officers.²

When a law enforcement response is necessary, OKCPD CIT officers respond under the following circumstances:

- In cases of attempted or threatened suicide;
- When a person reasonably seems to be in crisis or affected by a mental health disorder; and
- Upon request from residents, as well as requests by the 911 Communications Center, other officers or supervisors, and mobile crisis teams.

One primary requirement to become a CIT member is the successful completion of a five day, 40-hour CIT training program. The program consists of courses taught by a variety of instructors with extensive mental health, substance abuse, and crisis response training. The training emphasizes understanding of mental illness, incorporates the development of communication skills, practical experience, and role-playing, prepares officers to safely de-escalate a crisis, determine the need for emergency detention, and connect people with professional treatment using a variety of methods. In addition to the initial mandatory training, CIT members also receive extra on-going training. All police academy recruits receive the full 40-hour CIT training program. Although there are only 200 authorized positions for CIT, there are currently 460 officers who have received the full 40-hour school, to include all School Resource Officers.

OKCPD's CIT program is led by the CIT commander who is assisted by two CIT International certified coordinators, a CIT office coordinator, and supported by CIT members and other members of department command. The CIT Unit is responsible for, among other things:

- Providing CIT or mental health training to department employees and occasionally outside groups and organizations;
- Tracking and analyzing department mental health incidents, activity, and information;
- Developing relationships and collaborating with mental health-related third-party; providers, stakeholders, and organizations;
- Proactively reaching out to persons with mental illness who frequently contact 911 to provide resources and support and mitigate the need for any unnecessary police, fire, or ambulance response; and
- Providing assistance to mental health court personnel.

In 2023, a second CIT coordinator position was added to department staffing. The second CIT coordinator is staffed by a professional staff member who has a background in mental health services.

² These numbers are constantly in flux and are only approximations.

Assisted Outpatient Treatment (AOT) Program

Between 2017 and 2023, OKCPD partnered with the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) to provide community outreach teams to respond to persons with serious mental illness. Pursuant to this agreement, OKCPD provided one full-time CIT-trained officer to work with the outreach teams and one supervisor to assist the assigned officer. Among other things, the assigned CIT officer accompanied professional mental health teams during home visits, transported persons in need of mental health services to treatment or court, attended court and other meetings in support of persons with mental illness, spoke at mental health-related engagements, and provided crisis response training to police employees and residents.

OKCPD and ODMHSAS also collaboratively prepare training for community outreach team managers. Training includes, but is not limited to, safety protocols, applicable state and constitutional law, motivational intervention techniques, cognitive behavioral techniques, and de-escalation techniques.

The AOT program has proven to be a success. It has allowed persons with mental illness to receive the services they need while having positive experiences with officers.

OKCPD iPad Tele-med Program

In 2020, in coordination with ODMHSAS, OKCPD issued iPads with MyCare applications to CIT officers. This program allows CIT officers to deliver behavioral health services from the field. The MyCare application provides persons with mental health issues with real-time, on-the-spot assessments and counseling from mental health professionals, such as HOPE, NorthCare, and Red Rock.

In 2023, OKCPD also began issuing iPads to non-CIT officers, so non-CIT officers could also have the ability to offer real-time mental health services when they find themselves in circumstances where a person could benefit from the services.

Triaged Resources Urgent Support Team (TRUST) Program

In 2019, OKCPD partnered with the Department of Human Services (DHS) and NorthCare to create the TRUST program which empowers OKCPD officers to refer people experiencing or nearing a mental health crisis to essential social and mental health services. This initiative has been immensely successful and recently broadened its available resources by welcoming Red Rock and HOPE into the program.

The OKCPD CIT Unit manages TRUST referrals and promptly connects people with the appropriate service providers. Many of the referrals are based on mental health concerns. However, the TRUST program is also used to provide follow up services to people for a wide range of community needs, including housing, food insecurity, and transportation. The TRUST program helps to ensure every resident in need is connected to the appropriate community resources for comprehensive care and support.

CHAMPIONS Program

In April 2022, OKCPD partnered with NorthCare as they established a mental health crisis mobile response program called CHAMPIONS, by providing data, a patrol division for a pilot program, and a forum to promote the program. CHAMPIONS is an on-call, around-the-clock resource dedicated for mental health response and assistance. The program allows OKCPD officers to have a mental health mobile crisis team dispatched to incidents involving people experiencing a mental health crisis to deliver immediate, on-the-spot professional services, as well as follow-up care. In addition to these services, NorthCare has a strong partnership with OKCPD and has provided mental health training for CIT and school resource officers.

Long-Distance Mental Health Transportation

Historically, OKCPD has been required by state law to transport persons in need of assessment, emergency detention, or protective custody to health and mental care facilities around the state, regardless of distance. In 2021, the state legislature changed the law to require the ODMHSAS or one of its contractors to transport such persons if the destination of the transport is more than thirty miles from an agency's headquarters. ODMHSAS created the RideCARE program in response. This development has eliminated the need for OKCPD officers to transport mental health patients beyond the 30-mile threshold. RideCARE has conducted over 13,000 transportations since its creation.

Collaboration and Partnerships

In addition to the foregoing collaborative efforts and partnerships, OKCPD has established and maintained the following programs.

Mental Health Partner Meetings

The CIT commander meets with ODMHSAS monthly to discuss crisis response. The CIT staff is planning to expand the meetings to include additional agencies and organizations such as, NorthCare, HOPE, the Oklahoma County Crisis Intervention Team, Red Rock, Veteran's Affairs, and several hospital representatives. The attendees will engage in discussions, share issues, offer solutions, and get clarification on organizational policies and procedures.

Oklahoma City Metro CIT Officers Working Group

Over the years, OKCPD CIT staff have developed relationships with CIT coordinators and staff from other Oklahoma City metro law enforcement agencies. In 2022, in an effort to make the most of these relationships, OKCPD CIT staff invited area agencies to meet, develop relationships, share information, discuss issues, and offer ideas related to mental health response. This meeting was a success, and OKCPD intends to continue planning and hosting these gatherings.

Partnership with the National Association of Mental Illness (NAMI)

In 2021, OKCPD CIT staff reached out to the Greater OKC chapter of NAMI—an advocacy agency for persons with mental illness and their families—and have been close partners ever since. OKCPD proposed to NAMI the creation of an officer of the month award which recognizes an OKCPD officer who excels with aiding a person with mental illness in the course of their work. In addition, NAMI has arranged to have persons with mental illness and their families talk with officers to assist with training.

On March 3, 2023, NAMI presented MSgt. Higginbottom with the John Brewer CIT Officer Year Award at the Oklahoma City Thunder game. Among other things, NAMI stated:

“MSgt. Higginbottom, you have made Oklahoma City a better place to live for those living with mental illness. Your compassion, initiative, and professionalism to honor your fellow officers and those who are living with mental illness is to be commended.”

Monthly Meetings with ODMHSAS

Since 2021, OKCPD leadership and the CIT Unit began meeting with ODMHSAS leadership on a monthly basis to discuss all things mental health. These meetings have proven to be invaluable, allowed both agencies to work in a concerted manner, and led to improved coordination and delivery of mental health services to area residents.

Federal Bureau of Investigations’ Behavioral Analysis Unit

Starting in 2021, in furtherance of the FBI’s development of Threat Management Programs, OKCPD began regularly meeting with the FBI’s Oklahoma City team, the FBI’s Behavioral Analysis Unit, mental health professionals, and social service providers. This collaboration has reaffirmed the role OKCPD CIT staff plays in providing assistance to criminal intelligence officers in identifying and preventing threats to the community.

Hotlines and Referral Services

988 Suicide and Crisis Lifeline

In July of 2022, the State of Oklahoma, through ODMHSAS, launched a 988 crisis call line system. The line directly connects callers with professional mental health assistance and resources. When appropriate, the 988 call center will also dispatch state-contracted professional mobile crisis teams to callers for on-site assessment and intervention. The mobile crisis teams include a licensed clinician and certified peer recovery support specialist or case manager and are available 24/7. The teams provide best practices in behavioral health, including suicide prevention and intervention.

Although Oklahoma City does not operate the 988 Suicide and Crisis Lifeline, the city has integrated the line’s use into its operations, both at the emergency call intake level and in the field. When the 911 Communications Center receives emergency calls from persons only in need

of mental health assistance, in the absence of a safety threat, call takers and dispatchers direct those callers to 988 for assistance, without having to dispatch officers at all. Despite these referrals taking place at dispatch, officers inevitably still end up interacting with people in need of mental health services. When officers find themselves in those circumstances and there is no safety threat or the threat has subsided, among other services available, they may assist those people with contacting 988 if they are agreeable. In addition, when teams in the field encounter a safety threat, they may reach out to the 911 Communications Center to have an officer respond and provide assistance.

The OKCPD CIT Unit created informational pamphlets in multiple languages and distributed them to officers to provide to residents to help introduce 988, explain the difference between 988 and 911, and guide callers in choosing the most appropriate resource during mental health crises. The CIT Unit also distributed the pamphlets to the Oklahoma City Fire Department, all city buildings, EMSA, hospitals, and mental health care providers.

OKCPD collaborated with ODMHSAS leading up to the implementation of 988 and continues to collaborate with ODMHSAS on system efficiencies and processes. The State of Oklahoma has a robust advertising campaign to inform Oklahoma residents of the benefits of 988.

Veterans Mental Evaluation Team (VMET)

In 2024, the Veterans Affairs Administrations started a mobile crisis team in Oklahoma City called (VMET). The team consists of a crisis intervention trained VA police department officer and a licensed mental health clinician to respond with local law enforcement in the Oklahoma City metro area. The team will:

- Assist with veterans in a mental health crisis and address their mental health needs;
- Conduct wellness/welfare checks for high-risk or acute veterans;
- Link veterans to appropriate treatment or services; and
- Provide follow-up calls to veterans not admitted for in-patient care.

211 Hotline

Since 1971, Oklahoma, through two non-profit organizations (Heartline, Inc. and Tulsa Area United Way), has operated the 211 program which is a 24/7 hotline that connects Oklahomans by a direct phone call, live chat, or text message in need to social and human services, to include mental health services. The City advertises 211 on its website and gives officers and city employees an additional resource to refer to people in need of assistance.

Youth Crisis Mobile Response

Like 988 and 211, the Youth Crisis Mobile Response provides a resource dedicated to youth (age 24 and younger) in crisis. The call center is staffed 24 hours a day with trained personnel to assist youth in crisis. The hotline call-takers can refer the callers to 211, dispatch a youth crisis mobile response team through NorthCare, or assist in providing other resources. Police officers, 911 call takers, and community members can use this service. Once a caller gets in touch with

the Youth Crisis Mobile Response, an automatic callback feature is started where the Youth Crisis Mobile Response will check in with the caller three days later to ensure they are taking advantage of services.

Mental Health Court

The Oklahoma County District Attorney's Office operates a mental health court. Mental health court is designed to divert individuals with a mental illness, developmental disability, or co-occurring mental health and substance abuse disorder from a jail or prison sentence. The program is a combined effort of the Oklahoma County District Attorney's Office, Public Defender's Office, ODMHSAS, the Oklahoma Department of Corrections, OKCPD, the Oklahoma County Sheriff's Office, and the Oklahoma City-County Health Department, as well as community-based treatment providers. Mental health court follows the "Essential Elements of a Mental Health Court" developed by the Council of State Governments Justice Center for the Bureau of Justice Assistance. OKCPD continues to provide support to this program to ensure its success.

Drug Court

OKCPD also partners with the Oklahoma County District Attorney's Office, Public Defender's Office, and Court Administration, the Oklahoma Department of Corrections, and health care and substance abuse counseling providers to administer the Oklahoma County Drug Court program. The program was developed to divert persons from prison or jail while helping them achieve and maintain total abstinence from drugs and become more productive and law-abiding residents. It includes regular court appearances, treatment services, drug testing, individual and group counseling, self-help meetings, and developing qualifications to keep employment. OKCPD provides support to the program, including, but not limited to, researching, and providing information to the court.

Youth Enrichment Services (YES)

Since 2018, the OKCPD Youth Enrichment Services (YES) Unit, formerly the Truancy Unit, has been identifying students in need of services and providing the appropriate resources. The YES Unit discovered that the basis for much truancy was a lack of basic human needs, such as lack of clothing, food, electricity, or medicine. Officers took it upon themselves to begin providing on-the-spot social services to the students and their families, allowing the student to get back into the classroom and on the pathway to life-altering success. The YES Unit has a strong relationship with Oklahoma City Public Schools and continues to identify students in need and provide resources and solutions.

Family Awareness Community Teamwork (FACT)

Since 2007, OKCPD has been providing services to "at risk" youth in underrepresented areas of the city through its Family Awareness Community Teamwork (FACT) Unit. The FACT Unit focuses on positive influence and support while teaching character-building traits through mentoring. It serves youth ages 12-17 who are facing struggles and pressures, such as gangs,

juvenile delinquency, drug abuse, teen pregnancy, social comparison issues, toxic relationship issues, and anger management.

The FACT Unit works directly with PIVOT, a non-profit organization that provides counseling, prevention education, and crisis intervention. PIVOT provides an emergency youth shelter and other resources for troubled youth and their families. The FACT Unit coordinates with PIVOT to provide counseling referrals and serves as a resource for mental crisis concerns of at-risk youth. All officers assigned to the FACT Unit have completed the 40-hour CIT school.

Police Athletic League (PAL)

Since 1991, OKCPD has administered a Police Athletic League (PAL) program in coordination with Oklahoma City Public Schools, the Oklahoma City Parks and Recreation Department, and nonprofit groups, such as OKC PAL Inc. and Cleats for Kids. PAL is a youth development organization offering educational, athletic, recreational, character-building, and cultural programs to underserved and disadvantaged youth.

Since 2018, in addition to the traditional PAL program, OKCPD's PAL Unit has been providing an after-school mentoring program to youth referred by teachers and administrators in Oklahoma City Public Schools, parents and guardians, and OKCPD's school resource officers. Many of these youth come to the program with various issues, such as academic deficiencies, behavioral issues, economic issues, and special needs (both physical and mental). The after-school program is designed to provide a more focused approach to helping those students in need of services. OKCPD's PAL Unit spends time weekly working one-on-one with selected mentees providing encouragement, emotional support, and connection to community resources.

In September of 2022, as part of the after-school program, OKCPD's PAL Unit further implemented a Mental Health and Physical Wellness Check Program. This program allows health professionals to evaluate participants (with consenting parents or guardians) for potential health issues. When concerns about mental health arise, OKCPD PAL officers will contact the child's parent or guardian, and use the CHAMPIONS program as a resource. Other resources may include PIVOT, the OK Regional Food Bank, Goodwill, the HOPE Center, and OKCPD's YES Unit.

Crisis Negotiator Program

Since 1979, OKCPD has managed a Crisis Negotiation Unit that responds to hostage situations, barricaded subjects, and on-going suicide attempts. Crisis negotiators receive extensive training in communication and de-escalation skills and also receive CIT training. Their primary goal is to resolve an incident peacefully and connect those in crisis to appropriate services. Crisis negotiators regularly accomplish this goal.

Behavioral Threat Assessment Management

When investigating mass-casualty and other criminal threats, suspects are sometimes experiencing a mental health crisis. OKCPD has protocols in place that make mental health an

element of threat assessments. This includes involvement of CIT staff and efforts to get professional assistance to those suspects. On December 21, 2023, OKCPD went live with the Behavioral Threat Assessment and Management Program. If a resident has indicated their intent or made a threat to commit mass violence, patrol officers complete the triage form which is reviewed by investigators. Investigators conduct a follow-up investigation to determine the criminality of the incident, and in some cases, the opportunity to connect the resident with mental health services.

Homeless Outreach Team

Since 2014, OKCPD has been operating a Homeless Outreach Team (HOT). HOT consists of officers dedicated completely to providing services to unhoused people and working to improve their living conditions and safety. HOT officers collaborate with social service, mental health, and other governmental organizations daily.

School Resource Officer Program

OKCPD school resource officers have been a valuable asset for getting mental health and other assistance to students in need. School resource officers work closely with other department programs, such as PAL, YES, and FACT, as well as area social and mental health service providers. They have received CIT training and also have iPads with tele-med programs that allow them to bring mental health professionals directly to the students.

Handle With Care Program

Since 2018, OKCPD has been collaborating with Oklahoma City Public Schools to administer the Handle with Care Program. OKCPD officers who come into contact with students through a 911 call or a traumatic event submit a brief alert that gets distributed to the involved school and school resource officer. The notification allows the school to be aware of the incident and offer services to the child or their family. The alert does not provide specific information to the school but allows the school to know if the student experienced a potentially traumatic event. School resources officers and the YES Unit are also instrumental in getting students in contact with professional mental health and other services.

Narcan Program

In 2015, in coordination with ODMHSAS, OKCPD launched a Narcan program. Narcan is a nasal spray that treats opioid overdoses. Officers were trained to recognize the signs of opioid overdoses and on how to apply Narcan and began carrying Narcan kits while on duty. Almost immediately, officers began using them on calls, consequently saving lives. In 2019, OKCPD launched the Narcan Harm Reduction program. This program provides officers with additional Narcan kits to leave with those people they come into contact with that have opioid addiction problems. In 2023, OKCPD administered 248 doses of Narcan on 168 separate incidents.

Gatekeepers

Since 1998, OKCPD has partnered with Gatekeepers in an effort to identify and assist vulnerable older residents in need of help, including mental health services. When OKCPD officers respond to incidents and have concerns about the wellbeing of seniors, they may contact Gatekeepers, no matter the time, and Gatekeepers will respond to the senior with a professional assessment team within 24-48 hours.

Palomar Family Justice Center

In 2017, the Palomar Family Justice Center was established. The center was the product of victim advocates, service providers, and OKCPD coming together to create a single location where victims of violence could receive comprehensive assistance and services. In addition to OKCPD's Domestic Violence Unit, who operates out of the center, the center also provides access to all types of services in one location for victims of violence. Chief among those services available are mental health professionals. The 2019 MAPS 4 resolution will sustain the transformational effects of Palomar with a new, permanent \$42 million facility for the family justice center and include the expansion of trauma-informed services.

Victim Services Program

In addition to OKCPD's partnership with the Palomar Center, the department also operates its own Victim Services Unit. The unit is comprised of four victim advocates who work exclusively with victims and witnesses of crimes to deliver assistance and services, such as mental health services, counseling, victim compensation, protective orders, and case updates.

Child Abuse Response Evaluation (CARE) Center

Since 1991, OKCPD has been partnered with the CARE Center, which is a nationally accredited child advocacy center designed to reduce trauma for child abuse victims and their families. The CARE Center, like the Palomar Center, provides a multi-disciplinary approach to child abuse investigations and response, to include weekly meetings with members of OKCPD, medical and mental health professionals, child protective service workers, assistant district attorneys and other law enforcement investigators. The CARE Center houses OKCPD's Crimes Against Children Unit. The CARE Center focuses on ensuring the mental well-being of child abuse victims and connecting victims to the mental health services and treatment facilities, such as the OU Children's Child Study Center, they need to heal.

Employee Wellness

OKCPD spends tremendous effort and resources to bring people with mental health issues into contact with the services they need. OKCPD also believes the mental well-being of its own employees is important. To this end, OKCPD makes significant resources and programs available to its personnel, including:

- The Wellness Unit, which consists of a full-time staff completely devoted to identifying employees who might be in need of services, talking with employees about their well-being, looking after employees involved in critical or traumatic incidents, training employees to maintain their mental and physical well-being, and directing employees to appropriate services, among other things;
- A full-time, in-house licensed professional counselor dedicated to the needs of OKCPD employees;
- An employee assistance program;
- Employee exercise opportunities; and
- Paid wellness leave.

When police officers understand their own wellness and needs, they will be better equipped to serve those community members who are also in need of wellness services. Oklahoma City Police Department officers view themselves as part of the community and want to empathize with those around them and ensure quality services are provided to those in need.

Mental Health Contact Forms

To further aid the collection and evaluation of information related to mental health services, OKCPD created a mental health contact form. The mental health contact form is completed and maintained in the department's primary Records Management System. The mental health contact form is completed when officers encounter an individual experiencing a mental health crisis, but a report or transport is not required. The form may also be completed as a sub-document on incidents requiring a report. The form helps identify high users of mental health resources so individualized response plans can occur. The data also helps verify that officers have the proper equipment and training and understand how to use the appropriate resources. The information collected is uploaded to a dashboard, evaluated by the Oklahoma City Police Department's Mental Health Quality Assurance Program working group, and used to inform improvements, training, and new programs.

911 Communications Quality Assurance Program

On January 30, 2024, the OKCPD 911 Communications director issued a division order implementing the 911 Communications Quality Assurance Program. The program uses random sampling of mental health-related 911 calls to ensure proper directives are followed when determining the appropriate assignment or deferral. OKCPD hired a quality assurance manager to oversee the program and complete the evaluations of the call sample each month. The quality assurance manager evaluates the 911 call and completes a scoring form to assess the performance of the call taker and dispatcher. The performance areas include but are not limited to:

- Providing the proper information;
- Listening;
- Showing empathy;
- Determining the proper resources to assist the resident;
- Making the proper assignments or deferrals; and

- Entering the appropriate information into the CAD system.

In all, 29 different aspects of each call are evaluated, and the employee receives a grade for their intake. If any areas are deficient, the employee receives the proper corrective action. The quality assurance program is designed to expand to other types of incidents in the future.

Oklahoma City Police Department Mental Health Quality Assurance Program

On February 2, 2024, the Chief of Police implemented the Oklahoma City Police Department's Mental Health Quality Assurance Program. The program is broken into two parts.

The first part requires a random sample of 20 mental health-related calls evaluated monthly by CIT certified supervisors. The supervisors review the CAD incident, reports, mental health contact forms, body-worn/dash camera footage, radio traffic recordings, 911 call recordings, and any other items to assist their evaluation. The supervisors determine if police directives were followed as officers respond to incidents and interact with those experiencing a mental health crisis. The supervisor completes a form to assess the performance of the responding officers. The performance areas include but are not limited to:

- Verifying the call should not have been diverted to alternative resources;
- Ensuring proper personnel were assigned;
- Verifying alternative resources were properly used or considered;
- Confirming the appropriate documentation was completed; and
- Evaluate the overall interaction with the resident.

The evaluation form can require up to 21 different aspects to be evaluated depending on the elements of the incident. If any areas are deficient, the employee receives the proper corrective action.

The second part requires the Mental Health Quality Assurance Program working group to meet monthly to review mental health response data. The data is extracted from mental health contact forms, CAD data, and other sources. The data is analyzed in a dashboard to provide a breakdown of information such as the dispositions of law enforcement contacts with those experiencing a mental health crisis, alternative resources used, and what resources were on the scene, to name a few. The working group also reviews the 20 evaluations the CIT certified supervisors completed. The working group consists of the OKCPD CIT Unit, OKCPD training staff, a field CIT officer, a member from 911 Communications, a member of OKCFD, and a community mental health professional.

The group evaluates trends in mental health response to ensure employees are using the most appropriate resources, documenting contacts appropriately, are appropriately trained, are properly equipped, and the processes in place positively impact the residents. The working group also evaluates high users of mental health services and develops individualized response plans for those residents. Once the monthly meeting is completed, the CIT commander notifies OKCPD and OKCFD command of the findings.

Less-Lethal Program

The Oklahoma City Police Department has purchased and deployed less-lethal tools for over 20 years, including CEWs (commonly called tasers), bean bag shotguns, OC (pepper) spray, and various other tools. Those tools were distributed throughout the department but were unavailable in large quantities. In recent years, OKCPD has increased the purchase and deployment of standoff, less-lethal tools to reduce the likelihood of lethal force being required. Many less-lethal tools, such as OC spray, CEW, and the baton, require users to be in close range with a resident, typically within 3-20 feet. When close to a resident who suddenly raises a lethal threat, the likelihood of using lethal force greatly increases.

With standoff tools, which allow use at greater distances, the likelihood of lethal force decreases. For instance, the effective range of a beanbag shotgun is between 20-75 feet. The effective range for 40mm is between 5-120 feet. At close range, the time available to react, deploy less-lethal tools, and observe for a change in behavior before lethal force must be used is short. When using a greater standoff distance, officers can use less-lethal force, monitor for a change in behavior, and make decisions accordingly without using lethal force as quickly. Using standoff tools allows for increased de-escalation opportunities, including increased time to enable the resident to work through any crisis they are experiencing. The growth of the less-lethal program has, without question, reduced the number of incidents where officers would be required to use lethal force to protect themselves or residents involving a resident experiencing a mental health crisis.

Small Unmanned Aircraft Systems (sUAS) Program

In recent years, the Oklahoma City Police Department has developed a drone program for various uses. Chief among the uses is to insert an observation and communication tool into situations where placing an officer creates unnecessary risk to officers and residents. Although used in many ways, drones have been used to safely de-escalate situations involving residents in experiencing a mental health crisis. Drones allow for one-way and, on some platforms, two-way communication from safe distances. Drones provide an intelligence-gathering platform, helping officers know when it is safe or necessary to approach a resident. Intelligence gathering can help officers know when or if a subject is armed, hurt, non-responsive, or needing immediate medical intervention. Drones have been successfully used to de-escalate situations that likely would have ended in the use of lethal force without their involvement.

FIRE DEPARTMENT PROGRAMS

Community Advocacy Program

The Oklahoma City Fire Department has been operating the Community Advocacy Program (CAP) since late 2019. CAP is a program designed to decrease emergency service consumption by residents who chronically use 911 as a resource to help them with non-emergency services. Common services needed include mobility, housing, nutrition, elder care, mental health, and substance abuse. Fire personnel make referrals to OKCFD's CAP coordinator when they identify residents who may need assistance. The CAP coordinator will reach out to the resident,

determine which services the resident may need, create an action plan, educate the resident on the best way to obtain those services, and follow up with the resident as needed. CAP accomplishes its mission by establishing a mentoring relationship with residents.

Overdose Response Team

Launched in July 2023, the Overdose Response Team (ORT) is dedicated to assisting residents who have survived an overdose. This team consists of an OKCFD firefighter paired with a Certified Peer Specialist from a Certified Community Behavioral Health Clinic. ORT provides post-overdose medical care and directs individuals towards assessment and treatment services.

POLICE AND FIRE PROGRAMS AND POLICIES IN DEVELOPMENT

The City is constantly evaluating its programs and policies and looking for ways to improve services. The City is actively developing new and updated programs and policies related to mental health services.

Oklahoma City Fire Department's Mobile Integrated Healthcare Program

The Oklahoma City Fire Department (OKCFD) is actively developing a Mobile Integrated Healthcare Program (MIH) to lead, coordinate, and collaborate with community partners to provide the residents of Oklahoma City with a robust behavioral health response. The program will incorporate both the Overdose Response Team and Community Advocacy Program. Additionally, if approved, the MIH will include:

Crisis Call Diversion (CCD)

Currently in the planning stages and included in the City's proposed FY25 budget, CCD aims to embed mental health professionals within the 911 Communications Center. This initiative will enable immediate professional mental health service delivery to 911 callers potentially experiencing a mental health crisis. CCD would operate as an in-house call center, with 988 serving as an overflow hotline for assistance. The objective is to stabilize individuals over the phone, facilitate referrals to appropriate services, or dispatch a mobile crisis team for further intervention.

Crisis Response Team (CRT)

This team will function as a mobile crisis team that also has enhanced overdose response capabilities. Along with the same capabilities as the Overdose Response Team, CRT will also be able to offer medically assisted recovery services. Staffed by an OKCFD paramedic and a behavioral health navigation responder, the team will be able to transport residents who are experiencing a crisis to urgent recovery centers as well as other crisis centers as needed. The CRT can also coordinate a warm handoff to a CCBHC mobile crisis team, assist the patient with a referral to a local CCBHC for a later appointment, or disengage as needed. Adopting a co-response approach, CRT will collaborate with OKCPD in incidents requiring police presence.

Once the scene is secure, police officers may depart, allowing CRT to assume primary engagement. While predominantly dispatched by CCD, CRT will be integrated into both OKCPD and OKCFD radio and computer systems, facilitating a real-time and fully interactive co-response.

Alternative Response Team (ART)

Similar to CRT, ART is designed as a mobile crisis team that will respond to lower acuity incidents and to provide follow-up contact. Comprising the same staffing configuration as CRT, ART will not generally engage in co-response or high-acuity incidents, focusing instead on providing targeted support and resources.

Premise Registration for Consumers

OKCPD is also developing a program where residents can self-report needs and cautions directly into OKCPD's CAD system so when employees receive a call, they have additional information at their disposal that might change how they respond. While this program is not designed exclusively for mental health designations, it will nonetheless provide an avenue for residents to provide police with mental health diagnoses, issues, and information to better inform their response.

OTHER CITY PROGRAMS AND POLICIES

Oklahoma County Criminal Justice Advisory Council

The Oklahoma County Criminal Justice Advisory Council (CJAC) is an interlocal agency formed in late 2017 through the Oklahoma Interlocal Partnership Act in Title 74 Chapter 31 § 1001 and following. The City was a founding member and holds numerous seats on CJAC. CJAC is led by three collaborating local governmental bodies, aka the interlocal partners: Oklahoma County, Oklahoma City, and Edmond. CJAC's membership also brings together over a dozen different entities, including county offices, a state office, and community members.

CJAC's mission is to independently assess the county's criminal justice system by analyzing the processes that lead to jail population, understanding how the decisions in the process are made, identifying the costs associated with processes and decisions, recommending priorities to responsibly reduce jail population with associated costs, and outlining long-term sustainability options. CJAC is committed to having a justice system in Oklahoma County that properly balances safety, justice, and efficiency. CJAC focuses on six elements involving the criminal justice system and reform:

- Providing transparency and accountability for the local justice system;
- Keeping those charged with lower-level offenses out of the jail entirely;
- Creating effective, evidence-based processes for deciding who remains in jail pretrial and who goes home;
- Improving the processes that move cases through the court system;

- Creating alternatives to jail for people with mental illness and/or substance use disorders; and
- Stopping the jailing of people who do not have money for not paying fines, fees and court costs.

Law Enforcement Policy Task Force

In 2020, Mayor David Holt announced the creation of the Oklahoma City Law Enforcement Policy Task Force. The task force reviewed, analyzed, and discussed OKCPD's de-escalation policy, accountability structure, and citizen advisory board, among other topics. The task force was led by M.T. Berry, retired Oklahoma City Police Chief and Assistant City Manager, and included city management, police chiefs, lawyers, social scientists, academics, community leaders, and other stakeholders.

The City ultimately hired 21CP Solutions as an expert in the field of law enforcement best practices to investigate the relevant subject matter and materials and prepare a report with recommendations on the subjects of the Law Enforcement Policy Task Force and of the Community Policing Working Group.

Community Policing Working Group

In 2020, Oklahoma City Council adopted a resolution championed by Ward 2 Councilperson James Cooper to create a Community Policing Working Group. The group was tasked with studying and developing innovative strategies related to six topics:

- Training for police officers in crisis response;
- Officer access to mental health services;
- Alternative responses to mental health calls;
- Youth outreach;
- Expansion of unhoused outreach initiatives; and
- Creation of a neighborhood safety/violence interruption program.

The City ultimately hired 21CP Solutions as an expert in the field of law enforcement best practices to investigate the relevant subject matter and materials and prepare a report with recommendations on the subjects of the Community Policing Working Group and of the Law Enforcement Policy Task Force.

21CP Recommendations

In December 2020, the City hired 21CP Solutions as an expert in the field of law enforcement best practices to work with and investigate the relevant subject matter of both the Community Policing Working Group and of the Law Enforcement Policy Task Force. Specifically, 21CP Solutions was charged with evaluating eight topics:

- Law enforcement de-escalation policy;
- Independent law enforcement accountability to the community;

- Law enforcement training in crisis response;
- Alternative response to mental health calls;
- Law enforcement focus on youth outreach;
- Creation of a neighborhood safety/violence interruption program;
- Police officer access to mental health services; and
- Expansion of law enforcement homeless outreach initiatives.

After thorough evaluation, in March 2022, the Oklahoma City Council received a comprehensive 85-page final report from 21CP Solutions that included 39 recommendations related to the subjects of focus. The report contained various recommendations related to mental health programs, including:

Recommendation No. 9. The OKCPD and the City Council should consider increasing the budgeted numbers of officers trained in CIT based on the frequency of calls for service that require that form of response.

Recommendation No. 10. The City should consider preference points for new applicants to the Department with mental health experience, certifications, or degrees, or social work experience.

Recommendation No. 11. The City should consider creating a Crisis Intervention Committee to focus on mental health response city-wide to address ongoing needs of the OKC community.

Recommendation No. 18. OKCPD should develop a specific and comprehensive training plan for ensuring that CIT officers have sufficient support and training both in the short-term and throughout their careers.

Recommendation No. 19. The City should issue a Request for Information to determine what community resources exist and what capacity they have for an alternative response model.

Recommendation No. 20. As OKC potentially invests in a new records management system, part of the requirements should be that it connects to dispatch and allows for coordination to respond to mental health issues, identifying frequent callers and potential needs or specialized responses that they require.

Recommendation No. 21. Community training/public education on how best to call for emergency needs in a mental health crisis in order to provide Dispatch and subsequently the law enforcement or first responder the best information to mitigate the problem upfront.

Recommendation No. 22. Consistent with the above, 911 dispatchers should continue training in crisis intervention, continue to have access to updated information on which officers are CIT, and regularly revisit their script protocols for crisis events to learn, along with the department, the best approaches based on outcomes.

The City has taken these recommendations seriously. The City immediately hired a manager responsible for coordinating the implementation of 21CP Solutions' recommendations. The implementation manager, with continued assistance and guidance from 21CP Solutions, is actively engaged in implementing the recommendations. Great progress has already been made. The current status of the recommendations can be found by selecting this link: <https://www.okc.gov/government/okc-public-safety-partnership>.

The City has already approved additional funding to increase CIT membership and OKCPD is now working towards filling 200 CIT positions or 35% of active patrol officers. OKCPD is already giving preference points to police applicants who have experience or certification in social work or mental health. The City has implemented a new RMS system and is actively creating a link between RMS and CAD. Once the link is completed, information from the mental health contact forms will automatically load into CAD when the incident address matches the address from the card or sub-document. The information will help dispatchers, call takers, and officers more easily identify residents with unique needs and tailor their response to the needs of those residents. OKCPD has already created and began distributing information pamphlets to guide residents on using 988. The State of Oklahoma has a robust advertising campaign outlining the benefits of 988. The City also created a mental health resource page for the public which can be found at: <https://www.okc.gov/government/mental-health-services>.

In addition to the department's current CIT program (discussed above), OKCPD has strengthened its CIT training and program by requiring an additional eight hours of training for CIT each year. Additionally, the Mental Health Quality Assurance Program has been implemented for department-wide operations and a separate Quality Assurance program has been implemented for dispatchers. The 911 Communications Center has already increased its academy CIT and mental health training and is developing mental health-related continuing education training and advancing its protocols for responding to mental-health related incidents. A mental health guide has been distributed to all officers outlining the resources available when they respond to incidents in the field. All call takers and dispatchers have received eight hours of mental health training and are currently being scheduled to receive an additional eight hours through CIT International.

The City has formed the Crisis Intervention Advisory Group (CIAG). Among other things, the advisory group (i) provides guidance in the selection of a qualified provider who will be responsible for the development and expansion of alternatives to police response in non-violent mental health crisis calls for service, (ii) further develops a comprehensive public education plan that will inform residents on proper resources and strategies for mental health crisis needs, and (iii) otherwise serves as the city's "brain-trust" to facilitate development of alternative crisis response programs. CIAG is a multi-disciplinary, interagency advisory group comprised of individuals and organizations representing a wide range of disciplines and perspectives who seek to improve encounters between law enforcement and residents with mental and behavioral health disabilities. The creation of the CIAG is Recommendation 11 of 39 in the Implementation Report presented to Council in spring 2022 outlining best practices in the areas of de-escalation and crisis intervention.

Not only is the City continuing to work towards full implementation of the 21CP recommendations, it is also going beyond the recommendations, continuously evaluating its programs, collaborating with community stakeholders, and looking for ways to ensure the community is receiving the best possible services.

City of Oklahoma City Funded Mobile Crisis Teams

The City published a Request for Proposal to contract mobile crisis teams for mental health response. The goal is to rapidly expand the availability of mobile crisis teams for the residents of Oklahoma City. The CIAG will create a working group to review the proposals and select one or more contractors to expand mobile crisis team availability in Oklahoma City. The proposals have been submitted and as of April 2024, the proposals are being reviewed for selection. There is a possibility the Request for Proposal (RFP) will be used to fulfill the ART under the MIH plan.

Mayor's Committee on Disability Concerns

The Oklahoma City Mayor's Committee on Disability Concerns (Committee) is a non-profit 501(c)3 organization that works to foster an environment that promotes access and inclusion to all the city's residents and visitors with disabilities. The committee makes recommendations and gives advice to the mayor, council, and staff of the City on matters supporting people with disabilities, works to create awareness of issues, and is intended to help the public find solutions on disability issues or connect them to resources they may need.

A Better Way Program

The "A Better Way" Program was created in 2021 and is a joint effort with the City, Mental Health Association Oklahoma, the United Way of Central Oklahoma, the Inasmuch Foundation, and the Regional Food Bank of Oklahoma. The program provides a mobile outreach van operated by the Mental Health Association of Oklahoma that visits panhandling hotspots in the City between the hours of 7:30 a.m. to 4 p.m. on Mondays, Wednesdays and Thursdays. The program offers people lunch and a \$65 daily wage for work such as litter removal in parks and other public areas. During lunch breaks, a case worker helps connect the participants with and guide them through services such as mental and physical healthcare, substance use counseling, benefits, housing, transportation, training, and employment placement.

Continuum of Care Program

Continuum of Care is a grant program sponsored by the U.S. Department of Housing and Urban Development (HUD) designed to promote ending homelessness, provide access to programs and services, and optimize self-sufficiency. The City invests more than \$7 million in funds every year with the Continuum of Care Program. Local social service groups receive the funding to manage a variety of programs that address homelessness. As part of the City's program, the City has invested in HOPE Community Services, an organization that specializes in providing housing for people with mental health issues. Many participants in the City's other permanent housing programs also have mental health concerns, and case managers who specialize in clients with their needs are available to work with them to connect them to appropriate services.

Housing Assistance Program for Victims of Human Trafficking

The City had partnered with the Dragonfly Home and Upward Transitions for a two-year, \$500,000, program that provides housing and other social assistance to victims of human trafficking. The Dragonfly Home specializes in serving victims of human trafficking. They assess clients and provide case management, and if the client is in need of housing, the Dragonfly Home refers them to Upward Transitions. Upward Transitions works with the client to develop a housing stabilization plan and locate housing and then assists with housing costs once a client moves into a unit. Dragonfly Home continues to provide trauma-informed case management during the entire period the client is enrolled in the program. Case managers connect clients to other necessary services and resources, including counseling and mental health services. Although this program ended in April 2024, the provider organizations are in the process of reapplying with the Oklahoma Attorney General's Office.

Homelessness Task Force

In 2019, Mayor David Holt formed a task force to address homelessness in Oklahoma City. With the assistance of Analytic Insight, LLC, the task force met with more than 50 stakeholders, held strategic planning sessions with stakeholders, analyzed the service network, and ultimately developed a 24-strategy plan to prevent and reduce homelessness in the city. Upon completion of the plan, the City hired a strategic planning manager to oversee the implementation of the strategies. This position is currently housed in the Oklahoma City's Planning Department and works closely with the Oklahoma City Planning Department's Homelessness Services staff, the police department's Homeless Outreach Team, service providers, philanthropic groups, and the community.

Homeless Street Outreach Program

In 2023, the City contracted with Mental Health Association Oklahoma (MHAOK) to support a pilot Homeless Street Outreach Program. This program implements various initiatives recommended by the Mayor's Task Force on Homelessness, the Law Enforcement Policy Task Force, and the Community Policing Working Group. Pursuant to this program, MHAOK has dedicated two street outreach and crisis response teams made up of licensed clinicians and case managers. The teams help connect those experiencing homelessness to community resources for housing, mental and physical health, recovery programs, employment assistance, and other wrap-around services. This program is part of the City's concerted effort to provide its residents with the best services and outcomes possible. It also allows the City to more effectively and efficiently use its emergency services.

Youth Homeless Demonstration Program

The Youth Homeless Demonstration Program provides an initial \$2.97 million over two years and then approximately \$1.5 million annually for services specifically targeting unhoused youth. The City contracts with local non-profits that provide services to unhoused youth for a range of projects that are not eligible under other HUD housing programs. These include drop-in centers for youth, transitional housing, rapid rehousing and host homes, as well as a permanent

supportive housing program. Case managers work with all service recipients to identify their needs and connect them to the services necessary to help them stabilize, to include social and mental health services.

Key to Home Partnership Program

In April of 2023, the City launched the Key to Home Partnership Program.

The Key to Home Partnership is a public-private partnership of over 40 organizations with the City of Oklahoma City serving as the lead agency. The partnership is currently working on the Encampment Rehousing Initiative which is focused on rehousing 500 people who are chronically homeless by the end of 2025. Outreach teams work with encampment residents to move them into housing within 4-6 weeks. Clients have access to case management services for 12 months to assist with stabilization in the home. Since September 2023, 153 people have been rehoused through the Encampment Rehousing Initiative. In addition, the Key to Home Partnership aims to reduce youth homelessness by rehousing or diverting 100 youth by the end of 2025. Beyond these milestones, Key to Home is focused on refining our community's homeless response system to ensure homelessness in OKC is rare, brief and non-recurring.

On February 8, 2024, the U.S. Department of Housing and Urban Development (HUD) announced it was awarding the City with \$7.1 million in grants to provide housing for people experiencing homelessness. These funds will provide increased support for the Key to Home Partnership Program.

Homelessness and Housing Programs

The Housing and Community Development Division of the Oklahoma City's Planning Department manages numerous federal and state grants that support development of affordable housing and homeless assistance, among other things. The division is responsible for the Consolidated Plan, which prescribes use of Community Development Block Grant, Home Investment Partnerships Program (HOME), Emergency Solutions Grant, and Housing Opportunities for Persons with AIDS program funds.

The City of Oklahoma City has invested in HOPE Community Services, an organization that specializes in providing housing for people with mental health issues. Many participants in the City's other permanent housing programs also have mental health concerns, and case managers who specialize in clients with their needs are available to work with them.

Transportation and Parking Department

Social Services Outreach Program

In June 2023, the Central Oklahoma Transportation and Parking Authority (COTPA) (dba EMBARK and serving as the City's Transportation and Parking Department) entered into an innovative agreement with Mental Health Association Oklahoma (MHAOK) to provide behavioral health and social services to users of COTPA public transportation and facilities. The

agreement dedicates a full-time MHAOK case manager to COTPA. The case manager will monitor COTPA facilities for and respond to requests for assistance from COTPA personnel regarding persons who may be in crisis or in need of services. The case manager will be available to provide a wide array of service, including, but not limited to, assessing needs, identifying resources, delivering resources, and providing access to mental health, healthcare, housing, recovery, socialization, and legal services.

Municipal Court Programs

Probation Services Program

The Municipal Court Probation Services Program has been in existence since the early 1980's. The program provides referral and supervision services to justice-involved individuals who are ordered and consent to participate in the program. The program offers participants the ability to receive treatment and participate in other appropriate services, such as mental health or substance abuse treatment. At the successful completion of probation, the defendant's original charge is often dismissed or amended to a lesser offense. Indigent participants are represented by Legal Aid of Oklahoma, Public Defender's Office through an agreement that is paid for by the City, at no cost to the defendant.

Community Court

The Municipal Court launched its Community Court program in March 2020 to address the growing needs associated with the complex cases involving unhoused defendants. Municipal judges conduct court at the Homeless Alliance every other month, outside of the criminal justice setting, at a location where people experiencing homelessness receive services. Community Court encourages treatment and services for mental health, substance abuse, and other conditions that may have contributed to the underlying offense or that are barriers to traditional housing. The program is provider-driven, and upon successful completion of the program, the original case is often dismissed, and all fines and costs are suspended.

MAPS Projects

Metropolitan Area Projects or MAPS projects are capital investment initiatives to improve the quality of life of Oklahoma City residents, funded by a series of temporary penny sales taxes. Every time someone buys something in Oklahoma City, one penny for every dollar spent goes to the MAPS program. Each program has been overseen by a volunteer board, which makes recommendations to the City Council. Four MAPS programs have been passed by voters since 1993. The most recent program (MAPS 4) was approved in December of 2019. Numerous MAPS projects have involved improving mental health-related services.

Senior Health and Wellness Centers

As part of MAPS 3, the City established multiple senior health and wellness centers. Some of the many services the centers provide are on-site clinics, primary health care, and behavioral health services with professional service providers.

Mental Health and Addiction

As part of MAPS 4, the City is investing over \$44 million to provide new mental health and substance abuse services. The package includes \$12.6 million to build a new mental health crisis center and a \$24.5 million restoration center that includes a crisis center, methamphetamine detox, substance abuse services, and more. The City has already selected NorthCare as the operating partner for the restoration center project and the Oklahoma Department of Mental Health and Substance Abuse Services as the operating partner for the crisis center. The operating partners will work with the City to select sites for both facilities. Design for the centers is scheduled to begin this year with construction to start in 2025.

This project also includes \$7 million for temporary housing for people experiencing mental illness and homelessness while transitioning out of a crisis center. The City is currently working with operators to find sites for the crisis centers and the restoration center and is looking for an operator and site for the housing center.

Diversion Hub

MAPS 4 will also be providing the City with a \$18.9 million diversion hub to transform the City's approach to criminal justice and help low-level offenders establish a more productive life. This diversion hub will work with low-level offenders to provide a diversion away from time behind bars and a path towards a better life, which is the best possible outcome for that person and our community. The City has already identified a site for the diversion hub and its design is currently underway. Construction is expected to start in 2024.

Homelessness

MAPS 4 will provide \$55.7 million for truly affordable housing, and this investment is expected to leverage over \$400 million in housing funding available from various sources. MAPS funds will be used to: 1) provide new permanent supportive housing for the most vulnerable chronically unhoused people, paired with intensive case management and supportive services from existing providers; 2) preserve thousands of units of public housing, which provides a level of stability through rental assistance and access to supportive services; and 3) build new affordable housing units for people that may still be at risk or require services to succeed. This housing will help the City implement a successful "housing first" strategy by serving people experiencing homelessness and who are at risk of becoming unhoused. The City has already approved an agreement with and distributed \$11.5 million to the OKC Housing Authority.