

# NOTES

TO: Honorable Mayor and City Council Members  
FROM: Ann E. Wall, City Manager  
DATE: September 8, 2021  
SUBJECT: Materials for Your Information

Please find attached the following materials for your information:

1. A memo from Mark Holtzman, Chief of Police, regarding Co-Responder Outreach Specialist (CROS) Team
2. The September 14, 2021 Police Community Relations Committee agenda


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Attachments



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# Memorandum

**To:** Ann Wall, City Manager  
**From:** Mark Holtzman, Chief of Police   
**Date:** September 7, 2021  
**Subject:** Co-Responder Outreach Specialist (CROS) Team

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## **Phase 1: Partnership with Mobile Crisis**

In August 2020, GPD partnered with Integrated Family Services' (IFS) Mobile Crisis Team for assistance with mental-health related call types. The Mobile Crisis team was contacted upon receipt of certain call types and the Mobile Crisis worker would assist GPD officers by phone or in person when available.

## **Phase 2: After-Hours On-Duty Response**

Then in February 2021, GPD and IFS Mobile Crisis initiated the Co-Responder "On-Duty" model to address the immediate needs of individuals who encounter law enforcement and are experiencing a behavioral health crisis. IFS specialists began working (and continue to work) from GPD's main headquarters in the evening and late-night hours where they respond [separately] to the scene and work alongside officers to handle mental health crisis calls for service. This initiative was a direct response to the national call for enhanced public safety responses and protocols, which include non-traditional community-based partners to deliver the highest and safest level of care to those in crisis.

## **Phase 3: Follow-Up Care – House Calls**

The final phase of the partnership between GPD and IFS is now complete with the implementation of the Co-Responder Outreach Specialist (CROS) Team Members. Implementation of this model will provide additional support outside of the initial crisis by engaging individuals served with accessibility and linkage to needed services as well as resources. This will be accomplished by way of a follow up visit to the home or other direct contact to ensure individuals are well connected to services in the community. Lastly, CROS team members will also work to address the needs of high utilizers or repeat calls for service individuals. The CROS team member will be available at GPD 8:00a – 5:00p, Monday – Friday. This is in addition to the Mobile Crisis team member working peak hours in the afternoon and evening.

## **Call Types**

For ease of reference, both the after-hours On-Duty staff member(s) and the day-time CROS team follow up staff member(s) will be collectively referred to as "Co-Responders" or the "Co-Responder Program".

CROS Team Memo  
September 7, 2021  
Page 2

There will continue to be no cost to the City through the end of the current fiscal year. In the spring of 2022, GPD and IFS will discuss the financial aspects of the positions moving forward. Should you have any questions regarding the mechanics of the co-responder mental health model, feel free to reach out to me.

*It is important to note Mobile Crisis services are not exclusively available to law enforcement. Their services are available 24 hours a day, 7 days a week, to anyone, regardless of insurance, living in the following counties: Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Columbus, Currituck, Craven, Dare, Gates, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell and Washington County.*

***The number to call is 1-866-437-1821***

*The Greenville Police Department exists to enhance public safety and quality of life, in partnership with all people in our community, by preventing crime with honor and integrity.*



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## **POLICE COMMUNITY RELATIONS COMMITTEE A G E N D A**

Tuesday, September 14th, 2021, 6:00 pm  
Virtual Zoom meeting

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- Call to Order – Carol Ann Bass
- Roll Call
- Approval of the Agenda- September 14th, 2021
- Approval of Minutes- May 11th, 2021  
(due to not having a quorum at June meeting)
- State briefly the Mission of the Committee and purpose of the meeting
- Topic – CALLS FOR SERVICE
- Committee members Expression and Questions
- Adjourn

NOTE: To maintain order of the board and clarity of recording, please allow one person to speak at a time.

The Police Committee Relations Committee Mission Statement: Serve as a liaison between the community and the police. To serve as an advocate for programs, ideas, and methods to improve relations between the community and the police. To disseminate information to the community and the City with regard to the state of relations between the community and the Greenville Police Department. To assist and promote the community education efforts concerning safety awareness and community and individual awareness.