



**Public Health Alternatives to
Law Enforcement:
*Mobile Crisis Intervention Unit
& Domestic Violence Advocacy-Initiated
Response***

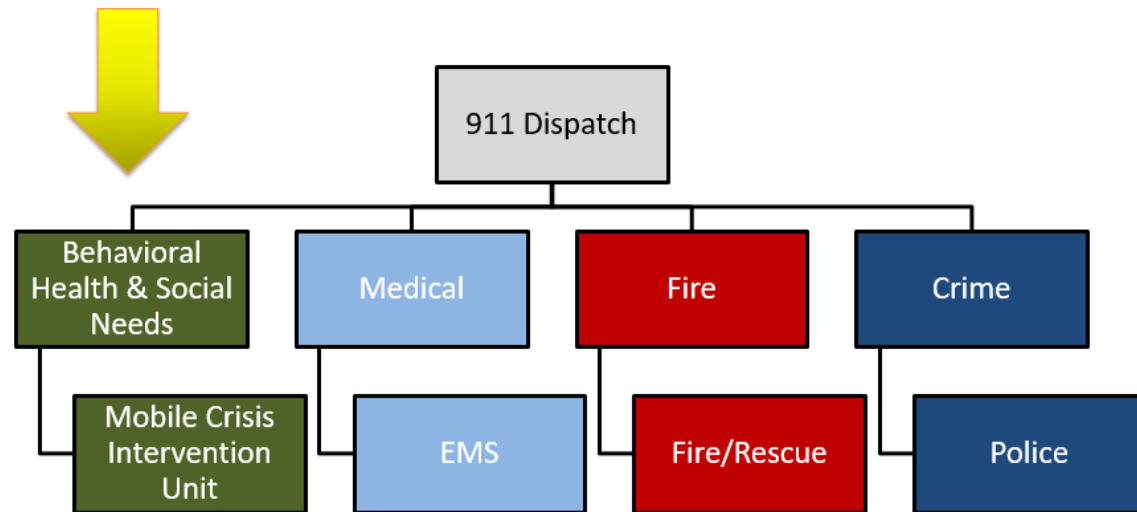
City of New Orleans

New Orleans Health Department

- 2,056 calls for mental health assistance handled June 1, 2023 – February 29, 2024
- OPCD dispatches MCIU to about 32% of all MH calls received by 911
- NOPD still responds to MH calls with the threat of violence

New Orleans Mobile Crisis Intervention Unit

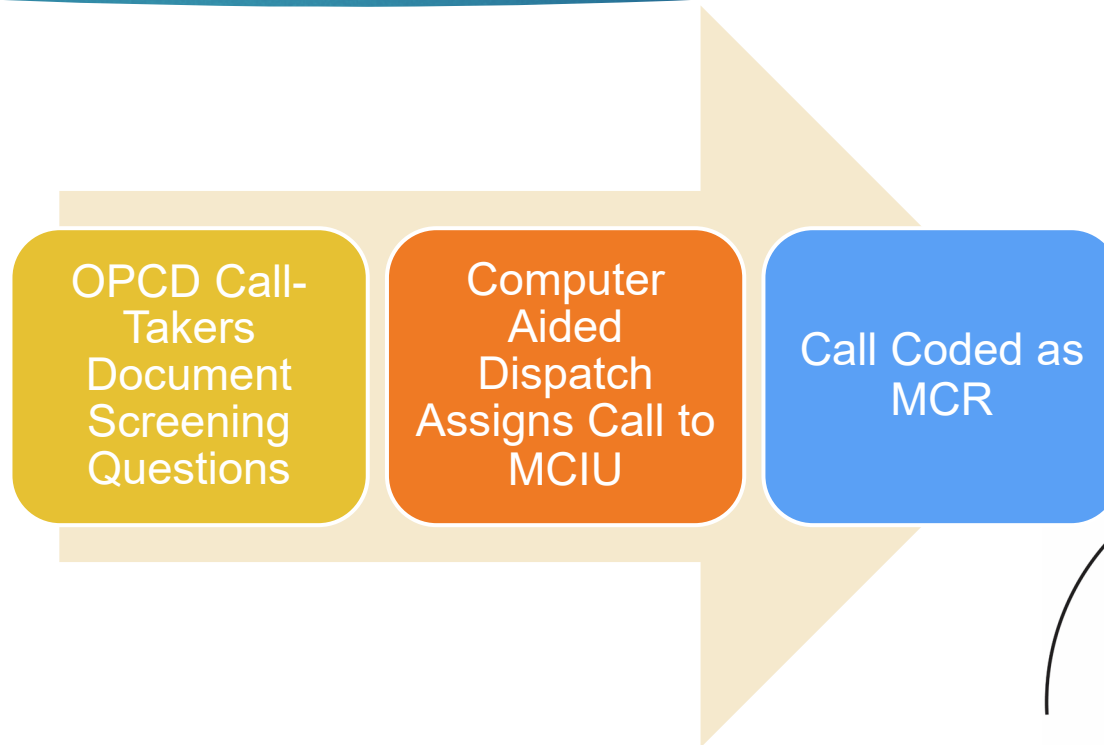
4th branch of the emergency response system



RHD's New Orleans Mobile Crisis Intervention Unit is integrated with the 911 system to provide a rapid, mobile response for individuals experiencing a behavioral health crisis.

OPCD Screening Questions for MCIU

- ▶ Primary Problem is a Mental Health Crisis
- ▶ Additional Screening Questions Answered as Follows:
 - ▶ No Threat of Violence
 - ▶ No Presence Weapons
 - ▶ Individual is Responding Normally/Completely Alert
 - ▶ No Suicidal Ideations
 - ▶ No Immediate Medical Needs



OPCD Mental Health Screening and Call Codes for NOPD first

103M/Mental

- Primary Problem is Mental Health Crisis
- Additional Screening Questions Include at Least One of the Following:
 - Threat of Violence
 - Presence of Weapons
 - Individual is Not Completely Alert
- **OR** “Unknown” to any of the above

CIT

- Primary Problem is Mental Health Crisis
- Non-Violent MH Calls
 - May Involve Psychiatric Custody Issues OPC/PEC

29ST/SUIT

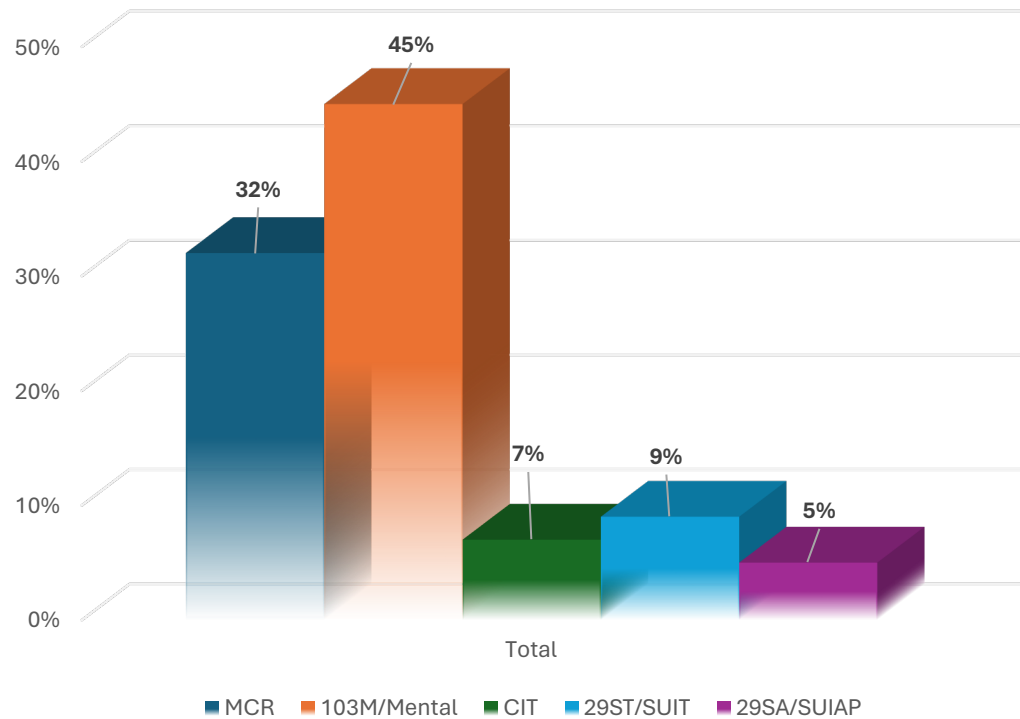
- Primary Problem is Mental Health Crisis
- Suicidal Ideations

29SA/SUIAP

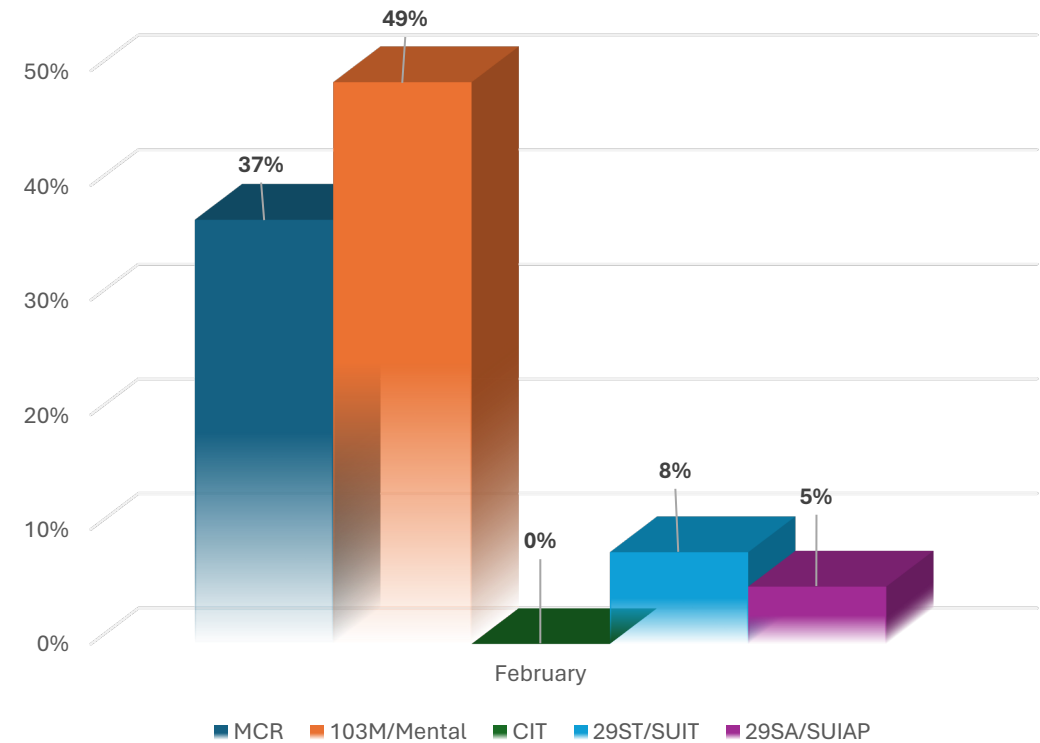
- Primary Problem is Mental Health Crisis
- Suicidal Attempt
- Imminent Threat of Harm to Self and/or Others
- May Require Response from NOPD and NOEMS

Percentage of MH Calls to 911 By Call Category

PERCENTAGE OF MH CALLS TO 911 BY CALL TYPE (6/1/2023 -2/29/2024)



PERCENTAGE OF MH CALLS TO 911 BY CALL TYPE IN FEBRUARY 2024



What more could MCIU do?

- ▶ Additional clinicians (unable to fill at current salary and job demands)
- ▶ Dedicated co-response team with NOPD – could take higher acuity
- ▶ Strengthen existing protocols and procedures to capture every appropriate call
- ▶ Non-voluntary transports (require state law change)
- ▶ Expand types of calls:
 - ▶ Non-violent wellness evaluations
 - ▶ Lost person
 - ▶ Non-violent neighborhood disturbance
 - ▶ Indecent exposure

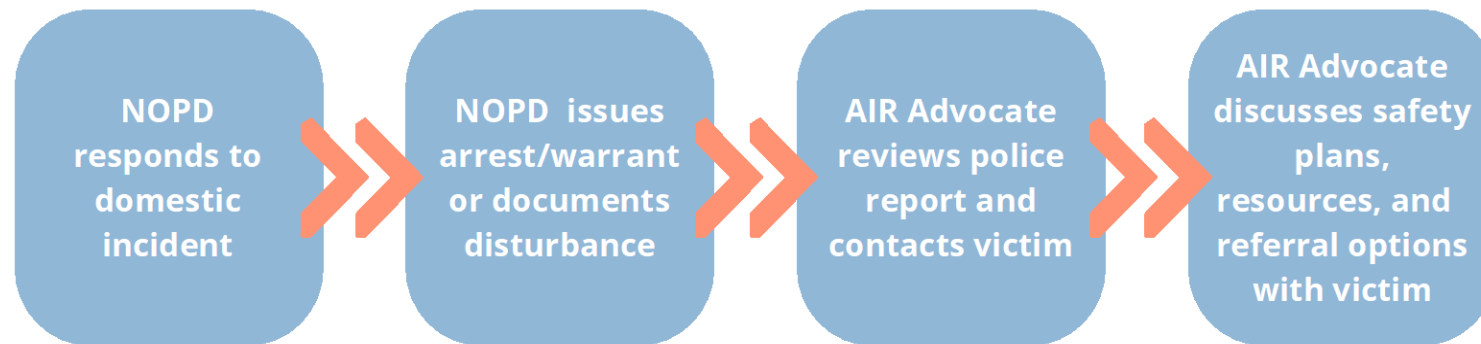
NOHD's Domestic Violence & Sexual Assault Program

- ▶ Domestic Violence and Sexual Assault Coordination
 - ▶ Mayor's Domestic Violence Working Group & Sexual Violence Advisory Response Committee
 - ▶ DV Multi-disciplinary Team & Sexual Assault Response Team
 - ▶ Additional task forces and working groups
- ▶ Children and Youth Prevention Grant
- ▶ DV Firearms Transfer Task Force
- ▶ **Advocacy Initiated Response Program**
- ▶ New Orleans Domestic Abuse Fatality Review Team

AIR Overview

The AIR program is an **intervention for domestic violence** to increase victim safety, provide linkages to resources, and disrupt violence in the community.

Program Objectives: Increase safety for victims, support families in addressing underlying causes of DV incidents, **reduce rates of repeat calls to NOPD** by providing alternative resources



Program Background & History

- ▶ Launched in NOPD's 3rd District in May 2022
- ▶ Pilot period in 3rd District May 2022 – May 2023
- ▶ Expanded to remaining districts June 2023 – December 2023
- ▶ Currently operating City-wide with 9 Advocates

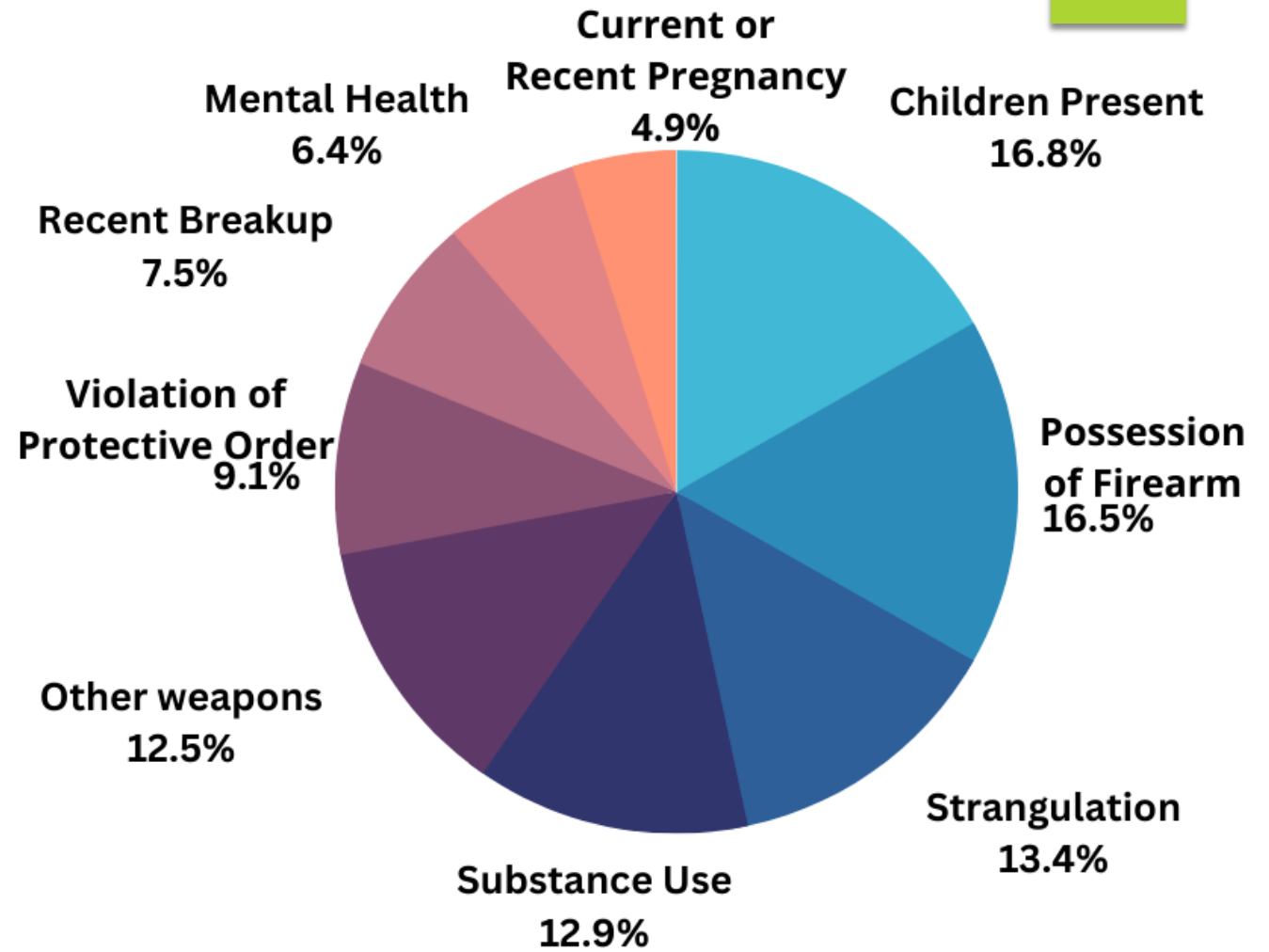
Estimated call volume: 10,000 – 12,000 per year

Pilot Outcomes: Precursors

- AIR Advocates identified arguments or verbal altercations immediately preceded law enforcement responses in 57% of cases.
- AIR Advocates documented law enforcement was called to assist a victim with unwanted contact from the individual who had caused them harm in 20% of cases.
- AIR Advocates documented that in 14% of cases law enforcement was called to assist with custody disputes and in 13% of cases they were called to assist with property disputes.

Pilot Outcomes: Risk Factors

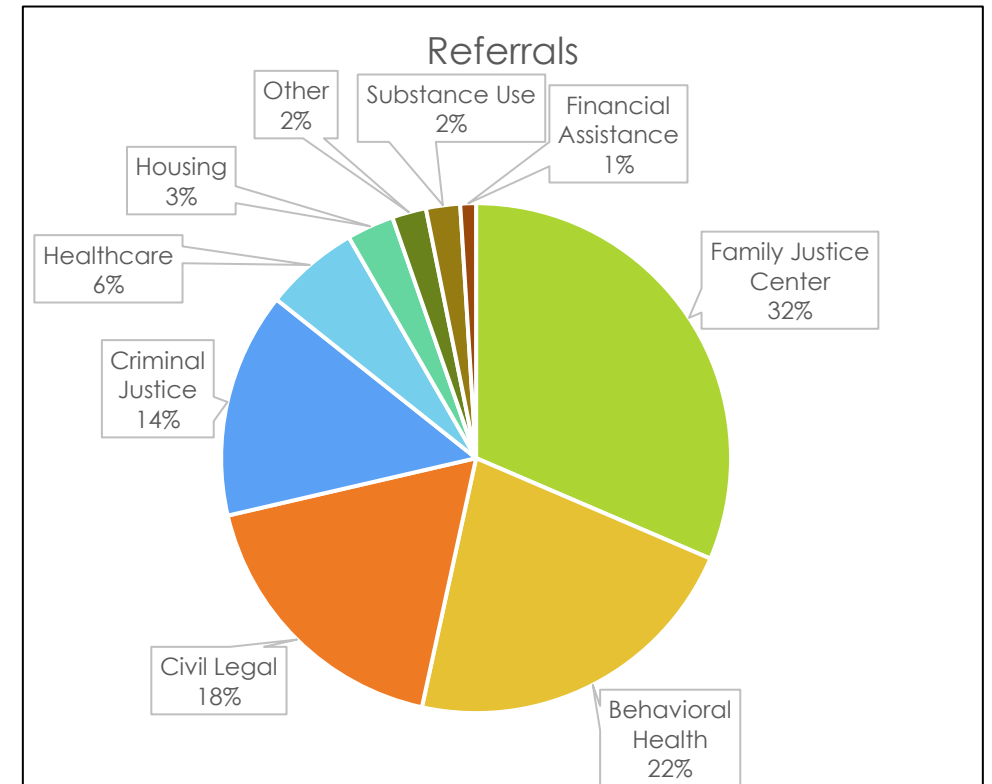
Advocates identified risk factors associated with increased risks of lethality in 471 cases, and in 96% of these cases, advocates identified a previous history of domestic violence or histories of domestic disturbances



Outcomes: Call Results & Referrals

June – November 2023

- ▶ Total Calls: 1426 (50% engagement)
- ▶ Total Referrals: 601



What more could AIR do?

Immediate needs:

- Additional staff – triage & intake specialists
- Overtime and cost of living increases

Long-term needs:

- ▶ Expand to sexual assault case follow-up
- ▶ Weekend/evening hours
- ▶ Support for survivors of DV fatalities