



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

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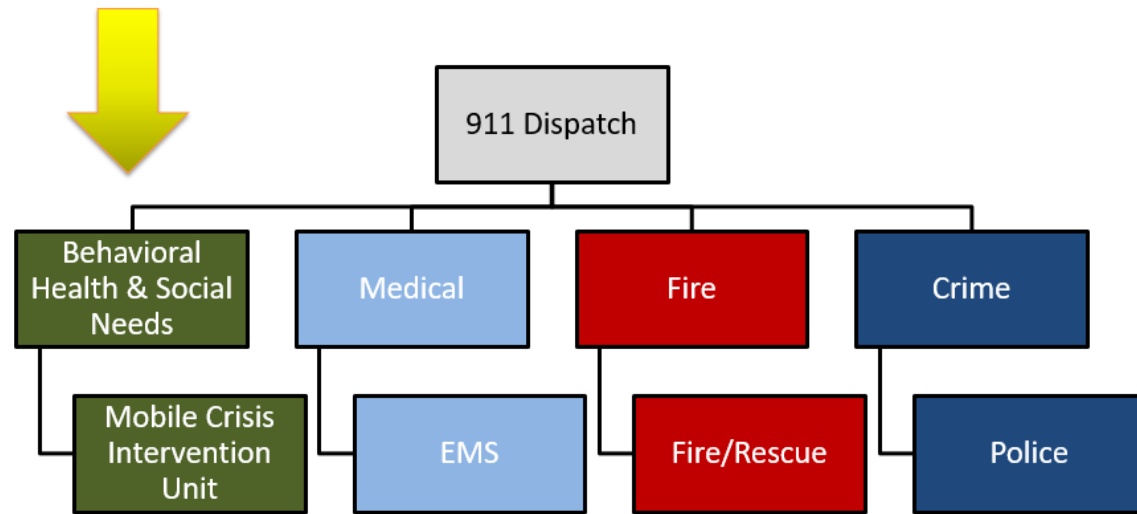
**City of New Orleans**

# 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

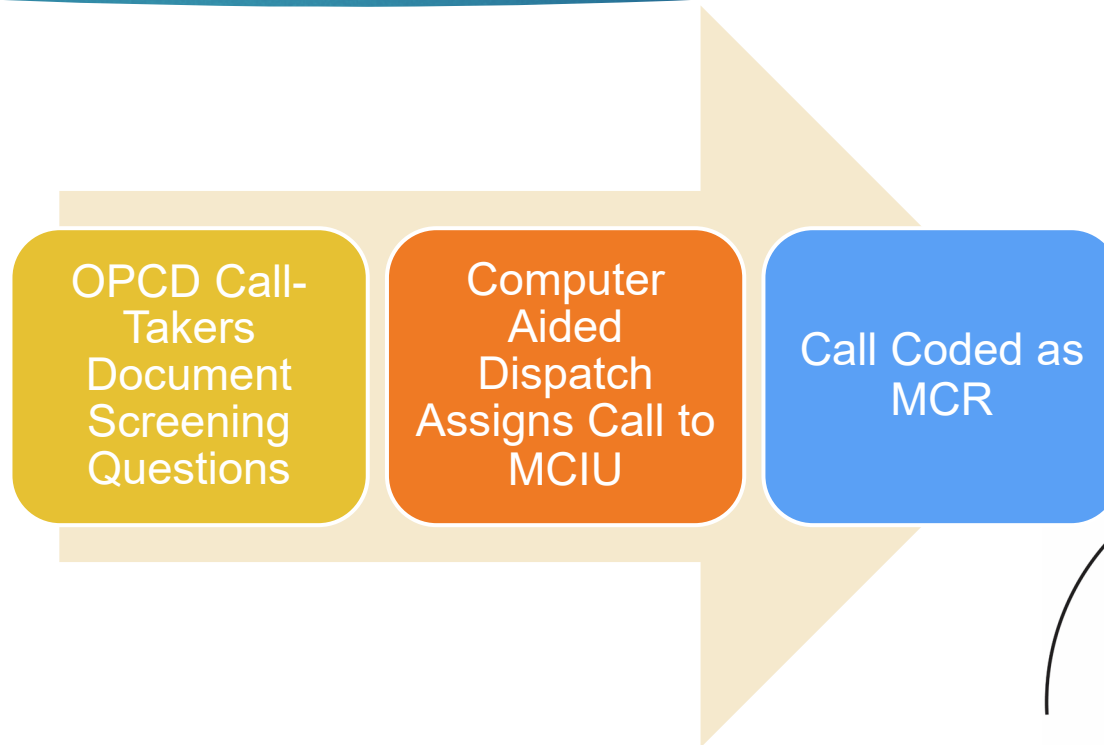
4<sup>th</sup> branch of the emergency response system



*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

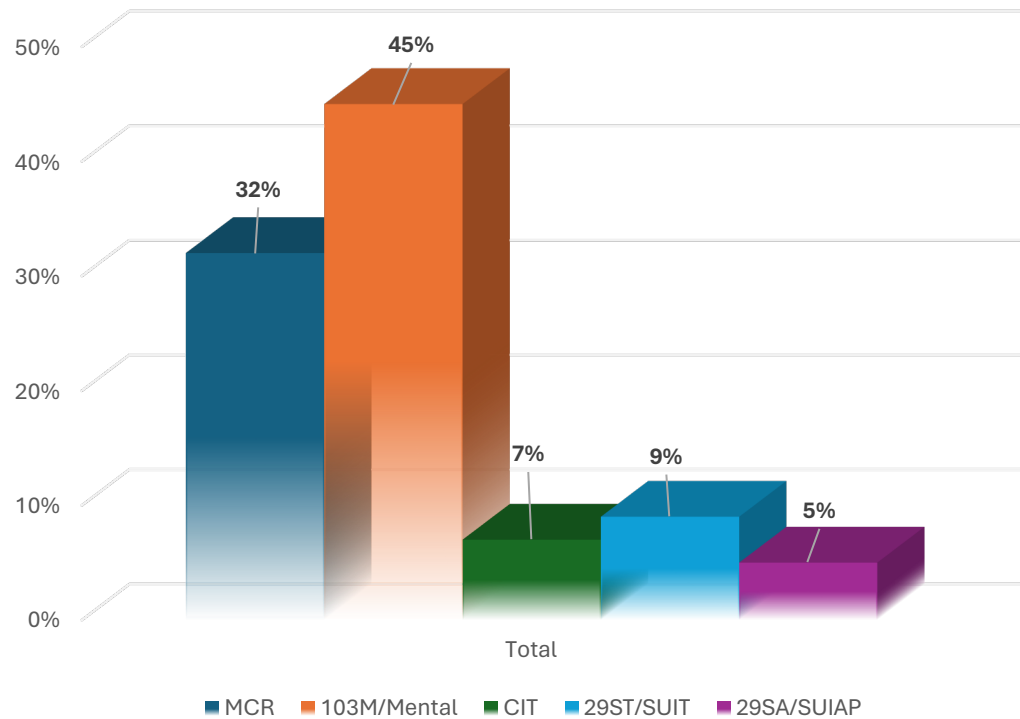
- Primary Problem is Mental Health Crisis
- Suicidal Ideations

## 29SA/SUIAP

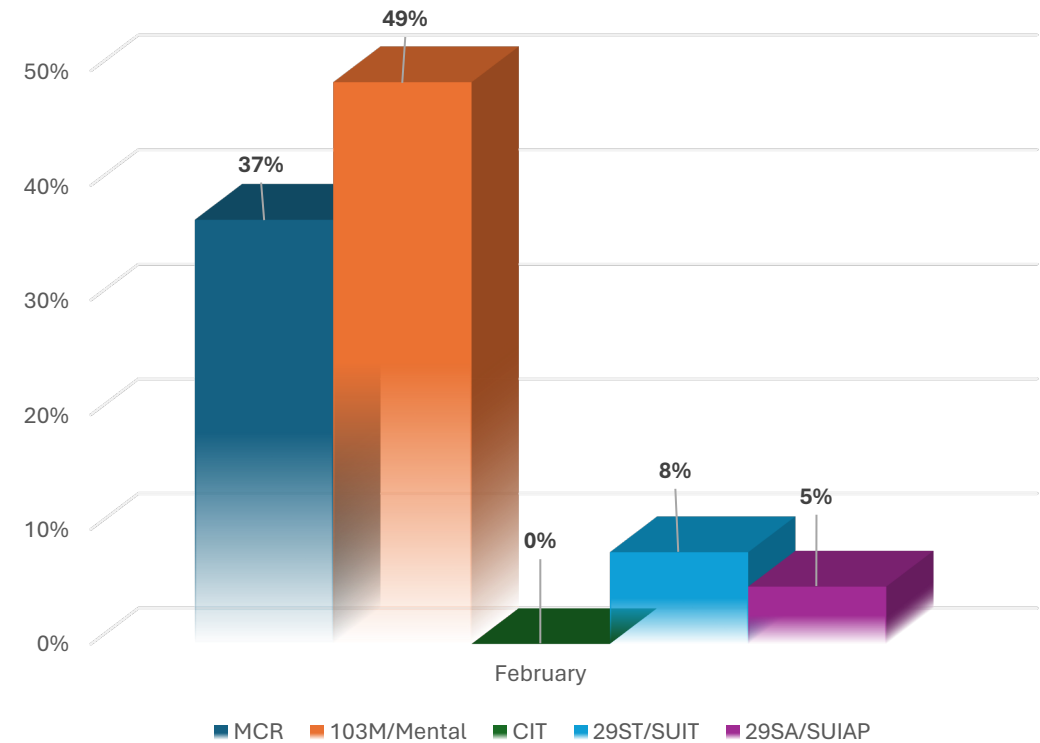
- Primary Problem is Mental Health Crisis
- Suicidal Attempt
- Imminent Threat of Harm to Self and/or Others
- May Require Response from NOPD and NOEMS

# 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

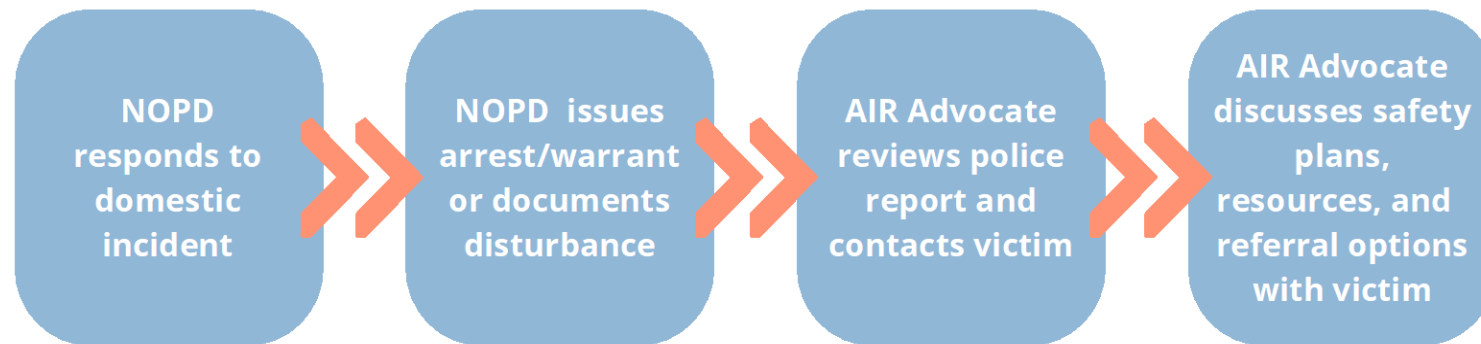
# NOHD's Domestic Violence & Sexual Assault Program

- ▶ 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 3<sup>rd</sup> District in May 2022
- ▶ Pilot period in 3<sup>rd</sup> District May 2022 – May 2023
- ▶ Expanded to remaining districts June 2023 – December 2023
- ▶ Currently operating City-wide with 9 Advocates

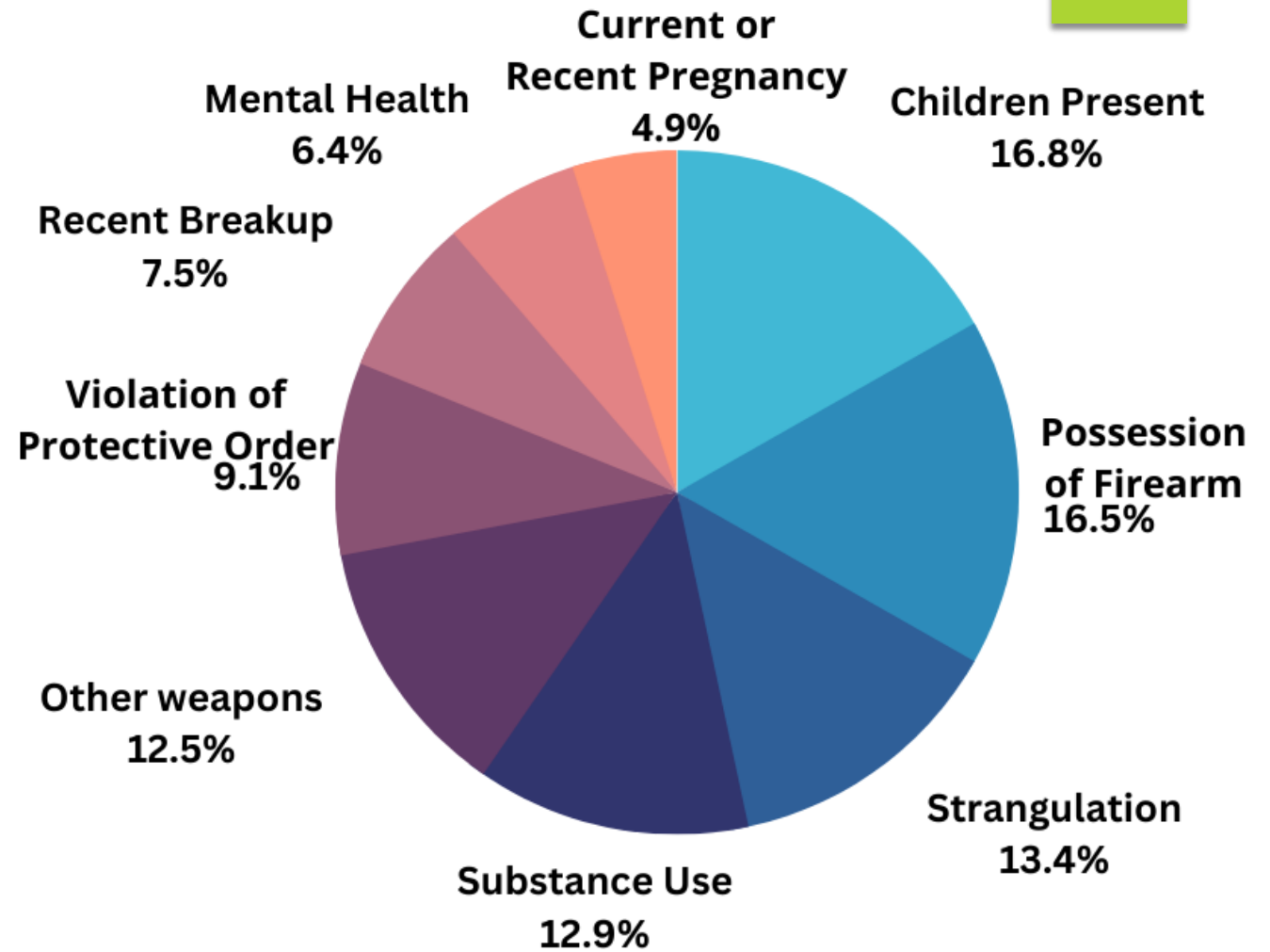
**Estimated call volume: 10,000 – 12,000 per year**

# 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

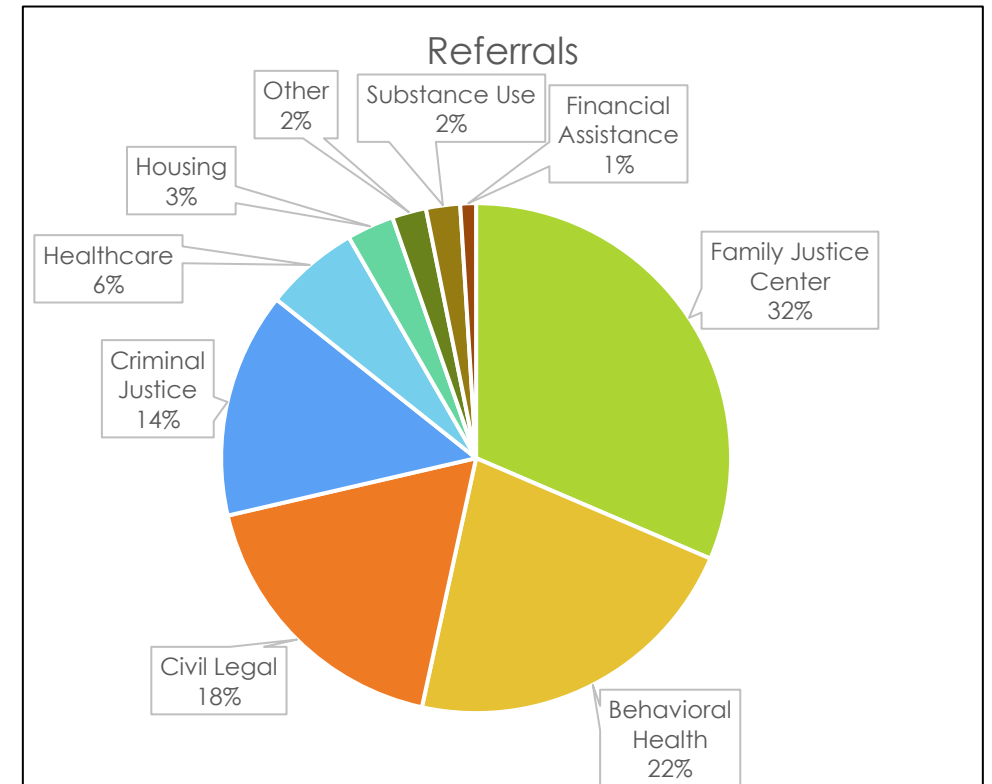
Advocates identified risk factors associated with increased risks of lethality in 471 cases, and in 96% of these cases, advocates identified a previous history of domestic violence or histories of domestic disturbances



# 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