

Alternative Mental Health Response Pilot Program – Sample Metrics

The purpose of this pilot program is to provide the most effective services to individuals in need, during a mental-health incident. The goal is to enhance the City's efficiencies and capabilities to respond to low-risk mental health incidents while providing the most appropriate services to our citizens. Among the program objectives and measures will be similar to the following:

- **Objective 1:** Provide quicker access to mental health care to those contacting OPD for assistance.
 - **Measure:** Number of incidents the mental health team responds to.
 - **Measure:** Number of persons treated via referrals, hospitalizations, etc.
 - **Measure:** Percent decrease in OPD's response to low-risk mental health incidents during the program period.
- **Objective 2:** Provide a more accurate needs assessment to those individuals in need of care.
 - **Measure:** Increase in the number of referrals and treatment options provided to individuals in need of care.
- **Objective 3:** Reduce the number of arrests involving low-risk mental health incidents.
 - **Measure:** Percent decrease in the number of arrests involving low-risk mental health prior to the program period compared to the program period.
- **Objective 4:** Reduce the number of non-emergency mental health calls for service that OPD officers respond to.
 - **Measure:** Percent decrease in the number of non-emergency mental health calls for service officers responded to prior to the program period compared to the program period.
- **Objective 5:** Decrease the number of Response to Resistance incidents that occur while responding to low-risk mental health incidents.
 - **Measure:** Decrease in the number of Response to Resistance incidents involving mental health prior to the program period compared to after the program period.