



Raleigh CARES

Crisis Alternative Response for Empathy and Support

Michele Mallette

City Manager's Office

Various Departments

City Council Update

July 1st, 2025



Raleigh





Agenda



- Program Review
- Operational Update
 - Care Navigation
 - ACORNS
 - Crisis Call Diversion
 - Community Response/Mobile Crisis
- Next steps

Program Progress and Implementation



Component Name	Care Navigation	Co-Response	Crisis Call Diversion	Community Response Team
Raleigh's Progress				
Team Composition	Mental Health Professionals and/or Peer Support	Mental Health Professionals and Police Officers	Licensed Mental Health Professionals	Mental Health Professionals, Peer Support, and/or EMS

Because Every Crisis Deserves Compassion



Care Navigation

Housing and Neighborhoods

Staff Contact

Emila Sutton

Housing Department Director

Emila.Sutton@raleighnc.gov

Maxx Dempsey

Care Navigation Manager

Maxx.dempsey@raleighnc.gov



Care Navigation Team

Housing and Neighborhoods



- Homelessness is a housing affordability problem
- Effective solutions target root cause: housing costs + support
- Care Navigation provides connection to housing resources and follow-up care for people in crisis who have a housing instability concern
- Our community is healthier when everyone has access to housing

Care Navigation Team

Housing and Neighborhoods



- Fully staffed!
- Coordinated training with ACORNS for operations and referrals
- Soft launched services in May and full program will launch in July once Julota is live
- Outcomes so far:
 - 2 individuals have been housed
 - 5 households have increased access to services



ACORNS Unit

Raleigh Police Department

Staff Contacts



Rico Boyce

Chief of Police

rico.boyce@raleighnc.gov

Sgt. Madeline Horner

ACORNS Unit Sergeant

madeline.horner@raleighnc.gov



ACORNS Co-Response Unit

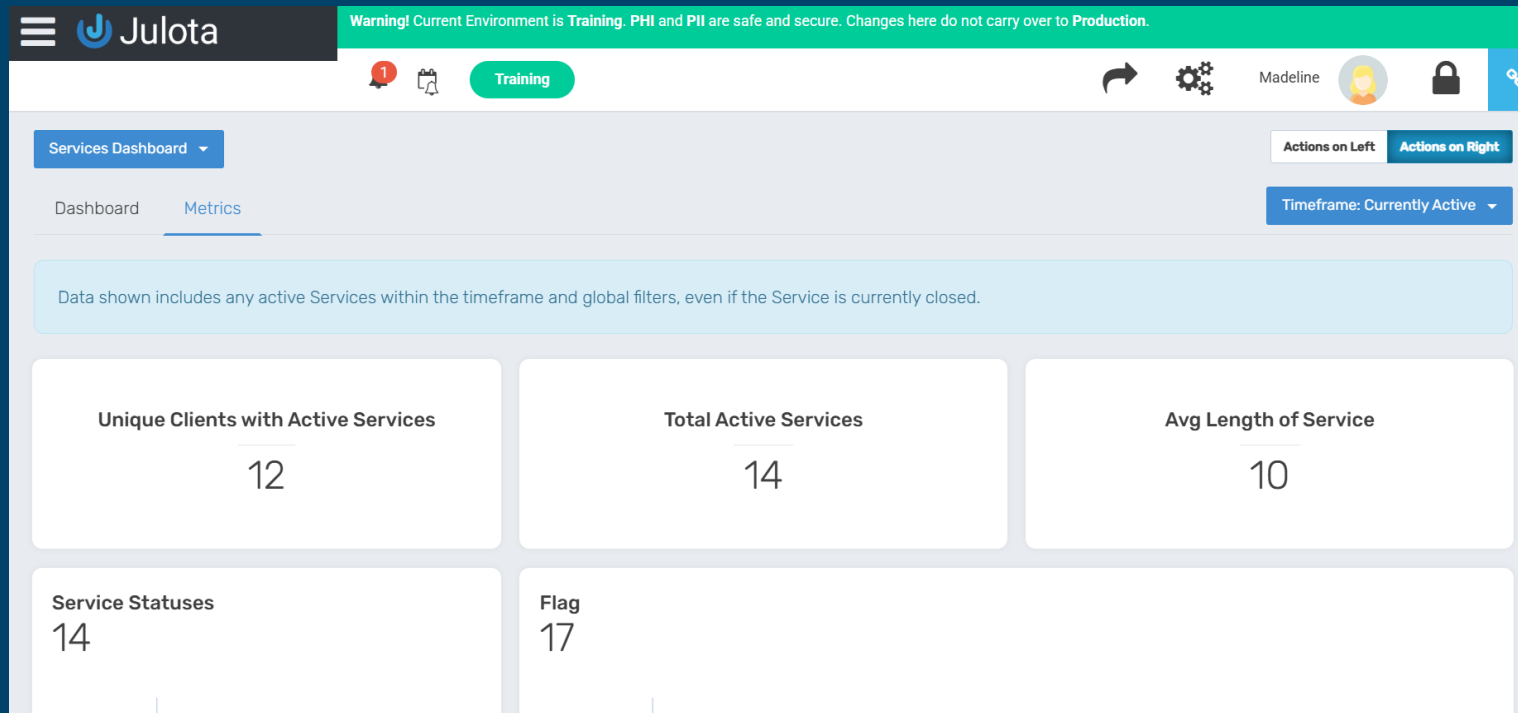
Raleigh Police Department



- Launching Julota system and working to backlog data
- Fully staffed with social workers
- Exploring expanding hours into weekends and evenings
- Exploring expanding into live call response through CAD
- Continued partnership with VA:
 - **30 connections** made and **30 outreach** events conducted

ACORNS Co-Response Unit

Julota Database Preview



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ACORNS Co-Response Unit

Julota Database Preview cont.



Julota

My Dashboard

Create Referral

Submitted Referrals

Contact Search

Contact Profile

Julota ID TP445830

Name Butter Cup

Date of Birth Sep 21, 1982 (Age: 42)

Prior Refusal

Chronic ODs

Contact Information

Julota Information

Referrals 1

Protocols 0

Warning! Current Environment is Training. PHI and PII are safe and secure. Changes here do not carry over to Production.

1

Training

Madeline

Lock

Share

Service Encounters

<

>

Add >

Date: 05/29/2025 12:50 pm

Method: Phone

Encounter Type: (Encounter type)

Number Used for Contact: (Number)

Outcome: (Unsuccessful Outcome): Left VM

Persons Involved: nicole rice (nrice)

Start Time: 11:00 am

End Time: 11:05 am

Elapsed Time: 5 mins

Items Given: n/a

Resources Provided: n/a

Narrative: Called client left VM

Delete

05/29/2025 12:50 pm

Show Credentials

Location: (Location)

Nearby

1 encounter

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ACORNS Co-Response Unit

Julota Database Preview cont.



Julota

My Dashboard

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1

Training

Madeline

Services

Julota ID	First Name	Last Name	Service Name	Start Date	Actions
TP446512	Red	Robin	Care Navigation	06/13/2025 04:03 pm	<div>View+ Encounter⋮</div>
TP446510	Betty	Boop	Care Navigation	06/13/2025 04:02 pm	<div>View+ Encounter⋮</div>
TP446507	Green	Bean	Care Navigation	06/13/2025 03:51 pm	<div>View+ Encounter⋮</div>
TP445838	Rennie	Sapp	Care Navigation	06/11/2025 03:30 pm	<div>View+ Encounter⋮</div>
TP444254	Chloe	Test	Care Navigation	06/02/2025 03:25 pm	<div>View+ Encounter⋮</div>
TP444254	Chloe	Test	Care Navigation	05/29/2025 04:03 pm	<div>View+ Encounter⋮</div>
TP445845	Jeremiah	Mill	Care Navigation	05/29/2025 03:54 pm	<div>View+ Encounter⋮</div>
TP445845	Jeremiah	Mill	Care Navigation	05/29/2025 03:17 pm	<div>View+ Encounter⋮</div>

Because Every Crisis Deserves Compassion



Raleigh Police Department

Crisis Intervention Training



- Partnered with Alliance Health and NAMI Wake County (40- hour course)
- Collaboration of professionals committed to assisting persons with behavioral health disorders
- Teaches officers to deescalate situations, and to take their time, all while keeping themselves and the subject safe.



Crisis Call Diversion

Emergency Communications Center

Staff Contacts



Dominick Nutter

Emergency Communications Director

Dominick.nutter@raleighnc.gov

Jacob Butcher

Asst. ECC Director

Jacob.butcher@raleighnc.gov

Crisis Call Diversion Pilot

Emergency Communications



Raleigh CARES

- Training outline on internal operating systems completed
- Completing CIT training for ECC Operations personnel
- Hiring delays with contractor



Mobile Response Services

Community Response/Mobile Crisis Services



Proposed draft:

- **Team composition:** Clinicians, peer support
- **Population:** experiencing mental/behavioral health, substance abuse, housing crises
- Collaboration with other components for comprehensive care
 - CCD, ACORNS, Care Navigation, Raleigh Fire

A photograph of two men embracing in a park. The man on the right, who has a beard and is wearing a green t-shirt, is smiling warmly at the camera while hugging the other man from behind. The man being hugged is wearing a light-colored t-shirt and has his back to the camera. In the background, there are blurred figures of other people and lush green trees, suggesting a sunny day in a park. A dark blue rectangular box is overlaid on the bottom right of the image, containing white text.

Other Updates and Next Steps

Other Operational Updates



- Program Coordinator Position in City Manager's Office
 - Position focuses on:
 - Program Development
 - Coordination and Partnership Building
 - Oversight and Evaluation
- Community Partner Update Meetings: June 2025
 - Provided operational updates to local service providers and community groups

Next Steps



- Care Navigation and Crisis Call Diversion Pilot implementation
- Julota dashboard and client software implementation (ACORNS)
- Continue to design the Mobile Crisis Pilot with Wake County
- Continue to build partnership and seek feedback from service providers and individuals with lived experience
- Continued planning group meetings for program development and coordination

Staff available for questions