



North Carolina Department of Public Safety

Administration

Roy Cooper, Governor
Eddie M. Buffalo, Jr., Secretary

Cassandra S. Hoekstra, Chief Deputy Secretary

MEMORANDUM

TO: Joint Legislative Oversight Committee on Justice and Public Safety

FROM: Eddie M. Buffalo, Jr., Secretary 
Cassandra S. Hoekstra, Chief Deputy Secretary  6.6.2022

RE: Pilot Support Team Assisted Response (STAR) Programs

DATE: June 6, 2022

Pursuant to Session Law 2021-180, Section 19A.13.(b), the Department of Public Safety, in consultation with the city police departments of Charlotte, Greensboro, and Greenville, shall report to the Joint Legislative Oversight Committee on Justice and Public Safety regarding the following:

- (1) The general progress of each STAR Program.*
- (2) The number of incidents in which each police department utilized its STAR Program.*
- (3) The outcomes of the incidents in which each police department utilized its STAR Program.*
- (4) An itemized accounting from each police department of the use of grant funds received for pilot STAR Programs funded in this act.*

Please find attached reports on the general progress of STAR programs being implemented by the Cities of Charlotte, Greensboro, and Greenville.

Cc: Jeffrey Smythe, Director, NC Criminal Justice Educ. and Training Standards Commission
Richard Squires, Director, NC Sheriffs' Education and Training Standards Commission

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North Carolina General Assembly
Legislative Building
16 West Jones Street
Raleigh, NC 27601

To the North Carolina General Assembly:

We are humbled and honored to have been selected as one of three cities to receive Support Team Assisted Response (STAR) program funding to pilot our Community Assisted, Response, Engage, and Support (CARES) Team.

The tenets of this program align perfectly with work already being done via the City of Charlotte's SAFE Charlotte program, which seeks to implement public safety improvements developed through conversations with residents and community leaders. This funding specifically supports our efforts to incorporate more co-responder and civilian responder models capable of answering low risk calls within our community.

Please find attached a report detailing the work that has been completed thus far to establish our CARES Team program in Charlotte. We are excited to pilot this program in Charlotte and look forward to adding to the state and national discourse on this topic through the work that we do here.

Sincerely,


A handwritten signature in black ink, appearing to read "Johnny Jennings", with a large, stylized flourish at the end.

Johnny Jennings
Chief of Police



Memorandum

To: North Carolina Department of Public Safety

From: Johnny Jennings, Chief of Police 

Date: March 27, 2022

Subject: Support Team Assisted Response (STAR) Pilot Program Progress Report June 2022

The following report details progress made to date in establishing a pilot Support Team Assisted Response (STAR) program within the city of Charlotte, North Carolina. This program will be referred to as the Community Assisted, Response, Engage, and Support (CARES) Team.

General Progress

The Charlotte-Mecklenburg Police Department (CMPD) is currently in the planning stages for its CARES team and will begin implementation in September 2022. Planning has centered on the development of position descriptions for administrative and evaluation staff that will be supported with these funds, to include a Program Manager to oversee the CARES Teams and program administration, a Non-Emergency Medical Professional to provide telecommunications training and support, and a Performance Evaluation Coordinator. Work has also been completed to determine the appropriate area for the pilot.

The Program Manager will be responsible for overseeing the pilot's design, development, implementation, and administration. This position will oversee the work of the CARES Teams operating on the ground and will be tasked with coordinating with the Non-Emergency Medical Professional responding to calls for service and Performance Evaluation Coordinator to develop training, policies, and program evaluation tools. The telecommunications training and support will include development and implementation of new processes, procedures, and protocols to enable the city's call takers to dispatch the civilian response. This is a critical component to the success of the program.

The Performance Evaluation Coordinator will be responsible for conducting all program evaluations and providing actionable recommendations based on the data to improve the program's performance. This will include developing the infrastructure needed to collect required data to answer key research questions, developing processes for collecting the data, and sharing evaluation findings with key stakeholders.

Once these positions are hired, they will be instrumental in developing the policies, procedures, data collection protocols, and trainings that will govern the use of the CARES teams within the pilot areas, which will be the CMPD's Central and Metro patrol divisions. These two divisions had the highest volume of call types in 2021 that could be diverted to the STAR teams for follow-up once implementation begins. Potential calls that could be diverted to the STAR teams could include:

- ABC – intoxicated person
- Check the welfare of
- Escort to mental health

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- Homeless people
- Indecent exposure
- Loitering
- Loitering for money
- Loitering – alcohol related
- Loitering – prostitution related
- Loitering – sale/purchase drugs
- Overdose
- Suicide – threat
- Trespass

Triage of these calls and determination of their appropriateness for a civilian response will occur within the CMPD's 911 center.

Number of Incidents

The CMPD is in the planning stages for its CARES Program and has not yet begun implementation. As such, the department has yet to operationalize its STAR Program.

Outcomes of Incidents

The CMPD is in the planning stages for its CARES Program and has not yet begun implementation. As such, the department does not have any outcomes to report currently.

Itemized Accounting

The CMPD is still in the planning stages for its CARES Program and has not yet begun implementation. No funds have been expended to date.



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May 19, 2022

State Legislative Building
16 W. Jones St.
Raleigh, NC 27601

Members of the Joint Legislative Oversight Committee on Justice and Public Safety:

In accordance with S.L. 2021-180, Section 19A.13.(b), the Greensboro Police Department would like to submit the following information to be included in the upcoming Legislative Report detailing the general progress of the STAR Program.

On March 18, 2022, an organizational meeting was conducted which was attended in part by the Greensboro Police Department. The purpose of this meeting was to receive further explanation on the purpose and structure of the STAR Program. Representatives of the Greensboro Police Department were able to explain our current structure with our Behavioral Health Response Team and proposed plan for moving forward with STAR. This plan included:

- Working with Guilford County Emergency Medical Services to hire a Paramedic for the medical component of the program.
- Complete all Intralocal agreements so that agencies represented could effectively and efficiently share information.
- Establishing a dispatch and response plan to also include follow up after an initial response.
- Purchase three vehicles and up-fit those for responses to calls for service.
- Purchase and implement new case records management system for receiving and tracking of cases.
- Contract with outside training group to provide additional training in Crisis Intervention Training in a team setting to include Police Officers, Mental Health Counselors and Paramedics.
- Conduct analysis of the STAR Program design and its results through an independent study with the University of North Carolina at Greensboro.

During this period since our organizational meeting the Greensboro Police Department, along with our partners to include the City of Greensboro and Guilford County Emergency Management Services, have completed the Intralocal agreement that has been approved by the City and representatives of Guilford County. The response vehicles have been purchased and have arrived at our local facility. Items to include radios, sirens, light packages, computer docks



P O L I C E

"Partnering to make Greensboro safe for all people."

and medical accessories are being purchased to complete the up-fit of these vehicles. The new case records management system is currently navigating the bid process and a vendor is being sought. A vendor to complete the Crisis Intervention Training has been chosen and contracts are being completed to conduct that training. And finally, material has been provided to the University of North Carolina at Greensboro to focus in on and help GPD evaluate results that are being sought through the STAR Program.

As we move forward with our established partnerships, Guilford County Emergency Medical Services anticipates completing their hiring process and having a Community Paramedic for this project in place by the end of June. Once that is complete, a response plan for calls for service and additional follow up will be submitted. It is anticipated at this time to have all components and personnel in place for full implementation of STAR by August 1, 2022. Please feel free to contact me with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'C.E. Williams'.

Captain C.E. Williams
Captain, Operational Support Division
Greensboro Police Department

cc: Deputy Chief R.G. Sigmon

500 S. Greene Street
Greenville, NC 27834
252-329-4333



Mark Holtzman
Chief of Police

June 1, 2022

Joint Legislative Oversight Committee on Justice and Public Safety
State Legislative Building
16 W. Jones St.
Raleigh, NC 27601

Re: STAR Program

To Whom It May Concern:

The Greenville Police Department (GPD) is very excited to have been selected as a Pilot STAR program, along with Charlotte and Greensboro. We are appreciative of Representative Brian Farkas' support of this program in our community.

Whether responding independently to non-violent lower-level calls for police service, responding to assist police with mental health crisis situations, or supporting GFR on the scene of a non-emergency medical/addiction or mental health related call for service, Greenville's STAR program will begin to serve our community in new ways by providing our citizens an alternative to traditional public safety responses.

Sincerely,

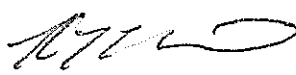
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Mark Holtzman
Chief of Police



POLICE DEPARTMENT

To: Joint Legislative Oversight Committee on Justice and Public Safety
State Legislative Building
16 W. Jones St.
Raleigh, NC 27601

From: Captain K. Z. Thomas 
West Zone Commander

Date: June 1, 2022

Subject: Legislative Report on STAR Pilot Program

In accordance with S.L. 2021-180, Section 19A.13.(b), the Greenville Police Department would like to submit the following information to be included in the upcoming Legislative Report detailing the general progress of the STAR Program.

On March 9, 2022, an organizational meeting was conducted with internal staff within the Greenville Police Department. The purpose of this meeting was to assign a project manager for the program and determine what was needed to get started.

On March 18, 2022, a meeting was held to determine best practices and development of the STAR program. We spoke with representatives from Denver, CO who explained their current program. We requested protocols and policies for their program.

On March 22, 2022, a meeting was set with our current partner, Integrated Family Services (IFS). IFS is currently a co-responder with the Greenville Police Department for the mental health component of the program.

On May 7, 2022, a meeting was held with Greenville Fire/Rescue to discuss STAR program response protocols and the hiring of a paramedic for the medical component of the program.

The Greenville Police Department's plan includes the following:

- Updating our current co-responder plan/MOU with IFS to meet the needs of the STAR program.
- Greenville Fire/Rescue and Greenville Police Department working together to hire a paramedic for the medical component of the program.
- Creating new policies and protocol on the STAR program to include response plans and dispatch of calls for service.

GPD STAR Program Memo

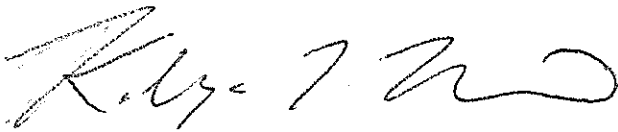
June 1, 2022

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- The STAR program is designed to respond and assist with resources for homelessness, panhandlers, consumer, overdose, and suicide calls for service.
- Working with the City of Greenville Public Works department to purchase a van for the STAR program.

The Greenville Police Department plans to have an updated contract to include STAR with Integrated Family Services in the upcoming weeks. The Greenville Fire Department is working on hiring a paramedic for the program. Public Works has ordered a van for the program and is working on items to outfit the van. Some of these items include radios, light packages, handicap accessible/ lift capability and computer docks.

Please feel free to contact me with any questions or concerns.



Captain K. Z. Thomas
Greenville Police Department

cc: Chief Mark Holtzman

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.