

CapMetro

**Public Safety Advisory
Committee**

April 2024



Community Intervention Specialist Program Update

Holly Winge, Community Intervention Specialist II

Program Reports

Community Intervention Program Report

Year 1 : October 13, 2021 — October 13, 2022

After 9 months of development, the Community Intervention program launched on October 13th, 2021.

Created as part of CapMetro's new approach to public safety, the Community Intervention Program is a street outreach effort designed to address quality of life issues on transit related to homelessness, substance abuse and mental illness. Community Intervention Specialists (CIS) employ the program by engaging vulnerable populations on the system, building a relationship with them, and navigating them to the appropriate resources. The following report will discuss the program metrics, operations and accomplishments for the first full year of operation.

Before diving into the numbers, it is important to highlight the CIS team's commitment to the quality of work with individuals rather than strictly focusing on quantity. This focus allows CIS staff to develop lasting relationships with individuals to help navigate them through a complicated, under-resourced and time-consuming homeless response system. The numbers discussed below reflect the time-intensive efforts CIS staff took to help individuals achieve their goals and address quality of life and house rule violations on the transit system.

Tracked Interactions

The CIS team developed four indicators to track efforts made in the program and progress made with individuals. Using the indicators defined below, CIS staff track all realized and attempted interactions with individuals on transit as well as efforts to navigate them to social services.

1. **Engagements** – An individual that is identified for outreach (either through a referral or self-initiated by CIS staff) is located and engaged in either relationship building or service navigation.
2. **Refusals** – An individual is located by CIS staff and an attempt is made to engage in services, establish relationship or provide resources. The individual declines to engage or offer for services.
3. **Unable to locate** – Attempted engagement; an individual is not able to be located. No communication was established.
4. **Referrals** – Staff make a referral to a social service agency or other identified resource during engagement with an individual. Examples include referrals for cold weather shelters, housing organizations and healthcare providers.

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Community Intervention: Year 2 Report

Year 2: October 14, 2022 — October 13, 2023

On October 13, 2022 the Community Intervention Program concluded its second year of operations. Created as part of CapMetro's new, three-team approach to public safety, the Community Intervention Program is a street outreach effort designed to address quality of life issues on the transit system related to homelessness, substance abuse and mental illness. Community Intervention Specialists (CIS) employ the program by engaging vulnerable populations on the transit system, building a relationship with them, and navigating them to the appropriate resources. The following report will discuss the program metrics, operations and accomplishments for the second full year of operation.

In program year two (October 14, 2022, to October 13, 2023), the Community Intervention team solidified operations, expanded with an additional team member, formed new partnerships and had many housing, shelter and benefits successes with individuals. The program developments, successes, metrics and impacts are discussed below.



Before diving into the numbers, it is important to highlight the CIS team's commitment to the quality of work with individuals rather than strictly focusing on quantity. This focus allows CIS staff to develop lasting relationships with individuals that are needed to help navigate them through a complicated, under-resourced and time-consuming homeless response system. The numbers discussed below reflect the time-intensive efforts CIS staff took with each individual to help them achieve their goals and address quality of life and house rule violations on the transit system for the long-term.

Key Points

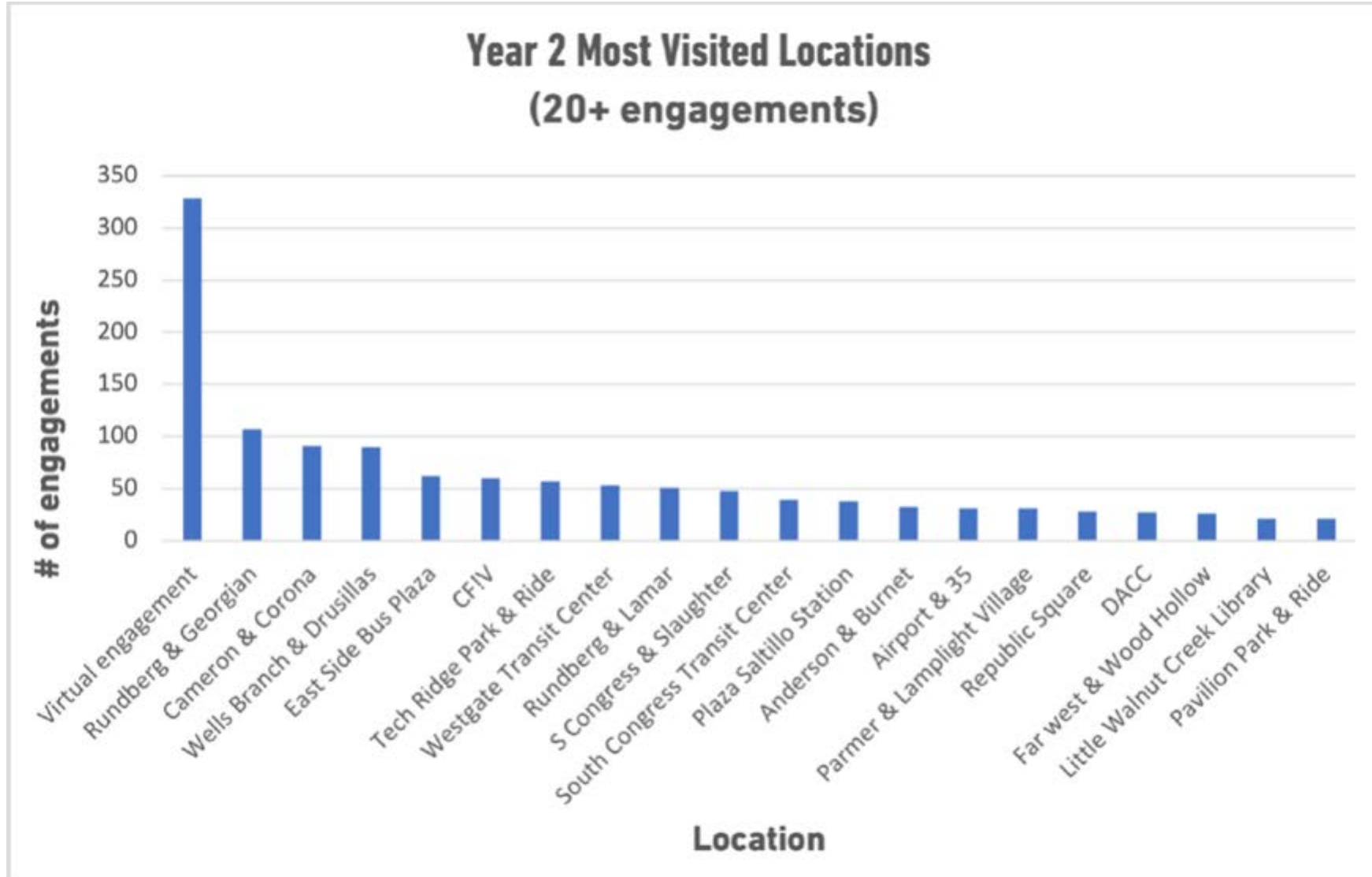
- Year 2: October 2022- October 2023
- Expanded team
- Engagement quality improvement
- Increased housing & shelter placements
- Focus on vital documents



Key Performance Indicators

CIS Program Metrics		
Key Performance Indicator	Year 1 Total	Year 2 Total
Engaged	712	1213
Refused	40	41
UTL	196	650
Referrals	246	276
Coordinated Assessments	100	73
Housing Placements	3	11
Shelter Placements	1	5

Locations Serviced



A day in the life



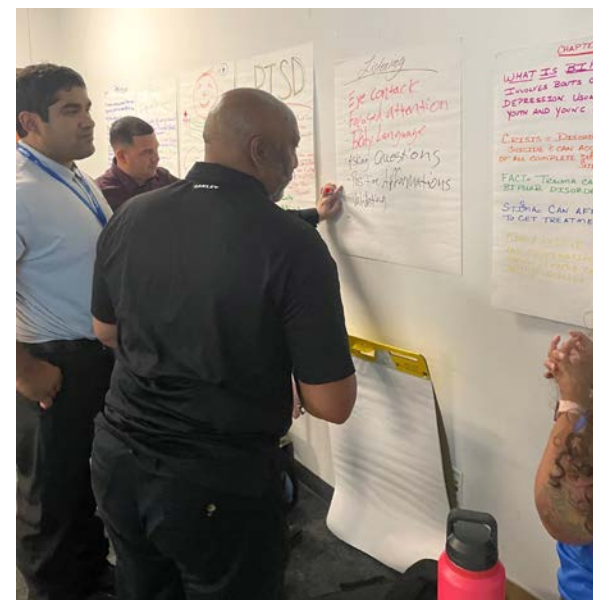
Success Stories

- Sobering Center partnership
- Fresh food access via UT Social Resource Center partnership
- Family of 4 rapid shelter access
- Ordered 69 vital documents for individuals (year 1 & 2)



Continued Partnerships & Initiatives

- Mental Health First Aid & Harm Reduction Training
- National Transit & Vulnerable Populations Workgroup
- Collaboration with:
 - COA Homeless Services Office
 - Downtown Austin Community Court
 - Ending Community Homelessness Coalition (ECHO)
 - Street Outreach groups



Final Thoughts



*The process of outreach and engagement is an art, best described as a dance. Outreach workers take one step toward a potential client, not knowing what their response will be—will the client join in or walk away? Do they like to lead or follow? Every outreach worker has a different style and is better at some steps than others. **To dance with grace, when the stakes are high, is the challenge for all of us.**³*

Contact Information

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Subcommittee Update

Peter Breton, Community Engagement Coordinator

Community Engagement Process – Feedback

Internal Process			Public Process			Internal Process		Final**
Identify Potential Topics	Community Engagement (CE) Review	Prepare Online Platform and Meeting(s)	Launch Engagement Period	CE Reviews & Summarizes Feedback	Subcommittee Meeting	Internal Teams Summarize Feedback	Final Engagement Summary	“Final”
Identify potential topics for public review. This can involve assessing community needs and prioritizing current topics based on PSAC recommendations	Community Engagement reviews the topic and supporting documentation considering past feedback from the community and PSAC.	Community Engagement preps online platform for feedback, document sharing, and transparent communication. Schedule subcommittee meeting(s).	Community Engagement posts topics and supporting documentation online and communicates to the public about upcoming subcommittee meetings.	Community Engagement continuously reviews and synthesizes online feedback; replies and summarizes questions and adds trending questions to the FAQ.	Community Engagement preps for meeting with all teams and helps facilitate meeting logistics. Follow-ups and next steps are identified and documented.	CE, TPD, and Executive teams review all feedback and identify areas of concern, making appropriate changes throughout documents.	Community Engagement creates final engagement summary or report and ensures that the FAQ for each topic is updated.	“Final Draft” of supporting documentation and engagement report posted on webpage.
~ 1 week			~ 3 weeks					

Program Strategies & Policies Subcommittee Update

Round 1, March 21

Policies discussed:

- Policy Against Bias-Based Policing
- Organizational Structure and Responsibilities
- Mission, Vision, Core Values and Law Enforcement Code of Ethics

Feedback Bites:

- How is CapMetro working to build positive interactions between TPOs and community?
- Questions about enforcement and reporting.

Round 2, April 4

Policies discussed:

- Standards of Conduct
- Vehicle Pursuits
- Family Violence
- Eyewitness Identification

Feedback Bites:

- What is CapMetro's long-range plan for staffing and funding TPD?
- Questions about TPD jurisdiction and processes for documenting and reporting encounters.

Round 3, April 18

Policies discussed:

- Use of Force
- Part-Time Officers
- Missing Persons
- Property and Evidence

Feedback Bites:

- How is CapMetro building a culture of de-escalation and alternatives to force?
- Questions about oversight and who determines appropriate use of force.

Subcommittees - Timeline and Next Steps

Round 3 Policies closed Thursday, 4/25 @ 11:59PM

- No comments made via Konveio
- All feedback integrated
- Posting subcommittee materials and final policies online by 5/2

Major Themes Over the Past 12 Months:

- Capital and Operating Budget
- Long-Range Timeline
- Staffing & Training
- Oversight
- Triage

Future Meetings:

- Program Strategies & Policies
 - Tentatively scheduled for Thursday, May 23
 - Policies being discussed are still being determined



Feedback Integration & Policy Process Update

Eric Robins, Chief Administrator

Feedback Integration & Policy Process

- **Community Engagement**
 - Public Safety Advisory subcommittees
 - Reviewing community feedback on policies with executive staff and legal
 - Minor adjustments and revisions to some policies based on public feedback
- **Policy Process**
 - Completion of community feedback for all TCOLE policies
 - Continued review of policies and open to community feedback
- **Next Steps**
 - TCOLE application

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Thank you!