



Village of Oak Park

Alternative Response to Calls For Service (ARCS)

Recommendation

Presentation Roadmap

- Background
- ARCS Phase I Recommendation
- ARCS Phase II Update

Background

On April 30, 2024, the Village Board of Trustees participated in a study session regarding a proposed staffing model for an Alternative Response to Calls for Service Pilot Program. The proposed model was developed to address the evolving needs of our community serve as a **flexible two-year pilot program** that strategically enhances and expands the Village's current service levels.

This model was developed as an outcome of:

- Community calls for a reimagining of public safety that began in 2019
- The State's passage of the Community Emergency Services and Support ACT (CESSA) in 2021
- The BerryDunn Community Safety Study which was finalized in 2022
- The Village Manager's Alternative Response Task Force for Mental Health Crisis (Taskforce) recommendations from 2023
- The Village Board's Adopted Goals for 2024-2025
- Meetings with operating departments, and key service providers and partners

Background

Staff identified four primary goals for the program:

1. Limit police involvement with 911 calls for service seeking mental and behavioral health support (alignment with CESSA and the Alternative Response to Calls for Service Task Force)
2. Provide an unarmed response to low-risk calls for services that may be unrelated to a mental health crisis
3. Enhance services in alignment with the Board of Trustees' goals or other organizational needs including rapid response to issues related to unhoused residents, community trauma, and training
4. Ensure the program is responsive to the needs of the community via a data-informed, financially stable two-year pilot program that considers Village's resources and obligations



ARCS Phase I Recommendation

Community Care Navigation

Hire two (2) mental health clinicians & one (1) program manager

- Follow-up & warm hand off to other community service providers
- Rapid response to direct-to-Village calls for service or Village-initiated calls related to unhoused community members, traumatic community events
- Subject matter experts within the organization
- Enhanced partnership with all community service providers
- Future action: Consider IGA with Township re: Youth Engagement Program

Service Response

Hire three (3) community service officers

- Non-mental health-related calls for service that do not require a sworn officer
- Unarmed community service officers
- May respond to calls related to police report for insurance purposes, parking or other ordinance violations



ARCS Phase II Update

Staff have been exploring options for responding to 911 calls for service seeking mental and behavioral health support. These calls include the Community Response & Co-Response Teams proposed in staff's original recommendation.

- Continued research & internal discussions
- Meetings with Area 590 Provider
- Meetings with other community partners

Staff are working to bring forward a recommendation in Fall 2024 regarding Phase II implementation.

Questions?