Law enforcement
Teams don’t respond to calls involving violence, weapons, threats, or serious crimes. They also don’t arrest or ticket anyone.

Co-responders
Teams respond to calls on their own, they are not sent with police.

Crisis services
Though teams are equipped to manage crises, most calls to teams are not crisis situations. Teams provide services on a voluntary basis only.

What It's Not
Community responders add capacity to the first response system. They do not replace other types of crisis response.

What It Is
Community responders are first responders, just like police, fire, and EMS. They respond independently to low-risk 911 calls related to health and social needs.

Teams are made up of health professionals: an EMT, a mental health clinician, and a mental health peer.

Teams are dispatched immediately to calls through 911, 988, or a direct line.

Teams provide flexible, person-centered care on-scene.

Teams can transport people to longer-term support, such as shelters, crisis centers, or healthcare facilities.
Community responders are dispatched to low-risk calls that often involve mental health, drug use, homelessness, poverty, or other health and social needs. Most calls are about non-crisis situations. Teams can help immediately with mental and physical first aid, basic necessities, de-escalation and problem-solving. If more support is needed, teams can transport people and link them with longer-term services.

**Types of calls**
- Welfare checks
- Basic needs
- Public intoxication
- Loitering
- Transport
- Assist public
- Found syringe

**What help is provided?**
- Teams meet health needs with appropriate, timely health care (Right response)
- Teams reduce the likelihood of negative police encounters (Reduces harm)
- Involving peers creates rapport and mutual trust (Person-centered)
- Teams can address issues before they escalate into crises (Prevents crises)
- Community members feel safe calling for help when needed (Builds community)

**What help is provided?**
- Transport
- Assist public
- Found syringe
- Basic needs
- Public intoxication
- Loitering

**6 BENEFITS OF COMMUNITY RESPONDERS**

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