

COMMUNITY RESPONDERS FOR ERIE COUNTY



The right response at the right time

What It's Not

Community responders add capacity to the first response system. They do not replace other types of crisis response.



Law enforcement

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



Go-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 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



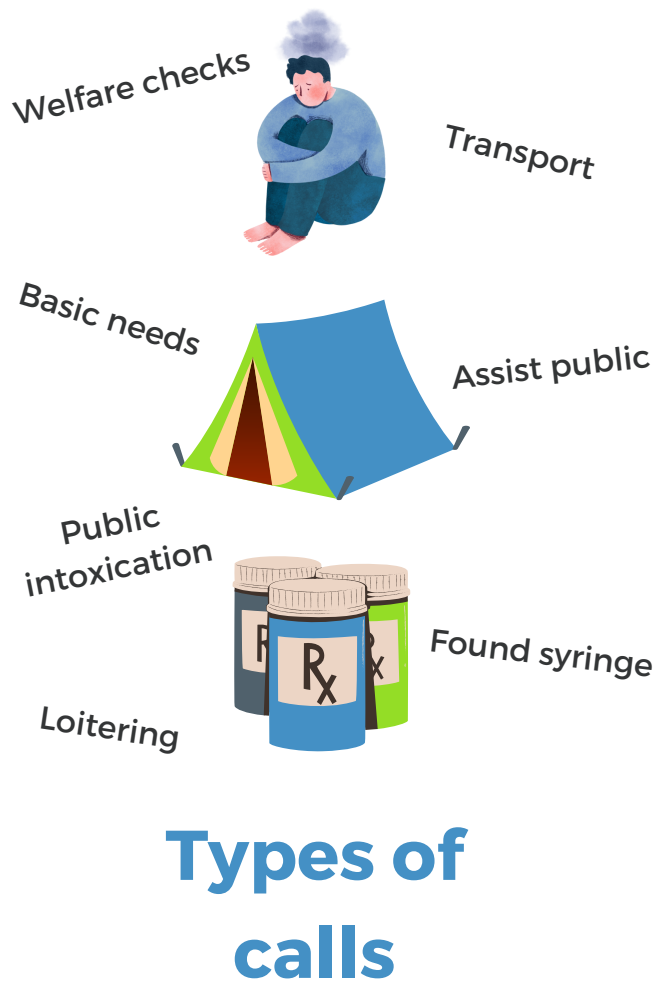
Teams are dispatched immediately to calls through 911, 988, or a direct line



Teams provide flexible, person-centered care on-scene



Teams can transport people to longer-term support, such as shelters, crisis centers, or healthcare facilities



Types of calls

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.

What help is provided?



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.

6 BENEFITS

OF COMMUNITY RESPONDERS



Right response
Teams meet health needs with appropriate, timely health care



Reduces harm
Teams reduce the likelihood of negative police encounters



Person-centered
Involving peers creates rapport and mutual trust



Saves time & money
Allows other first responders to focus on higher priority calls



Prevents crises
Teams can address issues before they escalate into crises



Builds community
Community members feel safe calling for help when needed

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