

IMPLEMENTATION RESEARCH IN NON- ARMED FIRST RESPONDER SETTINGS

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1. **Crisis Call Diversion (CCD):** CCD embeds mental health clinicians in Durham's 9-1-1 call center.
2. **Community Response Teams (CRT):** CRT dispatches unarmed 3-person teams as first responders to non-violent behavioral health and quality of life calls for service.
3. **Care Navigation (CN):** Care Navigators follow up with people after meeting with one of our first responders to help connect to the community-based care they need and want.
4. **Co-Response (CoR):** CoR pairs clinicians with Durham police officers to respond to certain calls for service that pose a greater potential safety risk.



THE SHINE STUDY: SAFETY AND HEALTH
INNOVATION THROUGH NEIGHBORHOOD
ENGAGEMENT

IMPLEMENTATION RESEARCH

60+ interviews with various stakeholders and experts in Durham, NC

1. Administrators and leaders of the HEART Program
2. HEART first responders
3. Other first responder programs
4. Business owners
5. Mayor and city council members
6. Other social and health service partner organizations
7. HEART service recipients

IMPLEMENTATION TAKEAWAYS

1. Implementation research has to be responsive to the needs of the project, partners, and the community
2. Funding needs to be flexible so that as new implementation issues arise they can be attended to
3. Implementation research should be multi dimensional and focus on both internal and external factors
4. Investment in the early criminal legal system intercepts and non armed first responders programs is imperative as the programs are developed across the country