



Legislation Details (With Text)

**File #:** 15-18022    **Version:** 1    **Name:**  
**Type:** Consent Item    **Status:** Approved  
**File created:** 5/18/2022    **In control:** City Council Business Meeting  
**On agenda:** 6/27/2022    **Final action:** 6/27/2022  
**Title:** Community Assistance: Respond, Engage, and Support (CARES) Team Services

**Attachments:**

Date	Ver.	Action By	Action	Result
6/27/2022	1	City Council Business Meeting	Approve	

**Community Assistance: Respond, Engage, and Support (CARES) Team Services**

**Action:**

- A. Approve a contract with CriSyS LLC. for Community Assistance: Respond, Engage, and Support (CARES) Team Services for an initial term of one year, and**
- B. Authorize the City Manager to renew the contract for one year with possible price adjustments and to amend the contract consistent with the purpose for which the contract was approved.**

**Staff Resource(s):**

Johnny Jennings, Police  
Martha Dozier, Police  
Julia Martin, City Manager’s Office

**Explanation**

- The Community Assistance: Respond, Engage, and Support (CARES) Team is being established as a non-law enforcement pilot program comprised of Licensed Behavioral Health Clinicians and Non-Emergency Medical Professionals.
- The CARES team helps advance recommendation 4 from the SAFE Charlotte Report, adopted by City Council in October 2021.
  - This program will provide an additional resource for the Charlotte-Mecklenburg Police Department, in addition to the co-responder Community Policing Crisis Response Team, to help address mental health, homelessness, and substance abuse issues within the community.
- The CARES team will respond to low-risk, non-emergency behavioral health calls for service to assess and connect residents in distress with a broad range of services, including:
  - information and referrals,
  - non-emergency crisis intervention,
  - counseling, and
  - connection and transportation to social services and other community care providers.
- This program will be evaluated at the six-month and one-year mark to determine future programming options.
- On March 11, 2022, the City issued a Request for Proposals (RFP); one response was received.
- CriSyS LLC. best meets the City’s needs in terms of qualifications, experience, cost, and responsiveness to RFP requirements.

- Total estimated expenditures for the initial term of one year are \$381,000.

**Charlotte Business INClusion**

Per Charlotte Business INClusion Policy: Part C Section 2.1 (a) The City shall not establish Subcontracting Goals for Contracts where (a) there are no opportunities identified for the Contract; or (b) there are no SBEs, MBEs, or WBEs (as applicable) certified to perform the scope of work that the City regards as realistic opportunities for subcontracting.

This contract meets the provisions of (a) - No subcontracting opportunities.

**Fiscal Note**

Funding: General Grants Fund