

New Haven Community Crisis Response Team

Evaluation of the Community Engagement Process

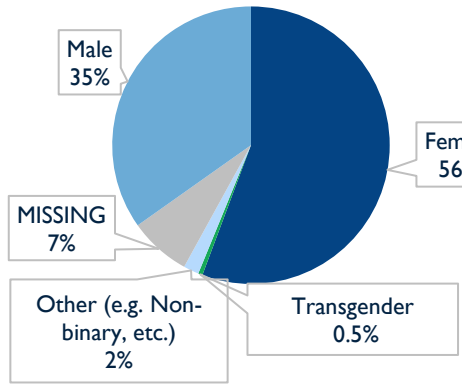
Evaluation Report with Appendix (December 2021)

The City of New Haven sought feedback in October and November 2021 from the New Haven community about a planned Community Crisis Response Team (CCRT) to supplement first responder calls made by police, fire, and emergency medical services. To obtain feedback, the Program for Recovery and Community Health engaged community stakeholders through focus groups and community town halls, and The Consultation Center evaluated community stakeholder satisfaction with the engagement process. The community engagement process was a critical part of the planned development, implementation, and evaluation of the program beginning in early 2022. This report summarizes results from the 14 focus groups and 3 community town halls that were conducted in person or virtually using Zoom. (The full list of participants is shown in this report that includes the Appendix.) About 250 individuals participated in these sessions and 221 completed anonymous surveys about their participation. Main findings are shown below.

Summary of Findings:

- The City of New Haven sought community input about a planned New Haven Community Crisis Response Team (CCRT) by conducting 14 community focus groups and 3 town halls in October and November 2021.
- There was broad community participation by gender, ethnicity, race, age, and educational background.
- Based on information provided by participants, just over one-third had been arrested in the past, about one quarter had been incarcerated, and about one-half had received treatment for a mental health or substance use challenge.
- Over 4 in 5 participants (83%) reported being satisfied with their experience at the meeting.
- Most participants reported high ratings of feeling listened to, respected, and hopeful during the meeting, and indicated that they had a better understanding of the initiative after attending.
- There were mostly no differences in satisfaction ratings by gender, ethnicity, race, age, and education, with a few exceptions for individual survey items.

CHARACTERISTICS OF PARTICIPANTS



The majority (56%) of participants were female, one-third (35%) identified as male, 2.5% identified as Transgender or Other.

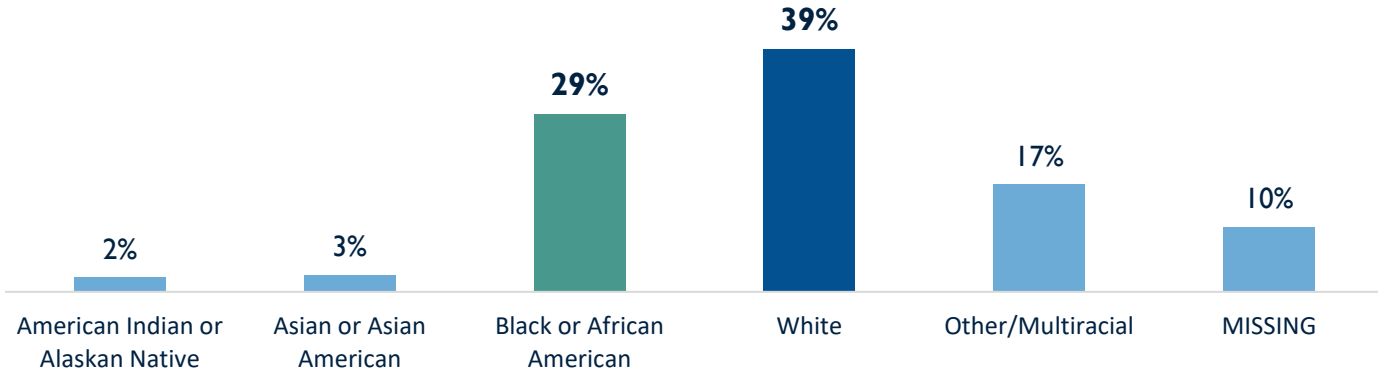
Some participants (7%) did not disclose their gender.

77% of participants were New Haven residents

Just over one quarter (**28%**) of participants identified as **Hispanic**.



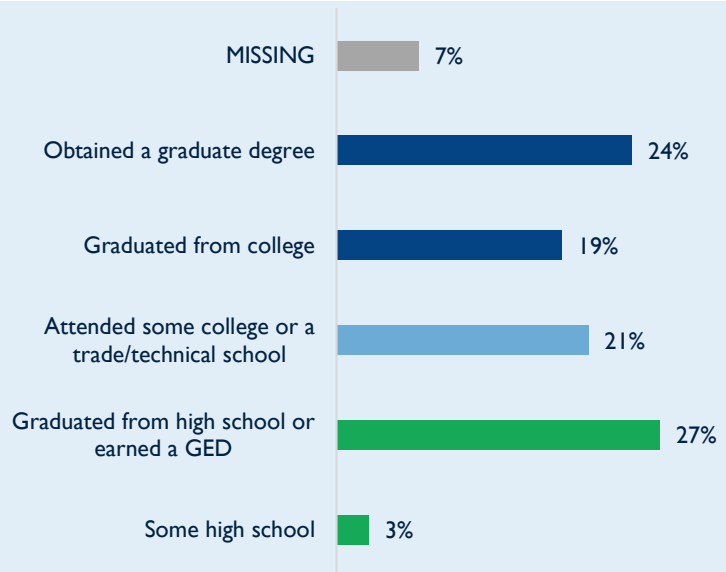
About 2 of 5 (**39%**) participants identified as **White** and almost 1 in 3 (**29%**) as **Black or African American**.



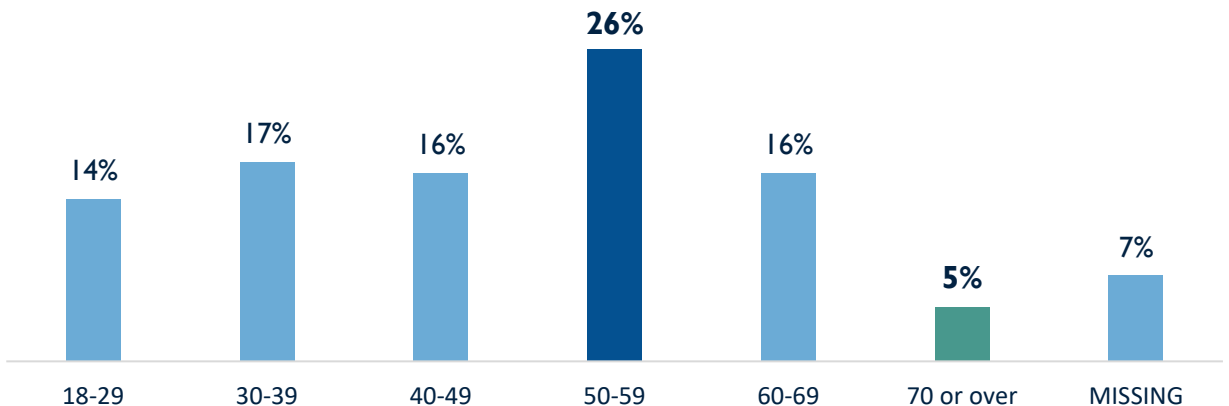
Just over 2 of 5 participants (**43%**) had a **college or graduate degree**.

About one in five participants (**21%**) **attended some college or a trade/technical school**

Almost one-third of participants (**30%**) **graduated high school, earned a GED, or completed some high school**

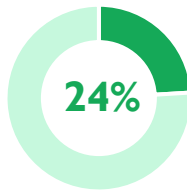


About one quarter of participants (**26%**) were between **50 and 59 years of age** and only **5%** were **over 70 years old**. Other age groups were more evenly distributed.

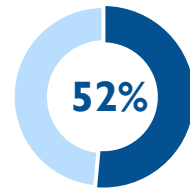




of participants have been **arrested**.



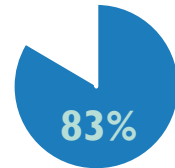
of participants have been to **jail or prison**.



of participants have received treatment for a **mental health or substance abuse challenge**

SATISFACTION WITH THE COMMUNITY ENGAGEMENT PROCESS

Participants **rated their satisfaction** with the meeting from 1 (Very Dissatisfied) to 5 (Very Satisfied). Over 4 in 5 participants (**83%**) were **satisfied with the meeting**; their average rating was high, 4.26 (S.D. = 1.0).



Participants rated their agreement with the statements below from 1 (Not at All) to 5 (Very Much). Responses were very positive across all questions (N=204 - 211).



Overall, there were mostly no differences in satisfaction by gender, ethnicity, race, age, and education; on one item, women were significantly more hopeful about the initiative than men (4.42 vs. 4.16).

Appendix

This appendix summarizes data from 221 individuals who participated in 14 focus groups and 3 community town halls conducted to obtain community input about a planned New Haven Community Crisis Response Team (CCRT) to supplement first responder calls made by police, fire, and emergency medical services. Focus groups (and the number of participants in each group) included the following: people with lived experience of mental illness (13); people with lived experience of substance use and addiction (18); Spanish speaking users of mental health services (one group of 7, one group of 9); people with lived experiences of incarceration (5); people who are unhoused (9); people who are undocumented (16); people who identify as LGBTQ (9); people who are Deaf and Hard of Hearing (7); peer workers (11); social workers (one group of 7, one group of 9); youth and young adults from New Haven (8); and New Haven first responders (5). Community town halls were open to the public; two were conducted virtually (one forum of 20, one forum of 25) and one in person (43). Each person completing a survey provided active consent.

The focus groups and community forums sought to obtain the participation of a broad group of community stakeholders, especially those with lived experience of contact with New Haven first responders or who were New Haven first responders themselves. As a result, **participants in the focus groups and community forums were not intended to be representative of the New Haven adult population.** In the table, we show the proportion of New Haven residents who completed surveys about their participation in the focus groups or community forums as compared to the proportion of New Haven adults in each demographic group below from the most recent U.S. census.

Demographics		New Haven Adults (Census Data)	CCRT New Haven Survey Residents (n=163)	Difference
Gender	Male	49%	37%	↓ (-12%)
	Female	51%	58%	↑ (7%)
Ethnicity	Hispanic	49%	29%	↓ (-20%)
	Not Hispanic	51%	71%	↑ (20%)
Race	Black	40%	32%	↓ (-8%)
	White	44%	41%	↓ (-3%)
	Other	16%	27%	↑ (11%)
Education	High School or less	48%	35%	↓ (-13%)
	Some college or associates	23%	22%	↓ (-1%)
	Bachelors or higher	29%	44%	↑ (15%)

The tables shown on the following pages summarize results for each survey item by gender, ethnicity, race, education, age, prior arrest status, prior incarceration status, history of receipt of mental health or substance abuse treatment, and New Haven residency status.

Appendix

I. Overall, how satisfied are you with the meeting you attended about New Haven's Community Crisis Response Initiative?

		N	Mean	Std. Dev
Gender	Male	75	4.36	0.765
	Female	120	4.32	1.004
Ethnicity	No	143	4.31	0.907
	Yes	56	4.23	1.144
Race	Black/AA	59	4.14	1.042
	White	85	4.52	0.683
	Other	49	4.08	1.170
Ethnicity/Race	Hispanic/Latino	56	4.23	1.144
	NH Black/AA	56	4.16	1.058
	NH White	75	4.51	0.685
	NH Multicultural	15	3.93	1.033
Age	18-29	28	4.18	0.905
	30-39	37	4.11	0.875
	40-49	34	4.15	1.258
	50-59	56	4.54	0.785
	60-69	35	4.34	0.968
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	57	4.37	1.175
	Attended some college or a trade/technical school	45	4.16	0.999
	Graduated from college	40	4.38	0.897
	Obtained a graduate degree	53	4.17	0.778
Arrested	No	124	4.18	1.036
	Yes	70	4.44	0.845
Jail/Prison	No	150	4.21	1.001
	Yes	43	4.51	0.856
Mental Health or Substance Use Treatment	No	95	4.29	0.886
	Yes	97	4.26	1.073
New Haven Resident	No	49	4.39	0.931
	Yes	146	4.23	0.995

Appendix

2. Because of this meeting, I have a better understanding of New Haven's Community Crisis Response Initiative.

		N	Mean	Std. Dev
Gender	Male	77	4.00	0.987
	Female	122	4.02	0.996
Ethnicity	No	148	3.85	1.019
	Yes	55	4.35	0.947
Race	Black/AA	63	3.92	1.052
	White	86	3.99	0.952
	Other	49	3.92	1.170
Race/Ethnicity	Hispanic/Latino	55	4.35	0.947
	NH Black/AA	60	3.90	1.053
	NH White	76	3.91	0.969
	NH Multicultural	15	3.27	1.100
Age	18-29	30	3.50	0.974
	30-39	37	3.81	1.175
	40-49	34	4.06	1.099
	50-59	58	4.17	0.861
	60-69	35	4.11	1.051
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	58	4.31	0.995
	Attended some college or a trade/technical school	46	3.83	1.018
	Graduated from college	41	3.88	1.166
	Obtained a graduate degree	54	3.65	0.935
Arrested	No	126	3.83	1.041
	Yes	72	4.11	1.042
Jail/Prison	No	152	3.82	1.049
	Yes	45	4.36	0.908
Mental Health or Substance Use Treatment	No	96	3.91	0.952
	Yes	100	3.99	1.105
New Haven Resident	No	48	4.19	0.891
	Yes	151	3.85	1.082

Appendix

3. Individuals leading the meeting listened to my point of view.

		N	Mean	Std. Dev
Gender	Male	74	4.53	0.726
	Female	120	4.67	0.626
Ethnicity	No	143	4.58	0.665
	Yes	56	4.66	0.721
Race	Black/AA	62	4.44	0.781
	White	82	4.71	0.533
	Other	48	4.48	0.922
Race/Ethnicity	Hispanic/Latino	56	4.66	0.721
	NH Black/AA	59	4.41	0.790
	NH White	72	4.71	0.516
	NH Multicultural	14	4.29	1.139
Age	18-29	27	4.33	0.784
	30-39	36	4.50	0.775
	40-49	34	4.74	0.567
	50-59	57	4.67	0.664
	60-69	35	4.54	0.852
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	59	4.61	0.788
	Attended some college or a trade/technical school	45	4.62	0.650
	Graduated from college	39	4.49	0.683
	Obtained a graduate degree	52	4.56	0.698
Arrested	No	122	4.53	0.706
	Yes	72	4.67	0.692
Jail/Prison	No	148	4.55	0.693
	Yes	45	4.71	0.695
Mental Health or Substance Use Treatment	No	94	4.49	0.699
	Yes	98	4.68	0.698
New Haven Resident	No	48	4.65	0.635
	Yes	147	4.55	0.733

Appendix

4. Other people who attended the meeting listened to my point of view.

		N	Mean	Std. Dev
Gender	Male	75	4.49	0.705
	Female	119	4.60	0.693
Ethnicity	No	142	4.51	0.702
	Yes	56	4.66	0.721
Race	Black/AA	61	4.46	0.721
	White	82	4.60	0.626
	Other	49	4.51	0.893
Race/Ethnicity	Hispanic/Latino	56	4.66	0.721
	NH Black/AA	58	4.43	0.728
	NH White	72	4.58	0.645
	NH Multicultural	15	4.33	0.976
Age	18-29	27	4.44	0.751
	30-39	36	4.53	0.845
	40-49	35	4.51	0.781
	50-59	56	4.66	0.581
	60-69	35	4.49	0.742
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	59	4.58	0.770
	Attended some college or a trade/technical school	44	4.64	0.574
	Graduated from college	39	4.51	0.721
	Obtained a graduate degree	52	4.40	0.774
Arrested	No	122	4.52	0.730
	Yes	71	4.56	0.691
Jail/Prison	No	147	4.54	0.715
	Yes	45	4.58	0.690
Mental Health or Substance Use Treatment	No	94	4.54	0.683
	Yes	97	4.55	0.750
New Haven Resident	No	48	4.65	0.601
	Yes	146	4.49	0.754

Appendix

5. Individuals leading the meeting respected my life experiences and perspective.

		N	Mean	Std. Dev
Gender	Male	72	4.63	0.680
	Female	120	4.62	0.780
Ethnicity	No	141	4.60	0.746
	Yes	56	4.68	0.741
Race	Black/AA	61	4.43	0.939
	White	81	4.73	0.525
	Other	48	4.56	0.897
Race/Ethnicity	Hispanic/Latino	56	4.68	0.741
	NH Black/AA	58	4.40	0.954
	NH White	71	4.73	0.533
	NH Multicultural	14	4.43	0.938
Age	18-29	27	4.41	0.797
	30-39	36	4.69	0.710
	40-49	34	4.68	0.589
	50-59	57	4.72	0.648
	60-69	35	4.37	1.114
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	59	4.63	0.786
	Attended some college or a trade/technical school	44	4.59	0.844
	Graduated from college	39	4.56	0.718
	Obtained a graduate degree	51	4.59	0.698
Arrested	No	120	4.56	0.828
	Yes	72	4.68	0.601
Jail/Prison	No	146	4.60	0.766
	Yes	45	4.69	0.596
Mental Health or Substance Use Treatment	No	92	4.53	0.777
	Yes	98	4.67	0.729
New Haven Resident	No	48	4.65	0.785
	Yes	145	4.58	0.752

Appendix

6. Other people who attended the meeting respected my life experiences and perspective.

		N	Mean	Std. Dev
Gender	Male	73	4.59	0.723
	Female	120	4.58	0.729
Ethnicity	No	142	4.58	0.667
	Yes	55	4.62	0.850
Race	Black/AA	62	4.45	0.783
	White	81	4.70	0.535
	Other	48	4.50	0.945
Race/Ethnicity	Hispanic/Latino	55	4.62	0.850
	NH Black/AA	59	4.42	0.792
	NH White	71	4.68	0.555
	NH Multicultural	15	4.53	0.743
Age	18-29	26	4.62	0.571
	30-39	36	4.61	0.766
	40-49	35	4.60	0.736
	50-59	57	4.65	0.668
	60-69	35	4.31	0.932
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	59	4.54	0.897
	Attended some college or a trade/technical school	44	4.59	0.658
	Graduated from college	39	4.59	0.595
	Obtained a graduate degree	51	4.55	0.702
Arrested	No	121	4.60	0.702
	Yes	71	4.54	0.771
Jail/Prison	No	147	4.60	0.689
	Yes	44	4.52	0.821
Mental Health or Substance Use Treatment	No	92	4.57	0.716
	Yes	98	4.58	0.745
New Haven Resident	No	47	4.66	0.668
	Yes	146	4.53	0.754

Appendix

7. There was enough opportunity for discussion, comments, and questions.

		N	Mean	Std. Dev
Gender	Male	75	4.33	0.794
	Female	123	4.31	0.976
Ethnicity	No	148	4.22	0.902
	Yes	55	4.60	0.873
Race	Black/AA	63	4.33	0.823
	White	85	4.28	0.881
	Other	47	4.26	1.151
Race/Ethnicity	Hispanic/Latino	55	4.60	0.873
	NH Black/AA	60	4.30	0.830
	NH White	76	4.22	0.903
	NH Multicultural	13	3.69	1.251
Age	18-29	30	4.43	0.774
	30-39	37	4.27	0.962
	40-49	34	4.29	1.142
	50-59	58	4.34	0.870
	60-69	34	4.24	0.923
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	57	4.60	0.753
	Attended some college or a trade/technical school	46	4.28	0.720
	Graduated from college	41	4.39	0.771
	Obtained a graduate degree	54	3.96	1.181
Arrested	No	127	4.27	0.988
	Yes	70	4.40	0.750
Jail/Prison	No	153	4.28	0.942
	Yes	43	4.49	0.703
Mental Health or Substance Use Treatment	No	97	4.36	0.831
	Yes	98	4.27	0.990
New Haven Resident	No	49	4.41	0.840
	Yes	149	4.28	0.936

Appendix

8. After attending the meeting, I will do what I can to support the New Haven Community Crisis Response Initiative.

		N	Mean	Std. Dev
Gender	Male	76	4.50	0.825
	Female	122	4.61	0.722
Ethnicity	No	147	4.54	0.724
	Yes	55	4.60	0.873
Race	Black/AA	63	4.48	0.759
	White	85	4.61	0.674
	Other	47	4.49	0.975
Race/Ethnicity	Hispanic/Latino	55	4.60	0.873
	NH Black/AA	60	4.47	0.769
	NH White	75	4.61	0.695
	NH Multicultural	14	4.43	0.756
Age	18-29	28	4.54	0.693
	30-39	37	4.43	0.929
	40-49	35	4.69	0.583
	50-59	58	4.64	0.742
	60-69	34	4.44	0.927
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	58	4.69	0.777
	Attended some college or a trade/technical school	44	4.43	0.900
	Graduated from college	41	4.63	0.623
	Obtained a graduate degree	54	4.43	0.742
Arrested	No	126	4.55	0.733
	Yes	70	4.57	0.827
Jail/Prison	No	152	4.55	0.717
	Yes	43	4.65	0.842
Mental Health or Substance Use Treatment	No	96	4.57	0.736
	Yes	98	4.56	0.787
New Haven Resident	No	48	4.54	0.713
	Yes	149	4.55	0.792

Appendix

9. After attending the meeting, I feel hopeful about the New Haven Community Crisis Response Initiative.

		N	Mean	Std. Dev
Gender	Male	77	4.16	1.001
	Female	122	4.42	0.851
Ethnicity	No	147	4.28	0.882
	Yes	55	4.31	1.153
Race	Black/AA	62	4.34	0.922
	White	85	4.36	0.814
	Other	48	4.00	1.220
Race/Ethnicity	Hispanic/Latino	55	4.31	1.153
	NH Black/AA	59	4.36	0.886
	NH White	76	4.32	0.836
	NH Multicultural	14	3.79	0.975
Age	18-29	30	4.10	1.094
	30-39	36	3.94	1.194
	40-49	35	4.40	0.914
	50-59	58	4.41	0.838
	60-69	33	4.52	0.795
	70 or over	-	-	-
Education	Some high school	-	-	-
	Graduated from high school or earned a GED	58	4.59	0.879
	Attended some college or a trade/technical school	46	4.11	1.120
	Graduated from college	41	4.29	0.955
	Obtained a graduate degree	52	4.00	0.886
Arrested	No	126	4.23	0.981
	Yes	70	4.33	0.974
Jail/Prison	No	152	4.22	0.983
	Yes	44	4.43	0.950
Mental Health or Substance Use Treatment	No	96	4.24	1.013
	Yes	98	4.33	0.917
New Haven Resident	No	49	4.27	1.016
	Yes	148	4.26	0.970