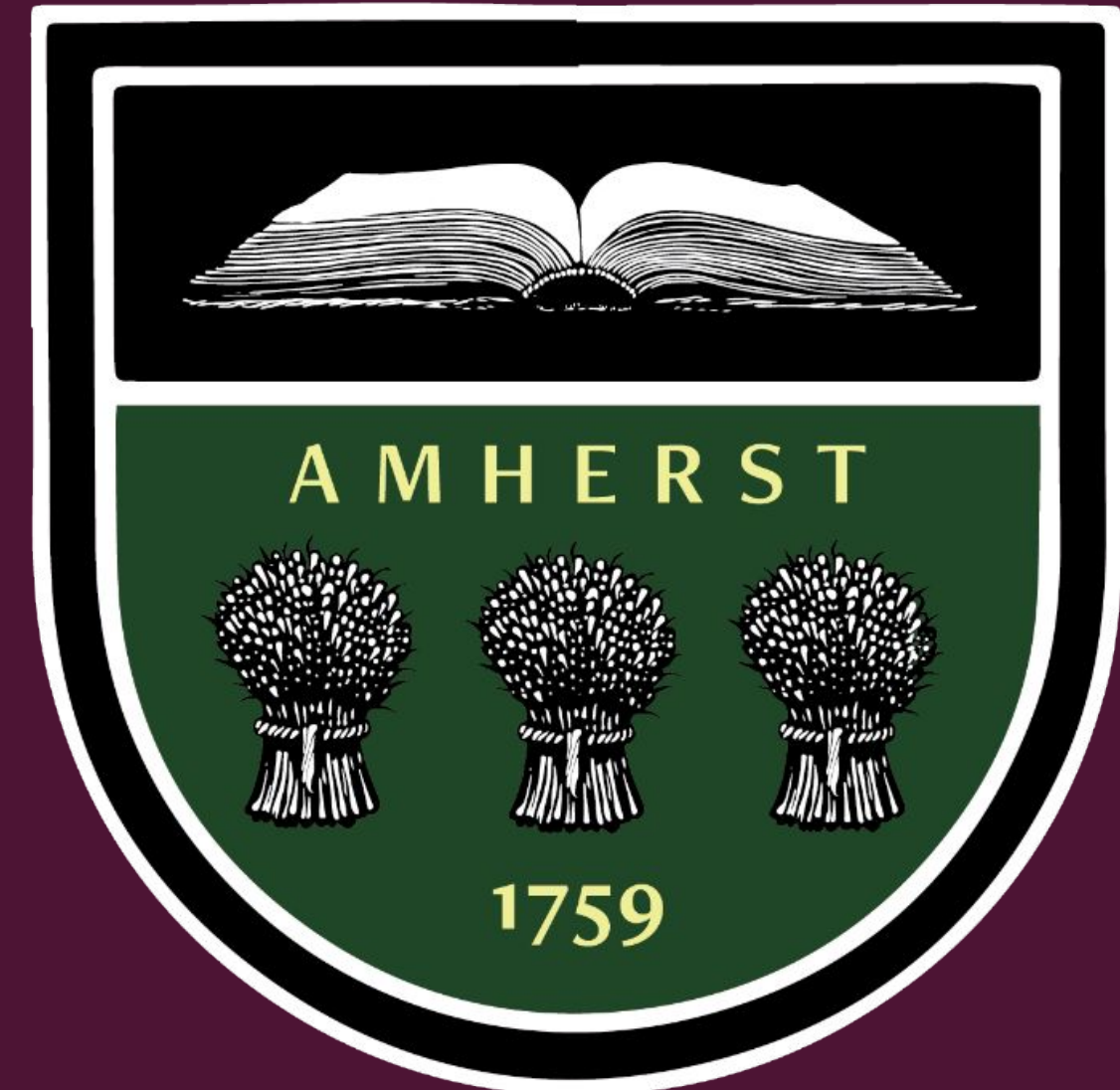


# COMMUNITY RESPONDERS FOR EQUITY SAFETY AND SERVICE (CRESS)

CAMILLE THERIAQUE, LCSW

DIRECTOR



# OVERVIEW OF CRESS

## Mission Statement:

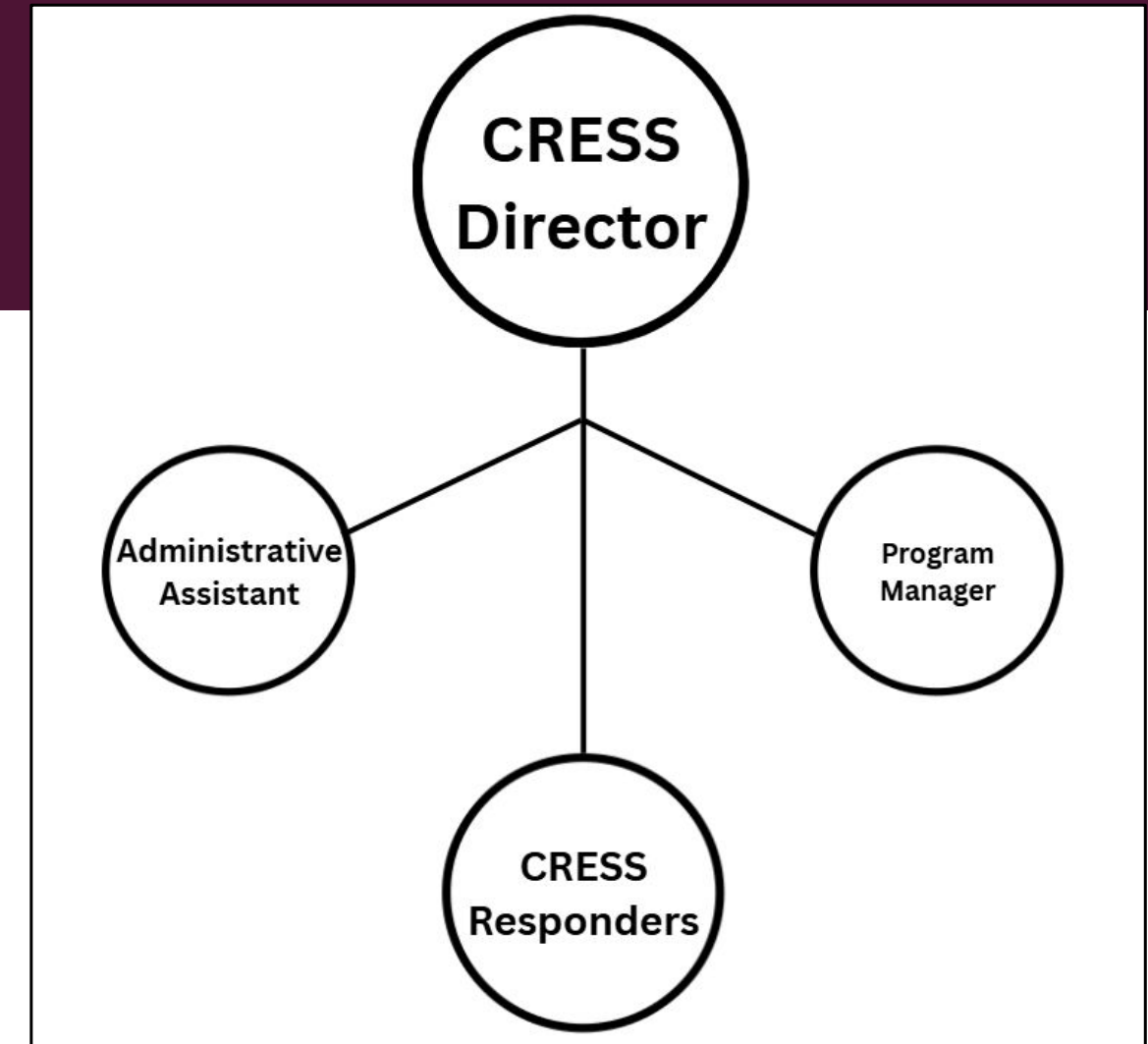
- As community responders we aim to fill the ever-present gaps in the town, to serve as community builders connecting people to services and resources. We are an unarmed public safety department that supports the Amherst community, rooted in trauma-informed frameworks.

## CRESS Programs and Services

- Crisis Response & Community Outreach
- Youth-Engagement Programming (CRESS Connections)
- Resource Navigation & Direct Assistance
- Homelessness Support
- Community Engagement, Listening & Prevention

# DEPARTMENT STRUCTURE

- The CRESS Department is comprised of:
  - One Director
  - One Administrative Assistant
  - One Program Manager (grant funded)
  - Eight Community Responders (capped at six currently)
- As one of the first communities in Massachusetts to establish Alternative Safety Responders, CRESS has learned and grown through trial and error and adapting to the community we serve. However, always staying true to the initial goal to operate from a trauma-informed and anti-racist framework, ensuring that equity, empathy, and respect guide every response.



# HOW CRESS SUPPORTS THE TOWN OF AMHERST & ITS RESIDENTS

- Providing compassionate, non-traditional responses to community needs
- Enhancing public safety through prevention and early intervention
- Connecting residents to essential resources and services
- Supporting vulnerable and underserved populations
- Strengthening community trust and collaboration
- Promoting equity, inclusion, and anti-racist/trauma-informed practices



# TRAININGS

- Crisis Intervention Team (CIT) Training
- Mental Health First Aid (MHFA)
- Advanced CPR and First Aid
- Public Health Naloxone (Narcan) Training
- De-escalation & Crisis Intervention; Motivational Interviewing
- Situational Awareness; Behavioral Cues; Understanding Altered States
- Safety & Needs Assessment
- Scenario-based and Field Training
- DEI Justice, Implicit Bias, and Restorative Practices



# CRESS in the Community



**The CRESS Team  
at CRESS Day!**



**The Division of Community Care Team with the  
CRESS Team at the DCC 2<sup>nd</sup> year celebration!**



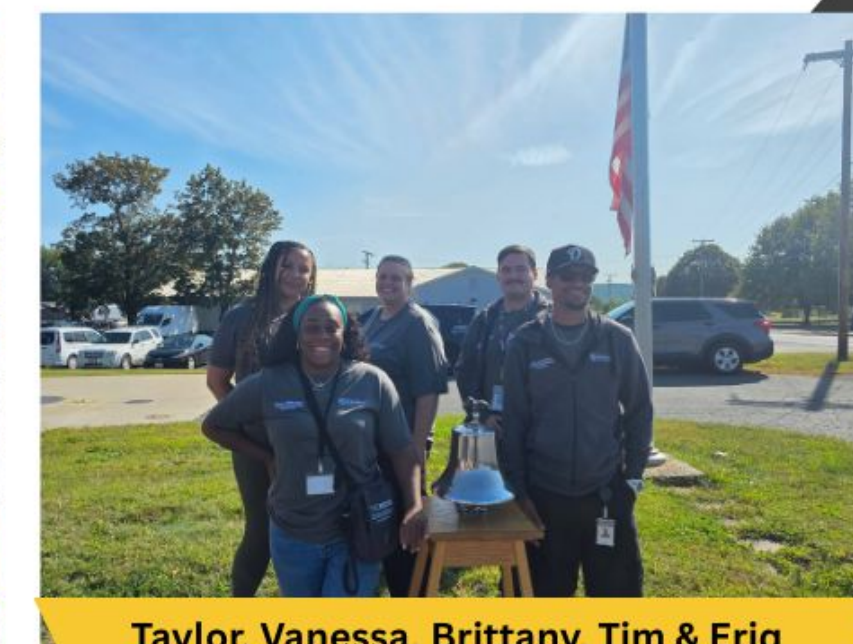
**Taylor, Eriq, Vanessa, Angel & Tim  
at Block Party Event**



**Camille, Mindy Domb, Vanessa and Taylor  
at Block Party Event**



**Eriq and Taylor at  
Back-to-School Event**



**Taylor, Vanessa, Brittany, Tim & Eriq  
at 9/11 Remembrance Event**



# City of Cambridge: Community Safety Department!

# Emergency Communications Department (ECD)





# Our Mission

The Cambridge Community Safety Department's (CSD) mission is to provide additional services to enhance the community's health and well-being. We value compassion in our prevention and intervention efforts.



# Objectives

- Reduce involuntary hospitalizations
- Reduce reliance on trips to ER
- Provide effective triage by 911 and first responders
- Ensure a timely Response
- Reduce reliance on police and EMS for appropriate calls
- Serve population in most need
- Improve connections to short-term and long-term community resources
- Establish trust between vulnerable communities and CARE
- Solicit and utilize community member feedback and follow-up





# Call Codes

- **Check person** – Report of welfare checks when no crimes are reported, or suspected (i.e., Loved one calls that they have been unable to reach the resident or when a provider calls because the person missed their appointment).
- **Notify Citizen** - Delivering emergency/death notification messages approved by Shift Commander or designee.
  - **No response by CARE Team response for Death Notifications regarding criminal matters, investigations, or homicides.**
- **Unwanted** – Person in ATM sleeping, no report of crime, or scene safety. If trespass order, **no response by CARE Team response**
- **Request for CARE Team Response** – requested by Police, Fire to assist, city personnel or first party caller requesting referral, support.
- **Psych/Mental Health 25O1** – non-suicidal and alert (with first party verification) has NOT made a suicide attempt. OMEGA/Referral for mental health resources (Psych/Mental Health Conditions/Suicide Attempt/Abnormal Behavior 25O1). These calls can also be referred to 911 Clinician, 988/BHHL or CHA CBHC if CARE not available.
- **Psych/Mental Health 25O2**– Suicide ideation and alert (with first party verification) has NOT made a suicide attempt. OMEGA/Referral for mental health resources (Psych/Mental Health Conditions/Suicide Attempt/Abnormal Behavior 25O1). These calls can also be referred to 911 Clinician, 988/BHHL or CHA CBHC if CARE not available.
- **Psych/Mental Health 25A1**- non-suicidal and alert (without first party verification) has NOT made a suicide attempt (Psych/Mental Health Conditions/Suicide Attempt/Abnormal Behavior 25A1).
- **Psych/Mental Health 25A2**– Suicide ideation and alert (without first party verification) has NOT made a suicide attempt (Psych/Mental Health Conditions/Suicide Attempt/Abnormal Behavior 25A2).
- **Sick Person 26O19**- First party caller, nervous person.
- **Sick Person 26A1** – Third party caller, **nervousness as the chief complaint**
- (Co-response with EMS)
- **Needle Pick Up** – When available, pick-up needles in parks or public places.

# Who responds to calls?

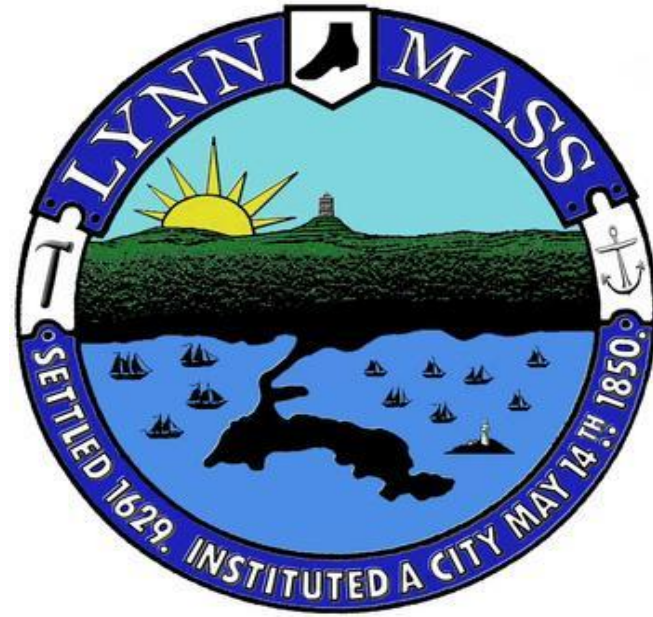
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- CARE responds in teams of 2 or 3
- CARE Clinicians: licensed mental health professionals
- CARE Responders: experienced first responders and human services providers with specialized training.





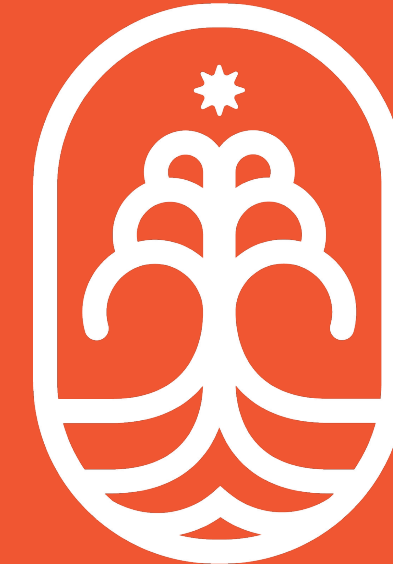
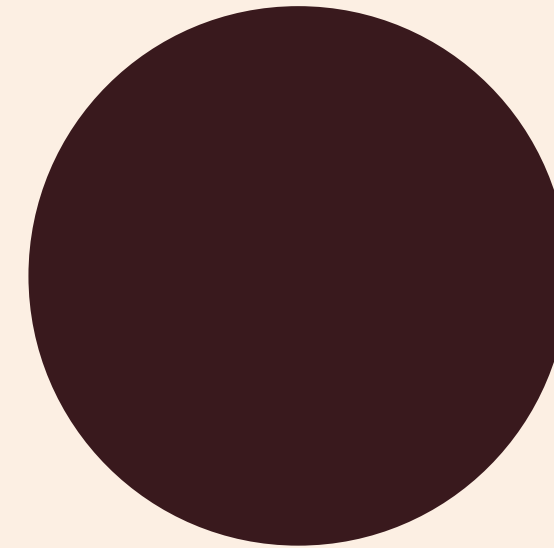


**LYNN  
CALM  
TEAM**

# The Lynn Calm Team

<https://www.lynncalmteam.org>

# What is the Lynn Calm Team?



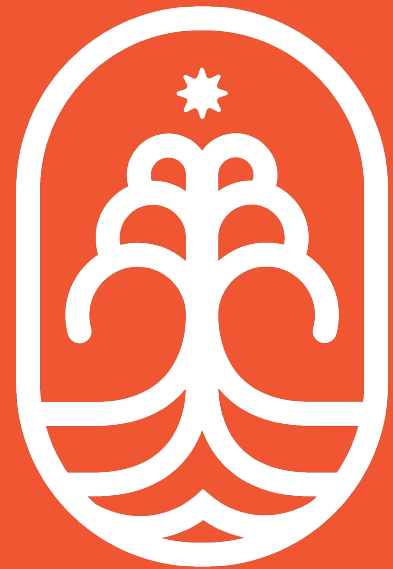
**LYNN  
CALM  
TEAM**

The Lynn Calm Team (LCT) is an unarmed, care-focused team that meets community members where they are to address a wide range of calls that are not life-threatening or nonviolent. **It launched June 3rd, 2025.**

Main function:

(1) prevention and (2) referrals





**LYNN  
CALM  
TEAM**

# A Brief History

In 2020, the Lynn Racial Justice Coalition (LRJC), an alliance of community organizations, unions, and places of worship, issued a “People’s Vision” for a “care-oriented and community-led alternative to police,” to respond to “non-violent calls for emergency assistance.”

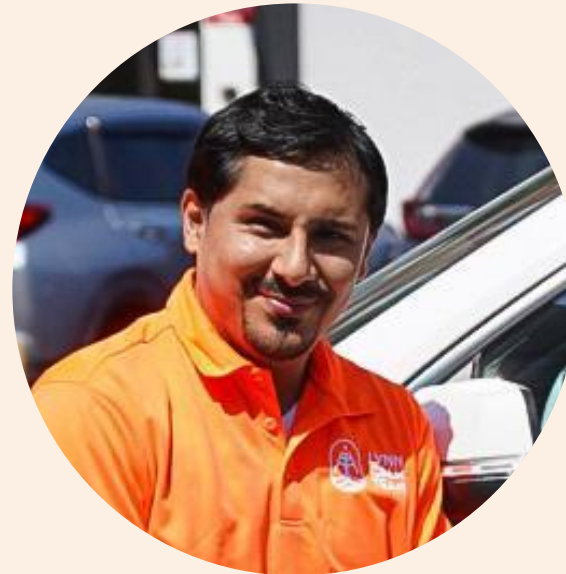
Since assuming the vision, the Mayor’s Office has devoted significant resources to program planning and development with input and insights from community members, City departments, and local agencies. This includes conversations and agreements with the Lynn Police Department and the Lynn Fire Department.

Now, the Lynn Calm Team (LCT), is a public-private partnership with Eliot to offer culturally appropriate, proactive, trauma-informed services and interventions grounded in racial justice and harm reduction principles. The city provides funding to Eliot for the operations of the team.

# Staff



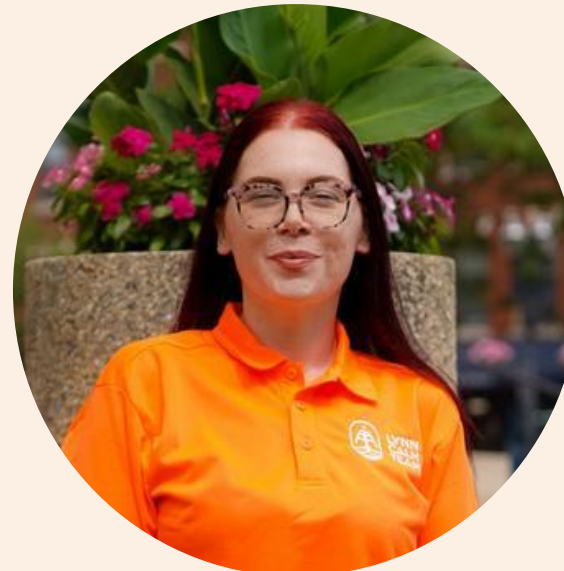
**J. Javier Valdez**  
Community Manager  
Eliot Staff



**Jorge Taya Tobalino**  
Community Support  
Specialist  
Eliot Staff



**Abdel R. Kawaf**  
Program Administrator  
Public Health Department



**Candice McClory**  
Substance Use Disorder  
Coordinator  
and Community  
Liaison  
Public Health Department



**LYNN  
CALM  
TEAM**





# Call Types

***Dispatched through Eliot***

Conflict Resolution and  
Mediation

Mental and Behavioral  
Health Support

Housing and Legal  
Support

Public Health and Safety

**781-905-CALM (2256)**