

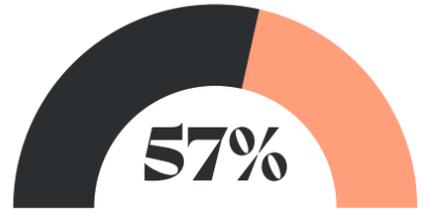
# EQUITY & PROCESS EVALUATION

## Community Assistance and Life Liaison (CALL) program



### IMPACT

Between May 2021 to April 2022, the CALL team had a total of **3,794** contacts, handling 57% of non-crime emergency service requests and follow-up contacts to the St. Pete, FL community



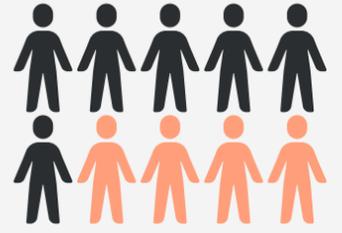
### Demographic Representation in CALL

	St. Pete Pop	CALL Staff	CALL Clients*
<b>Median Age</b>	43.1	Not provided	43.0
<b>Female</b>	51.5%	56.3%	54.1%
<b>White</b>	73.3%	50.0%	56.8%
<b>Black</b>	23.4%	25.0%	34.7%
<b>Hispanic</b>	8.4%	12.5%	2.7%
<b>Asian</b>	4.4%	12.5%	1.2%
<b>Multiracial</b>	4.6%	Not provided	2.6%

Note: \*Ethnic & gender representation of CALL clients is from a subset of calls responded to by the CALL team and % are of all provided ethnic/gender identities, not of the entire CALL sample

### PEOPLE

CALL team is broadly representative of St. Pete population, and the clients served are representing the largest ethnic communities in the city, although not all.

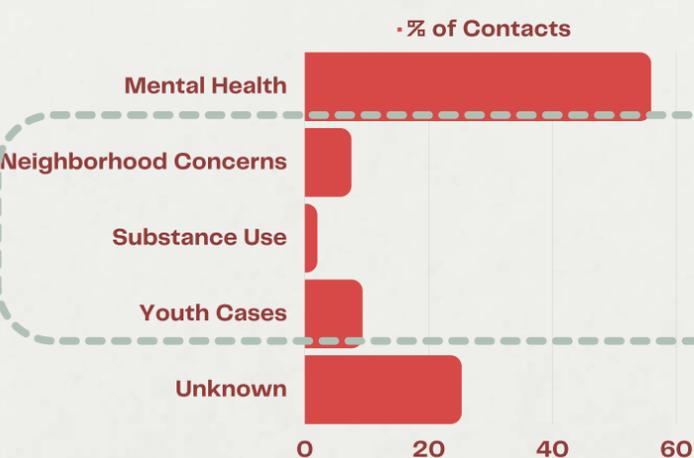


### ANALYSES OF DISPARITIES

- Q1: Is the CALL program providing relevant services to the persons who most need it?
- Q2: Could excluding some calls/people (e.g., due risk of violence to team) affect who is served by CALL vs. routed for police contact?

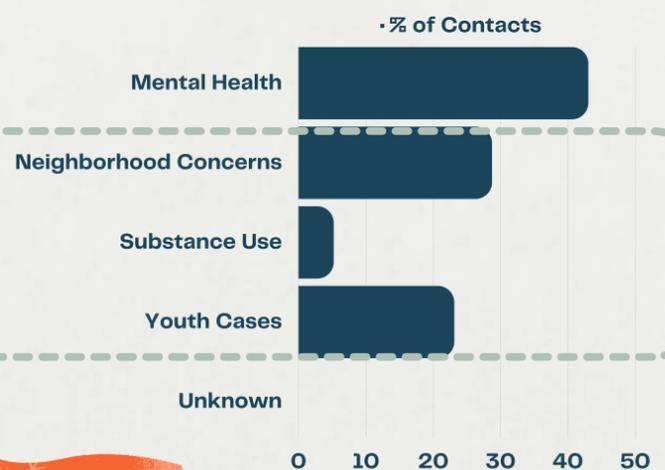
### CALL Responding to Mental Health Emergencies

Out of 3,794 contacts for CALL team, almost 56% were for mental health and suicide risk and much fewer were for juvenile disorderly or truancy and neighborhood concerns (e.g., panhandling). "Unknown" are mostly proactive engagements/officer referrals with unidentified concerns.



### St. Pete Police Still Routed Key NonCrime Contacts

Out of 2,859 non-crime contacts routed to police instead of CALL (due to potential safety risk for CALL team), 43% were for mental health, 29% for neighborhood concerns, and 23% for youth-related calls. In fact, the police was almost two times more likely to respond to juvenile disorderly calls and more than three times more likely to handle Marchman Acts than the CALL team



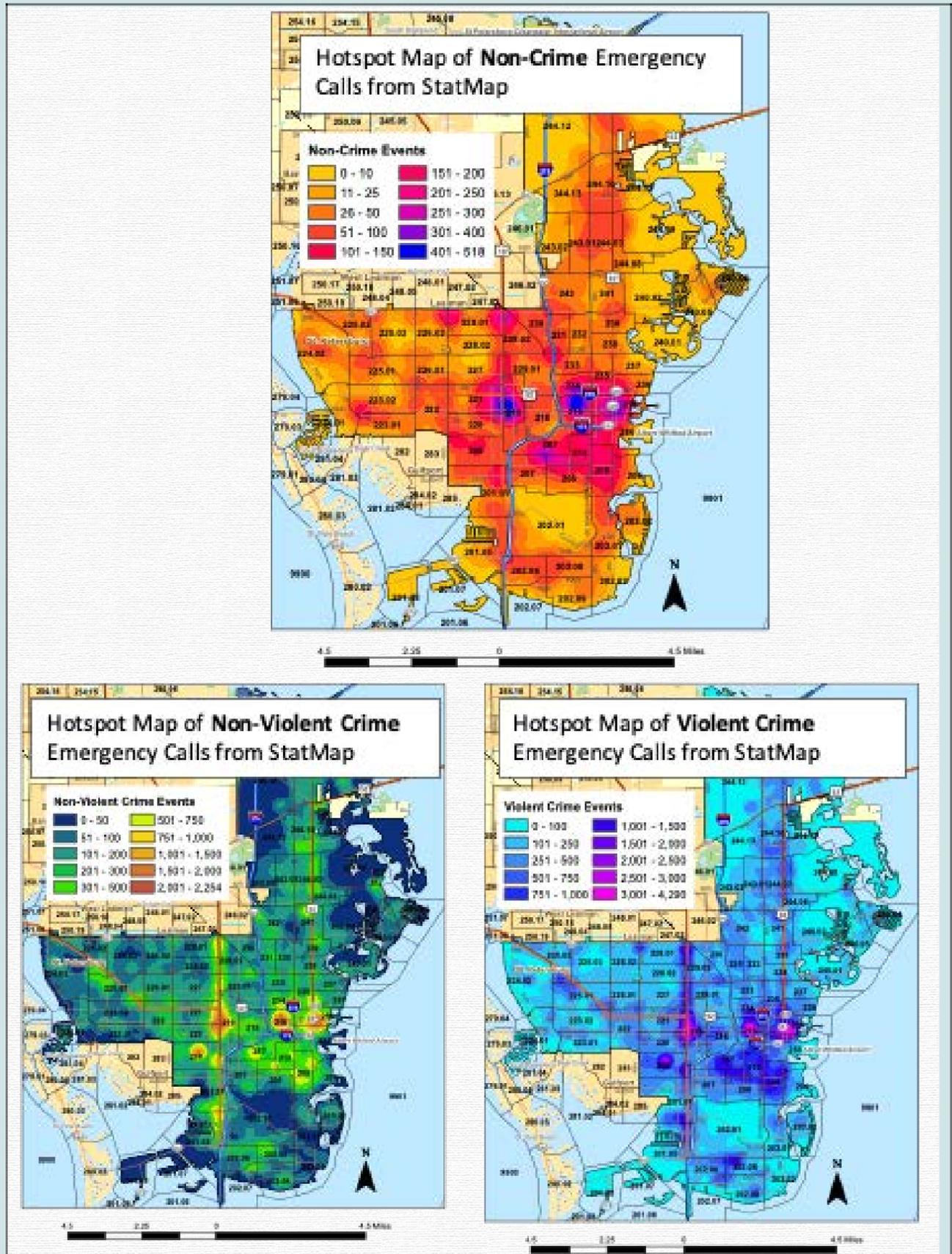
### KEY TAKE AWAY

Emergency calls about youth (disorderly, truancy) are more likely to occur in disenfranchised and Black communities, and they are also more likely to be responded to by the police than CALL. This disproportionately higher contact between at-risk youth and the police can expose them even further to juvenile justice and less to needed social services.

# More Information

## Which Communities Make Emergency Service Calls of Different Kinds?

There is geographic overlap of hotspots across non-crime and crime emergency calls, so that the same communities are requesting emergency services that span crime (e.g., burglaries) and non-crime (e.g., mental health) events. See Hotspot Maps



### Funded by:

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Thorough description of methods and results, references, and set of recommendations are contained in the main evaluation report located at <https://usf.app.box.com/s/1ayivrqu6ybtj5liyonlgyps9igkdqfd>

Evaluation conducted by:

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