

What is CIRCLE?

CIRCLE (Crisis and Incident Response through Community-led Engagement) is a **24/7 alternative 9-1-1 response program** that:

- Deploys trained crisis response teams to respond to non-urgent 9-1-1 calls related to unhoused individuals.
- Conducts proactive outreach in areas with concentrations of unhoused individuals; intervening before 9-1-1 needs to be called.

The program began as a pilot in January 2022 in Hollywood and Venice and is expanding to Downtown LA, the Northeast Valley, and South LA.

CIRCLE's goal is to improve the City's interactions with and response to unhoused Angelenos and allow LAPD officers to focus on traditional law enforcement efforts.

How does CIRCLE work?

A 9-1-1 operator receives a call and assesses if the incident fits the **CIRCLE criteria**:

- It involves an unhoused individual;
- It's within the CIRCLE program area; and
- It's not violent, criminal, or medically urgent.

Examples of incidents that are diverted to CIRCLE include well-being checks, requests for assistance, lack of clothing, noise disturbances, loitering, and syringe disposal.

If the incidents fits the criteria, the operator transfers the call to a CIRCLE operator who deploys a CIRCLE Crisis Response Team.

How do I contact CIRCLE?

The best way to access CIRCLE is to call the non-emergency police line at **877-ASK-LAPD** or **9-1-1**. After providing details regarding the situation, you may request CIRCLE. The operator will determine if the situation is appropriate for CIRCLE and within the program's operating area.



Who responds?

CIRCLE operators deploy **Crisis Response Teams** that include a licensed mental health clinician and two outreach workers with lived experience.

In addition, the work of the Crisis Response Team is supplemented by an outreach team that conducts **proactive engagement** in areas of high need eight hours a day, seven days a week. These proactive teams consist of two homeless outreach workers with lived experience. They de-escalate situations, build rapport, and connect unhoused individuals to services.

All CIRCLE teams are equipped with vehicles and supplies like water, snacks, clothing, and Narcan to reverse opioid overdoses.

Each community where CIRCLE operates will have a **Decompression Center** where a Crisis Response Team can bring an unhoused individual who is in need of a break from the street. The Decompression Center allows the individual to sit or lie down, have a snack and water, and meet with the mental health clinician in a private, calm setting.

How are CIRCLE teams trained?

CIRCLE teams complete a **rigorous training program** that prepares them to respond to crisis situations and assist our unhoused neighbors, including:

- Emotional intelligence
- Trauma-informed care
- Advanced de-escalation & harm reduction
- Self-care and wellness
- LGBTQ & transitional age youth cultural competency
- Homeless Management Information System
- Safety, CPR, first aid, and use of naloxone.

Where is CIRCLE?

CIRCLE is currently operating in **Hollywood, Venice, Downtown**, and segments of **Lincoln Heights**. The program will expand to the **Northeast Valley** in November 2022 and to **South LA** in 2023. You can view CIRCLE's operating areas [here](#) or scan the QR code.

