



VALLEJO POLICE DEPARTMENT

OPERATIONS BUREAU REPORT | JUNE 2026



COMMUNICATIONS

Incoming Phone Calls	Incidents Created
13,701	6,143

STAFFING

Patrol Division		Traffic Division	
4 Lieutenants	5 Sergeants	1 Lieutenants	0 Sergeants
40 Officers/Corporals	7 Police Assistants	2 Officers/Corporals	1 Professional Staff
		1 Sr. Police Assistants	

Total numbers do not include those on FTO

PATROL DIVISION

Calls for Service: 4,692	Crime Reports: 791	Felony Arrests: 93
Officer Initiated Incidents 1,451	Vehicle/Pedestrian Checks 241	Misdemeanor Arrests 133
Traffic Stops 589	Use of Force Incidents 12	Firearm/Ammo/Weapons Arrests 15
Officer Involved Shootings 0	Vehicle Pursuits 12	Assaults on Officers 3

TRAFFIC

Collision Reports 70		Fatal Collisions 0		Abandoned Vehicles	
2025 vs 2026 YTD Fatal Collision Comparison				Reported	Towed
				490	270
				Inspected	Pending Inspection
2025	2026	% Change		654	533
6	7	↑ 17%			

CRIME

Year-to-date offenses: January - June				Crime in Beats (2026)								
Crime/Category	2026	2025	%	Beat 1	Beat 2	Beat 3	Beat 4	Beat 5	Beat 6	Beat 7	Beat 8	Crime Total
Murder	5	7	-29%	-	1	-	2	1	1	-	-	5
Rape	27	17	59%	3	1	2	9	1	3	4	4	27
All Other Sexual Aslts/Offenses	20	46	-57%	1	2	1	4	5	1	3	3	20
Robbery	77	150	-49%	11	7	3	8	12	20	10	6	77
Aggravated Assault	271	281	-4%	27	26	15	23	48	55	53	24	271
Simple Assault	321	270	19%	40	33	14	23	57	66	60	28	321
Kidnapping / Abduction	31	35	-11%	5	2	-	2	6	7	5	4	31
Burglary / Breaking & Entering	264	348	-24%	31	33	15	44	33	50	23	35	264
Larceny	1,070	1,363	-21%	263	136	27	75	171	196	106	96	1,070
Stolen Vehicles	326	317	3%	31	37	9	35	56	75	37	46	326
Arson	21	21	0%	1	2	-	1	9	2	5	1	21
Crime in Beat Totals:				413	280	86	226	399	476	306	247	
Select Subcategory Breakdown												
-Auto Burglary/Theft Cases	314	519	-39%	64	43	5	22	56	70	30	24	314
- Shooting Cases	64	99	-35%	4	5	1	11	12	9	16	6	64
- Domestic Violence Cases	302	230	31%	31	46	15	36	40	53	52	29	302
Subcategory Beat Totals:				99	94	21	69	108	132	98	59	



Introduction to Vallejo VISION: Violence Intervention Support Improving Our Neighborhoods

“VISION” Mission and Goals

The Vallejo Police Department (VPD), the City Manager’s Office and community partners are implementing an evidence-based strategic approach to reduce gun crime, victimization, and community fear by identifying the individuals at highest risk of committing violent gun crime. VPD and its partners will use a collaborative intervention model of support and accountability to disrupt violent behavior.

Goals:

- Change violent behavior through collaborative shared messaging, intervention strategies, education, and accountability.
- Promote victim and victim family support.
- Reduce crime and harm to the community and those engaging in violence.

The Vallejo VISION Team

VISION is a collaboration with the City of Vallejo, Vallejo PD, local and federal criminal justice partners, and the community. The VISION Support Team (or VISION Team) will lead intervention efforts. This team includes the Vallejo Safety and Healing Collective (VSHC), Community Violence Intervention (CVI) Impact Team, Center for Urban Excellence and other community resource and outreach providers, and additional criminal justice partners.

Overview of the “VISION” Approach

The VISION approach begins with using evidence and data to identify candidates or groups that are engaged in repeated violent behavior or elevated risk of engaging in violence, which are precursors to continued violent behavior. This approach relies on research, which demonstrates that a small percentage of people are responsible for a disproportionate amount of violence and harm.¹ These candidates will qualify for the VISION program and will be viewed as *self-identified candidates* based on their repeated violent behavior.

VISION will then employ intervention strategies for identified candidates, with a key focus on support, services, and accountability. As such, the approach is intended to be viewed as an *opportunity*, rather than a punitive approach for those identified.

Candidates will receive direct communication from the VISION Team. The themes of the communication messaging will be clear and consistent, such as:

¹ Wolfgang, Marvin E. et al. (1972) Delinquency in a Birth Cohort. Chicago, IL
Schumacher, M. and G. Kurz (2000). The 8% Solution: Preventing Repeat Juvenile Crime
Fox, B., Allen, S.F., & Toth, A. (2022) Chronic violent offender strategies in Tampa



“We represent the Vallejo community and are here to help you. We are offering you support and resource opportunities that you may not have had access to before. Our community, police, and federal partners all share the same goal of helping you disengage from violence...to stop hurting others and yourself.”

Candidates will be told why they are receiving the messaging and inform them that they will receive extra attention and support due to their repeated violent behavior. The VISION Team will share with them opportunities available to help them cease engaging in violence. Candidates will be asked to stop their violent behavior, nothing beyond what is expected of every member of the Vallejo community. While they will not receive any additional consequences beyond what is permitted by the criminal justice system, they will receive closer oversight by VPD and its partners. If the identified candidates choose to continue to engage in violent crime, the efforts that have been afforded to them through VISION will be disclosed to law enforcement and prosecutors.

This approach is intended to be fluid with collaboration being inclusive, transparent, and adaptive to change with the on-going theme of continuous improvement. VISION will be initially implemented on a small manageable scale. The VISION Team will learn from experience and data to then modify and expand VISION within capacities and realized outcomes.

A Holistic Response to Victimization

Vallejo VISION will also provide opportunities for victims of gun violence in the community as well as support and services to the VISION candidates' immediate family members.

A Recidivism Perspective

Vallejo VISION will strive to promote its success based on changing violent behavior and increasing the accountability of the identified candidates. Ideally, the candidate will make these changes by welcoming and receiving support, or just by stopping their violent behavior even if they decline support and resource assistance. If instead the candidate reoffends and receives enhanced attention, they will be held accountable by the criminal justice system where they *likely would not have otherwise been without the VISION attention*, this will also be viewed as success. The candidate's ability to commit additional violence will be reduced through enhanced accountability and consequences. Both result in the community and the candidate being safer.

A Customized Approach within Vallejo's Capacities

The VISION model is designed within the partners' capacities and available resources. VPD has significant challenges with capacities, including staffing and investigative resources. Their ratio of officers to population is well below the national average, which presents unique challenges for implementation. Reduction of violent crime is the primary goal, but an effective VISION approach can also have a positive impact on police and community resources, along with significant financial savings for the city if criminal activity is deterred.

To reach the desired effect, the VISION approach must be viewed as legitimate by those who receive the intervention messaging. If our message conveys that we are here to help these candidates, we must have the capacity to provide that help if they seek it. The same is true for our message that the candidates will receive enhanced attention if they reoffend; we must embody this if their violence continues.

Vallejo VISION Implementation Plan

The remainder of this document outlines plans for the execution of Vallejo VISION.

Communications and Messaging on the Vallejo VISION Approach

Messaging to all will be proactive and consistent in promoting that VISION is a collaboration with the community partners, VPD, the City of Vallejo, local and federal partners and shared information and intervention strategies will occur.

- **Internal VISION Partners:** VPD will provide organizational messaging that clearly outlines what the VISION approach is and what it is *not*. The messaging will describe the intent of the intervention approach and detail where every VISION Team member has specific roles and responsibilities. Officers in the field will have a clear understanding of how they may contribute to the approach. All VPD personnel will be made aware that this is a *collaboration with community* and shared information and intervention strategies will occur. No sensitive, confidential, or tactical information will be shared outside of criminal justice partnerships that are not already permitted by VPD policies and procedures.
- **External Public and Media:** The VISION partners will adopt a transparent messaging approach to the community that conveys the intent and status of this effort as a citywide commitment. The public will know that messaging will be delivered directly to those driving the gun crime, whether it be candidates or groups, and this messaging will be provided by community support groups and criminal justice partners together – the VIT. Messaging will also promote that Vallejo VISION will take a proactive approach to better help victims and families of shootings in the community by offering direct support and services.

VISION Criteria and Selection

The VISION Team will collaboratively determine the candidate pool using evidence based upon *behavior* – the tangible data and information that a candidate has a history and recency of gun-violence behavior. This will include a variety of criminal-behavior data and assessment points, such as:

- Criminal history
- Recency – currently engaging in and/or a victim of gun violence
- Police reports
- Community stakeholder input
- Known active gang affiliation
- Police officer and detective referrals
- Criminal justice partner intelligence

VISION will also establish criteria for the duration for which candidates will be part of VISION.

VISION Intervention and Messaging to Identified Candidates- “Custom Notifications”

After VISION candidates are identified, the VISION Team will provide the intervention messaging directly to the candidates to include:

- A consistent message to every candidate of support and accountability.



- Face-to-face dialogue at the candidate's residence or a prearranged location (i.e., a neutral location like a community facility or church).
 - Any candidate may have a support person present during the messaging.
 - Ideally a person who is a positive influence in the candidate's life.
 - Contact candidates at their residence if needed.
- An opportunity for the candidate to ask questions.
- Documentation of the intervention.

VISION Support and Services

After a candidate receives the intervention messaging, the VISION Team will conduct wrap around case management as follows:

- VPD and CUE make the referral.
- CUE facilitates the face-to-face meeting, provides a VISION letter, and the candidate completes an intake and assessment.
- From that point forward, CUE will assign a case manager to engage with the person at least once per week for intensive case management support.

VISION Metrics

Metrics for VISION candidate engagement in services and support will be tracked and evaluated at standing regular meetings with the VISION Team. These metrics include but are not limited to the following:

- Participant engagement and service utilization
- Progress toward safety, stability, and access to services
- Participant reported outcomes related to support and resource access

VISION Group Intervention Communications (VGIC) – “Call-In Meetings”

When needed, for example crisis situations, the VISION Team will consider conducting in-person meetings with community members who may be both formal and informal leaders of groups/gangs who are involved in violent activities. The meetings will serve as a direct notification for those actively committing violence and/or a discussion with those who may not be directly committing violence but are connected/influential with those who are.

These meetings will focus on establishing positive communications and relationship building to better address those who are both driving the violence and those most victimized by the violence. Support and resources will be offered, and the intent will be to receive buy-in and shared cooperation to stop the violence.

These meetings will have the below considerations:

- **Recipients:** Identify the right people who can impact the current violence (e.g., legitimate influencers who can affect change)
 - Start small, even with just one representative/influencer from each group
 - Establish an agreed upon communication mechanism (e.g., email, text, phone)
- **Messengers:** Identify the appropriate messengers who will be the most effective and respected by the recipients. This should not be viewed as a political platform as the recipients will see through that, and legitimacy will be impacted.
- **Invitation:** Convey the purpose and goal of the meeting and highlight that this is an effort to make everyone safer, regardless of any affiliations or disputes.
 - Conduct the invitation in-person, by a VISION Team member.
 - Communicate there will be ground rules for this meeting.
 - Convey that this is an opportunity to be heard, but also to listen and ultimately leave the meeting with positive, actionable next steps.
 - Motivate and incentivize, if needed, to potentially lessen possible tensions about the meeting. For example:
 - Offer a meal at venue prior to the discussion.
 - Offer a gift card from local business. (This is an opportunity for local businesses to contribute to crime reduction.)
 - Empower the recipients that the community and VISION “needs” them and they can make a difference where others cannot.
 - *This is all about saving lives. We all need you...what can you do?*
- **Venue:** Select a neutral location that is safe, comfortable, and convenient for all, such as:
 - Faith-based building
 - Community center
 - Library
- **Transportation:** Communicate that VISION can aid with providing transportation to and from the meeting.
- **Security considerations for VPD:** Establish a clear operations safety plan depending upon the participants. Considerations include:
 - How/Who/When arrives at venue and where they go.
 - Weapons screening, if needed.
 - Separate rooms, if needed to avoid confrontations prior to discussions.
 - Cellphones off.
 - Make it clear that this is voluntary (unless if mandated by Probation and Parole or a Judge), and that anyone is free to leave if they choose to.
- **Meeting room configuration**
 - Set room dependent upon identified participants.
 - Set tables/chairs in a horseshoe or circle.
 - Have facilitators stand in the middle of the group or in front of seating.
 - Decide on where VPD personnel will sit/stand and what messaging to deliver depending upon the intended audience.

- ***Messaging considerations***

- Meeting should be no longer than one hour.
- Overall messaging should focus on VISION being a different approach and is collaborative.
 - Meeting should be facilitated by VISION community leaders but noting that VPD is a partner and that VISION partners all share the same goals.
 - It is pivotal to demonstrate that the community and police stand unified in wanting the violence to stop and for candidates to receive support and resources.
 - Recognize that VPD understands that arrests are not the solution to the long-term impact of violence.
 - Foster collaboration that benefits all.
- Convent genuine help from community support and resources.
 - Criminal Justice partners will focus more on those driving the violence.
- Mutually agree upon next steps.

VGIC Example Agenda Considerations

1. Share the agenda with all participants before the event.
2. Set a specific time that the meeting will start and end.
3. Confirm the participants that will be attending the day before (best to VISION's ability)
 - Have a plan to communicate to all if event needs to be postponed.
4. Make it clear that this will be a productive discussion with mutual respect and consideration for all and not a platform to air grievances.
5. Have designated speakers to facilitate the meeting and designated community leader/influencers who represent the groups contributing to violence.
6. Take detailed notes and provide a summary at the end of the discussion that identifies the mutually agreed upon action steps for moving forward.
7. Identify a follow-up date/time for communications on status of action steps.

Post Interventions Follow-up

Vallejo VISION recognizes that follow-up with identified candidates is critical for legitimacy and success. The VISION support team will attempt to establish a follow-up meeting with candidates to go into greater detail about the opportunities and potentially establish a candidate plan for the candidate to receive needed resources.

- VISION will communicate with all partners on a regular basis about candidates who have received the intervention and their status.
 - CUE/VSHC will communicate using a case management approach at the monthly CVI Impact Team meeting.

Evaluation Considerations

VISION will establish a robust evaluation approach to determine impacts and metrics for success, such as the following:

- Effectiveness of intervention strategies

- Receipt of requested resources for candidates
- Reoffending of candidates
- Community perceptions
- Candidate perceptions
- Overall impacts on gun violence
- Resource and support deliverable needs
- Areas of improvement that may be needed with Vallejo VISION, for example:
 - Trainings needed
 - Communication and information sharing
 - Roles and responsibility clarifications
 - Additional partners needed
 - Improved collaboration with surrounding communities

Closing

VISION is an attempt to do more. Though traditional police enforcement efforts can be effective, they often may not address the root causes of violence and are typically reactive approaches – after the crimes have been committed. Prolific offenders who continue their violent activities indicate that current criminal justice and societal applications are not effective in curtailing their behavior, and extra attention and strategies are clearly needed.

VISION is a collaborative approach involving criminal justice partners and community resource providers that aims to focus on and deter violence before it happens *and* to have a generational impact on future violence. As VISION grows, we anticipate collaborating with many more partners in our community to continue to make Vallejo safer.

Vallejo Police Department Beat Map



IHART Annual Report Fiscal Year

25/26



TABLE OF CONTENTS

Letter from leadership _____	1
2The year's accomplishments _____	1
2Growth of the program _____	1
2Challenges _____	1
2Vision for the coming year _____	2
about ihart _____	2
Mission.....	2
Vision _____	2
Program overview _____	2
our impacts _____	2
Calls for Service _____	2
Follow-up _____	2
Case Management _____	2
Outreach _____	2
Linkage _____	2
Community Engagement Events _____	2
Client Demographics _____	2
Outcomes _____	2
Success Stories _____	2
IHART Events _____	2

LETTER FROM THE IHART TEAM

The year's accomplishments

During Fiscal Year 2025–2026 (**July 1, 2025–June 30, 2026**), IHART continued to expand its impact beyond mobile crisis response by strengthening the community partnerships necessary to support long-term client stability. One of our primary initiatives was the effort to convene six community-based organizations to establish a coordinated wraparound services network for individuals with complex behavioral health, housing, substance use, and social service needs. While a formal collaborative team was not established during this reporting period, the initiative successfully strengthened relationships among community providers, increased regular communication, encouraged the sharing of resources and Memorandums of Understanding (MOUs), and created more effective referral pathways for residents in need.

These strengthened partnerships also created new opportunities for collaboration beyond direct client services. Throughout the year, IHART hosted and facilitated community meetings, trainings, resource events, and planning sessions that brought together nonprofit organizations, healthcare providers, public safety partners, and other stakeholders to address community needs collectively. These efforts have positioned IHART not only as a trusted crisis response program, but also as a community convener that fosters collaboration, reduces service fragmentation, and builds a stronger, more coordinated network of support for the residents of Vallejo.

Growth of the program

IHART continued to demonstrate steady growth despite operating with staffing levels that were frequently below our authorized complement of seven personnel. Even while managing vacancies and periods of reduced staffing, the team remained consistent in providing reliable crisis response, follow-up services, and community engagement. This consistency reflects the dedication, adaptability, and commitment of our staff to meeting the needs of the community while maintaining the quality of services expected of the program.

Our most meaningful growth has been measured not only by the services we provide, but by the trust we have earned throughout the community. Over the past year, IHART has strengthened relationships with local businesses, community-based organizations, healthcare providers, public safety partners, and, most importantly, the residents we serve. As our visibility and presence have grown, so too has

our identity as a trusted, compassionate, and dependable resource. Residents increasingly recognize IHART not simply as a crisis response team, but as a consistent source of support, connection, and hope. This growing trust and credibility within the community is one of the program's greatest accomplishments and provides a strong foundation for continued growth and expanded impact in the years ahead.

Challenges

The most significant challenge facing the IHART program continues to be long-term funding stability. As a grant-funded program, IHART operates within a cycle of annual funding uncertainty that affects every aspect of program operations. Each grant cycle brings questions about program continuation, staffing, and future planning, making it difficult to establish the long-term stability necessary to recruit and retain experienced professionals. While the community's reliance on IHART has continued to grow, the uncertainty surrounding funding creates ongoing challenges in sustaining the workforce needed to meet that demand. Despite these realities, the team has consistently demonstrated exceptional professionalism and commitment, continuing to serve individuals in crisis with compassion and excellence even during periods when their own employment was uncertain. Their dedication reflects a mission-driven culture that has become one of IHART's greatest strengths. Closely tied to funding is the challenge of staffing recruitment and retention. Crisis response is demanding work that requires specialized skills, sound judgment, and emotional resilience. Yet recruiting and retaining qualified professionals is difficult when positions are dependent on short-term grant funding and staffing levels are limited. Throughout the reporting period, the program frequently operated below its authorized staffing level, requiring employees to absorb additional responsibilities and management to provide direct field coverage while continuing to oversee program operations. Although these efforts ensured uninterrupted service to the community, they are not a sustainable long-term model. As the program continues to grow in both visibility and demand, stable funding and a fully supported staffing structure will be essential to maintaining service quality, reducing employee burnout, strengthening retention, and ensuring IHART can continue delivering the high level of care and crisis response that the Vallejo community has come to depend upon.

Vision for the coming year

As IHART looks toward the coming year, our vision extends beyond responding to crises we aspire to deepen our impact by strengthening the continuum of care that surrounds every individual, family, and neighborhood we serve. Our goal is to build a more clinically diverse and responsive team by expanding our workforce with professionals who bring advanced education and experience in behavioral health, social work, and crisis intervention. **The addition of a Behavioral Health Specialist and master's-level crisis responders will enhance our ability to meet people where they are, allowing teams to respond with a unique blend of clinical expertise, medical support, and compassionate field experience.** This multidisciplinary approach will ensure that every interaction is guided not only by safety, but by empathy, evidence-based practices, and a commitment to lasting solutions.

We also envision a stronger and more intentional presence within our schools. We believe that some of the most meaningful opportunities to change lives occur long before a crisis reaches the level of a 911 call. In the coming year, IHART aims to become a trusted and consistent partner for students, families, educators, and school administrators by expanding prevention, early intervention, and family support services. Our goal is to serve as a bridge between school and home helping families navigate behavioral health challenges, connecting students with resources before problems escalate, and providing teachers and staff with additional support when they encounter students in distress. By investing earlier, responding collaboratively, and strengthening relationships across every part of the community, we hope to create a future where fewer people experience crisis alone and more individuals have the support they need to heal, thrive, and realize their full potential.

Sincerely, **The IHART TEAM**

IHART Mission

The mission of the Integrated Health and Resource Team (IHART) is to provide compassionate, trauma-informed, and person-centered crisis response that restores hope, preserves dignity, and strengthens our community.

We are committed to meeting people where they are emotionally, physically, and socially by responding with empathy rather than judgment, collaboration rather than isolation, and support rather than enforcement whenever appropriate. Through crisis intervention, behavioral health support, resource navigation, follow-up care, and meaningful community partnerships, IHART strives to reduce unnecessary involvement with emergency systems while connecting individuals and families to the services they need to achieve long-term stability. Every interaction is an opportunity not simply to resolve a crisis, but to restore trust, inspire hope, and remind every person that they are seen, valued, and worthy of care.

IHART Vision

Our vision is to build a community where no one faces a crisis alone. We envision a future in which behavioral health support, crisis intervention, and community resources are accessible, coordinated, and rooted in compassion.

IHART seeks to redefine what public safety and community wellness look like by creating a model where clinicians, crisis responders, emergency medical professionals, schools, community organizations, and public safety partners work together to address the underlying causes of crisis rather than simply responding to its symptoms.

As we continue to grow, our vision extends beyond answering calls for service. We aspire to become a trusted presence throughout the community in neighborhoods, schools, businesses, and community spaces serving as a bridge between individuals, families, and the resources that help them thrive. We believe prevention is just as important as intervention, relationships are just as valuable as responses, and healing begins when people feel heard, respected, and supported. By investing in people, strengthening partnerships, and leading with compassion, IHART will continue building a safer, healthier, and more resilient Vallejo where every resident has the opportunity to overcome crisis and move toward hope, stability, and lasting well-being.

Program Overview

The **Integrated Health & Resource Team (IHART)** was created from a simple but powerful belief: not every crisis requires a badge, an ambulance, or a trip to the emergency room sometimes what people need most is someone who will listen, understand, and walk alongside them. IHART is a community-based mobile crisis response program that provides compassionate, person-centered

support to individuals experiencing behavioral health challenges, substance use concerns, homelessness, social service needs, and other quality-of-life issues. We recognize that behind every call for service is a person with a story, and our mission is to respond with dignity, empathy, and hope while helping individuals navigate some of the most difficult moments of their lives.

Working alongside public safety agencies, healthcare providers, community-based organizations, and local partners, IHART delivers trauma-informed, culturally responsive, and relationship-centered care directly in the community. Our teams conduct on-site assessments, de-escalate crises, remove immediate barriers, and connect individuals and families to the resources they need to move toward stability. Whether providing behavioral health support, housing navigation, food assistance, transportation, substance use treatment referrals, medical care coordination, benefits enrollment, or ongoing follow-up, our work extends far beyond resolving the crisis of the day. We believe lasting change happens through consistent engagement, trust, and human connection.

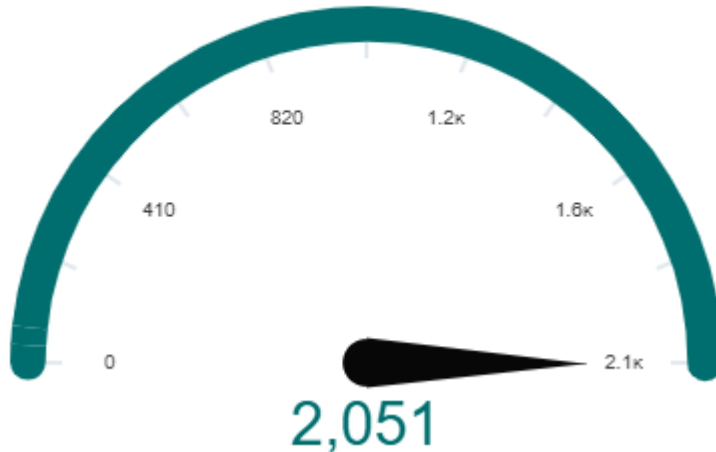
At its core, IHART is more than a crisis response program it is a bridge between people in need and the systems designed to help them. We work to reduce unnecessary law enforcement involvement, emergency department utilization, and repeated crises by addressing the underlying social and behavioral factors that contribute to instability. Equally important, we invest in prevention through community outreach, wellness initiatives, school partnerships, and collaborative engagement that strengthens neighborhoods before crises occur.

Every interaction represents an opportunity to restore hope, rebuild trust, and remind someone that they are not alone. Our success is measured not only by the crises we help resolve, but by the relationships we build, the lives we help stabilize, and the stronger, healthier community we create together. Through compassion, collaboration, and an unwavering commitment to service, IHART continues to demonstrate that meeting people with dignity and humanity can transform lives while making our community safer, healthier, and more resilient.

Our Impact: More Than Numbers

Calls for Service

of Dispatches



- **7.2: Average Response Time**
- **116: EMS Present**
- **140: PD Present**
- **1.6k: Relocations**
- **84: MH Support Link**
- **127: Transportation**

During the reporting period, **IHART responded to 2,051 calls for service**, representing more than 2,000 moments where individuals, families, businesses, and community members reached out during times of uncertainty, vulnerability, or crisis. Every response reflects an opportunity to de-escalate conflict, provide hope, remove barriers, and connect people to the resources needed to move toward stability.

Our team maintained an **average response time of just 7.2 minutes**, ensuring that individuals in crisis received timely intervention when it mattered most. In many behavioral health and social service emergencies, a compassionate response delivered within minutes can prevent a situation from escalating and significantly improve outcomes for everyone involved.

Although IHART is designed to serve as an alternative response whenever appropriate, collaboration remains essential. During the year, our teams worked alongside **Emergency Medical Services (EMS) on 116 incidents** and partnered with the **Vallejo Police Department on 140 responses** where additional medical attention, public safety support, or specialized intervention was necessary. These

coordinated responses demonstrate IHART's role as a trusted partner within Vallejo's public safety system, ensuring residents receive the right level of care based on their unique circumstances.

Beyond crisis intervention, IHART focused on addressing the underlying barriers that often contribute to repeated emergencies. The program successfully completed **more than 1,600 resource relocations and service linkages**, helping individuals access shelter, safe environments, family reunification, medical appointments, community resources, and other essential supports that promote long-term stability. Rather than simply resolving the immediate crisis, these interventions helped move people toward safer and more sustainable outcomes.

Recognizing that behavioral health care is often the cornerstone of recovery, IHART provided **84 direct mental health support linkages**, connecting residents with behavioral health professionals, counseling services, crisis stabilization resources, and ongoing treatment. These connections represent critical opportunities for continued healing and demonstrate the program's commitment to addressing the root causes of crisis rather than only the symptoms.

Transportation also remained a vital component of service delivery. During the reporting period, IHART provided **127 supportive transports**, ensuring individuals could safely reach shelters, medical providers, behavioral health appointments, treatment programs, social service agencies, or other critical destinations. For many residents, transportation is one of the greatest barriers to accessing care. By removing that barrier, IHART increased access to life-changing services while reducing the likelihood of future crises.

Together, these outcomes illustrate that IHART's impact extends far beyond responding to emergency calls. Every response, partnership, referral, transport, and follow-up represents a person who was met with dignity, compassion, and practical support. The true measure of IHART's success is not simply the number of calls answered, but the lives stabilized, the relationships built, and the hope restored throughout the Vallejo community.

Follow-Up: Building Trust Beyond the Crisis

At IHART, we recognize that meaningful change rarely happens during a single interaction. While responding to an immediate crisis is essential, lasting impact is created through what happens after the call. Our follow-up efforts are intentionally designed to rebuild trust, promote stability, and ensure that individuals remain connected to the support systems they need. Through regular check-ins, wellness

assessments, resource navigation, and ongoing engagement, we demonstrate that our commitment to the people we serve extends well beyond the initial crisis.

Consistent follow-up allows IHART to build authentic relationships with residents who may have experienced trauma, isolation, homelessness, behavioral health challenges, or repeated interactions with emergency systems. By showing up consistently and keeping our commitments, we establish rapport, strengthen trust, and create opportunities for individuals to engage with services at their own pace. These relationships often become the foundation for improved mental health, increased service participation, reduced repeat crises, and greater overall stability.

For many of the individuals we serve, trust has been difficult to build and easy to lose. Our follow-up model reflects the understanding that healing and recovery require consistency, patience, and genuine human connection. Every return visit, phone call, wellness check, and resource connection sends a powerful message: **you have not been forgotten.**

This commitment to sustained engagement is one of **IHART's greatest strengths and continues to transform crisis response from a single event into a pathway toward long-term wellness, resilience, and community connection.**

Case Management Services

IHART's work extends beyond crisis response by providing comprehensive, person-centered case management designed to address the complex needs that often contribute to repeated crises. When an individual requires ongoing support, they are referred to our Behavioral Health Specialist, who conducts a more in-depth assessment, identifies barriers to stability, and coordinates appropriate services across multiple systems of care. These barriers may include behavioral health needs, physical health concerns, housing instability, substance use, access to benefits, transportation, employment, or obtaining essential identification and legal documents. Rather than addressing each challenge in isolation, our approach focuses on the whole person, recognizing that long-term stability is achieved by coordinating services that address multiple needs simultaneously.

Working collaboratively with each individual, our Behavioral Health Specialist develops personalized action plans and, when appropriate, safety plans that outline achievable goals, identify strengths, and connect clients to the resources necessary to move toward greater independence and self-efficacy. Through ongoing advocacy, coordination, and follow-up, IHART helps individuals navigate complex service systems while empowering them to become active participants in their own recovery and well-being.

In addition to direct client case management, IHART utilizes an **ACT (Assertive Community Treatment) Model-informed** approach to support families, caregivers, and loved ones who are often navigating the challenges of caring for someone experiencing a behavioral health crisis. We recognize that lasting recovery is strengthened when the entire support system is equipped with the knowledge and tools to respond effectively. Through education, collaborative planning, communication strategies, and practical coping techniques, IHART helps families develop individualized support plans that promote safety, resilience, and long-term stability. By supporting both the individual and those who care for them, our case management model creates stronger support networks and improves outcomes for the entire family system.

Linkage To Services

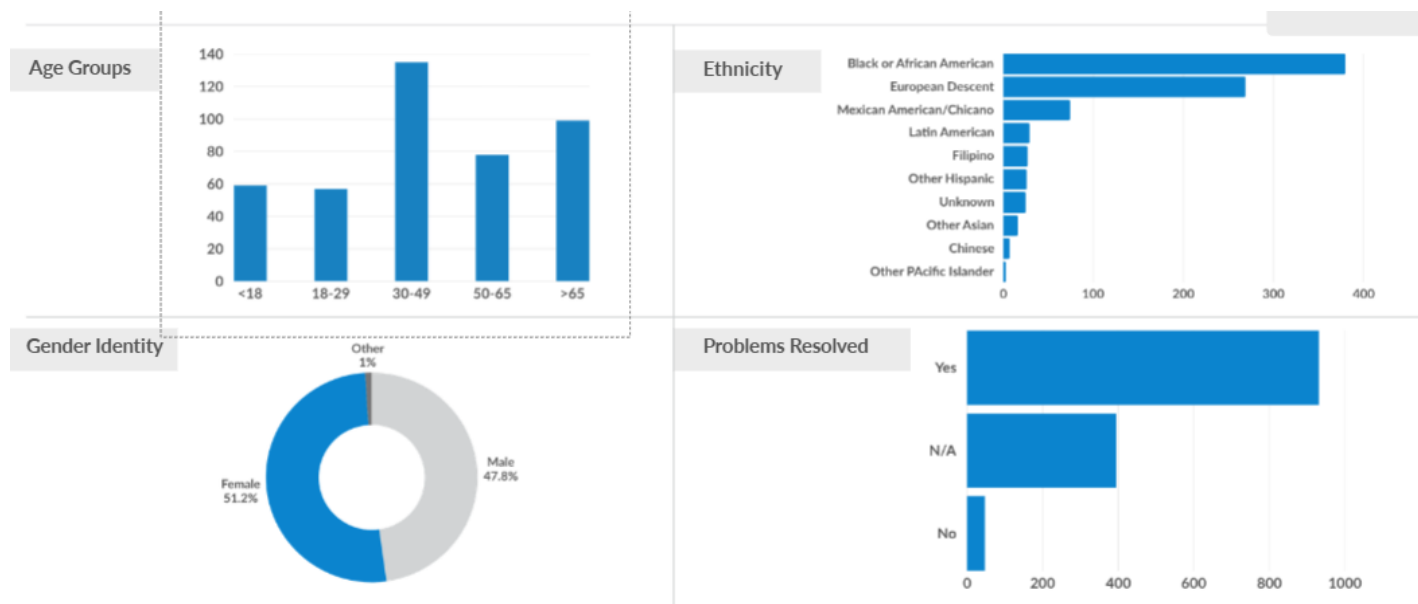
One of IHART's greatest strengths is our ability to connect individuals and families to the resources they need not simply through referrals, but through meaningful, coordinated engagement. During the reporting period, IHART successfully linked **more than 465 individuals and families** to essential community services, including behavioral health treatment, medical care, housing and shelter resources, substance use services, food assistance, public benefits, employment resources, and other supportive programs. In addition, the team provided **barrier removal support to more than 600 individuals**, addressing obstacles such as transportation, obtaining identification documents, navigating complex service systems, and accessing other critical resources that often prevent people from receiving the help they need.

For IHART, linkage is more than providing a phone number or making a referral; it is a commitment to walking alongside people as they navigate their path toward stability. We recognize that many individuals have experienced frustration, trauma, or repeated barriers when trying

to access services. For that reason, our work does not end when a referral is made. **Whenever appropriate, IHART remains engaged through follow-up, advocacy, coordination, and case management until individuals have established meaningful connections with services and demonstrate a greater sense of stability. Whether helping someone attend their first appointment, coordinating communication between providers, or removing barriers that threaten continued engagement, our goal is to ensure that individuals are not left to navigate complex systems alone.**

This commitment reflects our belief that true success is measured not by the number of referrals made, but by the number of lives meaningfully changed. By remaining engaged beyond the initial crisis and supporting individuals through the challenges of accessing care, IHART helps transform referrals into lasting relationships, services into opportunities, and moments of crisis into pathways toward hope, healing, and self-sufficiency.

Demographics

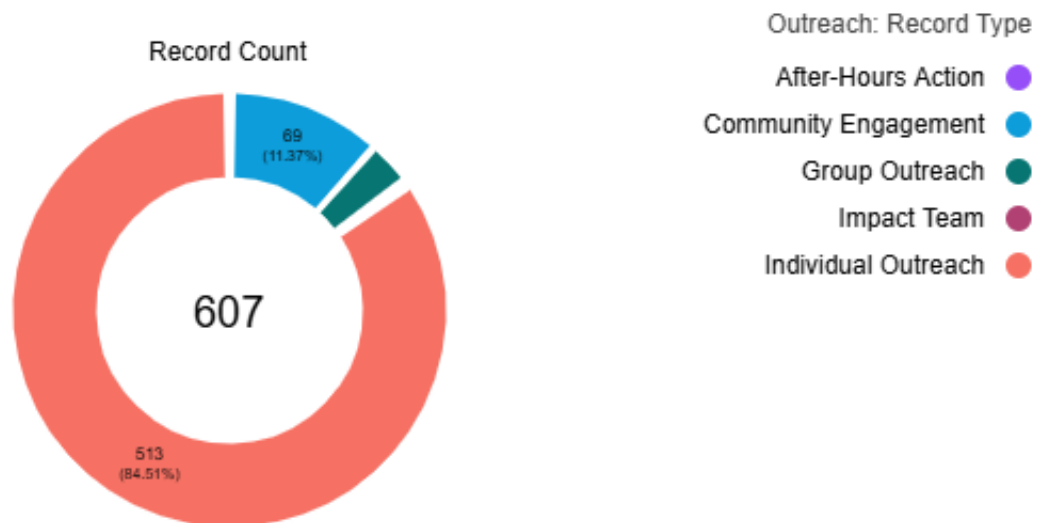


Demographic Overview

IHART's service data reflects both the broad reach of the program and the diversity of the Vallejo community. During this reporting period, the largest proportion of individuals served were adults between the ages of **30 and 49**, an age group that often faces the intersecting challenges of behavioral health concerns, housing instability, employment barriers, family responsibilities, and chronic health conditions. Demographically, the highest number of individuals served identified as **Black or African American**, followed closely by individuals of **European descent**, reflecting the communities most frequently accessing crisis response and supportive services. **At the same time, IHART's reach extended across virtually every racial, ethnic, cultural, and socioeconomic group represented in Vallejo**, demonstrating that behavioral health challenges and life crises affect individuals from every background. Gender representation among those served remained nearly evenly divided, reinforcing that the need for compassionate, community-based crisis intervention transcends gender, race, age, and circumstance. These demographics affirm IHART's commitment to providing equitable, culturally responsive, and trauma-informed care to every resident while continuing to build trust across the diverse communities that make Vallejo unique.

Outreach

Outreach by Type



Community outreach is one of IHART's most valuable investments because we understand that trust is built long before a crisis occurs. Throughout the year, our team remained actively engaged across Vallejo by visiting businesses, schools, neighborhood groups, faith-based organizations, community-based organizations, healthcare providers, and community events to educate residents about who we are, the services we provide, and how to access support. These interactions created opportunities not only to introduce IHART as a compassionate alternative response program, but also to answer questions, dispel misconceptions, listen to community concerns, and strengthen relationships with those we serve. By maintaining a visible, approachable, and consistent presence throughout the community, IHART continues to build credibility, increase awareness of behavioral health resources, and establish itself as a trusted partner before a crisis ever occurs. This proactive approach ensures that when individuals or families need help, they are more likely to seek support from a program they recognize, trust, and know is committed to serving them with dignity, compassion, and respect.

Another key component of IHART's outreach efforts was our partnership with the NAVIGATION CENTER during its first six months of operation. Throughout this period, our team provided reliable transportation and supportive engagement to residents, ensuring they could attend medical appointments, Social Security and public benefits appointments, and other essential services. By helping individuals obtain critical documents and access the resources necessary for housing, healthcare, and financial stability, IHART played an important role in

preparing residents for the next phase of their transition toward long-term independence and self-sufficiency.

OUTCOMES

Behind every outcome is a person whose life was impacted through compassion, connection, and consistent support. Whether helping an individual safely relocate from an unsafe environment, reconnecting someone to behavioral health care, assisting a family in navigating complex social services, or removing barriers that prevented access to housing, healthcare, or essential resources, IHART's work is centered on creating meaningful and lasting change. We recognize that success is not always measured by the immediate resolution of a crisis, but by helping individuals take the next step toward stability, safety, and hope.

Many of the people we serve are facing some of the most difficult moments of their lives. Through trauma-informed intervention, personalized support, and continued follow-up, IHART has helped residents regain a sense of direction, reconnect with critical services, strengthen family support, and begin rebuilding their lives.

While every journey looks different, our commitment remains the same: to meet people with dignity, walk alongside them through their challenges, and remain engaged until they are connected to the support systems that can sustain their progress. These outcomes represent more than services delivered they represent lives stabilized, relationships restored, barriers removed, and opportunities created for individuals and families to move forward with greater confidence, resilience, and hope.

Success Stories: The Lives Behind the Numbers

While data helps tell the story of IHART's impact, our greatest measure of success is found in the lives we have been privileged to touch. Every call represents a person, a family, or a community member facing one of the most difficult moments of their life. The following stories illustrate the power of compassionate intervention, collaborative partnerships, and the belief that lasting change happens when we remain committed long after the immediate crisis has ended.

- **Restoring Hope for a Family in Crisis:** IHART responded to a call involving a young teenager who was wandering through a neighborhood, checking the doors of nearby homes. Upon arrival, the youth appeared to be in significant emotional distress and was largely unable to communicate. Through patient engagement, the team located his mother and learned that the family had recently experienced the devastating loss of the child's father while also facing eviction and involvement with Child Protective Services. Rather than treating the incident as an isolated event, **in collaboration with FIGHTING BACK PARTNERSHIP**, IHART remained engaged with the family over the following months providing support during CPS proceedings, helping the youth obtain required immunizations for school enrollment, and connecting the family to critical resources. Today, the young man is enrolled in school, communicating effectively, and thriving, while the family has regained a greater sense of stability and hope.
- **Preserving Independence for a Vulnerable Senior:** A 76-year-old resident returned home after an extended hospitalization for heart failure only to discover that his utilities had been disconnected because of an overdue balance exceeding \$700. Living on a fixed income and dependent upon electrically powered medical equipment, he faced a life-threatening situation. **IHART quickly coordinated emergency financial assistance, helping restore his utility services** and ensuring he could safely return home with access to the equipment necessary to manage his health. This intervention not only prevented a potentially avoidable medical emergency but also allowed him to maintain his independence and dignity.
- **Supporting Survivors of Domestic Violence:** As incidents involving domestic violence continued to rise, IHART strengthened its partnership with **VEST** to provide trauma-informed, survivor-centered support. Throughout the year, the two programs collaboratively served multiple survivors, ensuring they received immediate safety planning, advocacy, emergency

resources, behavioral health support, and ongoing case management. These coordinated efforts helped survivors move beyond crisis toward safety, healing, and long-term stability.

- **Helping Survivors of Human Trafficking Find Safety:** IHART continued to expand its response to individuals impacted by human trafficking through partnerships with organizations such as **SANE SORT**. During the reporting period, the team assisted in the relocation of several trafficking survivors, helping reconnect individuals with safe family members and supportive networks in states including **Florida, Illinois, and Wyoming**. These efforts required extensive coordination across agencies and jurisdictions, but ultimately provided survivors with an opportunity to escape exploitation, rebuild their lives, and begin their healing journey in safe and supportive environments.

These stories reflect the heart of IHART's mission. Beyond responding to crises, we strive to restore dignity, strengthen families, protect the vulnerable, and remind every individual we encounter that they are not alone. Each success represents the collective impact of compassion, collaboration, and an unwavering commitment to walking alongside people until they have the opportunity to move toward safety, stability, and hope.

Conclusion

As we reflect on the past year, one truth has become abundantly clear: **IHART is far more than a crisis response program, it is a lifeline.** Every call answered represents a person in need. Every follow-up reflects a commitment that extends beyond the moment of crisis. Every partnership, referral, relocation, and success story represents a life touched by compassion, dignity, and hope. While the data tells an important story, it can never fully capture the mother who found support when she thought she had nowhere to turn, the senior who was able to safely remain in his home, the child who returned to school after experiencing unimaginable trauma, or the survivor who found safety and the opportunity to begin again. These are the moments that define the true value of IHART.

The continued success of this program would not be possible without the City of Vallejo's vision and investment in a response model that recognizes that many community crises require compassion, connection, and clinical support alongside public safety. As the needs of our community continue to grow, so too does the demand for IHART's services. We respectfully ask for your continued support not only to sustain the program as it exists today, but to invest in its future. Expanding IHART into a **24-hour, seven-day-a-week service** would ensure that compassionate crisis response is available whenever our residents need it, not only during limited operating hours. **Crisis does not follow a schedule, and neither should access to care.**

We know there is more work to do. We know there are more lives to reach, more families to support, and more opportunities to prevent tragedy before it occurs. We also know that IHART has demonstrated its ability to build trust, reduce barriers, strengthen partnerships, and serve as a true bridge between our neighbors and the services that can change their lives. With continued investment and support, IHART can continue redefining what community safety looks like one rooted not only in emergency response, but in prevention, healing, collaboration, and human connection.

Together, we have built something that our community believes in. With your continued partnership, we can ensure that every resident facing crisis has someone to call, someone who will show up with compassion, and someone who will stay long enough to help them find a path forward. That is the future we envision. That is the future IHART is prepared to help build.

SINCERELY, **THE IHART TEAM**

COMMUNITY ENGAGEMENT & EVENTS

- 538: Community Events
- 8: Neighborhood Impact Team
- 52: Community/ Business Watch Meetings



Lee Rose

YOUTH WELLNESS LAB

LevelUp Your Summer Wellness

4-Week Summer Series | July 8-29
Every Wednesday 10:00 AM-1:00 PM

- ★ Learn tools to **manage stress** and emotions
- ★ Get active with physical movement
- ★ Build confidence and self-awareness
- ★ Connect with peers in a supportive space
- ★ Explore creativity through hands-on activities
- ★ Develop **healthy habits** you can use every day

North Vallejo Community Center
1121 Whitney Ave, Vallejo, CA 94589

For more information contact Katie Burns: kburns@felton.org






FREE EVENT

Community Walk & Run

Mental Health is Ours

SATURDAY, MAY 16
10AM - 12PM

LOCATION
2 Florida St.
Vallejo, CA 94590

EVENT SCHEDULE
Check-In & Registration: 9:30AM
Runners Start: 10:00 AM
Walkers Start: 10:30 AM

MOVE YOUR BODY & SUPPORT MENTAL WELLNESS
Join us for a community walk and run in recognition of Mental Health Month. Together we can raise awareness and remind each other that caring for our mental health is something we all share.

DETAILS
Approx. 2 miles
Start and finish at 2 Florida St, with a scenic waterfront route.

Children Are Welcome
All participants under 18 must be accompanied by an adult.

REGISTER TODAY

For more information email communications@felton.org

Can't attend but still want to support mental health services?
Make a donation at felton.org/donate





IHART YOUR HEALTH

Event Details

March 21, 2026

12 PM - 4 PM

2 Florida Street, Vallejo, CA 94590 (IHART Office)

A FREE, family-friendly day of care, connection, and community.

IN PARTNERSHIP WITH:

Planned Parenthood • The City of Vallejo • Kaiser Permanente

WHAT TO EXPECT

- Preventive health screenings
- Mental health check-ins & resource navigation
- Youth activities & family-friendly engagement
- Mobile showers, food distribution & clothing resources
- Food, music & community connection

For more information contact Katie Burns: kburns@felton.org



B.R.I.D.G.E. Pathway

Building Resilience, Integrity, Discipline, Growth, Empowerment

Overview
A 15-week intervention and prevention pathway designed to guide youth toward healthier, more constructive futures.

B.R.I.D.G.E. Includes:

- A 12-week cognitive behavioral interactive group
- A guided tour of a California Medical Facility, a Vacaville Prison, providing a powerful, real-world experience designed to promote positive decision-making.
- Mentorship
- Individual & Group Therapy
- Success planning to help youth build long-term goals, focus, and stability

We are seeking referrals for youth who would benefit from structure, support, and positive engagement.

Additional Support for Families

- Barrier removal assistance
- Soft case management
- Connections to community resources and partner agencies
- Family therapy (case-by-case)

Eligibility

- Youth ages 12-21 are eligible for the California Medical Facility (CMF) tour /Age Restricted by the Facility
- All 12-24-year-olds may take part in every other component of the pathway.

Sign Up Online

Questions? Contact:
Rayvon Williamson, Program Manager
Office Tel: (707) 648-4502
Work Cell: (323) 761-4071
Email: rwilliamson@felton.org



