

SECOND ANNUAL NC COALITION ON CRISIS AND ALTERNATIVE RESPONSE *Summit*



September 29 & 30, 2026
Greensboro, North Carolina

MEET OUR HOST TEAM



The Community Safety Department (CSD) takes a holistic, collaborative approach to improving Greensboro's public safety through community-centered prevention initiatives, crisis intervention services to help de-escalate violence, and long-term, intensive case management for individuals whose issues—such as mental health, addiction, and homelessness—have put them in frequent contact with law enforcement.

The appropriate responses:

*The **right** responders at the **right** time in the **right** situations.*



VIEW THE COMPREHENSIVE
COMMUNITY SAFETY PLAN
Fiscal Years 2025-2030



NC COALITION ON CRISIS & ALTERNATIVE RESPONSE



Who We Are

The North Carolina Coalition on Crisis and Alternative Response was established in November 2024 by four members of the City of Greensboro's Community Safety Department. It grew from a simple realization: communities often knew very little about available crisis services, and many crisis providers knew little about one another.

North Carolina has a long history of alternative crisis response, including the addition of social workers to the Chapel Hill Police Department in 1973. Today, more than 40 first-responder crisis teams operate across the state, alongside mobile crisis, ACT and CST teams, 988, homeless services, harm reduction programs, hospitals, insurers, providers, clinicians, and other partners across the crisis continuum.

NCCCAR serves as a hub for information, collaboration, and innovation by connecting crisis-response efforts across North Carolina and supporting the development of new services.

Mission

To connect and strengthen North Carolina's crisis and alternative response network by creating a statewide space for collaboration, shared learning, education and partnership that helps with a consistent crisis systems across the state.

Values

Quality We are committed to advancing high-quality crisis response and fostering spaces that reflect best practices, innovation, and continuous improvement.

Accessibility We believe crisis services, and the spaces that support them, should be accessible, inclusive, and designed to reduce barriers to participation.

Collaboration We believe meaningful change happens through partnership and actively foster collaboration across systems, disciplines, and communities.

Vision

A premier statewide space where crisis and alternative response partners connect, collaborate, and drive meaningful improvements in crisis response.

NCCCAR

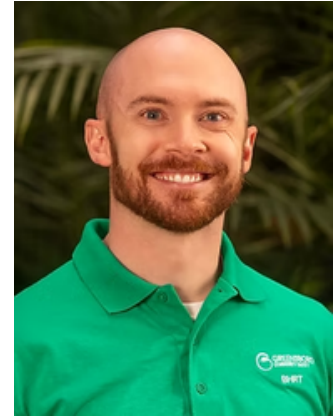
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Co-Owner, CEO of
Integrated Family Services



Rebecca Peacock, LCSW
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Santé: Mecklenburg County
Crisis Response

Agenda for Tuesday | September 29

The 2nd Annual NC Crisis Summit has been approved by NBCC for NBCC credit. Sessions approved for NBCC credit are clearly identified. North Carolina Coalition on Crisis and Alternative Response is solely responsible for all aspects of the program. NBCC Approval No. SP-5444. Approved sessions are indicated with the NBCC logo beside the title. You must sign in to receive credit. Only 1 per session.

8:00am: Breakfast & Registration

9:00am-9:30am: Welcome | Banquet Room

NCCCAR Board of Directors

9:30am-10:30am: Keynote Address

Kelly Crosbie

10:45am-11:45am: Breakout Session 1



**Mobile Crisis:
What's Happening Around the
Country**

Jason Renaud
Guilford Room



**Beyond the Call: Bridging Crisis
Response and Homeless Outreach
through CARES**

Chasity Lambert & Alexandria Devonish
Training Room



**The 911 Crisis Care
Collaboration Roadmap**

Jenna Streeter
Cedar Room

12:00pm-1:00pm: Lunch | Banquet, Porch, and Lake Rooms

1:00pm-2:00pm: Breakout Session 2

Inside Person

Dana Mac Daughtry Jr.
Guilford Room



**A System of Silos - How
Fragmented Systems Fail Those in
Chronic Crisis**

Julia Husk
Training Room



**Situational Awareness:
Safety De-Escalation Techniques
for Clinical Professionals**

Brandon McKinney & Vania Wimberly
Cedar Room

2:15pm-3:15pm: Breakout Session 3



**Question,
Persuade, Refer (QPR)**

Ashley Pickett, Traci Hooper &
Stephanie Chavis
Guilford Room

**The Peer-Run Advantage: Building
Resilient Alternatives to
Traditional Crisis Response**

Amanda Martin
Training Room

**Lift as You Lead: Supervising
Credible Messengers & Frontline
Staff in Crisis Settings**

Sherah Liverpool-White & Uzuri Holder
Cedar Room

3:30pm-4:30pm: Breakout Session 4



**Coming Together to
Support Families in Crisis**

Ashley Pickett, Traci Hooper &
Stephanie Chavis
Guilford Room



**Measure What Matters:
Building a Data System to Fit
Your Program**

Erin Williams
Training Room

Simply De-Escalate

Tiffanie Herrin
Cedar Room

4:45pm-5:00pm: Wrap-Up | Banquet Room

6:00pm-close | Networking Event & Trivia Night | Oden Brewing Company - 802 W Gate City Boulevard
All NCCCAR Summit attendees will receive 1 ticket for a free drink

Agenda for Wednesday | September 30

8:00am: Breakfast

9:00am-9:30am: Welcome, Sponsor Spotlight | Banquet Room

9:30am-10:30am: Person-In-Crisis Experience | Banquet Room

10:45am-11:45am: Breakout Session 5



**Building a Functional Crisis
Continuum in Rural Communities:
Lessons Learned from the Field**

Natasha Holley
Guilford Room



**194 Grams:
The Weight that Almost
Killed Me**

Joshua Shumate
Training Room

**From Reaction to Response: Building
Trust & Improving Decision-Making
in Crisis Interactions**

Eric Bergery Jr.
Cedar Room

12:00pm-1:00pm: Breakout Session 6



**Express Yourself: Integrating
the Arts for Clinician Wellbeing**

Natasha Holley
Guilford Room



**Verbal De-Escalation
Training**

Jennifer LaBonte, Traci Hooper &
Stephanie Chavis
Training Room



**Responding to Those with
an IDD in Crisis**

Johanna Covault & John Osborn
Cedar Room

1:00pm-2:30pm: Lunch and Closing Remarks | Banquet Room

Stay Connected Statewide

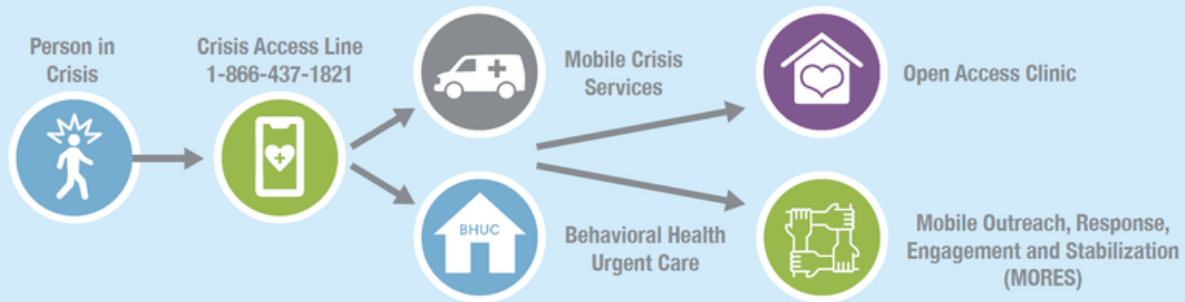
At NCCCAR, we believe strong crisis systems are built through connection, collaboration, and shared learning across North Carolina. We are considering recurring NCCCAR Meetings and want your input on how often they should be held.



Scan to share your preferred meeting frequency

THANK YOU, GOLD SPONSORS

24/7 Crisis Support Across NC



When life feels overwhelming, expert behavioral health support is just a call away. We deliver 24/7, community-based crisis care to stabilize you, empower you, and help you take the first step toward lasting well-being.



Integrated Family Services
PLLC

integratedfamilyservices.net



RHA offers mental health, substance use, and crisis services across North Carolina.

To learn more,
scan the QR
code or visit
rhahealth.org/bh.



THANK YOU, SILVER SPONSORS



Trillium
HEALTH RESOURCES

A crisis starts well
before the call for help.



Immediate support, stabilization, and follow-up care are all critical to planning for or preventing the next one. Our **Crisis and Recovery Continuum** lists the ways we help maintain a comprehensive, compassionate crisis response system. Through training first responders on de-escalation techniques, to expanding the reach of mobile crisis management teams, to vital services like peer support and medication management, Trillium works collaboratively across our region to help prevent the next crisis.



Learn more: bit.ly/crisis-services

TrilliumHealthResources.org

Alliance
Health

We're proud to be a
Silver sponsor of the
2026 NC Coalition on Crisis and
Alternative Response Summit

Alliance Health is a public managed care organization serving Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange and Wake counties in North Carolina.



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Thank you again to all of our event sponsors! Your generosity and commitment to serving those in crisis is instrumental in creating a healthier NC!



PRESENTATIONS

Mobile Crisis: What's Happening Around The Country

by Jason Renaud

The National Research Institute estimates there are 2000 mobile crisis teams nationwide. Add this to unknown hundreds of co-response teams, alternative response teams, street medicine teams, outreach teams - and the numbers are getting large. Jason Renaud has talked with more mobile crisis team program managers than anyone. In this presentation he will highlight premiere programs, unique programs, fledgling programs, and personal favorites.

Beyond the Call: Bridging Crisis Response and Homeless Outreach Through CARES

by Chasity Lambert & Alexandria Devonish

Many organizations have developed crisis response programs, but few have successfully integrated homelessness outreach, behavioral health engagement, and law enforcement partnerships into a coordinated field response model. This presentation explores how Mecklenburg County's CARES program bridges the gap between crisis response and long-term stabilization by partnering with law enforcement, conducting proactive outreach, supporting coordinated entry, and connecting individuals to housing and behavioral health resources. Participants will learn how CARES evolved from a city pilot into a county initiative and how cross-system partnerships improve outcomes for individuals experiencing homelessness and behavioral health crises.

The 911 - Crisis Care Collaboration Roadmap

by Jenna Streeter

911 and crisis care systems often respond to the same situations but operate very differently. This session explores practical strategies for improving coordination through shared protocols, call triage and routing, 911-988 integration, dispatch and transfer procedures, and co-response program design. Participants will learn how to identify system gaps, strengthen cross-sector partnerships, and build sustainable collaboration between 911 and crisis response programs.

Inside Person

by Dana M. Daughtry Jr.

Presentation will show how having someone who has lived experience and is now successful in the work place and any other professional settings. Will help more individuals with such lived experience become successful themselves.

A System of Silos - How Fragmented Systems Failing Those in Chronic Crisis

by Julia Husk

Individuals experiencing chronic crisis often interact with multiple systems yet continue to cycle through emergency departments, hospitalizations, and incarceration. This session introduces the "System Ownership Gap" and explores how fragmented systems create barriers to long-term stability. Participants will examine practical strategies for improving coordination, continuity, and accountability across behavioral health, healthcare, housing, and law enforcement systems.

PRESENTATIONS

Situational Awareness Safety De-Escalation Techniques for Clinical Professionals

by Brandon McKinney & Vania Wimberly

Situational awareness, safety, and de-escalation are essential skills for professionals working in unpredictable environments. This session explores how to identify behavioral and environmental warning signs, use safe positioning and exit strategies, and maintain clear boundaries during high-stress interactions. Participants will also learn practical de-escalation techniques that promote safety, reduce agitation, and preserve rapport with clients.

The Peer-Run Advantage: Building Resilient Alternatives to Traditional Crisis Response

by Amanda Martin

Peer-run community centers and diversion programs offer an alternative to law enforcement involvement and emergency department use during behavioral health crises. This session explores how peer-led models use lived experience, trust, and low-barrier support to reduce escalation and promote stabilization. Participants will examine how these programs can strengthen crisis diversion, address social drivers of crisis, and support long-term recovery within the broader crisis care continuum.

Question, Persuade, Refer (QPR) Training

by Ashley Pickett, Stephanie Chavis & Traci Hooper

QPR (Question, Persuade, Refer) is a suicide prevention training designed to help save lives by teaching practical, effective, and easy-to-use skills that anyone can learn. Every day, people around us may be struggling or showing signs of crisis. Through education and awareness, this training equips participants to notice those signs and take meaningful action. Regardless of background or professional role, anyone can play a part in supporting someone in distress and helping them access the care they need.

Lift as You Lead: Supervising Credible Messengers & Frontline Staff in Crisis Settings

by Sherah Liverpool-White & Uzuri Holder

Frontline staff with lived experience bring unique strengths to crisis and violence intervention work, but supervising them effectively requires a thoughtful balance of accountability, trauma awareness, and relationship-building. This session introduces practical strategies for coaching, providing strengths-based feedback, and navigating the unique dynamics of crisis settings. Participants will also explore ways supervisors can support staff well-being and sustain teams over time.

Measure What Matters: Building a Data System to Fit Your Program

by Erin Williams

Data collection can feel overwhelming for crisis and alternative response programs, particularly when resources are limited and no two programs operate exactly alike. This presentation will explore the journey of Greensboro's Behavioral Health Response Team (BHRT) to develop a data tracking system that met the program's unique needs. Attendees will learn about the data the Community Safety Department collects, the challenges encountered along the way, and the lessons learned from building and refining a system over time. Whether your program is just beginning to track outcomes or looking to improve an existing system, this session will offer practical insights on starting where you are, measuring what matters, and building a data strategy

PRESENTATIONS

Simply De-escalate

by Tiffanie Herrin

Simply De-Escalate offers practical strategies for reducing conflict and improving communication during emotionally heightened situations. This session explores active listening, emotional regulation, empathy, tone, body language, and psychological safety. Participants will learn how to recognize triggers, respond with greater calm and clarity, and use simple communication tools to build trust, reduce escalation, and improve outcomes across professional and everyday settings.

Coming Together to Support Families in Crisis

by Layla Hicks

This session will explore how the Mobile Outreach Response Engagement and Stabilization (MORES) program is addressing the mental and behavioral health crises among youth and families in Forsyth County. Participants will gain insight into how immediate response, targeted mental health interventions, and strong community partnerships are helping to support youth and their families in maintaining stability within the home and broader community settings.

From Reaction to Response: Building Trust & Improving Decision-Making in Crisis Interactions

by Eric Bergery Jr.

Crisis interactions often unfold under stress, uncertainty, and time pressure, making intentional communication critical to safety and outcomes. This interactive session explores how stress responses, emotional triggers, perception, and communication habits influence decision-making during high-intensity encounters. Participants will learn practical strategies to improve emotional regulation, situational awareness, trust, communication, and collaboration across multidisciplinary crisis response settings.

Express Yourself: Integrating the Arts for Clinician Wellbeing

by Blaise Harris

In this session, we're getting out of our heads and back into our creativity. Through art, singing, and movement, we'll tap into the parts of ourselves that often get lost in the work of helping others. This isn't about being an artist—it's about release, rhythm, and reconnection. You'll walk away feeling lighter, more grounded, and reminded that caring for others starts with caring for yourself.

194 Grams - The Weight that Almost Killed Me

by Joshua Shumate

Through his personal story, Josh Shumate explores the cumulative impact of trauma, stigma, substance misuse, and untreated mental health needs among first responders. This session examines common warning signs, barriers to seeking help, and the importance of peer support, counseling, and culturally responsive care. Participants will also explore resilience, post-traumatic growth, and how leaders can help create environments where seeking support is encouraged rather than stigmatized.

PRESENTATIONS

Responding to Those with an IDD in Crisis

by Johanna Covault & John Osborn

Responding to individuals with intellectual and developmental disabilities can require different communication and de-escalation approaches. This session introduces common neurodevelopmental disorders across the lifespan and explores how communication differences and behaviors may present during a crisis. Participants will learn practical strategies for building rapport, supporting families, reducing escalation, and responding more effectively through discussion and scenario-based learning.

Verbal De-escalation Training

by Jennifer LaBonte, Stephanie Chavis & Traci Hooper

Verbal De-escalation for Community Partners provides practical strategies for responding calmly and effectively to individuals experiencing emotional distress or crisis. This session focuses on communication, situational assessment, personal safety, and verbal and non-verbal techniques that can reduce tension and prevent escalation. Participants will gain tools they can apply across education, healthcare, customer service, community outreach, and other public-facing settings.

FEATURED PRESENTERS



Jason Renaud

Alternative Mobile Services Association

Jason Renaud is the administrator of the Alternative Mobile Services Association, the national trade association of mobile service programs and stakeholders. He has been an active advocate for people with mental illness and addiction in statehouses and city halls for over thirty years. He also manages the Mental Health Alliance, representing people with mental illness who have been harmed by police in Federal courts.



John Osborn, LCSW

CIT Coordinator, Mecklenburg County

John Osborn, LCSW is a CIT Coordinator and Veterans Specialist for Mecklenburg County in Charlotte, NC where he trains first responders to support people having a mental health crisis. He is a Licensed Clinical Social Worker with a Master's Degree in Social Work from the University of Missouri. John is passionate about working with Veterans. As an Operation Iraqi Freedom Veteran, he utilizes his lived experience to work toward a better crisis response system for Veterans experiencing a mental health crisis. Prior to his work with CIT, John worked with youth aging out of foster care and Veterans experiencing homelessness.

FEATURED PRESENTERS



Chastiy Lambert, LCSW

CARES and CIT Health Program Manager for Mecklenburg County Public Health

Chastiy Lambert, MSW, LCSW, is the CARES and CIT Health Program Manager for Mecklenburg County Public Health. With more than 25 years of experience in behavioral health, crisis intervention, leadership, and program development, she leads partnerships among public health, law enforcement, and community organizations to strengthen crisis response and connect individuals to care. Her background includes community mental health, trauma-informed care, school-based services, higher education, and law enforcement collaboration. She is also a national presenter with Mecklenburg County CIT and is passionate about building sustainable systems that improve outcomes for individuals experiencing homelessness and behavioral health crises.



Dana Mac Daughtry Jr., NC-CPSS

Greensboro Community Safety Department

Dana M. Daughtry Jr. is the founder and Executive Director of Gate City 180, a nonprofit serving individuals experiencing homelessness. His work is shaped by his own experience with homelessness, addiction, incarceration, and recovery. After rebuilding his life and developing a career with the City of Greensboro, Dana also worked as a Peer Support Specialist supporting people experiencing homelessness. He founded Gate City 180 to provide practical resources and compassionate support to those in need and has been recognized with the Citizen's Merit Award.



Jenna Streeter, ENP

Mission Critical Partners

Jenna Streeter brings nearly 20 years of experience in public safety communications, from frontline telecommunicator to executive leadership. Her background includes training, quality improvement, emergency communications leadership, and organizational change. Jenna specializes in operations, organizational culture, and 911–988 integration, with a focus on strengthening alternative response systems. She is passionate about helping organizations navigate complex challenges while keeping people, process, and outcomes at the center.

FEATURED PRESENTERS



Amanda Martin, NC-CPSS

GreenTree Peer Support

Amanda Martin is the Executive Director of GreenTree Peer Support Program and a North Carolina Certified Peer Support Specialist. With more than 10 years of experience in peer-run spaces, she brings both professional expertise and lived experience in recovery to her leadership. Amanda is passionate about creating inclusive environments where lived experience is valued, recovery is supported through connection and mutual respect, and peer-led approaches are integrated throughout behavioral health and healthcare systems.



Brandon McKinney

Mac's Concepts Situational Awareness & De-escalation Solutions

Brandon is the owner of Mac's Concepts Situational Awareness and De-escalation Solutions and brings more than 20 years of law enforcement experience. He serves as the lead instructor for De-escalation and Communication training at the Charlotte-Mecklenburg Police Department Training Academy. Brandon is also an author and nationally recognized speaker whose work focuses on situational awareness, safety, de-escalation, and crisis response. His training emphasizes practical, real-world strategies that help professionals work more safely and effectively in the field.



Julia Husk, MSW, LCSW

Raleigh Police Department, ACORNS Unit

Julia Husk, MSW, LCSW, is a social worker with the Raleigh Police Department's ACORNS Unit, specializing in crisis intervention, behavioral health response, homelessness outreach, and public safety partnerships. Her work focuses on bridging gaps across behavioral health, healthcare, social services, and public safety systems. Julia also serves as Vice Chair of the Legislative Breakfast on Mental Health and is passionate about collaborative crisis response, stronger community partnerships, and systems-level change that improves access, stability, and recovery.



Ashley Pickett

Trillium Health Resources

Ashley Hicks is the Training Facilitation Manager at Trillium and has experience across a wide range of behavioral health settings, including eating disorder treatment, foster care, intensive in-home services, and psychiatric residential care. She joined Trillium in 2017 as a Crisis Intervention Team training coordinator and holds a master's degree in psychology with a concentration in crisis response. Ashley is passionate about crisis education, resilience, and advocating for individuals who may struggle to advocate for themselves.

FEATURED PRESENTERS



Sherah Liverpool-White, MPH

CEO, Founder & Principal Consultant

Sherah is a publichealthconsultantand strategist with more than 15 years of experience in violence prevention, capacity building, and training and technical assistance. As Founder and Principal Consultant of Community Impact Consulting Group, LLC, she partners with nonprofits, healthcare systems, and community organizations to strengthen programs, develop staff, and support sustainable change. Her background includes curriculum development, program evaluation, grant writing, stakeholder engagement, and strategic planning, with work spanning local and national initiatives.



Erin Williams, LMHCS

Interim Director, Community Safety City of Greensboro

Erin Williams has a Master's Degree in Applied Clinical Psychology and is a Licensed Clinical Mental Health Counselor Supervisor (LMHCS). She has worked in the mental health field for the last 15 years and has held positions in a variety of settings. She has been with the City of Greensboro since the start of the Behavioral Health Response Team in 2020 and is currently the Department's Division Manager.



Jennifer LaBonte, LCMHCS

Trillium Health Resources

Jennifer is the Training Facilitation Manager at Trillium Health Resources, where she leads behavioral health training for law enforcement, first responders, and community partners. A Licensed Clinical Mental Health Counselor Supervisor and Licensed Clinical Addiction Specialist, she brings more than 15 years of experience across outpatient behavioral health, justice systems, youth services, and first responder support. Jennifer is passionate about strengthening crisis response through practical, informed training and cross-system collaboration.



Natasha Holley, MSW, LCSW, LCAS, CCS

Co-Owner & CEO of Integrated Family Services PLLC

Natasha is a behavioral health professional and crisis intervention specialist with more than 20 years of experience. She is the co-owner and CEO of Integrated Family Services, PLLC, where she previously served as Clinical Director for 18 years and helped develop programs across North Carolina. Natasha holds a BSW from Elizabeth City State University and an MSW from East Carolina University. Her work focuses on supporting individuals and families while developing the next generation of ethical, skilled behavioral health professionals through training, supervision, and advocacy.

FEATURED PRESENTERS



Eric Bergery Jr. Ed.D, USAF ret.

Founder & CEO of Bergery Consulting

Eric Bergery Jr., Ed.D., is the Founder and CEO of Bergery Consulting, a retired U.S. Air Force veteran, educator, and adjunct professor of communication. With more than 20 years of experience in military leadership, law enforcement, security, emergency operations, and workforce development, he has led teams in high-pressure environments around the world. Eric combines academic research with real-world experience to help professionals strengthen communication, build trust, and improve decision-making during complex and high-stress situations.



Layla Hicks

MORES Program Supervisor at SPARC Services & Programs

Layla Hicks is a mental health professional and Program Supervisor of the Mobile Outreach Response Engagement and Stabilization (MORES) team at SPARC Services and Programs. With backgrounds in special education and social work, she brings a holistic approach to supporting youth and families with complex behavioral and emotional needs. Layla's work focuses on trauma-informed care, crisis stabilization, and community-based mental health services, with a commitment to strengthening systems of care across North Carolina.



Joshua Shumate

NC Association of Rescue and EMS

Joshua Shumate serves as the 26th Commander of the North Carolina Association of Rescue and EMS and as an Emergency Services Specialist at Wolfspeed in Durham. With nearly two decades of experience in emergency services and public safety leadership, he is passionate about reducing stigma surrounding mental health and substance use, particularly among first responders. A person in long-term recovery, Joshua is pursuing advanced education in psychology and clinical mental health counseling with a focus on supporting the first responder community.



Blaise Harris, LCMHC, NCC

Owner of G Squared Consulting and Counseling Services

Blaise Harris is a licensed clinical mental health counselor, EMDR certified therapist, international speaker, and author dedicated to empowering individuals—especially professionals of color, first responders, and Black men—to embrace emotional wellness and resilience. With a thriving virtual and in-person client base, he blends professional expertise with a relatable, engaging style that inspires connection and growth. His work combines insight, humor, and authenticity to create spaces for healing and transformation.

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