



Cleveland Care Response Survey

1. Interviewer name
2. Interview location

Demographic questions

3. Gender (Mark only one oval.)
 - a. Male
 - b. Female
 - c. Transgender
 - d. Nonbinary
 - e. Decline to share
 - f. Other: _____
4. Sexual orientation: _____
5. Race/ethnicity (Mark only one oval.)
 - a. Black
 - b. White
 - c. Hispanic/Latinx
 - d. Asian American/Pacific Islander
 - e. Indigenous
 - f. Decline to share
 - g. Other
6. Age (Mark only one oval.)
 - a. Under 18
 - b. 18 to 25
 - c. 26 to 64
 - d. 65 or older
 - e. Decline to share
7. Community where you live or stay? (Mark only one oval.)
 - a. City of Cleveland
 - b. Suburb in Cuyahoga County
 - c. Community outside of Cuyahoga County
 - d. Decline to share



8. How would you describe where you live or stay most of the time? (Check all that apply.)
- a. Permanent and stable housing
 - b. Temporary or unstable housing
 - c. Car
 - d. Home of friend or family member
 - e. Shelter
 - f. Street, park, rapid station, bus shelter, or other outdoor area
 - g. Decline to share
 - h. Other:

Multiple-choice questions

For the purposes of this survey, the term “first responder” includes police and other law enforcement officers, firefighters, and emergency medical technicians/paramedics.

9. Number of interactions with first responders in the past year (Mark only one oval.)
- a. 1
 - b. 2 to 5
 - c. More than 5
 - d. Decline to share
10. Who was the first responder? (Check all that apply.)
- a. Police/law enforcement
 - b. Firefighter
 - c. Emergency medical technician/paramedic
 - d. Other:
11. Reason for interaction with first responder (check all that apply)
- a. Crisis related to mental or behavioral health
 - b. Crisis related to physical health
 - c. Crisis related to lack of stable housing/homelessness
 - d. Crisis related to substance use or withdrawal
 - e. Threat to safety
 - f. Decline to share
 - g. Other:
12. Who called the first responder(s) in your most recent interaction? (Mark only one.)
- a. I called
 - b. A friend or family member called
 - c. A stranger called
 - d. Staff person or representative of an organization
 - e. Interaction was initiated by the first responder
 - f. I don't know who called
 - g. Other



13. Where did your most recent interaction take place? (Mark only one oval.)
 - a. Cleveland
 - b. Suburb in Cuyahoga County
 - c. Other community outside Cuyahoga County
 - d. Decline to share

14. How would you describe your most recent interaction? (linear scale)
Linear scale from 1 (very negative) through 5 (very positive)

15. If you've had more than one interaction with a first responder in the past year, how would you describe them?
Linear scale from 1 (mostly negative) through 5 (mostly positive)

Open-ended questions

16. What was your interaction with a first responder like? Was there anything positive about any of your experiences that you'd like to see more of?

Possible interview prompts: What kind of first responder did you interact with? | Did you feel safe? | Did the help they offered give you what you needed? | What made you feel safe/unsafe? | What did they do that helped you and made you feel positive about the interaction? | What did they do that didn't help and made you feel negative about the interaction?

17. In what situations would you like police to be present, and why?

Possible interview prompts: In general, does police presence in emergencies or crisis situations make you feel safer or less safe? | In your view, what does police presence provide in most situations?

18. In what emergencies or crisis situations would you not want police involved, and why?

19. If you call an emergency line for help and someone who's not a police officer responds, who should that be? For each row mark only one - strongly disagree, disagree, neutral, agree, strongly agree.
 - a. EMT/Paramedic presence makes me feel safe.
 - b. Social worker presence makes me feel safe
 - c. Mental health professional makes me feel safe
 - d. Peer with similar experience makes me feel safe
 - e. Other (please specify.)

20. Please talk more about what kind of response makes you feel safer and why?



21. How would you want these responders to approach you? What would make you feel safer?

Possible prompts: Proper identification, including badges, uniforms, etc. / Promise of confidentiality (won't check ID for outstanding warrants, etc.). / What kind of vehicle? / Does it matter how many people respond?

22. What supplies would you like them to be able to provide?

Possible prompts: Information (housing, shelter, recovery, continued education, etc.). / Food, water, clothing, blankets, first aid / transportation assistance / Medical care or attention / Needle exchange, Naloxone or other related / Hygiene supplies or services / Community engagement events/social activities

23. What kinds of training would you like them to have?

Possible prompts: mental health awareness / trauma-informed care / listening / knowledge of service provider landscape / gender identity/ LGBTQ+ cultural competency / conflict resolution/ non-disciplinary/punitive / youth engagement

24. What other considerations would you like the people designing a care response team in Cleveland to keep in mind?