



Office of Community Safety Q1 Update

November 10th, 2025



The Office of Community Safety (OCS) is an established initiative focused on coordinating non-enforcement responses to community safety challenges across Fayetteville. We are building an innovative, collaborative public safety model focused on collaboration and coordination.



Director: John Jones

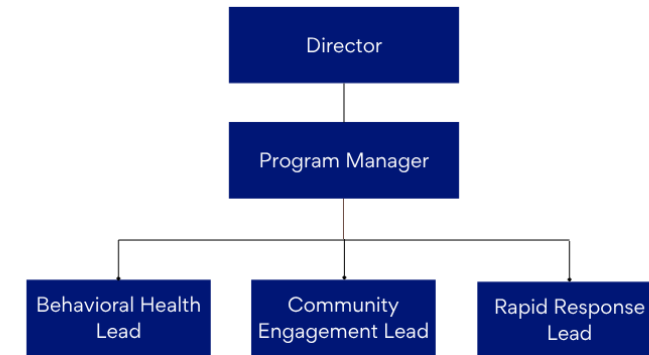
Program Manager: Nichelle Gaines

Behavioral Health Lead: Orlando Smith

Community Engagement Lead: Njeri Fikes

Rapid Response Lead: DeAnna Braggs

Organizational Chart



Community Violence Intervention & Youth Programming

- 59 community engagements conducted
- 3 Youth Night Out events with 150+ youth
- Supported the first community-led youth event with the PROOVE Project
- 20 Community Safety Micro-Grants awarded — \$84,500 invested in neighborhood safety initiatives

Behavioral Health & Homelessness Response

- 214 calls responded to (32 from PD, 182 direct to OCS Rapid Response Lead)
- 52 referrals made to partner mental health agencies (PATH, Carolina Outreach, Southlight, R.I. International, Cape Fear Valley Medical Center)
- 84 on-site outreach visits conducted





Expanded Interagency Collaboration

Throughout Q1, the Office of Community Safety strengthened its cross-system partnerships through active participation in multiple interagency meetings and collaborative frameworks. Key collaborative meetings and contributions include:

- **Alliance Health's Monthly Crisis Collaborative** – OCS participated consistently to review regional crisis response workflows, data-sharing barriers, and cross-agency follow-up processes.
- **Cumberland County Public Health Department's Sequential Intercept Task Force** – Monthly participation to align intercept mapping outcomes with community-level diversion and stabilization goals.
- **Law Enforcement Assisted Diversion (LEAD) Bi-Weekly Meetings** – OCS joined case reviews and strategic discussions to ensure clients with behavioral health needs receive appropriate diversion and linkage to care.
- **Development of Crisis Intervention Standard Operating Procedure (SOP)** – Finalized a draft SOP outlining intervention steps for individuals experiencing behavioral health crises, particularly veterans with suicidal ideation and firearm access.

Together, these engagements demonstrate OCS's role as a coordinating entity bridging law enforcement, behavioral health, and public health sectors.

Behavioral Health: Multi-Disciplinary Engagement in Action

Case 1

- An elderly resident facing cognitive decline, untreated chronic illness, and financial exploitation was supported through unified case conference that included Adult Protective Services, police investigators, OCS behavioral health staff, and medical partners. OCS facilitated escorted medical appointments, ensured safe access to funds, and coordinated home health and social work referrals.

Case 2

- A senior community member experiencing paranoia and neighborhood conflict was engaged through OCS field visits, family outreach, and safety planning. OCS clarified its non-enforcement role, reduced tension through direct mediation, and supported the return of community-watch meetings as a neighborhood safety strategy.



Fayetteville–Cumberland County Behavioral Health Summit: One-Day Framework

The summit will unite partners around a shared goal of building a coordinated behavioral health system that addresses access gaps and crisis response. Guided by a common theme, such as *Building a Coordinated Behavioral Health Continuum*, the event will set clear goals and outline next steps, including working groups, policy recommendations, and a community action plan.



The Office of Community Safety is committed to violence intervention work in communities. In Q1, the OCS contracted with the PROOVE project, a local nonprofit that provides community violence intervention and prevention services within the City of Fayetteville.

Focus Areas:

- Violence prevention and intervention
- Youth and Family Engagement
- Workforce and skills development
- Community partnership expansion
- Engagement in zip codes 28301,28303,28305



PROOVE Project Key Engagements

- Hosted 13 community events, engaging more than 600 residents (including distribution of 425 backpacks, 3 dorm packages, and 2 scholarships)
- Youth Night Out relaunched on September 26 with participation from 30+ youth and families

Intervention and Mediation

- 11 conflicts identified
- 3 conflicts interrupted
- 8 referrals made
- 7 street outreach connections established



Partnership with the National Institute for Criminal Justice Reform (NICJR)

OCS has partnered with NICJR to guide Fayetteville's CVI strategic planning, focusing on capacity building and a landscape analysis of local efforts. This collaboration helps OCS strengthen and support organizations like the PROOVE Project in adopting best practices for violence intervention.



This quarter, the Office of Community Safety provided on-site support for homelessness and mental health-related calls, assisting individuals in crisis and coordinating with community partners. Efforts centered on collaboration with local agencies to identify needs and develop long-term solutions that strengthen safety, stability, and community well-being.

Homelessness & Mental Health Contacts	July-September 2025
Referrals from FAYPD Front Desk/CRU to OCS Rapid Response Lead	32
Direct Calls To OCS Rapid Response Lead (Phone)	182
Field Outreach On-Site Visits by OCS	84
Total Mental Health Related Referrals by OCS	52

OCS expanded youth programming this quarter, hosting 3 Late Night Youth Events and partnering with PROOVE on another, engaging 100+ youth ages 12–17.

Events at recreation centers citywide offered financial literacy, cooking, basketball, gaming, mentoring, and restorative justice circles, with transportation provided within a 3-mile radius.

OCS partnered with local teams, businesses, and nonprofits including the Fayetteville Woodpeckers, Marksmen, Liberty Basketball, R.O.O.T.S Mentoring, PROOVE, and the JAI6 Foundation.





- **Community Facing Meeting:** Tentatively-Nov. 20, 2025
- **Rapid Response/Incident Response Protocol:** Unified process for safety incidents
- **911 Call Analysis:** Improving mental health response
- **Safe Space Activations:** Expanding community-led healing spaces
- **Behavioral Health Summit:** Spring 2026
- **Office Communication Plan:** Clear, consistent messaging strategy
- **Youth Initiatives:** Engaging and empowering young people
- **Violence Intervention Strategy:** Advancing a comprehensive citywide plan



Jones, John	Community Safety Director	johnesjones@FayettevilleNC.gov
Gaines, Nichelle	Community Safety Program Manager	nichellegaines@FayettevilleNC.gov
Braggs, DeAnna	Rapid Response Lead	deannabraggs@FayettevilleNC.gov
Fikes, Njeri	Community Engagement Lead	akuafikes@FayettevilleNC.gov
Smith, Orlando	Behavioral Health Lead	orlandosmith@FayettevilleNC.gov





FayettevilleNC.gov