ST. PETERSBURG POLICE DEPARTMENT	DATE OF ISSUE	EFFECTIVE DATE	NUMBER
INSTRUCTIONAL ORDER	March 2021	Immediately	**V.5:37**

Distribution: All Employees

Subject: **COMMUNITY ASSISTANCE AND LIFE LIAISON (CALL) PROGRAM**

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Accreditation Standards: 41.2.7
Cross Reference: USB SOP I-36, Police Assisting the Homeless Unit (PATH)
ECD SOP II-01, Dispatch Priorities
ECD SOP II-03, Alternate Response
Replaces: I.O. V.5:37 Community Assistance and Life Liaison (CALL) Program (March 5, 2021)

This Order establishes guidelines for the operation of the Community Assistance and Life Liaison Program (CALL), a partnership program between the St. Petersburg Police Department and the subcontracted provider, Gulf Coast Jewish Family and Community Services (Gulf Coast JFCS). It consists of the following sections:

I. Purpose
II. Policy
III. Definitions
IV. Eligible Categories for Community Assistance and Life Liaison Services
V. Requests for Service
VI. Emergency Communications Center Procedures

I. PURPOSE

A. This Order describes the procedures, policies, and guidelines for the operation of the Community Assistance and Life Liaison (CALL) Program. The program involves contracted human service professionals who are notified to respond to selected eligible call types that are reviewed and triaged by the Emergency Communications Center. These specific calls are assessed and determined at onset to be noncriminal and nonviolent in nature.

B. CALL's purpose is to reduce the amount of nonviolent and noncriminal calls for service that involve a law enforcement response and reduce the number of repeat calls for service from identified high utilizers of service.

II. Policy

A. As a contracted program, CALL provides a non-law enforcement-led response to nonviolent and noncriminal calls for service. CALL does not respond to criminal incidents; nor do they respond to the initial scene of a drug overdose or an intoxication request for service.

    B.   CALL responds to predetermined Priority 2, 3 or 4 calls for service.

    C.   The CALL Program is available seven (7) days per week

    D.   CALL operates a dedicated resource number for clients served that is available twenty-four (24) hours per day, seven (7) days per week.

III. DEFINITIONS

    A.   CALL Contact Form – A form on CARS and the Emergency Communications Division's Home page which Emergency Communications Supervisors utilize to provide call note information to the CALL team. A Navigator on the CALL team may contact the Emergency Communications Division to add information to the initial Contact form in the "remarks" section.

    B.   CALL Program Manager – Manages the CALL program and serves as liaison with SPPD and community partners. Additionally, provides an in-person response and conducts mental health and substance abuse assessments as needed.

    C.   CALL Referral Form – A form on CARS that Officers may complete to initiate a referral to the CALL program for follow-up contact/services. CALL Referral Information Form (Officers)

    D.   Clinical Shift Supervisor – This role provides supervision to the Community Navigators, provide an in-person response, and conduct mental health and substance abuse assessments as needed.

    E.   Community Assistance and Life Liaison (CALL) Program – A contracted human service program providing a non- law enforcement-led response to nonviolent and noncriminal calls for service. These calls for service involve behavioral health and quality of life related issues. CALL provides appropriate human services and professionally licensed personnel to respond, assess and plan for the individual who was the subject of the request for service.

    F.   Computer-Aided Dispatch (CAD) – A data repository and collection system which enables a Public Safety Telecommunicator (PST) to enter the nature of a call which automatically assigns a dispatch priority number for initial calls for service.

    G.   Community Navigator – This role provides the initial response to calls for service in the field. The in-person response may include counseling, referral, and linkage to resources. The Community Navigator will also maintain contact with the client through follow-up and coordination of services.

    H.   Gulf Coast Jewish Family and Community Services (Gulf Coast JFCS) – Contracted provider that manages CALL services. Gulf Coast staffing includes Community Navigators; Shift Supervisors, Assistant Program Director, and Program Director.

    I.   High Utilizers of Service – Individuals who frequently request emergency or non-emergency services.

    J.   Police Assisting the Homeless (PATH) Unit – Provides outreach services to assist homeless individuals within the City.

    K.   Request for Service Priorities –

        1.   Priority 2 – Calls generally of a non-life-threatening, non-violent nature.

        2.   Priority 3 – Calls generally involving non-life-threatening events and/or calls for service which are frequently late-reported.

        3.   Priority 4 – Calls generally routine in nature that do not require an immediate police response.

    L.   CALL Status – Indicates time lapse. Status is shown in I/CAD as:

        1.   Now (N) – In progress, individual is still present

        2.   Just (J) – Incident over, individual possibility still in the area,

3. Late (L) – Incident over, individual no longer in the area, and

4. CALL – Incident being routed to the CALL Program.

IV. ELIGIBLE CATEGORIES FOR COMMUNITY ASSISTANCE AND LIFE LIAISON (CALL) SERVICES

A. Mental Health

1. Suicide Threats with no weapons or attempt made (N-J-L SUITH)

2. Person with a Mental Issue with no known violence (N-J-L-MNTL)

3. CALL will complete BA52 paperwork for Baker Acts (N-J-L-BAKER), and request a transport

B. Neighborhood Concerns

1. Neighborhood Dispute with no violence or weapons (N-J-L-NEIGH)

C. Substance Abuse

1. Marchman Act (N-J-L-MARCH) – CALL responds to Marchman Act requests and provides after-incident follow-up on drug overdoses.

2. CALL does not respond to the initial scene of a drug overdose or an intoxication request for service.

D. Quality of Life

1. Panhandling (PANHAN)

2. Homeless Complaints – Pro-active contact, not dispatched.

E. Youth

1. Truancy (N-J-L-TRUANT)

2. Disorderly Juvenile (N-J-L-DOJ)

V. REQUESTS FOR SERVICE

A. The CALL staff receive notification of a request for service through the CALL Contact from the Supervisor, Emergency Communications Center (ECC).

1. CALL will confirm receipt of the request for service.

B. CALL responds to the scene in pairs

C. If CALL staff are not able to respond to the dispatched request for service, due to safety, staffing or other concerns, they will notify the ECC.

1. The CALL Program Manager will document the call refusal for the Project Manager's review as requested.

VI. EMERGENCY COMMUNICATION CENTER PROCEDURES

A. When a 911 or non-emergency call for Police service is received by the Emergency Communications Center, the Public Safety Telecommunicator (PST) questions the caller to determine the appropriate response.

B. If the request for service is one of the eligible event types for CALL, is within their hours of availability and there are no indicators of a crime, violence, or that a weapon is involved, the PST will route the request for service to the CALL Program.

C.   If the PST determines that CALL should respond, the PST creates an event in CAD using the CALL sub-type. The PST adds to the narrative information about the review of caution notes, prior events, and Informer/RMS responses.

D.   The PST informs the caller that their request for service qualifies for a CALL Program response.

E.   The PST advises a Supervisor, Emergency Communications Center.

F.   The Supervisor reviews the CAD notes and approves the event for the CALL Program, if applicable.

G.   If the Supervisor determines the request to be appropriate for a CALL response, they will copy the CAD information onto the CALL Contact Form, located on the Emergency Communications Division's Home Page, initiating an email-notification to the CALL Team.

H.   If additional information is received, or a subsequent call comes in that changes the information or the priority of the call, the PST will add such notes to the event in CAD and advise the Supervisor.

I.   The Supervisor reviews the information and determines if a response change is necessary.

J.   If the information changes the response, the Supervisor will:

    1.   Preempt the event

    2.   Dispatch the call to an Officer, and

    3.   Advise CALL of the updated information/cancellation.

K.   If the information does not change the response, the Supervisor relays the additional information to CALL via the CALL Contact Form.

L.   The Officer may request CALL to follow-up with a subject/situation post-response through the CALL Referral Form.

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Anthony Holloway
Chief of Police