

CALL Diverting 911: From Cops to Case Workers



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Community Assistance & Life Liaison Program (CALL)



Partnership between SPPD and Gulf Coast JFCS to provide an alternative response to nonviolent and noncriminal 911 calls.

- Mental Health
- Substance Use
- Disorderly Juvenile
- Truancy
- Neighborhood Dispute
- Homelessness

Planning Phase

Community conversations

Meeting with dispatch and SPPD

Testing call data and response

Making technology work for you

Routine check-ins after go live date

Acknowledge the moving target



Program Roll Out

City Council approved 9 month pilot

Hiring & Recruitment January 2021

Phase 1: February 2021-Co-Response w/ PATH

Phase 2: April 2021-Back-Up Response

Phase 3: May 2021-Independent Response

Pilot ended September 2021



Thoughtful Recruitment

Representing the community you serve

Diversifying posting locations

Consideration of staff experience needs and benefits

Importance of staff retention activities



Our Team

1 Licensed Program Director

1 Registered Intern Assistant Program Director

2 Licensed Clinical Supervisors

1 Navigator Supervisor

12 Community Navigators

2 Field Specialists

1 Youth Engagement

Specialist



Operations

Call volume patterns are analyzed routinely to determine staffing patterns

Respond in pairs

Shifts:

- 8a-2p
- 11a-9p
- 2p-12a

24/7 CALL
number manned
by clinical staff on
a rotating
schedule



Training

Initial and ongoing

Scenario based, ride
along, in-person &
online.

Supplemental training
added as community
needs require.



Training Examples

De-escalation

Motivational
Interviewing

Situational Awareness

Cultural Diversity &
Equity

Ethics

Trauma Informed Care

Suicide Safety Planning

School Threat
Assessment

HEAT (Human
Trafficking)

Victim Advocacy

Alzheimer's Dementia
Response

Calm, Assess, Facilitate

Mental Health First Aid

Implicit Bias



Responses

Non criminal non violent 911 calls

Officer referrals

Proactive follow-ups



Outcomes (Inception- March 1, 2023)



- 8,537 overall contacts
- 3,752 individuals served
- Over 2,000 referrals from Officers
- 92% of calls did NOT require LEO
- 93% of potential baker acts diverted
- 88% of individuals attended a follow up appointment
- Over 1,350 calls to the 24/7 crisis line for clients
- ZERO incidents, injuries, or life threatening situations
- Reduction in suicides, Marchman and Baker Acts since CALL was implemented.

Evaluations & Recognition

PowerNet Program Impact Award 2022

USF Center for Justice Research & Policy Equity
Evaluation

Vera Institute for Justice Law Enforcement Toolkit

NFL Inspire Change Grant

“Excellence Award” from the Florida Police Chiefs
Association

The Council of State Governments (CSG) Justice
Center national “Expanding First Response
Commission”



Break Out Groups



MNTL-Mental Person with no violence

123 Main Street

St. Petersburg

Sue Smith / COMP LIVES IN NY

(123) 555-5555

COMPL'S SISTER IS NOT TALKING LIKE HERSELF
SHE JUST STARTED 3 NEW MEDICATIONS AND COMPL THINKS THEY ARE
COUNTERACTING EACH OTHER
SISTER IS DIAGNOSED WITH BIPOLAR/ANXIETY/ADHD
NO VIOLENCE / NO WEAPONS
THEIR FATHER IS LIVING THERE AS WELL AND SHE HAS BEEN TAKING CARE OF
HIM. HE HAS DEMENTIA.
SISTERS PH IS (123) 555-6666
CALLER STATES THERE ARE 2 DOGS ON PREMISE
NFI - NO FURTHER INFORMATION

ANOTHER CALL FROM SUBJ MOTHER
STTS DAUGHTER IS UPSET OVER A BREAK-UP
AND IS REQUESTING WHEN CONTACT IS MADE
THAT HER DAUGHTER CALL HER
SALLY SMITH (123) 555-7777
NFI - NO FURTHER INFORMATION

SHARON SMITH, WF, 1/5/1998, 5'11, 160#S, BRO HAIR-SHORT, BRO EYES,
PIERCINGS AND TATTOOS

NOT IN I/LEADS

Break Out Groups



Employee Name: Officer Tom Williams

Do you want a response back?: No

List preferred contact (your email or cell): No need for follow up

=====Citizen Information =====

Citizen Name: John Smith

Citizen D.O.B.: 02/01/1943

Citizen Phone: (123) 555-8888

Citizen Address: 123 Main St

=====Referral Information =====

Referral For: CALL Team

Referral Type: Employee Requested

If Concerned Citizen/Family Member Referral, Name/Contact Information:

Reason for Referral:

subj is delusional and thinks people are tapping his phone. subj is elderly and alone

=====Subject of Referral Details =====

History of mental health issues: Unknown

Substance Abuse History: Unknown

Marchman Act History: Unknown

Documented Violent History: Unknown

=====Residence Details =====

Firearm(s) Inside Home: No

Other residents besides subject in home? No

If Yes, list names and relationship to subject of other residents if known:

Subj is delusional and thinks people are tapping his phone. Subj is elderly and alone

Dogs inside home? No

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