

# 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

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Sue Smith / COMP LIVES IN NY  
(123) 555-5555

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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



# Contact Information

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Visit: [www.GCJFCS.org/Community-Services](http://www.GCJFCS.org/Community-Services)

