CALL Diverting 911: From Cops to Case Workers









Nicole Guincho, LMHC, CAP Vice President of Clinical Services

# 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



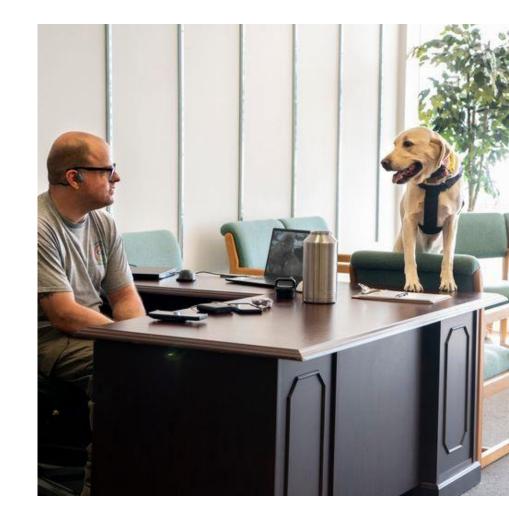


## Training

Initial and ongoing

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

Supplemental training added as community needs require.





## Training Examples

**De-escalation** 

**School Threat** 

Assessment

Motivational

**HEAT** (Human

Interviewing

Trafficking)

Situational Awareness

Victim Advocacy

Cultural Diversity &

Equity

Alzheimer's Dementia

Response

**Ethics** 

Calm, Assess, Facilitate

Trauma Informed Care

Mental Health First Aid

**Suicide Safety Planning** 

**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



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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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 Name: John Smith Citizen D.O.B.: 02/01/1943

Citizen Phone: (123) 555-8888 Citizen Address: 123 Main St

**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

Firearm(s) Inside Home: No

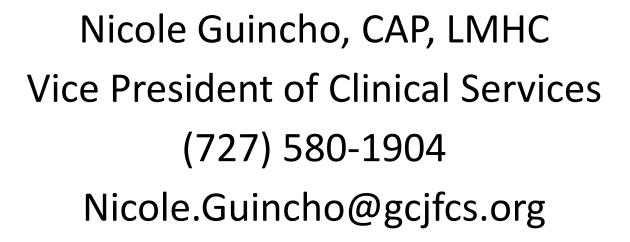
Other residents besides subject in home? No

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



Visit: <u>www.GCJFCS.org/Community-Services</u>

