

Proposed Policy on Law Enforcement Collaboration

How homeless service providers can best assist law enforcement:

1. Professional street outreach workers are ready, willing and able to serve as liaisons between law enforcement and homeless services.
2. With the new BigBurgh.com web-app, law enforcement should be aware that they are able to quickly find and share homeless resources when encountering an individual living on the street.
3. When more thorough assistance would be warranted, law enforcement should use the “Email Street Help” function on BigBurgh to connect with outreach workers who can be expected to respond no later than the next business day, and sometimes within 30 minutes or less (see “Police Guide for Contacting Outreach” below).
4. Street outreach professionals will make themselves available to meet with designated liaisons in law enforcement districts and zones on a monthly basis.
5. Homeless services will provide training at CIT and the academy on a continuing basis.
6. In cases where a situation at a homeless camp requires a more thorough response, homeless service providers and street outreach will meet to discuss how best to address the issues.

How law enforcement can best assist homeless service providers:

1. Law enforcement should designate liaisons within each district and zone as a primary point of contact for homeless service providers and outreach workers when there is a community concern regarding someone experiencing homelessness.
2. As situations warrant, street outreach workers will use “Non-911 Police Email” on BigBurgh.com to communicate concerns to the designated liaison in the affected zone or district (see “Outreach Utilization Guide” below). The liaison should then respond to outreach by the next business day, while also alerting officers on the street in the relevant zone/area.
3. Designated law enforcement liaisons should make themselves available to meet with outreach professionals on a monthly basis to discuss concerns regarding the street homeless population.

Outreach Utilization Guide for BigBurgh’s Non-911 Police E-mail Function

	9-1-1 call	BigBurgh e-mail to police
Reporting an individual’s risk or experience of harm to self	To report <i>imminent suicidal intent</i>	To report <i>general safety concerns</i> based on past behavior. ¹
	To report <i>immediate overdose emergency</i>	To report concerns about <i>general overdose frequency</i> at a camp
Reporting an individual’s risk or experience of being harmed by others	To report <i>injuries requiring immediate medical attention</i>	To report concern for <i>untreated injuries not requiring emergency attn.</i>
	To report <i>witnessed domestic violence</i> or <i>clear allegations of abuse</i>	To report <i>potential domestic violence indicators</i> . ²
	To report <i>clear evidence or allegations of human trafficking</i>	To report <i>potential human trafficking indicators</i> . ³
Reporting an individual’s threat to the safety of others.	To report <i>verbal threats</i> or <i>behavior that threatens imminent danger</i>	To report <i>intimidation techniques that are not illegal</i> . ⁴
	To report <i>firearms in the possession of aggressive, seemingly volatile persons.</i>	To report <i>rumors of firearms at campsites, or firearms in the possession of non-aggressive persons.</i>

For individuals 17 & under: To report any *minors living in places not meant for habitation* or to report *witnessed, suspected, or alleged child abuse or neglect*, contact CYF directly. Contact 9-1-1 first if a minor is in immediate danger.

Note: Use of the BigBurgh e-mail to police does not bar outreach from contacting any other mental health, medical, or social service resource (such as re:solve Crisis Network, for mental health, or Operation Safety Net, for medical outreach). Outreach workers are encouraged to utilize all relevant services in tandem with appropriate police notification via the BigBurgh “e-mail police” function.

¹ Behavior does not need to be specified, in accordance with HIPPA laws.

² Domestic violence indicators: Physical/mental signs that person is abusing/controlling another in intimate relationship (e.g. individual with old and new bruises at the same time, someone quickly deteriorating socially, someone who seems to be controlled by intimate partner).

³ Human trafficking indicators: claims to be “just visiting,” is not in control of personal money or documentation, cannot clarify living location, can only interact with 3rd party present, avoids eye contact, shows physical signs of abuse, works excessive hours. For more see: <https://polarisproject.org/recognize-signs>.

⁴ Intimidation in this context: Creating a hostile environment, being tense and territorial about campsite, but not posing an immediate threat (e.g. aggressive or large animals, display of written warning signs, or strongly aggressive attitudes).

Police Guide for Contacting Outreach

Police should utilize the “*Email Street Help*” function on BigBurgh.com to contact outreach workers regarding individuals on the streets who could better benefit from outreach intervention than from citations, hospital stays, or other responses.

Outreach response time should be no greater than 24 hours. Response may be more prompt within daylight hours than evening hours. *If* an immediate response is available, outreach should send a response e-mail directly notifying law enforcement that outreach is able to respond right away.

Below are common scenarios encountered by law enforcement, in which law enforcement and the individuals experiencing homelessness could benefit from outreach involvement:

1. Intoxication & Detoxing:
 - a. If a person experiencing homelessness is publicly intoxicated, is not a danger to self or others, and is **able to take care of themselves**, outreach can be contacted to interact with the individual and help them back to their campsite.
 - b. If a person experiencing homelessness is publicly intoxicated or experiencing detox symptoms, is **in need of medical attention**, and refuses medical attention, outreach can be contacted to help connect the individual with medical services.

2. Extreme Weather:
 - a. If individual experiencing homelessness **resists winter season emergency shelter offers** from police, outreach can be contacted to follow up with the individual to ensure safety and encourage shelter use.
 - b. Police can notify outreach regarding individuals on the streets in **extreme weather conditions outside of the regular winter emergency shelter operating season**.

4. Community Complaints
 - a. When police receive complaints regarding individuals **camped in public spaces** (spaces police have not been pre-informed about by outreach), police can relay these complaints to outreach so that outreach can follow-up with the individuals and connect them with homeless services.
 - b. When police encounter or receive complaints regarding **aggressive panhandling**, involving individuals experiencing homelessness, outreach can be contacted to speak with individuals about community concerns and to connect them with homeless services.