

February 13, 2023

To: All Personnel

RE: General Order, 23-2 **Jail Diversion Program**

To provide enhanced crisis intervention services to the members of the South Hadley community, the South Hadley Police Department (SHPD) has partnered with Center for Human Development (CHD) to have access to a co-response clinician. The Jail Diversion Program (JDP) is designed to divert non-violent persons with a mental health condition and appropriate offenders away from the sanctions of the criminal justice system and towards more appropriate mental health treatment. The foundation of the program is the availability of a specially trained mental health clinician assigned to the police department as a resource to co-respond with an officer to calls for service involving persons who have a mental health condition and people who are in crisis.

**Procedure:** SHPD currently shares a regional response CHD Co response clinician with Granby and Belchertown Police Departments. Ofc. Cindy Boyle oversees the co-response program and questions should be brought to her attention or the attention of Lt. David Gagne. The regional CHD clinician hours are currently: Monday, Tuesday, Thursday 0900-1700 hrs and Wednesday and Friday 1500-2300 hrs. Changes in the work schedule may occur due to the needs of the police departments. Further, every three months Ofc. Boyle shall conduct a review of the current schedule to determine future needs. The regional clinician will be working some hours based in the South Hadley Police Department and other hours within the partner agencies. The clinician will be provided ample space to work and is currently provided with confidential space in the South Hadley Police Department.

Communication Center personnel can dispatch the CHD clinician at the onset of an appropriate call for service. Responding police personnel can also request the clinician by calling them directly at 413-867-1026. When an officer communicates directly with the clinician for a response, the shift supervisor and the Communication Center shall be notified forthwith. When the clinician is dispatched from the station at the onset of a call, officers shall be dispatched to first assess the scene for safety. After the scene is determined to be safe by officers the clinician will be directed to join the scene. Clinicians assist and guide officers by providing on-scene and immediate support and / or mental health assessment. These evaluations are ideally performed in the environment where the behavior is occurring (ie: home, street, park, school) and where environmental factors may be assessed.

When the regional response CHD clinician is stationed at another police department, officers should call the clinician on their CHD assigned cell phone to request a response to South Hadley. If the clinician is unavailable officers should call the regular CHD emergency response number **413-213-5668**.

In the event an Officer is on scene with or without the clinician, and an involuntary commitment under MGL 123-Section 12 is not warranted, the individual can be transported by cruiser to the Community Behavioral Health Center (CBHC) located at 1109 Granby Road, Chicopee if approved by the supervisor. Refer to Department Policy #14 Persons with Mental Health Conditions.

If, while transporting the individual to the CBHC, the individual changes their intention of being assessed, the officer will return the individual to where originally transported from. The officer will advise dispatch of the

change, and this will be documented in the call narrative. Upon returning the individual, the officer will contact the CHD emergency response number **413-213-5668** and request a telephone/ telehealth meeting or request a response to the home by an available clinician, peer supporter, or other designated CHD staff.

Co response clinicians are not limited to assisting during mental health and crisis related calls. They may also provide officer assistance during incidents that involve delivering death notifications, drug overdoses, suicides, mass casualty events and traumatic events affecting children (witnesses to violence or victim of abuse).

**Reporting/Recording by Communication Center Staff:** When the CHD clinician is on duty and available for responses to South Hadley the following will occur

1. The clinician will notify the SHPD dispatcher, either in person or via the phone
2. The SHPD dispatcher will add the CHD clinician to the status monitor by assigning the clinician to duty. The dispatcher will assign the employee **CHD1**, with a Duty Assignment of **CC** (crisis co-response) and a Post of **CRISIS (crisis co-response)**.
3. When the clinician co-responds to a call with a South Hadley officer the clinician will be assigned to the call in the CAD.
4. When the clinician does independent outreach to South Hadley locations or residences, it is not expected or warranted that they start a call.
1. It is important that the STATUS MONITOR accurately reflect the availability of the clinician. Therefore, when the clinician is responding to another community from SHPD, they will notify the dispatcher. The dispatcher will start an **Assist Other Agency** CAD, make the **Location** the other agency (ie, Granby Police) and assign the **Zone** as Out of Town. When the clinician on an Assist Other Agency CAD, they are still available via the telephone for assistance, but their response may be delayed.
2. The clinician will not be writing report narratives into CADs or reports. Officers will document the role of the clinician in their CAD narrative or report narrative, per current practice.

**Department Access:** The clinician will be provided full access to the 1<sup>st</sup> floor/operations area of the Police Department and the 2nd floor/administration. However, the clinician will not be allowed into the holding facility unless accompanied by a police officer. The clinician has access to departmental telephones, copiers, computers etc. as necessary to accomplish the function of this collaboration. It is expected that if available, the clinician will also attend roll calls.

This General Order replaces #21-2, *Behavior Health Network Clinician*



Jennifer Gundersen  
Chief of Police