




Clayton County Police Department PROCEDURES

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| Subject SOCIAL SERVICE REFERRALS | | Procedure # A4 | |
| Authorizing Signature  | Effective 01-06-2025 | <input type="checkbox"/> New <input checked="" type="checkbox"/> Amended <input type="checkbox"/> Rescinds | Total Pages 4 |

I. PURPOSE

To establish consistent guidelines for providing the public with information on social services and/or criminal justice agencies if the need shall arise.

II. POLICY

It is the policy of the Clayton County Police Department (CCPD) that all employees will provide information to the public to support individuals who need assistance as it relates to social services and/or criminal justice agencies. Employees shall adhere to Department procedures and state law regarding the responsibility of law enforcement personnel, pursuant to OCGA § 19-7-5 and OCGA § 30-5-4.

III. DUTIES AND RESPONSIBILITIES

A. Referrals to Law Enforcement or Social Service Agencies

1. During the course of operations, employees may encounter situations where the persons to whom they deal with may need help that is best provided by another law enforcement or social service agency. While no directive could address all circumstances that could occur, in situations where an employee feels that a referral could be possible they should consider the following:
 - a. Seriousness of the offense and/or situation being handled;
 - b. Previous criminal record and/or history of the person or persons involved;
 - c. Physical mental state of person or persons involved;
 - d. If the best interests of the victim, suspect and the criminal justice system would be served through other means of disposition; and
 - e. Any other factors that are relevant to the situation.
2. Officers may exercise alternatives to a physical arrest, whenever reasonable. See also CCPD SOP: A8: *Criminal Process & Arrest Procedures*.

3. Officers should always consult with their immediate supervisor if any questions arise concerning the appropriateness of utilizing referrals to other law enforcement or social service agencies.
- B. Although the primary responsibility of the Department is to enforce the laws and prevent crime, the public's general safety and welfare are priorities. The Department recognizes the need to act as a mediator and that legal action is not the solution to all incidents. Employees will make referrals based on the totality of circumstances. Several referral services and assistance programs are available to the public within the County and Metro-Atlanta area.

Referrals to social services do not include providing legal advice. Department personnel are prohibited from giving legal advice.

C. Public and Social Service Agency Resources and Services

1. Clayton County Department of Family and Children Services (DFCS): The Clayton County DFCS provides numerous support services and programs to help families and children in need. E-mail contact information for various programs and phone numbers for support services are posted on the website, <https://www.claytoncountyga.gov/services/department-of-family-and-children-services/>.
2. Clayton County Community Services Authority (CSA) Office of Community Support: The Community Support Component of the agency provides emergency short term financial assistance along with case management services and resource referrals to families or individuals faced with crisis situations (i.e., evictions, foreclosures, utility disconnections, emergency food assistance, etc.) in an attempt to help them move towards self-sufficiency. Further information is available through the Clayton County CSA Office of Community Support webpage, <https://claytoncountycsa.org/Office-Of-Community-Support>.
3. Clayton Center: The Clayton Center Community Service Board provides services that minimize the impact of mental illness, developmental disabilities and substance abuse in the lives of persons served and their families while supporting their inclusion in the community. Information regarding programs and services is listed on the website, <https://www.claytoncenter.org/>.
4. Clayton County Senior Services: The Clayton County Senior Services Department delivers services and programs that promote independence and dignity and enhances the quality of life while providing a safe and caring environment for older adults, relative caregivers, and grandchildren. Information regarding programs and services is listed on the website, <https://www.claytoncountyga.gov/government/senior-services/>.

5. Reference Sources

Reference sources shall include, but not limited to the following:

- a. Clayton County Government Directory: The *Clayton County Government Directory* provides telephone numbers and addresses for resources, programs, and services available to the Clayton County community. The *Clayton County Government Directory* can be viewed from the Clayton County Georgia government website, or by clicking on the following link: <https://www.claytoncountyga.gov/residents/county-directory/>. To view, download and/or print telephone numbers from the *Clayton County Government Directory*, click on the following link: <https://www.claytoncountyga.gov/wp-content/uploads/2022/06/ClaytonCountyGovtDirectory-1.pdf>.
- b. Clayton Cares Human Services Directory: The Clayton County Board of Health publishes a very comprehensive listing of public and private social service providers in

their publication titled "*Clayton Cares Human Services Directory*". This directory provides a list of community resources that support the health and other related human services needs of individuals, and a list of criminal justice agencies that have jurisdiction in the County.

A copy of the "*Clayton Cares Human Services Directory*" is maintained in the E911/Communications Center. Employees seeking further information about available services should contact the E911/Communications Center.

The "*Clayton Cares Human Services Directory*" can be viewed, downloaded, and/or printed from the Clayton County Georgia Government website the Department's website, or by clicking on the link below.

<https://www.claytoncountyga.gov/services/clayton-cares-directory/>

Note: The availability of some services and other information may have changed since the release of this document.

- c. Clayton County Family Violence Task Force Resource Guide: The *Clayton County Family Violence Task Force Resource Guide* contains helpful information and resources. The *Clayton County Family Violence Task Force Resource Guide* can be viewed, downloaded and/or printed from the Department's website or by clicking on the following link: <https://www.claytonpolice.com/wp-content/uploads/2022/04/CCPD-Family-Violence-Task-Force-Guide-v2.pdf>.
- d. ONEClayton Community Resource Guide (OCCRG) for Clayton County: The OCCRG is a comprehensive listing of programs and services available to the Clayton County community. The website helps families identify and access resources, programs, and services. The OCCRG also serves as a resource document for DFCS workers, community leaders, law enforcement, program managers, etc. The website resource guide is available at <http://www.oneclayton.org/>.
- e. Clayton County Social Services Referral Phone Number List: The *Clayton County Social Services Referral Phone Number List* (i.e., Appendix A of this procedure) provides the benefit of readily accessible contact information.

A copy of the current *Clayton County Social Services Referral Phone Number List* shall be posted in all of the Sector Precinct Watch Offices.

D. Police Social Workers

Consideration shall be given to utilize the Police Social Worker (PSW) in those circumstances where the recipient may benefit from their experience and assistance.

See also CCPD SOP: *E12: Police Social Workers*.

E. Mandated Reporting

1. Child Abuse

- a. Employees will refer to OCGA § 19-7-5 for definitions of terms regarding child abuse, to include, child, child abuse, sexual abuse, sexual exploitation, etc.
- b. Any employee having reasonable cause to believe that suspected child abuse has occurred shall report or cause reports of such abuse to be made as provided in OCGA § 19-7-5.
- c. The Clayton County Government has a protocol to provide guidelines for inter-agency cooperation and procedures related to child abuse.

See *Appendix B* of this procedure for the current *Clayton County Child Abuse Protocol*.

2. Disabled Adult or Elder Person

- a. Employees will refer to OCGA § 30-5-3 for definitions of terms regarding the “Disabled Adults and Elder Persons Protection Act”, to include, disabled adult, elder person, abuse, exploitation, neglect, sexual abuse, etc.
- b. Any employee having reasonable cause to believe that a disabled adult or elder person has been the victim of abuse, other than by accidental means, or has been neglected or exploited, shall report or cause reports to be made in accordance with the provisions of OCGA § 30-5-4.

Law enforcement can refer individuals to the Georgia Division of Aging Services (DAS) for assistance. Law enforcement can make a verbal request for Adult Protective Service (APS) cases to the DAS, but it must be followed up with a written request on Department letterhead.

Additional resources and contact information are listed on the Georgia Department of Human Services, Division of Aging Services (DAS) website, <https://aging.georgia.gov/>.

F. Agency Jurisdiction

Employees of the Department shall be aware of various types of law enforcement agencies (federal, state, local) that have police powers within the County. These agencies have jurisdiction within the confines of their geographical boundaries and/or areas of control. Hence, it is important that employees identify specific law enforcement situations that may lead to questions of agency jurisdiction, and to, as best as possible, advice on what agency should be contacted relevant to each situation. If an appropriate source of help is located, the employee will provide the person in need with written instructions on how to contact the agency or organization (telephone number, address, hours of operation, etc.).

See also CCPD SOP: *A2: Agency Jurisdiction & Mutual Aid*.

IV. CANCELLATION

This procedure amends and supersedes procedure *A4: Social Service Referrals* dated June 13, 2022.