

**LITTLE ROCK POLICE DEPARTMENT
GENERAL ORDER**

G.O. 216 COMMUNITY RESPONSE TEAM

DATE: 01/17/2024	DISTRIBUTION: DEPARTMENT	REPLACES: NEW	NUMBER: G.O. 216
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I. Definitions

- A. Crisis Intervention Team (CIT) Officer is an officer who has completed the Crisis Intervention Team training course.
- B. Community Response Team (CRT) consist of CIT Officers teamed with Social Workers (Licensed under Arkansas State Statute §17-103-103) and/or masters level Social Work Interns.
- C. Clients are community members requiring social services, including those who are potentially dangerous, posing a risk to themselves, the public, or law enforcement, and those who may be experiencing mental illness, suicidal ideations, substance use disorders, etc.

II. Purpose

CRT responds to calls for service/referrals involving potential clients, providing them with a continuity of care through prevention and intervention services. In addition, CRT shall provide comprehensive services in an attempt to assist clients in improving their quality of life, reducing exposure to the criminal justice system, lessening the frequency of negative contacts with law enforcement, and referring them to appropriate community services.

III. Procedures

A. Duties and Responsibilities

1. General

- a. CRT is available to respond to calls for service that relate to potential clients.
- b. CRT shall conduct follow-up with potential clients. Follow-up may include meeting with potential clients after initial contact, whether it be in facilities or in the community.
- c. CRT shall respond to all referrals made by agency members and/or community members with knowledge of potential clients in need of assistance.
- d. CRT shall gather information that will include the client's history of violence, threat to themselves, the community or law enforcement, number of prior contacts or escalating behaviors as identified by the CRT. Consideration will also be given to special circumstances such as communications via the internet regarding bizarre or unusual behaviors or threats.

- e. CRT shall act as a liaison with facilities and resources in the Central Arkansas Metropolitan area that provide applicable services for clients.
- 2. Responsibilities
 - a. CRT Officer responsibilities include:
 - 1. Verify the scene is safe prior to the CRT Social Worker approaching to conduct an assessment of the individual. Their primary responsibility is the safety of the CRT and the public;
 - 2. Research the individual's history via law enforcement databases;
 - 3. Assist in engaging individuals;
 - 4. Write appropriate incident reports and supporting documentation;
 - 5. Provide follow-up and monitoring with all assigned CRT cases;
 - 7. Update the Communications Center on activity and requesting assistance as needed;
 - 8. Take law enforcement action, as necessary;
 - 9. Monitor and initiate, when necessary, all officer safety bulletins;
 - 10. Update the CRT Supervisor of any significant events in a timely manner; and,
 - 11. Monitor the primary dispatch channel.
 - b. CRT Social Worker responsibilities include:
 - 1. CRT Social Workers are NOT sworn police officers and will not handle any situation that calls for law enforcement action to be taken. CRT Social Workers are considered to be secondary or tertiary responders. Not first responders.
 - 2. Research an individual's history through collateral contacts;
 - 3. Conducting a mental health assessment and determine the appropriate disposition for the individual's needs and safety;
 - 4. Providing supporting documentation to the CRT Officer;
 - 5. Providing follow-up and monitoring with all assigned CRT cases:
 - a. For safety, CRT Social Workers will not enter a client's home alone. They must be with another social worker or certified police officer (uniformed or non-uniformed).
 - 6. Write reports, as required; and,

7. Coordinate with local resources and facilities that work with clients.
- c. CRT Supervisor oversees the daily administrative duties, time management, and coordination of activities of the CRT teams. The CRT Supervisor responsibilities include:
 1. Meet with and monitor the CRT teams on a regular basis;
 2. Update the CRT chain of command of any significant events related to the CRT teams;
 3. Coordinate with the CRT community partners identified in any CRT Memorandum of Understanding (MOU);
 4. Respond to all significant events involving the CRT. Significant events include, but are not limited to:
 - a. Use of Force;
 - b. Injury of any CRT member or individual they are evaluating;
 - c. Any interests by media outlets;
 - d. Any citizen complaints; or,
 - e. Any other event or incident where supervisor notification would be appropriate.
 5. Coordinate all administrative responsibilities involving the CRT, to include training, scheduling, call-out schedules, payroll approval, and vacation coverage;
 - a. CRT shall participate in mandatory annual and periodic training as needed; and,
 6. Receiving any request for assistance by agencies outside the City of Little Rock.
- B. CRT Work Hours
 1. CRT Officers may be required to be on-call on a rotational basis, with varying workdays and hours as required for operational effectiveness.
- C. CRT Officer Application Process and Field Training Evaluation Program
 1. Vacancies within the CRT will be filled per policy.
 2. Officers must complete the 40-hours CIT Training course within one (1) year, if training is available or the next immediately available training offered.

IV. File Security

- A. *In accordance with the National Association of Social Work Code of Ethics, all identifying client information is to be kept confidential. The only time this information may be shared is in the case of potential harm to client's self or others; or in the case of child or elderly abuse and neglect.*
- B. *Client information is not able to be released under FOIA for the safety and protection of the client.*
- C. *All files will be kept in a secure location with limited access.*

Additions and revisions are italicized and underlined.

Deletions are denoted with a strike through.