



# Lansing Police Department Manual

## 600.67 — POLICE SOCIAL WORKER

Operational Procedure

Effective Date: 03/2024

Rescinds: 07/2019

### PURPOSE

This procedure is to establish guidelines for the Lansing Police Department Police Social Work Program in their mission to provide citizens in need with information to properly access individualized care, support, and other appropriate community services. Police Social Workers (PSW) do not provide treatment or therapy. PSWs engage in crisis intervention, welfare checks, needs assessments, and referrals to community service providers. The goal of the PSW Program is to reduce unnecessary law enforcement interactions with persons experiencing mental or behavioral health issues, substance use disorders, unhoused persons, or other social service needs by increasing the quality of life for these individuals through connections to resources and supports.

### DEFINITIONS

- **Follow Up** – For purposes of this procedure, “follow up” means any communication after a referral for social services is made. Follow up may include any of the tasks performed by PSWs described elsewhere in this procedure.
- **Liaison** – For purposes of this procedure, “liaison” refers to the role of the PSW in connecting individuals with resources and social services available in the community.
- **Police Social Work** – Work performed on behalf of and in concert with a Law Enforcement agency concerning the aid of economically, physically, mentally, or socially disadvantaged persons in the community, with the goal of reducing incarceration and repeated interactions with Law Enforcement.
- **Police Social Worker (PSW)**: LPD personnel, licensed through the State of Michigan as a Licensed Master of Social Worker (LMSW or LLMSW), and trained to assess and serve suicidal persons, those with mental illnesses or substance use disorders, and other similar vulnerable populations.
- **Treatment Relationship** – For purposes of this procedure, a “treatment relationship” is defined as the managed care of an individual for purposes of gathering information, diagnosing, and making plans regarding the health of the individual. This fiduciary relationship creates a duty of care and is subject to applicable confidentiality laws.

### OPERATIONS

- PSWs will adhere to LPD Policy and Procedures and to the guidelines provided in the [LPD PSW Training Manual](#).
- PSWs will check in for service at the start of their shifts with Ingham County Central Dispatch and are expected to respond to calls for service from officers on scene and to follow up on referrals made to the PSW Program.
- PSW Services:
  - In addition to any call or incident involving a behavioral or mental health component, the PSWs can also help with a variety of other situations, including but not limited to:
    - Substance use concerns
    - Crisis intervention and trauma response

- Housing or food insecurity
- Sexual violence or human trafficking resources
- Older adult concerns
- Family or juvenile complaints
- Veteran supports
- Domestic violence resources
- PSW Response Methods
  - Called to Scene:
    - Officers can request a PSW respond directly to the scene through Ingham County Central Dispatch.
  - Referrals:
    - When PSW's are not working or are unavailable, referrals for PSW follow-up can be made through the PSW Program [e-mail](#). This e-mail should be utilized for all referrals instead of e-mailing individual PSW employees.
      - Officer referrals should include contact information for the client and the officer's reason for the referral.
    - Officers may also provide clients the PSW Program [e-mail](#) and/or direct phone number (517-483-4403) and clients may contact the PSW Program directly.
    - PSWs will follow-up via phone, e-mail, and/or in person as the situation dictates.
  - LPD Detention Response:
    - PSWs can also respond in person to LPD Detention to help assess and/or attempt to stabilize a detainee in crisis. Additionally, PSWs can make recommendations on whether a psychiatric evaluation as a bond condition is warranted, and/or if an immediate Person Requiring Treatment (PRT) exists.

## RESPONSIBILITIES OF POLICE SOCIAL WORKERS

**NOTE:** The below list describes many of the common duties of PSWs but is not all inclusive. Additional duties may be assigned and monitored by the PSW Program Supervisor and applicable sworn Command personnel.

- Act as a liaison between citizens, the Lansing Police Department, community agencies, and other helping professionals to coordinate services and care for the person seeking assistance.
- Assist Law Enforcement on calls for service involving mental or behavioral health, suicide risk assessment, outreach to unhoused persons, and other social needs by providing assessment and referral services.
- Develop a working referral network to proactively assist with issues relating to mental and behavioral health, substance use disorders, housing needs and other social service-related concerns.
- Conduct follow-up communications with persons with substance use issues and encourage treatment referral. Provide substance use disorder information and referrals to persons in custody at LPD Detention.
- Develop and maintain a list of resources and referral information for police employees to disseminate following critical incidents.
- Act as a liaison to members of the LPD Peer Support Team by providing consults with Peers on potential resources and officer needs.

- Assist as needed with coordinating and conducting defusings and/or debriefings following critical incidents.
- Assist officers with conducting crisis intervention on scene and through follow up contact with clients after receiving referrals.
- Conduct welfare checks and needs assessments to provide appropriate referrals to available community services.
- Participate in community trainings, events, and meetings to learn about resources and services available in the Lansing area and to connect with other providers to better serve Lansing residents.
- Perform proactive outreach and follow up to assist unhoused individuals. Identify locations throughout the City where the most chronically unhoused congregate and open dialogue with these individuals to determine if services are required.
- Facilitate social service-related training for police officers and social agencies.
- Provide crime victims and their families with counseling referral service information and coordinate resource referrals with LPD Victim Advocates and CARE staff as needed.
- Update and maintain the PSW Discussion page and the Active PRT list in the current LPD intelligence sharing database, to provide officers with relevant health and safety information for clients being served by the PSW Program.
- Maintain confidential information in compliance with the [National Association of Social Worker \(NASW\) Code of Ethics](#), [HIPAA](#), [42 CFR Part 2](#), and other applicable Michigan Public and Mental Health Code compliance (see [Public Act 258 of 1974](#) for the Mental Health Code and Part 185 of [Public Act 368 of 1978](#) for the Public Health Code referring specifically to Social Work). The PSW has discretion on the release of confidential information about citizens in accordance with the aforementioned laws.
  - The law governing social work practice in the State of Michigan is found in the Public Health Code, especially [MCL 333.18501](#) et seq.
  - The rules governing social work practice in the State of Michigan are found in the Administrative Rules of the Michigan Board of Social Work, [R 338.2901](#) et seq.
- At the direction and approval of the Chief or designee, the PSW will advocate for policy changes that will assist the Lansing Police Department in providing services to citizens.
- The PSW will not provide therapy or engage in treatment relationships with citizens or clients in the scope of this position. PSWs will adhere to the [NASW Code of Ethics](#) and other applicable laws on appropriate and professional relationships with clients.
- The PSW Supervisor will submit monthly activity and annual reports as required by the Patrol Division Commander and Chief of Police.
- PSWs will complete timely documentation of calls and referrals for service, interactions with clients, and other duties conducted while at work. Collected data will be used to track program activity, evaluate performance, and conduct program improvement planning.

## Appendix A

### SOCIAL WORK GRID FOR SCOPE OF PRACTICE

This grid is intended as a guide to assist PSWs in understanding the differences in the levels of regulation and to show who would typically be responsible for various activities and functions. This grid is not an authoritative restatement of the law or regulations governing the practice of social work in the State of Michigan. Yes categories listed in red show what tasks/functions LPD PSWs are currently authorized to perform; all remaining are allowable under Statue and Administrative Rule but not allowed per this procedure.

Social Work Task or Function	Tech	BSW	MSW	
			Macro	Clinical
Administration of assessment checklists requiring interpretation	YES	YES	YES	YES
Administration and interpretation of assessment checklists			YES	YES
Advocacy for group/communities		YES	YES	YES
Advocacy for individual		YES	YES	YES
Case Intervention planning and evaluation				YES
Case Management (for individual, family, couple, group)		YES		YES
Child or adult custody determination		YES		YES
Child or adult custody assessments and recommendations				YES
Child welfare case management		YES		YES
Community organization		YES	YES	
Conduct case-finding activities in community	YES	YES	YES	YES
Consultation regarding agency practice and policy development			YES	YES
Consultation regarding clinical issues				YES
Coordination and evaluation of service delivery			YES	
Development of social welfare policy			YES	
Diagnosis of mental, emotional or substance abuse disorders with a diagnostic code				YES
Directing clinical programs				YES
Directing social work agencies but not clinical practice			YES	
Directing social work agencies including clinical practice			YES	YES
Identification of presenting problem		YES		YES
Impart general information and referral for assistance		YES	YES	YES
Interventions with individuals, couples, families or groups to enhance or restore the capacity for social functioning		YES		
Intervention methods using specialized and formal interactions				YES
Interviewing clients regarding client's situation	YES	YES	YES	YES
Monitor client's compliance with program's expectations	YES	YES	YES	YES
Pre-admission general assessment for mental health facilities		YES		YES
Private practice – clinical				YES
Private practice – macro			YES	
Program Intervention planning and evaluation		YES	YES	
Provide assistance regarding community resources	YES	YES	YES	YES
Provide information about available services	YES	YES	YES	YES
Provide life-skills training	YES	YES	YES	YES
Provide linkages to community services	YES	YES	YES	YES
Provision of training regarding community needs and problems			YES	
Psychosocial assessment		YES		YES
Psychotherapy with adults				YES
Psychotherapy with children				YES
Research – design and analysis			YES	YES
Research – data collection		YES	YES	YES
Supervision of clinical social workers				YES
Supervision of macro social workers			YES	
Teaching or education of client		YES	YES	YES
Treatment planning and evaluation				YES