

MESA POLICE Department Policy Manual	Residence Assistance Program	DPM 2.5.12 Effective 08/08/2018
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1. PURPOSE

The Resident Assistance Program (R.A.P.) is a one-year pilot program. This voluntary program provides a means for persons affected by mental illness or in crisis and/or cognitive disorder or their legal guardian to voluntarily provide additional information to the police department to assist officers responding to calls for service.

2. PROGRAM GOALS

- A. Create a pathway for a community member or their legal guardian to voluntarily provide additional information about mental, cognitive, and/or other disabilities to improve interactions between the affected community member and police officers.
- B. Registrant's behaviors, diagnosis, crisis management, and supplemental information to facilitate better interactions while maintaining proper officer safety tactics. The following examples highlight when R.A.P. information will be beneficial.
 1. Officers are dispatched to an unknown trouble at a residence where screaming and objects being thrown is reported by a neighbor. Due to R.A.P., CAD comments will inform officers a 20-year-old male with Autism and violent tendencies lives in the home. Additionally, parent/legal guardian contact information, along with other behaviors or habits which will assist police response, will be included in CAD comments.
 2. Officers are dispatched to a welfare check of an elderly person who appears lost and confused. Officers respond and the person is not coherent, but officers are able to obtain the person's name. R.A.P. information included in the RMS Name module will indicate the person has dementia, their address and emergency contacts.

3. PROGRAM STRUCTURE

- A. The program will be managed by a CRT Detective (Program Manager).
 1. The Program Manager will be responsible for:
 - a. All data entry, distribution, redaction and purging.
- B. The CRT Sergeant will oversee the R.A.P. and the Program Manager and will conduct secondary review and random compliance audits.
- C. R.A.P. implementation is divided up into multiple steps.
 1. Registration

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- a. Registrant completes a secure online form or submits a hard copy of the form to the Program Manager. Information on the form includes: registrant, emergency contacts, registrant's background (diagnosis/disability, communication methods, and special considerations), narrative to assist department members with interactions, vehicle information, photograph, acknowledgement of terms and conditions.
2. Data Validation
 - a. The online form will automatically populate an Excel file and send an email to the Program Manager. We will accept the registrant's voluntary submission of data so long as it meets the general criteria that registrant certifies they have the authority to submit the data and there is enough information provided to facilitate data entry into RMS and CAD. The Program Manager will contact the registrant for follow-up when needed.
3. Data Storage
 - a. Data security and access is top priority for this program to ensure registrant's personal private medical information is only accessible to the Program Manager, alternate Program Manager and the CRT Sergeant. The security of stored information will be controlled by PDIT security methods.
4. Limited Information Entered Into RMS Name Module
 - a. The Program Manager will update or create a Name Module for the registrant with the voluntarily submitted information.
5. Limited Information Entered Into CAD
 - a. The Program Manager will email data to create an address alert for the registrant to a designated dispatch supervisor. The dispatch supervisor will enter the information into CAD and send a confirmation email to the Program Manager. The registrant's information shall not be printed or stored outside the CAD system or in the Communications Center for data security purposes.
6. Data Purging
 - a. The registrant's information is valid for one year or until the registrant withdraws from the R.A.P. whichever comes first.
 - b. The Program Manager shall ensure deletion of all information provided by the registrant through the R.A.P., including data stored in CAD. Information gathered during normal police activity or interaction with the registrant outside of the R.A.P. will be retained in CAD.
 - c. The CRT Sergeant will conduct random cyclical audits to ensure data purging was properly completed.

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4. IMPLEMENTATION & REPORTING

- A. R.A.P. implementation will be completed in phases. The phases include:
 1. Website design and testing in coordination with the Media Relations Office.
 2. Establishment of data storage and security protocols with PDIT.
 3. Written policies outlining R.A.P. responsibilities.
 4. Training for field personnel.
 5. Program marketing.
 - a. Conducted primarily using social media, City of Mesa website, and our Mental Health Advisory Board partner agencies.
- B. The R.A.P. will operate as a pilot project for one year after full implementation. Quarterly reports will be provided that include, but are not limited to, number of registrations received, number of CFS occurring at locations with CAD entries, number of interactions with registrants based upon RMS data, and number of registrants purged from the R.A.P.
- C. Program Manager will solicit feedback from officers who interacted with registrants during the pilot program, as well as registrants/guardians. For further information on the workflow of the R.A.P. program, refer to reference documents [Appendix A: R.A.P. Workflow](#) and [R.A.P. Information Form](#) in Power DMS.

REFERENCES

- [Appendix A: R.A.P. Workflow](#)
- [R.A.P. Information Form](#)