**Response Call Procedures**

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| **POLICY** | Use of Hot-line Sheet to record information for each incoming phone call; Expectations of Outreach Workers. |
| **PURPOSE** | To ensure that response calls are handled properly and in a timely manner and that the proper information is recorded. |
| **PROCEDURE** | Dispatch Handling of Incoming Phone CallsWhen a call comes into the street outreach hotline the dispatcher should record all information on the “Hotline Call Sheet”, including time, date, caller’s name and telephone number, location and description of the person needing services. The Dispatcher should contact a team, using the “team schedule” and zone assignments (attached) as a guide, as follows:* 1. The dispatcher will determine in which zone the response call is located and will contact that team to take the call
	2. If the team in whose zone the response call is located has previously notified the dispatcher that they are unable to take a response call, or are already in the process of responding to a previous call, the dispatcher will locate the next available team to take the response call.
	3. Any problems in the assignment and acceptance of response calls, as per the methods listed above, will be noted by the dispatcher in the Response Call log and brought to the attention of their supervisor, who, if appropriate will, notify the corresponding team supervisor/director. If the outreach worker works for the same agency, as the dispatch supervisor, the issue will be handled internally.

Outreach worker response to Hotline Response calls:* Outreach workers should accept dispatched assignment of hotline response calls. Any question regarding the assignment should be addressed by the outreach worker with their supervisor after responding to the call.
* Response calls are of the highest priority and outreach teams should make every effort to get to the scene as soon as possible, letting the dispatcher know the estimated time of arrival. On the scene, you should do the following:
1. Identify yourself as an outreach worker responding to a call.
2. Assess the situation by gathering any important information from the person who initiated the call (if he or she is on the scene). Respecting the privacy, space, and dignity of the consumer, the Outreach Team should politely ask any bystanders to step away so that an outreach worker has an opportunity to speak with the consumer privately.
* Outreach Workers should meet emergency situations with an emergency response. It is expected that, at times, it may be necessary to postpone a work break that falls during a response call in order to accommodate the consumer’s emergency needs. If a relief team is needed to spell the responding team, the dispatcher should be notified and the responding team should stay with the consumer until the relief team arrives.
* If a consumer presents with emergency needs of any kind, the team must contact the appropriate medical and behavioral health resources and/or 911 and wait with the consumer for help to arrive. Under no circumstances should a consumer who presents with emergency needs (e.g., 302, medical emergency, etc.) be left unattended before their needs have been addressed and they are out of danger.
* All teams are expected to remain on duty throughout their shift, in accordance with the “Outreach Hours” policy. The dispatcher should be made aware in advance of the team’s unavailability for any period of time. Outreach worker should be checking in the beginning of every shift, lunch break, and end of shift.
* In Multiple Agency Outreach systems, teams will need a standards and code of conduct to clarify expectations regarding team response.

Hot Spot Requests:* Outreach Dispatch will be requesting outreach workers to hit the required hot spots per shift. Outreach workers are expected to report back to dispatch the finding of the area. Information that should be collected is as following: # of people in the area, Names if provides, Services offered, and outcome of the engagement. Dispatch will track this information in the hot spot report.

Calls from PoliceResponse calls from the police also receive high priority and outreach teams should make every effort to get to the scene as soon as possible. The responding outreach team must let the dispatcher know what their estimated time of arrival will be so the dispatcher can alert the police officers. On the scene:1. Identify yourself as an outreach worker responding to the call.
2. Assess the situation by gathering any important information from the police officers who initiated the call (if they are on the scene). Keep a positive working relationship going with the police.
3. Respecting the privacy, space, and dignity of the consumer, the outreach team should politely ask the police officers to step away so there is an opportunity to speak with the consumer privately.
4. When responding to calls from the police, outreach teams should be given time minutes to work one-on-one with the consumer to achieve a positive outcome.
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