

Specialized Police Responses to People with Mental Illnesses
A Checklist for Law Enforcement Program Managers

Call-Taker and Dispatcher Protocols					
Always	Most Times	Some Times	Never	Not Applicable	<i>Responding effectively to mental health calls for service often requires approaches and tactics that are different than most other calls for service.</i>
					Protocols are in place to guide call takers and dispatchers on how to gather descriptive information on: <ul style="list-style-type: none"> a) the person’s behavior; b) whether the person appears to pose a danger to self or others; c) whether the person possesses or has access to weapons; and, d) the person’s history of mental health or substance abuse treatment, violence, or victimization.
					Dispatchers know which law enforcement or mental health responders are designated to respond to calls that may involve a person with a mental illness.
					The 911 dispatch center has protocols to designate mental health calls for service at the time of dispatch.
					The 911 dispatch center has protocols that allow responding officers to verify call types or provide information about the influence of mental illness so that calls can be accurately coded.
					Locations of repeat mental health calls for service are flagged to help ensure that specially trained officers are dispatched to respond to those locations in the future.
					Information on chronic consumers or those who pose a verifiable threat to officers is flagged to help ensure that specially trained officers are dispatched to respond to those individuals.