



Applying Evidence-based Practices to Obtain Officer Buy-in for Deflection & Diversion Initiatives

International Association of Chiefs of Police
TASC's Center for Health and Justice



August 22, 2024



International Association of Chiefs of Police

The IACP is a non-profit organization headquartered in Alexandria, Virginia.

The IACP works to enhance policing globally through advocacy, research, outreach, and education, ensuring safer communities worldwide.

Since 1893, the Association has been advocating for law enforcement and promoting leadership and professionalism in policing globally.



Law Enforcement - First Responder Partnership Training and Technical Assistance (TTA) Program

Funded by BJA's Comprehensive Opioid, Stimulant, and Substance Use Program in partnership with TASC's Center for Health and Justice (CHJ)



- Provides training, TA, resources, and mentoring on strategies to reduce overdoses and address substance use disorder (SUD).
- Supports law enforcement agencies in developing pathways to treatment and services for individuals with SUDs.
- Promotes collaborations between public safety and public health stakeholders to increase community-based treatment and service capacity in communities.



[IACP COSSUP Project Page](#)



Agenda

1. The importance of officer support for deflection programs
2. What the research says: barriers and facilitators for securing buy-in
3. Highlights from the new *Checklist for Obtaining Officer Support for Deflection and Pre-Arrest Diversion Programs*
4. Insights from the field: St. Petersburg's Community Assistance & Life Liaison Program (CALL) Program
5. Roundtable discussion





Presenters

St. Petersburg, Florida

- Anthony Holloway, Chief of Police, St. Petersburg Police Department
- Jonathan Vazquez, Officer, St. Petersburg Police Department
 - President, Sun Coast Police Benevolent Association

Montgomery County, Ohio

- Dawn Schwartz, Community Overdose Action Team Project Manager, Public Health - Dayton & Montgomery County, Dayton, OH
- Karen Maline, Project Manager, International Association of Chiefs of Police



Shaping the Future of the Policing Profession®



Polling Questions

- 1. What type of agency or organization do you represent?**

- 2. Do you have support for your deflection program from your personnel (if it is police-led) or from law enforcement or other first responder partners (if it is community-led)?**





The Importance of Officer Support for Deflection Programs

- Increases referrals to treatment.
- Can enhance community-police relations.
- Creates or enhances cross-sector collaboration.
- Increases equity in the provision of treatment and other resources to underserved communities.
- Takes less time than arrest, allowing officers to make a referral and return to patrol.



What the Research Tells Us: Obstacles to Obtaining Officer Buy-In

- Officers might believe that...
 - Addiction is a moral failing
 - Arrests lead to promotions; referrals are not beneficial
 - Making referrals takes more time than arrest
- Lack of knowledge or understanding about availability of treatment and barriers to treatment

What the Research Tells Us: Facilitators for Obtaining Officer Buy-In

- Training on the science of addiction
- Conveying the results of the program
 - Knowledge that the program (and they) made a difference
- Making it faster and easier to refer than to arrest
- Demonstrated support from executive leadership, including attending all program-related trainings

Checklist for Obtaining Officer Support for Deflection and Pre-Arrest Diversion Programs

1) Law enforcement-led programs

2) Programs led by non-law enforcement agencies

E.g., behavioral health, county, municipal

3) All programs

Strategies to Obtain Officer Support for Law Enforcement-Led Programs

- Demonstrate executive leadership support
- ✓ Encourage command staff participation in trainings and deflection efforts
- ✓ Use referrals as a performance metric
- ✓ Provide incentives for making deflection referrals

Strategies to Obtain Officer Support for Law Enforcement-Led Programs

- ❑ Develop clear policies and procedures
- ✓ Include line officers in developing policies and procedures
- ✓ Develop clear eligibility requirements

Strategies to Obtain Officer Support for Programs Led by Non-LE Agencies

Program leaders or the lead organization should invite police agency leaders to the table **as early in the planning process as possible** to provide input and help shape the program

- Hire or assign a program manager who can liaise with officers
- Include patrol officers and first-line supervisors in program planning

Obtaining Officer Support for All Deflection Programs

- MAKE SURE that referring through the program is easier and less time-consuming than arrest and booking

- TRAINING:
 - ✓ The science of addiction
 - ✓ Adverse Childhood Experiences (ACES)
 - ✓ The role of relapse in recovery
 - ✓ Historical context

Obtaining Officer Support for All Deflection Programs

- ❑ EDUCATE agency personnel about treatment
 - ✓ Invite a treatment professional to talk about treatment, service capacity, and barriers to treatment
 - ✓ Include people who have lived experience with SUDs
 - ✓ Inform officers about the post-referral process

Obtaining Officer Support for All Deflection Programs

- ❑ CREATE a feedback loop
 - ✓ Provide information to officers about referral outcomes or aggregate program data
 - ✓ Share program related research and data
 - ✓ Through discussions with officers, ask for feedback and suggestions

...and finally

Change is hard!!!!

Give your officers some grace and **meet them where they are.**

Community Assistance & Life Liaison Program (CALL)

St. Petersburg, Florida





Community
Assistance & Life
Liaison Program
(CALL)

CALL is a partnership between SPPD and Gulf Coast JFCS to provide an alternative response to nonviolent and non-criminal 911 and non-emergency calls.

Call types:

- Mental Health
- Substance Use
- Disorderly Juvenile
- Truancy
- Neighbor Dispute
- Homelessness
- Call for Assistance

Assistance provided via:

- On scene response to live calls
- On scene request from Officers
- Officer referrals
- Proactive follow-ups
- 24/7 Crisis Line



Community
Assistance & Life
Liaison Program
(CALL)

CALL Team Pilot Timeline:

City Council approves CALL Team contract with Gulf Coast JFCS on January 7, 2021.

- Task: Recruit a diverse team, hire and train.

PHASE 1 February 2021

- Focus on pro-active contacts with homeless individuals and highest utilizers of service
- CALL Team embedded with PATH Unit and provided a coordinated response to live calls from Dispatch.



Community
Assistance & Life
Liaison Program
(CALL)

CALL Team Pilot Timeline:

PHASE 2 April 2021

- CALL Team-led response with an officer in vicinity or as needed.
- CALL Team is fully staffed (16), program expands to 8AM – 12AM, 7 days a week.

PHASE 3 May 2021 thru Pilot end Sept. 30, 2021

- CALL Team responds directly to calls, requesting police only as needed.



Community
Assistance & Life
Liaison Program
(CALL)

CALL Program Impact

Since Inception...

- Over 13,500 contacts in the community
- Over 5,600 clients served
- Over 95% of contacts are without law enforcement
- ZERO incidents, injuries, or life-threatening situations

Community Overdose Action Team

Montgomery County, Ohio



Panel Discussion

IACP Resources

Visit the IACP website:

www.theiacp.org

Email: COSSUP@theiacp.org



Checklist for
Obtaining Officer
Support for
Deflection or Pre-
Arrest Diversion
Programs



Comprehensive
Opioid Stimulant, and
Substance Use
Program (COSSUP)



Law Enforcement
Opioid Resources

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