



**Date:** February 6, 2019

**To:** Patrick H. West, City Manager *T.H.W.*

**From:** Reginald Harrison, Director, Disaster Preparedness & Emergency Communications *R.H.*  
Kelly Colopy, Director, Health and Human Services *K.C.*

**For:** Mayor and Members of the City Council

**Subject:** Homeless Services Call Taker – Pilot Program

---

Police and Fire Public Safety Dispatchers (PSDs) are often the first staff contacted by the public regarding homeless issues. While our PSDs are well versed and trained on public safety emergency protocols, they are not trained on the many non-emergency resources provided by the City and its partner agencies to persons experiencing homelessness. Therefore, the Departments of Disaster Preparedness and Emergency Communications (DPEC) and Health and Human Services (Health Department) have partnered to implement a pilot program to provide information to non-emergency callers regarding homeless issues (calls that do not rise to the level of a police or fire response).

Through this pilot program, a Homeless Services Call Taker (HSCT) position will be established to provide information on homeless issues to non-emergency callers. The HSCT will be housed at a workstation within the 9-1-1 Call Center. Under the pilot program, PSDs will transfer non-emergency calls-for-service to the HSCT regarding a homeless issue when they believe the calling party could benefit from a more in-depth conversation and/or referral to other homeless services. If during their conversation, the situation regarding the initial call-for-service escalates to an urgent status, the HSCT will immediately transfer the call back to a PSD.

The Health Department will be responsible for staffing and training the HSCT. The pilot program will commence on Monday, February 11, 2019, and end on Sunday, April 7, 2019. A trained HSCT will be positioned in the 9-1-1 Call Center to handle non-emergency homeless calls-for-service on Mondays, Wednesdays, and Fridays, from 6:00 p.m. to 10:00 p.m. During times when the HSCT is not available, non-emergency calls-for-service related to homeless issues will be referred to the Multiservice Center Hotline (562-570-4672), where calls are checked multiple times daily and any caller requesting a call back will receive one. During the pilot program, the type and nature of calls from the public will be evaluated to determine areas where additional public information should be provided. The hours of availability of the HSCT will also be evaluated for effectiveness.

If you have any questions, or require additional information, please contact Director of Disaster Preparedness and Emergency Communications, Reggie Harrison at (562) 570-9460, or Director of Health and Human Services, Kelly Colopy at (562) 570-4016.

CC: CHARLES PARKIN, CITY ATTORNEY  
LAURA DOUD, CITY AUDITOR  
TOM MODICA, ASSISTANT CITY MANAGER  
KEVIN JACKSON, DEPUTY CITY MANAGER  
ROBERT LUNA, CHIEF OF POLICE  
XAVIER ESPINO, FIRE CHIEF  
REBECCA GARNER, ADMINISTRATIVE DEPUTY TO THE CITY MANAGER