



SULLIVAN COUNTY 911 COMMUNICATIONS

Subject: Mental Health Call Diversion (Helpline)		
Section: 701	Revised:	Established: 8/30/23

POLICY: To establish a process for the diversion of persons in Sullivan County having a mental health emergency who do not require an immediate EMS or Law Enforcement Response to the 988 Helpline for further interview.

PROCEDURE:

1. Dispatch staff shall create a Call for Service in the CAD system.
2. Dispatch staff shall obtain answers to Preliminary call entry questions using open-ended questioning.
3. Should the caller present with an apparent mental health emergency with no other obvious need for a Police, Fire or EMS response the incident can be further evaluated for a Helpline transfer.
4. If the caller/patient is non-violent and cooperative and also there are no weapons involved the caller should be screened for a possible Helpline transfer.
5. Staff will use the latest Helpline Diversion Procedure questionnaire and flow chart, concluding with offer of a voluntary transfer to Helpline.
6. Should the caller agree to a Helpline Transfer, call will be transferred to Helpline using 845-486-9057.
7. The caller will be introduced to the Helpline representative and the Call Taker will provide CFS number and a brief summary of the incident.
8. The Call Taker will assign the Call for Service Type of "Non Emergency" and tag the Call for Service with the disposition code of "988 Helpline".