

Carlsbad Police Department

Policy Manual Special Order 2022-04

Pursuant to Carlsbad Police Department Policy 204, this Special Order becomes effective May 20, 2022.

New Policy: Homeless Engagement Leading to Progress (HELP) Application 466

Homeless Engagement Leading to Progress (HELP) Application

466.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines to members of the Department on the utilization and functionality of the Homeless Engagement Leading to Progress (HELP) application.

466.2 ADMINISTRATION OF HELP APPLICATION

All maintenance of the HELP application will be managed by the City's Geographic Information System (GIS) personnel within the Information Technology (IT) Department. The data entered into the application will be stored on servers (FBI CJIS compliant) that are controlled by the city's IT Department.

466.2.1 DEFINITIONS

The HELP application is a custom configuration of various products and solutions offered by Esri through its ArcGIS Online (AGOL) service. ArcGIS Online is Esri's cloud-based deployment of GIS technology for collecting, editing, displaying, and analyzing data and geographical information. The HELP application integrates with Carlsbad's on-premises GIS servers to store the HELP records in the Department's applications. It also integrates with Okta to facilitate user login and manage access to authorized city staff.

The following definitions apply to this policy pursuant to 42 U. S. Code § 11302 - "General definition of homeless individual":

- (a) In general, the terms "homeless," "homeless individual," and "homeless person" mean:
1. an individual or family who lacks a fixed, regular, and adequate nighttime residence;
 2. an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping

accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

3. an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);
4. an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
5. an individual or family who—
 - A. will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by—
 - i. a court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;
 - ii. the individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
 - iii. credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause;
 - B. has no subsequent residence identified; and
 - C. lacks the resources or support networks needed to obtain other permanent housing; and
6. unaccompanied youth and homeless families with children and youth defined as homeless under other Federal statutes who—
 - A. have experienced a long-term period without living independently in permanent housing,
 - B. have experienced persistent instability as measured by frequent moves over such period, and

- C. can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment.

466.3 AUTHORIZED USERS AND INFORMATION ENTRY

"Authorized Users," as defined herein, shall include all sworn Department personnel and Community Service Officers assigned to the Homeless Outreach Team (HOT).

Authorized Users, after contacting an individual defined as homeless, shall enter the information of the individual into the HELP application as described in this section. The Crime Analysis Unit will not be authorized to enter individuals into the HELP application, but they will be authorized to view the information in the application and informally report that information within the Department only. All Authorized Users and those viewing the information shall remain compliant with and certified to view FBI CJIS information.

Authorized Users shall enter the following information:

- (a) **Contact:** Information entered in the HELP application to establish a base record for a homeless individual. Such information can include a photo, demographics, mailing or temporary address (if any), phone number, email address, residential history and provenance, duration of homelessness, veteran status, local criminal history, known associates, and notice of special needs or safety concerns. Contact information can be updated by any Authorized User as needed to maintain accuracy.
- (b) **Referral:** Information entered in the HELP application for each interaction with a homeless individual who has been entered as a contact in the HELP application and the outcome of the interaction, which may include a referral to HOT for additional services. Such information can include date and location of contact, evidence of any encampments present at the point of contact, services accepted or declined, referral to HOT, aggressive behavior, factors contributing to homelessness, enforcement action, community risk factors, and a narrative free of personal identifying information (PII).
- (c) **Camps:** Information entered in the HELP application when encampments are encountered within the city. Such information will include date encampment discovered or established (if known), origin of call, location, encampment cleanup disposition, notes, narrative, and a photo.

All referral and camp entries shall be associated with a CAD Incident Number. The application will not accept a new referral and camp entry without an associated CAD Incident Number.

466.4 NOTICE TO INDIVIDUALS

When an officer makes contact with a subject meeting the criteria for entry into the HELP application and the officer intends on entering the individual, the officer must inform the individual their personal information will be entered into the HELP application, by stating something similar to, "Your information will be maintained to gauge resources needed to assist the homeless. If you do not want your information to be included, contact the Homeless Outreach Team supervision to request removal." This shall be done in person while BWC is activated. If an officer encounters an individual who contests entry, the officer should document "Removal Requested" in their entry narrative and a supervisor should be advised of the request.

Individuals who have been entered into the HELP application prior to the existence of this policy, shall be notified in person, phone, or by written communication of their current existence in the HELP application. Those who wish to contest their entry should be given the phone number to the HOT supervisor. HOT Supervision will follow-up with the individual. If the individual meets the legal definition of being homeless per policy 466.2.1, their information will remain in the application.

466.5 INFORMATION SHARING

The HELP application is specifically designed for use by the Department to be adaptive and responsive to the needs of the community and persons experiencing homelessness based on current information. Information will only be used for official or legitimate law enforcement purposes. The HELP application is for internal use only and will not be used to share any personal identifying information (PII) contained in the application with other law enforcement entities, governmental agencies, or non-government agencies without the authorization from the Chief of Police or designee and in compliance with all applicable laws.

466.6 TRAINING

All Authorized Users will receive training on the utilization and functionality of the HELP application. HOT supervision is responsible for training all Authorized Users and must maintain training material to ensure all information is up to date. The Department's designated training coordinator should ensure and document that Authorized Users receive department-approved training presented by the HOT supervision.

466.7 DATA RETENTION

Any contact entered in the HELP application which is not modified by the addition of a new referral within a 1-year period will be automatically purged. Once a homeless individual is documented, upon the first entry, the 1-year retention period begins. The retention period automatically resets to 1-year each time a new referral is made for the individual. Once an individual has not been contacted over the course of 1-year, the HELP application will automatically purge the data related to the individual. The information retained in the HELP application will be subject to a semiannual audit to validate compliance with data retention criteria.

466.8 AUDITING AND QUALITY CONTROL

The Special Investigations Lieutenant, the HOT supervisors and the CSO(s) assigned to the HOT will have administrative rights to the data that is entered into the HELP application. This will allow for auditing and quality control.

Quality control includes merging duplicate entries, correcting data entered incorrectly, or deleting the entries of individuals who contest their information being entered into the HELP application and are determined not to be homeless pursuant to 42 U.S. Code § 11302. The HELP application records the date and time of the original entry and the most recent edit. All edits made to entries shall be noted in the administrative rights edit log that is built into the administrative rights portal of the HELP application. Software can only be altered by the IT Department and, with the exception of "Update Contact Info," the Authorized User cannot alter or edit entries.

Authorized Users of the HELP application can edit existing records using the "Update Contact Info" feature. This is intended to allow Authorized Users to add pertinent information that may not exist in the record, or correct information in the record that was not properly entered. Authorized Users cannot delete a contact and cannot edit referrals or camps once they have been entered. If such edits are needed, a Homeless Outreach Team Supervisor should be contacted. Only those persons specified in paragraph 1 of this section can alter or edit entries.

It is the responsibility of the Special Investigations Lieutenant to ensure that semiannual audits are conducted of the HELP application. The audit shall randomly select 10 entries and verify that the information meets the requirements established in policy 466.2.1. These audits shall be documented in the form of an internal Department memorandum to the Chief of Police. After review by the Chief of Police, the memorandum and any associated documentation shall be filed and retained by the Professional Standards and Services Bureau.

Williams #5221
Mickey Williams, Chief of Police

5/6/2022
Date