

Carlsbad Police Department Policy Manual Special Order 2021-09

Pursuant to Carlsbad Police Department Policy 204, this Special Order becomes effective October 21, 2021.

New Policy: Emergency Hotel Voucher Pilot Program 463

Emergency Hotel Voucher Pilot Program

463.1 POLICY

This pilot hotel voucher program was approved by City Council on 9/28/21 in conjunction with the City Council goal of reducing the homeless unsheltered population, among those who want help, by 50% within five years. The pilot program will run for 12-months from its adoption by City Council on 09/28/2021.

463.2 PURPOSE AND SCOPE

The purpose of this policy is to establish a protocol for the pilot program in regard to hotel vouchers issued for a one-night stay at an economy hotel. The Watch Commander will have the authority to issue a one-night hotel voucher, if he/she finds it in his/her discretion, that the issuance of the hotel voucher is in furtherance of the safety and welfare of the person involved and the community as a whole.

When an officer contacts a person experiencing homelessness, the officer should evaluate if an emergency hotel voucher would be appropriate under the circumstances.

A suitable candidate for the voucher program would be:

- a) Unsheltered and does not have reasonable access to housing.
- b) Able to ambulate without a need for support.
- c) Able to comply with no alcohol or drug usage while using the voucher program.

Persons who would not be suitable for a voucher under this pilot program would be:

- a) If the person is arrestable for offenses of 647(f) P.C. or 11550(a) H&S.
- b) If the person is subject to a 5150 W&I hold.
- c) If the person reasonably appears to have the ability to pay for their own room.
- c) If the person reasonably appears to have access to adequate shelter with family or friend.
- d) If the person repeatedly has refused assistance from HOT.

- e) If the person has already been provided three hotel vouchers within the pilot program. (The Watch Commander has the authority to issue additional vouchers at his/her discretion.)
- f) If the person was arrested for possession of narcotics or drug paraphernalia during the officer's initial contact.

463.3 RERFERRAL PROTOCOL

463.3.1 OFFICER REFERRAL RESPONSIBILITIES

The officer should advise the Watch Commander of the person who may be considered for a voucher. The officer should communicate to the Watch Commander the reasons the officer believes the person is a good candidate for a voucher along with any concerns the officer may have with respect to the person's suitability for a voucher.

If the Watch Commander approves the issuance of a voucher, the officer will provide voluntary transport for the person to the hotel.

The officer will ensure the person is checked into their room and inform the person that the Homeless Outreach Team will make contact in the morning (prior to check out) to help bridge the person to additional resources. The officer should provide the person with a HOT business card and brochure.

The officer shall document the offer of any voucher, the person's acceptance or refusal of the voucher, and the acceptance or refusal of any other available services, via the Police Department's HELP app and generate a HOT referral for follow-up.

463.3.2 WATCH COMMANDER RESPONSIBILITIES

- a) Approve or deny the issuance of a voucher based on his/her assessment if the issuance of the voucher is in furtherance of the safety and wellbeing of the person involved and the community as a whole.
- b) If the Watch Commander approves the issuance of the voucher and the person accepts the voucher, the Watch Commander should facilitate paying for a one-night stay at a local economy hotel. The hotel should be located as close as reasonably possible to the location where the homeless individual was contacted, depending on vacancies and the hotel's willingness to accept the voucher.
- c) Upon acceptance of a voucher, the Watch Commander shall record the person's name, date of birth, location of the initial contact, name of economy hotel where voucher utilized, and the price of the hotel stay in the Hotel Voucher Pilot Program Log.
- d) Watch Commanders shall review the Homeless Outreach Team sergeants' emails providing a summary of outcomes when vouchers are utilized.

463.3.5 HOMELESS OUTREACH TEAM RESPONSIBILITIES

When hotel vouchers are issued, HOT will provide the following services:

- a) HOT will follow up the next day at a reasonable hour based on their check-in time and prior to check-out time, to facilitate the provision of additional services and resources. HOT will liaison with the Housing and Homeless Services Division in order to connect the person with available resources.
- b) HOT will document and update the follow-up contact in the HELP app.

A HOT sergeant will send an email to the Watch Commander group and the Special Investigations Lieutenant providing a summary of follow up contacts and outcomes for persons provided vouchers.

The HOT Sergeant will report pilot program data at the weekly CARS meetings and at the Quarterly CARS presentations.

The Special Investigations Lieutenant shall report pilot program data to the Housing and Homeless Services Department.

Williams #5221
Mickey Williams, Chief of Police

10.20.21
Date