



Assistant Clerk <asstclerk@hpboro.com>

Fwd: OPRA request - ARRIVE Together Standard Operating Procedure

1 message

Jennifer Santiago <jsantiago@hpboro.com>
To: Assistant Clerk <asstclerk@hpboro.com>

Tue, Sep 12, 2023 at 5:57 PM

Please process.

Jennifer A Santiago
Borough Clerk/Registrar of Vital Statistics
Planning/Zoning/Redevelopment Clerk
The Borough of Highland Park
County of Middlesex, State of New Jersey
221 South 5th Avenue
Highland Park, New Jersey 08904
TEL. (732) 819-3782
FAX (732) 777-6006

COMPLETED
SEP 21 2023

received
SEP 15 2023 CMG

RECEIVED

SEP 12 2023

BOROUGH OF HIGHLAND PARK
CLERK'S OFFICE

----- Forwarded message -----

From: **Concerned Citizen** <opra+request-52755-9c6a29a3@requests.opramachine.com>
Date: Tue, Sep 12, 2023 at 5:56 PM
Subject: OPRA request - ARRIVE Together Standard Operating Procedure
To: OPRA requests at Highland Park Borough <jsantiago@hpboro.com>

#413

Dear Highland Park Borough,

This is a request for public records made under OPRA and the common law right of access. I am not required to fill out an official form. Please acknowledge receipt of this message.

Records requested:

I would like the Highland Park Borough's Police Department Standard Operating Procedure document for 'ARRIVE Together'.

Yours faithfully,

Concerned Citizen

Please deliver records electronically via email to the below UNIQUE address for all replies to this request:
opra+request-52755-9c6a29a3@requests.opramachine.com

Is jsantiago@hpboro.com the wrong address for OPRA requests to Highland Park Borough? If so, please contact us using this form:
https://opramachine.com/change_request/new?body=highland_park_borough

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://opramachine.com/help/officers>

View this OPRA request & responses online:

https://opramachine.com/request/arrive_together_standard_operati_3

Please note that in some cases publication of requests and responses will be delayed.

If you find this service useful as an OPRA custodian, please ask your web manager to link to us from your organisation's website.

Email received by or sent to Borough officials and employees is subject to the Open Public Records Act (OPRA). This means that absent some specific privilege, all such communications are considered a public record and are subject to publication and/or dissemination to the public upon request.

#413

RECEIVED

SEP 12 2023

BOROUGH OF HIGHLAND PARK
CLERK'S OFFICE

URGENT !!!

413

OPEN PUBLIC RECORDS REQUEST FORM

Attached you find a request for an Open Public Record. Please look over this carefully and gather all information that pertains to this OPRA request. This is very important that all information be gathered as quickly as possible.

After you have gathered all information please return to the Borough Clerk's Office no later than 9-21-23.

If you are the only department that is gathering this information, and would like to call the person requesting the material, you may do so however, please notify the Clerk's Office. ****PLEASE TAKE NOTE TO THE MEDIUM OF WHICH THE REQUESTOR IS REQUESTING.**

Thank you,
Borough Clerk's Office

CC:

DEPARTMENT	DATE ISSUED:	DATE RECEIVED BACK:
Mayor & Council		
Administration		
Assessor / Tax		
Clerk		
Code Enforcement		
Community Services		
Court		
Finance		
Fire Dept.		
Fire Marshal		
Health Dept.		
Police	9-12-23	
Public Works		
Water / Sewer		
Borough Attorney		
Borough Engineer		
Borough Planner		

HIGHLAND PARK POLICE DEPARTMENT

DIRECTIVE # 92		ARRIVE Together Program	
DATE (s)			AUTHORITY
Effective: May 8, 2023			Chief Rick Abrams
Revised:			
Revised:			
Revised:			

I. Purpose:

The purpose of this policy is to describe the ARRIVE Together ("Alternative Responses to Reduce Instances of Violence and Escalation") Program as well as the responsibilities of the Highland Park Police Department and its personnel while participating in the program. The ARRIVE Together program pairs a law enforcement officer with a certified mental health MHSP to respond together to calls for behavioral health crises with the goal of connecting those in crisis with the proper mental health resources they need in a safe manner. This program is currently a pilot program involving the Edison, Woodbridge, Highland Park, and New Brunswick Police Departments under the direction of the New Jersey Attorney General's Office and the Middlesex County Prosecutor's Office.

II. Policy:

It is the policy of the Highland Park Police Department to provide the resources and personnel needed to participate in the ARRIVE Together Program in order to provide yet another tool for law enforcement officers to utilize and better serve the community.

III. Definitions:

A. Participating Police Departments (PPD): Currently Edison, Woodbridge, Highland Park, and New Brunswick Police Departments

- B. MENTAL HEALTH SERVICE PROVIDER (MHSP):** Means a mental health MHSP as defined by N.J.S.A. 30:4-27.2, or other qualified specialists, such as a crisis intervention specialist, therapist, social worker, psychiatrist, psychologist, nurse, or other professional possessing the relevant academic training or experience to do outreach for the purposes of clinical screening.
- C. ARRIVE Together Team:** A pairing of a police officer from one of the PPDs and an MHSP from Rutgers UBHC, who will travel together to provide the ARRIVE Together Programs Resources throughout the jurisdictions of the PPDs.

IV. Procedure:

- A.** The Highland Park Police Department will select experienced law enforcement officers who have minimally completed Crisis Intervention Team (CIT) training and shown competency in the handling of persons in a mental health crisis to participate in the program
- B.** The Highland Park Police Department shall provide information and training to each participating Mental Health Service Provider on the policy and procedure for riding in a police vehicle and responding to calls for service with a Highland Park Police Officer
- C.** This schedule shall be posted prominently in the Dispatch Center, in the OIC's Office and a copy will be given to the Special Services Lt.
- D.** The Google calendar associated with the Reporting@HPBoro.com email address will be edited to reflect the current scheduling requirements and which of the PPDs is responsible to meet that day's staffing needs
- E.** The active days and hours of the ARRIVE Together Program will be set by the respective Highland Park, Woodbridge, Edison, and New Brunswick Police Department program liaisons in coordination with Rutgers University Behavioral Health Center (RUBHC)
- F.** The program's active days and hours may be changed based on the usage information and with the overriding intent of providing service to the community
- G.** The assigned MHSP will report to the Highland Park Police Department on the dates that a Highland Park officer is assigned to the program
- H.** The participating officer will [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- I.** Any police vehicle used for the program shall be [REDACTED]
[REDACTED] equipped with [REDACTED]

V. Program Responsibilities:

- A.** The ARRIVE Together Program officers will respond to qualifying calls for service made within the Borough of Highland Park, Woodbridge Township, the Township of Edison, and the City of New Brunswick during the hours the ARRIVE Together Program is active
- B.** The ARRIVE Together Team may travel to any of the PPD Jurisdictions, regardless of originating department of the assigned law enforcement officer, for the purpose of allowing the assigned Mental Health MHSP to perform crisis intervention and screening services consistent with their statutory and regulatory duties and responsibilities
- C.** Examples of the types of calls for service that the program unit will respond to include, but are not limited to:
- 1.** Behavioral/mental health crisis;
 - 2.** Confused/disoriented person(s);
 - 3.** Welfare checks;
 - 4.** Suicide; and
 - 5.** Other categories that the program administrators deem appropriately related to behavioral health and addiction that are identified during the course of the program.
- D.** When not involved in an active request for service, the program officers will proactively undertake follow-up visits with individuals from prior services or initiate contact with individuals identified as at-risk through other means.

VI. Dispatch:

- A.** The program officers will respond to requests for service made to either the Highland Park, Edison, Woodbridge, or New Brunswick Police 911 Communication Centers or directly to Rutgers UBHC
- B.** If the origin of the request for service is the 911 Communication Center of the law enforcement agency currently assigned to the program, that center shall directly contact the program officer for dispatch
- C.** If the origin of the request for service is the 911 Communication Center of the law enforcement agency not currently assigned to the program unit, that center shall directly contact the 911 Communication Center of the other agency and provide all required information to facilitate the dispatch of the program officer

- 1.** In such instances, the originating 911 Communication Center shall ensure that a primary patrol unit is dispatched to the call
- D.** The preferred response should include a CIT-trained officer if available
- E.** When the 911 Communication Center has been made aware that an involved individual may be armed with a weapon, the closest available patrol unit shall also be initially assigned to the response
- F.** Upon the scene being secured and safe, the program unit MHSP will be permitted to enter the location of the call
- G.** The dispatcher shall ensure that all CAD information is accurately entered into any service call involving the program officer that takes place in Highland Park or involves a Highland Park officer
- H.** The 911 Communication Center receiving the request for service is responsible for obtaining as much information as possible about the person in crisis, as well as the situation, so that information can be relayed to the program officer prior to any response
- I.** The 911 Communication Center in the jurisdiction of the request for service will be responsible for ensuring that appropriate additional police units are dispatched to the call and are notified that the program officer is responding
- J.** New Call and Unit types have been created for use with the ARRIVE Together Program
 - 1.** Call Type: "ARRIVE – Out of town" has been created for when HPPD is providing an officer and they are called out of town
 - 2.** Unit Type: "ARRIVE EPD", "ARRIVE NBPD", "ARRIVE WPD", and "ARRIVE HPPD" have been created to be assigned to any call that elicits a response from the ARRIVE Together Team – whether the call is within HP or an outside jurisdiction
- K.** Any time HPPD is responding as part of the ARRIVE Together Team (whether in or out of town) the officer assigned to the ARRIVE responsibilities for the day should also be assigned to the call
- L.** On HPPD days of responsibility, any calls requiring the ARRIVE team to respond within Highland Park are to be recorded as you normally would any other EDP call

VII. Response Procedures:

- A.** The program officer shall be dispatched to requests for service in the manner described in Section 3 of this policy.
- B.** The program officer shall be provided with as much information as possible about the individual in crisis and the situation prior to a response
- C.** During cross-jurisdictional responses, (e.g., a Highland Park Police Officer transporting the MHSP to a request for service in Woodbridge, Edison, or New Brunswick), the responsibility of the program officer is to safely bring the MHSP to the location of the call
- D.** The MHSP shall be met by an officer from the originating agency who is responsible for securing the scene before the MHSP exits the police vehicle
- E.** If necessary, the program officer may assist in securing the scene
- F.** At the scene, the program officer shall remain with the police vehicle, and shall only provide assistance if specifically requested by the officer on scene or the MHSP
- G.** The program officer, when responding to a request for service in their jurisdiction, shall identify themselves as a law enforcement officer and ensure the safety of all involved persons before the MHSP exits the police vehicle in order to ensure that there are no violent or potentially violent individuals on scene
- H.** The program officer shall remain at the scene while the MHSP provides services
- I.** The assigned program officer shall not respond to other calls for service while in the company of the MHSP, except for calls for service as described in Section 2 of this policy
- J.** In the event of an emergency that requires the program officer's immediate attention and is in the officer's plain view, such as a motor vehicle accident or serious injury, the officer will stop to provide immediate assistance until additional police assistance arrives
- K.** In the event of a call involving a life-threatening emergency not related to calls for service as described in Section 2 of this policy, the officer will only respond to the call upon the direction of a direct supervisor and will first transport the MHSP to the closest, safe location prior to response to the call
- L.** In the event a request for the program officer for an active call occurs while the program officer is involved in a follow-up call, the MHSP shall

determine if the program officer can respond in a timely manner and the 911 Communication Center shall be advised accordingly.

- M.** Daily supervision of the program officer when a Highland Park officer is assigned will be their regularly assigned supervisor
- N.** The Highland Park Police Department's program liaison shall be the Special Services Bureau Commander.

VIII. Safety Measures:

- A.** The MHSP will not exit the police vehicle at a scene until the assigned program officer deems the scene is safe. That may be determined by the program officer prior to arrival based on the information received and the background of the individual in crisis, or it may be determined only after the program officer has surveyed the scene
- B.** If the screening becomes unsafe, the assigned officer will take over the lead
- C.** The MHSP will step away and follow the officer's instructions

IX. Documentation:

- A.** All responses by the ARRIVE Together Program unit will be logged into CAD System of the municipality in which the incident took place
- B.** The program officer shall ensure that the incident is tagged with the appropriate unit type
- C.** For responses to proactive calls, such as follow-up calls from prior responses or proactive contacts with individuals known to the MHSP or law enforcement, the assigned officer shall ensure that the incident is tagged as "ARRIVE Follow Up".
- D.** The assigned MHSP is responsible for maintaining a master list of all responses regardless of jurisdiction
- E.** The information recorded shall minimally contain basic details of the response such as:
- F.** The date and time of the response
The address of the response
The type of request for service
The incident outcome
- G.** The assigned program officer shall ensure that required Incident Reports are completed for any incident occurring in their jurisdiction
- H.** Required Incident Reports for incidents occurring in the opposite jurisdiction shall be the responsibility of the assigned responding officer from that jurisdiction at the time of the incident
- I.** Incident Reports shall be a complete record of actions taken, the

notification and response of the program officer and the disposition of the incident

- J.** In cases where the program officer is not from the jurisdiction where the incident occurred, the assigned patrol officer from that jurisdiction shall be responsible for completing all required reports
- K.** CIT Requests that Occur outside ARRIVE Together Hours
- L.** Incident Reports involving CIT service requests occurring outside the ARRIVE Together Program hours shall be forwarded to the Patrol Bureau Commander for dissemination to the ARRIVE Together Program unit. The ARRIVE Together Program unit shall log these calls for service and determine if follow-up would be beneficial
- M.** Accurate information on all CIT service requests will aid in the re-evaluation of program hours and provide the pilot program with the ability to identify individuals for proactive outreach with the goal of reducing future police responses by getting individuals the assistance needed before an incident occurs

X. Transportation of Individuals in Crisis:

- A. It is preferred that any individual in a mental health crisis is transported to an area hospital
- B. The decision to require transport by ambulance may be made by either the MHSP or the program officer
- C. Transport of an individual in crisis shall generally be provided by ambulance
- D. An exception may occur if an ambulance is unavailable and the patient is non-combative and compliant, in which case the individual may be transported by a police unit equipped with a partition
- E. The ARRIVE Team will generally follow the transport unit to the medical service provider location but may continue on to another call for service at the direction of the MHSP