



“ANGEL” PARTICIPANT IN LOBBY

➔ Participant arrives in SJC Lobby and is in contact with FD/PD – On Call Peer Case Management is contacted.

1. When speaking with the PD/FD personnel please be clear on an ETA to respond.
2. If unable to respond due to your individual shift time, please advise the next oncoming Case Manager of the participant and have them contact PD/FD personnel with a possible ETA to the SJC lobby.
3. If unable to respond due to a current contact or responsibility please make next step arrangements with PD/FD personnel in regards to the participant.

REFERRAL FORM AND CRIMINAL HISTORY

1. When you come into contact with the participant, the FD/PD personnel should provide you with the completed Referral Form as well as a Criminal History that was completed by Records/Dispatch.
**** Safety Check – Contact PD/FD about any paraphernalia or weapon that participant may have and needs to relinquish before being transported to treatment. ****

POSSIBLE MEDICAL ISSUE OR DETOX REQUESTED

1. If there is an immediate medical need of any kind while PD/FD is in contact they will determine if the participant needs to be transported to the ER for evaluation. If transported, the assigned PD/FD personnel will document the disposition of the participant on the Referral Form and leave the form in the LEAD/ANGEL basket in patrol writing.
2. If, while you are with the participant, the need arises for FD/PD response: You can either contact them via 911 for emergency response or through the non-emergent line 303-651-8501.

Please make sure you are clear in providing your exact location and complaint so Dispatch sends the appropriate response to you for your safety.

3. If DETOX is requested by the Participant:

During Regular Hours (0700-1800 Mon-Fri): PD/FD will contact you, the On Call Peer Case Manager to determine transport needs.

Angel Treatment Provider List available at: www.longmontcolorado.gov – search “ANGEL INITIATIVE”.

4. If you arrive and decide that you would like Angel Volunteers to be paged for transport needs, you will need to contact Dispatch and request a page be sent out. You will need to provide Dispatch your contact number as you are point of contact for the coordination of the volunteers.
5. When two volunteers have been assigned, contact Dispatch and ask for a follow up page to be sent to Angel Volunteers stating the request has been filled.

CASE MANAGEMENT INITIAL INTERVIEW (SJC)

1. You have been provided a completed Referral Form by the PD/FD, take the time in this stage to familiarize yourself with the participant by making sure the information provided is correct while together. Please make sure the disposition is completed.
2. Using the information on the program provided on the Shared Expectation Form, make sure the participant understands the Angel Initiative and the responsibility you have making the initial contact.
3. The Shared Expectation Form should be reviewed and signed together.
4. The Releases of Information should be reviewed and signed together.
5. As the On Call Peer Case Manager, you will need to refer to the Shared Calendar for the availability of the next Case Manager that will take on the responsibility of this participant.
 - a. When you have decided which Case Manager is available, please place the participant’s name in the open spot on the Shared Calendar.
 - b. Send the Case Manager either a text or email advising them the participant name and date that you have assigned. (cc: Emily for tracking purposes.)

6. It is your responsibility to pass on the forms collected during this contact to the Case Manager assigned.
7. It is the assigned Case Manager's responsibility to input the participant into CiviCore and begin treatment placement.

CASE MANAGEMENT LATER DATE INTERVIEW

1. If you are not able to respond to the lobby for the initial interview at the SJC:
 - a. Either you or the next On Call Peer Case Manager will need to collect the Referral Form and Criminal History from the "LEAD/ANGEL" basket and be responsible for the following steps.
 - b. The Shared Calendar will need to be reviewed for the next availability open for a case manager to be assigned.
 - c. The assigned case manager will need to be texted or emailed with participant information, the date assigned and information on the forms that were not completed, (Shared Expectation Form and Releases of Information), so the forms can be completed at the initial contact. (cc: Emily for tracking purposes.)
 - d. The participant will need to be contacted and advised of next step information including who will be contacting them from that point on in regards to their treatment placement.

DISPOSITION

1. Regardless of where the participant is transported to or if they leave the lobby to be contacted at another time:
 - a. Please make sure they leave with ANGEL INITIATIVE information whether by pamphlet in the lobby/binder or the information on how to search for the program online via: www.longmontcolorado.gov – search "ANGEL INITIATIVE".
 - b. The participant needs to be clear on what to expect for the "next step".
 - c. The participant needs to understand who they will be contacted by with contact information if appropriate.

FAMILY/FRIEND: LOOKING FOR INFORMATION ABOUT ANGEL PROGRAM

PST Report Takers/Records: (Between the hours of 0600-2100)

1. Obtain the name of the family/friend, contact number and name of the intended participant.
2. Provide the family/friend with the Angel Initiative brochure (located in binder or in lobby).
3. During the hours of 0900-1700 (Mon-Fri), please call Michelle Webb at extension 8541 to see if she is available to respond to the lobby.
 - a. If unavailable, leave the family/friend information on Michelle's voicemail.
 - b. Advise the family/friend that someone from the Angel Initiative will contact them via the phone number provided to give them additional program information and to answer any questions during regular business hours.

DISPATCH: (Call from vestibule/lobby between 2100 – 0600)

1. Obtain the name of the family/friend, contact number and name of the intended participant.
2. Advise the family/friend that someone from the Angel Initiative will contact them via the phone number provided to give them additional program information and to answer any questions during regular business hours.
3. Please call Michelle Webb's extension: 8541 and leave a message with the information you have including your name.

➔ If you receive a phone call (other than from either lobby phone) reference the Angel Program and general inquiries, please **transfer** them to Michelle Webb's extension: 8541 and advise them that information regarding the program is available online on the City of Longmont website (www.longmontcolorado.gov – search "Angel Initiative").

