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1789

LAW ENFORCEMENT ASSISTED DIVERSION (LEAD)
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PURPOSE: The purpose of this policy is to establish policies and procedures regarding the department's Law Enforcement Assisted Diversion (LEAD) program. The LEAD program allows police officers to utilize their discretion to divert low level offenders, whose real issues are drug dependency, mental illness, or homelessness, away from the criminal justice system and into services that the criminal justice system is not equipped to provide.

POLICY: It is the policy of the Albany Police Department to maintain and actively participate in the LEAD program, as well as to train all sworn personnel in the principles of harm reduction and LEAD.

DEFINITIONS: **Policy Coordinating Group (PCG)** – Policy Coordinating Group (PCG) means the signatories of the Memorandum of Understanding, including the Albany Police Department, District Attorney's Office, the Mayor's Office, the County Executive and Departments, the Albany County Sheriff, Central District Management Association, the Center for Law and Justice, and the LEAD National Support Bureau who are responsible for reviewing and providing feedback on the referral and diversion protocols for LEAD candidates, approving RFPs for service providers and evaluators, selecting providers and evaluators, reviewing and providing feedback on periodic reports from the Operational Group, making criminal justice and human services system data available for comparison and evaluative purposes, and providing policy guidance and administrative oversight for the LEAD program's operation and evaluation.

Operational Workgroup (OPW) – Operational Workgroup (OPW) means a group of stakeholders, including APD's Subcommittee, who are responsible for developing and amending the referral and diversion protocols, for staffing program participants' cases per the Protocols, and for providing periodic reports on resource utilization and participants' progress to the Policy Coordinating Group.

APD Subcommittee – APD Subcommittee means a group of Albany Police Department personnel who are responsible for developing the Operational

Guidelines and for making recommendations to the Operational Workgroup as LEAD is developed and implemented.

Lead Intake Officer (LIO) – LEAD Intake Officer (LIO) means an Albany Police Department officer who is specially trained in LEAD intake and referral procedures. All Albany Police Department personnel, including LIOs, will be trained on the principles of harm reduction and how to apply these principles when dealing with addiction, mental illness, and homelessness, as well as LEAD Operational Guidelines. LIOs shall make up a cross-section of sworn department personnel, including Neighborhood Engagement Unit (NEU) officers and supervisors, patrol officers and supervisors, and Community Response Unit (CRU) detectives. All APD Subcommittee members will be specially trained LIOs.

LEAD Staff – LEAD Staff means the LEAD Case Manager and/or Outreach Staff who works with the Case Manager. This differs from the Community Engagement Coordinator who is responsible for building a community engagement strategy and dialogue around LEAD, serving as the intermediary between the PCG/OPW and the community, and vice versa.

I. ELIGIBILITY CRITERIA:

A. Pre-Arrest Diversions:

1. Adults who have a known history of alcohol, drug, poverty, or mental health related needs, will be eligible for referral to LEAD, and should be referred to LEAD in the pre-arrest phases, when probable cause exists that the individual committed any of the following offense(s):
 - a. Criminal Possession of a Controlled Substance in the Fifth Degree;
 - b. Non-Violent Penal Law Misdemeanor(s);
 - c. Non-Violent Penal Law Violation(s); or
 - d. Non-Violent General City Ordinance Violation(s); and
 - 1) The complainant is willing to decline prosecution, if applicable, in order to allow the offender to proceed with diversion processes; and
 - 2) The individual committed the offense(s) in relation to an alcohol, drug, poverty, homelessness, or mental health related need, which can be based on, but not limited to, the following:
 - a) Police reports, arrest records, criminal histories, etc., indicating that the individual was engaged in such activity; or
 - b) Direct observation by law enforcement of the individual engaged in such activity; or
 - c) Law enforcement has a reliable basis of information to believe that the individual is engaged in such activity, such as, information provided by another first responder, a professional, or a witness.

II. EXCLUSION CRITERIA:

A. Adults shall be considered *temporarily ineligible* for diversion to LEAD if, at the time of initial police contact, the individual meets any of the following criteria:

1. The individual does not appear amenable to diversion.
2. The individual exploits minors or others.
3. There is probable cause to believe the individual committed a violent offense.
4. There is probable cause to believe the individual committed a felony, any type, except Criminal Possession of a Controlled Substance in the Fifth Degree.
5. There is probable cause to believe the individual committed promoting prostitution in the fourth degree or prostitution in a school zone offense.
6. There is probable cause to believe the individual violated an order of protection.
7. There is probable cause to believe the individual committed a domestic violence offense.
8. The individual is currently under the supervision of Parole.
9. The individual is a registered sex offender.
10. The individual is in need of acute emergency care and is taken into custody under the NYS Mental Hygiene Law Section 9.41.
 - a. An arrest under Mental Hygiene Law 9.41, does not automatically exclude individuals from being eligible for LEAD. Instead, it only excludes the individual from being eligible at the time of that initial contact due to the immediate need to address the individual's acute or emergent medical/psychiatric needs.
11. The individual is under the age of sixteen (16) years old.
 - a. Individuals under the age of sixteen (16), also known as juveniles, may still be diverted away from the juvenile justice system and referred to a different and separate diversion program, as described in GO 1.2.10 – Diversion Programs and GO 5.1.15 – Alternatives to Arrests.
12. The individual is *permanently* disqualified from the LEAD program if they have ever been convicted of any of the following offenses (including attempts):
 - a. Murder 1st or 2nd
 - b. Arson 1st or 2nd
 - c. Robbery 1st
 - d. Assault 1st
13. The individual is temporarily disqualified from the LEAD program if they have been convicted of any of the following offenses within the past ten (10) years (including attempts):
 - a. Robbery 2nd
 - b. Assault 2nd
 - c. Burglary 1st or 2nd
 - d. Criminal Possession of a Weapon 3rd

III. WARRANTS

A. Out of Agency Warrants:

1. If an individual has an active out of agency warrant, and the agency is willing/able to extradite, the individual shall not be considered eligible for LEAD, at this time, and shall be processed according to current department directives.
2. If an individual has an active out of agency warrant, and the agency is unwilling/unable to extradite, the individual may be considered eligible for LEAD on the new offense, as long as the individual meets all LEAD eligibility/exclusionary criteria.
 - a. It shall be noted, that if the agency is unwilling/unable to extradite, and the individual is diverted to LEAD on the new offense, that it shall be the responsibility of the LEAD Project Director to send written documentation to the issuing judge noting the individual's participation in the Albany LEAD program, as well as assurance that LEAD personnel will assist the individual in addressing the warrant in a timely manner.

B. Local (City of Albany) Warrants:

1. If an individual has an active local warrant, the individual may be considered eligible for LEAD, as long as all other LEAD eligibility/exclusionary criteria is met, and the active warrant can be satisfied by the individual's appearance in court. It shall be noted, that the LEAD intake process shall not begin until after the warrant is satisfied in the applicable court.
 - a. If court is in session, the individual may be processed and arraigned on the warrant offense.
 - i. If released by the court, the individual shall be considered eligible for LEAD on the new offense and the LEAD diversion process shall immediately commence.
 - ii. If remanded by the court, the individual shall not be considered eligible for LEAD and the arrest/booking process on the original offense shall immediately commence.
 - b. If court is not in session, the individual may be processed on the warrant offense and then lodged.
 - i. Upon court returning to session, the arresting officer shall present the individual to the court for arraignment on the warrant offense.
 - a) If released by the court, the individual shall be considered eligible for LEAD on the original offense and the LEAD diversion process shall immediately commence.
 - b) If remanded by the court, the individual shall not be considered eligible for LEAD and the arrest/booking process on the original offense shall immediately commence.

IV. PROCEDURES:

A. Pre-Arrest Diversions:

1. It shall be noted that all officers can process LEAD diversions, and that a LEAD Intake Officer (LIO) will no longer be required to divert an individual into the LEAD program.
 - a. LIOs will be utilized as subject matter experts and can still be summonsed to assist with diversion processes.

B. Procedures:

1. Upon contact with the individual, the arresting officer shall make a determination as to whether the individual is eligible for LEAD.
2. The arresting officer shall determine, based upon the stated eligibility/ineligibility criteria, whether an individual under arrest will be diverted to LEAD.
 - a. If, in the officer and/or case manager's judgment, a participant is unable to provide informed consent and/or poses a risk to self or others, the participant shall not be diverted to LEAD at that time.
3. After confirming eligibility, the individual can either accept or decline the offer to participate in the LEAD program.
 - a. If the individual declines, they will be formally booked/processed, in accordance with current department directives.
 - b. If the individual accepts, the officer can choose to either process the diversion at the scene (field diversion) or transport the individual to South Station for diversion processes, in accordance with the below directives.

4. LEAD Intake Procedures – Field Diversions:

- a. Verify the individual's identity (if the individual's identification cannot be verified, the individual shall be brought to South Station for further investigation);
- b. Conduct a warrant check (if the individual has an active warrant, follow the procedures listed in Section III – Warrants);
- c. Conduct a criminal history check (if the individual's criminal history contains an ineligible conviction(s), they shall be considered ineligible for LEAD and shall be booked/processed in accordance with current department directives);
- d. Contact the LEAD case manager (1-866-930-4999);

i. If the LEAD Case Manager is Available:

- a) Complete the front page of APD Form # [REDACTED] - LEAD Arrest Cover Sheet;

- 1) After eligibility is confirmed, the LIO shall inform the participant that if they fail to complete the full intake assessment with the case manager within thirty (30) days they may be eligible for arrest on the original offense. The participant must then initial the Arrest Cover Sheet confirming they were informed.

b) Release the LEAD participant to the case manager;

- 1) For field diversions, the case manager can either meet the officer at the scene or the officer can transport the individual to the case manager at 100 Slingerland Street - in accordance with transportation procedures below.
- 2) Said location shall be mutually agreed upon by the arresting officer and the case manager.

a) Once complete, e-mail the LEAD Arrest Cover Sheet, File 15, SIR, and photo of client to [REDACTED] (see Roman Numeral X re: photographing participants).

- 1) Forward all original paperwork to Central Records via intra-departmental mail; and
- 2) Return to service using CAD Clearance Code Signal 80 – Diverted to LEAD.

ii. If the LEAD Case Manager is Unavailable:

a) Complete the front and back of APD Form # [REDACTED] - LEAD Arrest Cover Sheet

- 1) After eligibility is confirmed, the LIO shall inform the participant that if they fail to complete the full intake assessment with the case manager within thirty (30) days they may be eligible for arrest on the original charge. The participant must then initial the Arrest Cover Sheet confirming they were informed.
- 2) Detailed information about how the individual can be contacted within twenty-four (24) – forty-eight (48) hours is crucial for successful outreach; therefore, officers shall try to obtain multiple locations where the individual can be located, as well as additional contact information for friends/family.

b) Address the individual's immediate needs (e.g., shelter, clothing, transportation, food, etc.);

- 1) Officers can refer to the LEAD Resource Guide for assistance in obtaining necessary resources.
- 2) All resources provided to a participant shall be documented on the back of the Arrest Cover Sheet.

c) Provide the participant with an appointment card to meet the case manager for an initial intake at 100 Slingerland Street between Mondays and Fridays, 9am – 2pm (e.g., Monday, October 10th at 1pm).

- 1) Because successful outreach and engagement is crucial to a participant's success, it is recommended that officers make an appointment for no later than forty-eight (48) hours after the original diversion, in accordance with the above listed dates/times.
- b) Once complete, e-mail the LEAD Arrest Cover Sheet, File 15, SIR, and photo of client to [REDACTED] (see Roman Numeral X re: photographing participants).
 - 1) Forward all original paperwork to Central Records via intra-departmental mail; and
 - 2) Return to service using CAD Clearance Code Signal 80 – Diverted to LEAD.

5. LEAD Intake Procedures – Processing Diversions at South Station:

- a. Transport the individual to South Station for a LEAD intake:
 - i. A frisk/pat search of the individual shall be completed prior to transporting the individual.
 - ii. Handcuffing a LEAD participant shall be based on the nature and circumstances of each incident, as perceived by the officer, and not based on strict criteria. Officers should evaluate all available facts pertaining to the incident prior to determining whether or not to handcuff a LEAD participant.
 - iii. A second unit shall follow immediately behind the transporting unit.
 - iv. Mileage and location shall be broadcasted upon departure and arrival.
- b. Upon arrival at South Station, the intake shall take place in one of the following locations:
 - i. Breathalyzer Room, located adjacent to Central Booking:
 - a) When participants are brought into the Breathalyzer Room, the Central Booking supervisor shall be made aware that an intake is being conducted.
 - b) The Breathalyzer Room is audio/video recording at all times.
 - c) Participants shall be continuously monitored while in the Breathalyzer Room.
 - ii. Criminal Investigation Unit (CIU) Interview Rooms (1 – 6); or
 - a) When participants are brought into CIU, a detective/supervisor shall be made aware that an intake is being conducted.
 - b) When a participant is placed in an interview room, the video and audio recording equipment shall be activated.
 - c) Participants shall be continuously monitored while in CIU.

- c. Verify the individual's identity;
- d. Conduct a warrant check (if the individual has an active warrant, follow the procedures listed in Section III – Warrants);
- e. Conduct a criminal history check (if the individual's criminal history contains an ineligible conviction(s), they shall be considered ineligible for LEAD and shall be booked/processed in accordance with current department directives);
- f. Contact the LEAD case manager (1-866-930-4999);

i. If the LEAD Case Manager is Available:

- a) Complete the front page of APD Form # 110 - LEAD Arrest Cover Sheet;
 - 1) After eligibility is confirmed, the LIO shall inform the participant that if they fail to complete the full intake assessment with the case manager within thirty (30) days they may be eligible for arrest on the original offense. The participant must then initial the Arrest Cover Sheet confirming they were informed.
- b) Release the LEAD participant to the case manager;
 - 1) For field diversions, the case manager can either meet the officer at the scene or the officer can transport the individual to the case manager at 100 Slingerland Street, in accordance with transportation procedures below.
 - 2) Said location shall be mutually agreed upon by the arresting officer and the case manager.
- c) Once complete, e-mail the LEAD Arrest Cover Sheet, File 15, SIR, and photo of client to LEAD@albany-ny.org (see Roman Numeral X re: photographing participants).
 - 1) Forward all original paperwork to Central Records via intra-departmental mail; and
 - 2) Return to service using CAD Clearance Code Signal 80 – Diverted to LEAD.

ii. If the LEAD Case Manager is Unavailable:

- d) Complete the front and back of APD Form # 110 - LEAD Arrest Cover Sheet;
 - 1) After eligibility is confirmed, the LIO shall inform the participant that if they fail to complete the full intake assessment with the case manager within thirty (30) days they may be eligible for arrest on the original charge. The participant must then initial the Arrest Cover Sheet confirming they were informed.

- 2) Detailed information about how the individual can be contacted within twenty-four (24) – forty-eight (48) hours is crucial for successful outreach; therefore, officers shall try to obtain multiple locations where the client can be located, as well as additional contact information for friends/family.
- e) Address the individual's immediate needs (e.g., shelter, clothing, transportation, food, etc.);
 - 1) Officers can refer to the LEAD Resource Guide for assistance in obtaining necessary resources.
 - 2) All resources provided to a participant shall be documented on the back of the Arrest Cover Sheet.
- f) Provide the participant with an appointment card to meet the case manager for an initial intake at 100 Slingerland Street between Mondays and Fridays, 9am – 2pm (e.g., Monday, October 10th at 1pm).
 - 1) Because successful outreach and engagement is crucial to a participant's success, it is recommended that officers make an appointment for no later than forty-eight (48) hours after the original diversion, in accordance with the above listed dates/times.
- g) Once complete, e-mail the LEAD Arrest Cover Sheet, File 15, SIR, and photo of client to LEAD@albany-ny.org (see Roman Numeral X re: photographing participants).
 - 1) Forward all original paperwork to Central Records via intra-departmental mail; and
 - 2) Return to service using CAD Clearance Code Signal 80 – Diverted to LEAD.

C. Filing an Accusatory Instrument after an Offense was Diverted to LEAD:

1. Once charges relating to an offense are diverted to LEAD, officers must consult with an LIO supervisor prior to filing an accusatory instrument with the court relating to the diverted charges.
 - a. Prior to filing said accusatory instrument, the LIO supervisor shall strongly consider bringing the decision to file charges to the OPW for further discussion.
 - b. It shall be further noted that the filing of diverted charges shall be thoroughly assessed and that all factors shall be taken into consideration.
 - c. If the individual completes the full intake screening process, the charges will not be eligible and an accusatory instrument shall not be filed.

2. Failure on the part of the LEAD participant to complete the in-depth assessment within thirty (30) days of intake is grounds for withdrawal of eligibility and filing of an accusatory instrument with the court relating to the diverted charges.
 - a. Individuals who are engaged in the case management process but have not completed the assessment in thirty (30) days may remain in LEAD at the discretion of the case manager, assigned LIO, and OPW.
 - b. When an individual fails to complete the initial intake assessment within thirty (30) days, the decision to file an accusatory instrument shall be voted upon by members of the OPW; utilizing the majority vote rule, in accordance with below.
 - i. One spokesperson from each agency shall represent said entity during voting procedures.
 - a) The spokesperson shall be pre-determined by each agency. Alternate options should be arranged in the event that the identified representative is not available.
 - b) The OPW will not mediate in agency spokesperson issues.
 - ii. The LEAD Project Director shall be responsible for announcing all voting matters. Said voting matters shall be noted on the OPW meeting agenda and disseminated accordingly.
 - iii. The LEAD Project Director will abstain from voting - except in matters of a tie, as defined below.
 - iv. If a spokesperson for an agency is unable to attend the OPW meeting, it shall be the responsibility of that agency's spokesperson to send a representative in their place or to notify the LEAD Project Director of their voting decision.
 - a) Failure to do so will void that agency's voting privileges for that specific voting matter only.
 - v. All votes (excluding absentee votes) shall be taken by verbal or written ballot, which includes the following choices: "Yes" (charges shall be filed) or "No" (charges shall be deferred for an additional thirty (30) days).
 - vi. For written procedures, once cast, each ballot shall be folded and placed into a ballot box by the designated agency representative.
 - vii. It shall be the responsibility of the LEAD Project Director to ensure that no agency votes more than once; therefore, after each vote is made or placed in the ballot box, the LEAD Project Director shall mark the agency off as complete via an OPW master agency list.
 - viii. All votes shall be counted and announced in front of members of the OPW by the LEAD Project Director.
 - a) Any ballots that are blank will be considered abstained and will not be counted.
 - b) Any ballots that contain multiple folded ballots together as one shall be considered fraudulent and will not be counted.

- c) Any ballots without a clearly denoted decision will be considered fraudulent and will not be counted.
- d) The LEAD Project Director shall document all votes as either "Yes", "No", "Abstained", or "Fraudulent", and shall announce the majority rule decision upon completion of voting tallies.
- e) In situations where there is a tie, voting will be immediately held again. If the second round of votes results in another tie, the LEAD Project Director will be granted voting powers and shall announce his/her voting decision.
- f) All voting decisions are final.

V. CASE MANAGEMENT INTAKE AND ASSESSMENT

- A. Upon transfer from the LIO, or successful outreach and engagement, case management/outreach staff will immediately conduct an initial screening to gather basic information about the person, identify any acute immediate needs, and further assess the person's appropriateness for diversion.**
 - 1. Based on the initial screening, the case manager will first work to meet any immediate needs that must be addressed, such as shelter for the night.
 - 2. He/she will also thoroughly explain the diversion process and the assistance that might be available through the LEAD program for a willing participant.
- B. At the end of the initial intake, LEAD staff will schedule a follow-up appointment to perform an in-depth full intake assessment, which should occur optimally between twenty-four (24) and forty-eight (48) hours after the initial intake, or as soon as otherwise possible, but not longer than thirty (30) days from the referral date in the case of arrest referrals, unless the thirty (30) day limit is extended by the referring officer or his/her sergeant. If the participant is willing/able, the in-depth assessment can be completed in conjunction with the initial intake.**
 - 1. When completing the in-depth full intake assessment, the first task of LEAD staff is to determine the immediate cause of the individual's illegal activity.
 - 2. In addition, the case worker will survey a wide range of factors that might contribute to ongoing encounters with law enforcement. Such factors include, but are not limited to:
 - a. Chemical dependency (alcohol and other drugs);
 - b. Mental health problems;
 - c. Lack of housing;
 - d. Prior legal involvement and/or gang involvement;
 - e. Lack of previous employment; and/or
 - f. Lack of education.
- C. The Case Manager will obtain written consent, on the Program Consent Form, from the individual regarding their participation in the LEAD program.**
- D. Appropriate Release of Information forms must be completed and signed by the participant that include LEAD program and its participants including Operational Work Group members: Albany Police Department, Catholic Charities Care Coordination Services, the Albany District Attorney's Office, the Albany County Sheriff's Department, Public**

Defender's Office, Albany Medical Center, the Center for Law and Justice, a third-party evaluator (Finn Institute), and the LEAD National Support Bureau.

E. Failure on the part of the LEAD participant to complete the in-depth assessment within thirty (30) days of intake is grounds for withdrawal of eligibility. Individuals who are engaged in the case management process but have not completed the assessment in thirty (30) days may remain in LEAD at the discretion of the case manager and members if the OPW.

VI. INDIVIDUAL SERVICE PLAN

A. Once any acute needs have been addressed, the case manager will work with each participant in one or more meetings to design an Individual Service Plan (ISP), which will form both an action plan and a key element of program evaluation.

1. As noted above, the plan may include assistance with housing, treatment, education, job training, job placement, licensing assistance, small business counseling, child care or other services.

VII. COORDINATION OF SERVICES

A. The case manager and participant will work together to address the needs identified in the ISP. Activities may include assistance with benefit applications, referrals for identified services/treatment, advocacy with providers, and accompaniment for appointments.

B. Since the objective is actually securing changes in individual behavior, there will be no prior limit on the time period in which an individual can receive services. The test, rather, is simply whether, in the judgment of LEAD staff, the participant is continuing to make good use of the resources LEAD is dedicating to him/her.

VIII. COMMUNICATION PROTOCOLS

A. Ongoing communication between case management/outreach staff and LIOs is critical for program success.

1. On a bi-weekly basis, LEAD program staff will conduct an Operational Workgroup (OPW) meeting that includes the key operational partners in LEAD: Operational Work Group members: Albany Police Department, Catholic Charities Care Coordination Services, the Albany District Attorney's Office, the Albany County Sheriff's Department, Public Defender's Office, Albany Medical Center, the Center for Law and Justice, a third-party evaluator (Finn Institute), and the LEAD National Support Bureau. LEAD partners will use the OPW meetings to:
 - a. Share information about program participants' situation and progress;
 - b. To discuss possible withdrawal of program support from participants who are not making effective use of the opportunity;
 - c. To discuss referral criteria, program capacity and compliance with the protocol; and
 - d. To focus the attention of LEAD program staff and APD in particular areas viewed with concern by community representatives.

2. Case management/outreach staff will provide regular updates regarding each participant to the assigned LIO. This can be accomplished via phone, email, in person, (others: text, mobile app, shared case record, etc.).
3. LIOs will provide updates to case management/outreach staff, as necessary, based on relevant encounters with participants and/or any other significant information. This can be accomplished via phone, email, in person, (others: text, mobile app, shared case record, etc.).

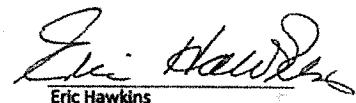
IX. CASE CLOSURE/DISCHARGE

- A. LEAD participants may be involuntarily placed in an inactive status, as determined by majority vote, and case-by-case assessment, by members of the OPW, for the following reasons:**
 1. Failure to complete the assessment within thirty (30) days of diversion or engagement;
 2. Commitment of any offense that would deem the individual ineligible for LEAD;
 3. Threatening the safety of LEAD staff, Albany Police Department staff, or any community/project partner; or
 4. Refusal to engage meaningfully in the case management process.
- B. LEAD participants may have their case voluntarily moved to an inactive status, and services discontinued, at any time, by notifying LEAD staff.**
 1. All voluntary inactive statuses, in cases where established goals have not been met, shall be evaluated by the OPW for assessment, and when necessary, followed-up as determined.
 2. Participants who have completed established goals and are no longer in need of LEAD services will be considered "successful" and shall have their case moved to an inactive status, upon agreement of the OPW.
 3. For evaluation and research purposes, the status of all LEAD cases shall be listed as either active or inactive. A change in status shall be mutually agreed upon by members of the OPW.

X. PHOTOGRAPHING LEAD PARTICIPANTS

- A. LEAD participants may be photographed, with their permission, for the purpose of assisting case management and outreach staff with locating and engaging them in services.**
 1. The participant must be made aware of the purpose of the photo, as well as their right to decline.
 - a. If permission is obtained, the participant must place initial the photograph consent area on the Arrest Cover Sheet.
 2. Pictures of individuals who are diverted to LEAD shall be taken with a department issued cell phone.

- a. All Lieutenants, NEU personnel, and LIOs are issued department cell phones, which shall be utilized in situations where the diverting or assisting officer does not have access to a department issued cell phone.



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