ASHEVILLE POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE

SOP 3020 - Persons Experiencing Homelessness

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INTRODUCTION

~~This directive provides procedures for interaction with persons experiencing homelessness, handling encampments, and providing information on outreach for assistance from social service resources. The Asheville Police Department treats all persons, including those experiencing homelessness, in a manner that respects their individual rights, human dignity, and community values while enforcing laws that protect life and property and sustain civic life. It is the policy of the Asheville Police Department to treat all persons, including the homeless, in a manner that respects their individual rights, human dignity and community values, while enforcing the laws that protect life and property and sustain civic life. Whenever possible, APD members should exercise proper discretion and refer homeless individuals to an appropriate social service agency, unless circumstances dictate otherwise.~~This directive provides procedures for interaction with persons experiencing homelessness, handling encampments, and providing information on outreach for assistance from social service resources. The Asheville Police Department treats all persons, including those experiencing homelessness, in a manner that respects their individual rights, human dignity, and community values while enforcing laws that protect life and property and sustain civic life.

DEFINITION

Homelessness: a person is considered to be experiencing homelessness if they lack a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation (such as a car, abandoned building, park, or sidewalk).
- Is living in a shelter designated to provide temporary living arrangements (such as an emergency shelter, transitional housing, or hotel/motel paid for by a charitable or governmental agency).
- Is exiting an institution where they resided for ninety (90) days or less and resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

~~EncampmentHomeless Camp~~Encampment: ~~for this directive,~~ for this directive, ~~a location where persons experiencing homelessness are sleeping, making preparation to sleep (including the laying down of bedding for sleeping), and associated activities, including the storing of personal belongings, making any fire, remaining at or near any tent or other shelter, doing any digging or earth breaking or carrying on of cooking or other activities in support of camping or living accommodations.any place where persons experiencing homelessness gather to store belongings and/or sleep. These areas may take a variety of forms not meant for human habitation.~~a location where persons experiencing homelessness are sleeping, making preparation to sleep (including the laying down of bedding for sleeping), and associated activities, including the storing of personal belongings, making any fire, remaining at or near any tent or other shelter, doing any digging or earth breaking or carrying on of cooking or other activities in support of camping or living accommodations.

~~Active Encampment: an encampment that is occupied at the time of contact or has signs of recent activity (i.e., burning fires, fresh food, recent mail).~~

~~Inactive Encampment: an encampment that is not occupied at the time of contact and has no immediate appearance that anyone has been present in the immediate area.~~Active Encampment: an encampment that is occupied at the time of contact or has signs of recent activity (i.e., burning fires, fresh food, recent mail).

Inactive Encampment: an encampment that is not occupied at the time of contact and has no immediate appearance that anyone has been present in the immediate area.

Outreach: the initial and most critical step in connecting or reconnecting a person experiencing homelessness to needed health, mental health, recovery, social, and housing services that involve the process of engagement, assessing needs, defining service goals, or agreeing on a plan for delivering those services.

Homelessness Initiative Coordinator: the liaison from the City of Asheville ~~Planning and Development Department~~ whose responsibilities include conducting research and investigation into homelessness issues and formulating recommendations to local government entities and social service agencies to reduce the incidence of homelessness.

3020.1 GENERAL PROCEDURES

A. Absent reasonable suspicion that a person experiencing homelessness is violating the law, department members should approach these individuals as they would any other citizen. Homelessness, on its own, does not constitute reasonable suspicion.

B. No items of personal property will be destroyed or discarded. Persons experiencing homelessness may keep many personal belongings, including documents and medications, in what might initially appear to be an item of refuse.

   1. Department members will adhere to department policy regarding property and evidence in the handling of any property.

   2. No personal property will be searched or seized unless reasonable suspicion or probable cause exists.

C. Persons experiencing homelessness cannot be forced to move to another location if they have a legal right to be present at a location; however, they may be asked to relocate for safety or security reasons.

D. Whenever possible, persons experiencing homelessness should be referred to health, mental health, recovery, social, and/or housing services.

E. Many persons experiencing homelessness suffer from mental health and substance abuse issues that are beyond their control. ~~Officers should follow guidelines in Policy 501 - Crisis Intervention when interacting with persons in crisis. If an officer encounters an individual who is suffering an episode, the officer should notify an APD member trained in Crisis Intervention techniques (CIT officer) to assist, should they not be formally trained themselves. The officers should then complete a CIT incident report and forward that case number to the Homeless Initiative Coordinator.~~ Officers should follow guidelines in Policy 501 - Crisis Intervention when interacting with persons in crisis.

3020.2 ENCAMPMENTS

A. The primary officer responding to ~~any~~any call for service ~~where an regarding an~~ where an ~~encampment homeless camp~~ **encampment** ~~**is present will**~~ **is present** will~~:~~

B. ~~Determine if the encampment is on public (including city-owned) or private property; this may be accomplished using the department's Computer Aided Dispatch (CAD) system or Buncombe GIS. Once the property status is determined, the officer will document the~~

~~location within the related CAD call notes.. complete an information-only report in order to identify all individuals located at the scene, and document pertinent details of the scene such as the location and conditions.~~:

1. Determine if the encampment is on public (including city-owned) or private property; this may be accomplished using the department's Computer Aided Dispatch (CAD) system or Buncombe GIS. Once the property status is determined, the officer will document the location within the related CAD call notes.

2. ~~Determine if the encampment is active or inactive.~~

3. ~~Generate a case number related to the CAD call for service for documentation purposes although an incident report may not be required (see Policy 503 - Incident Reporting for situations that require a report).~~Determine if the encampment is active or inactive.

4. Generate a case number related to the CAD call for service for documentation purposes although an incident report may not be required (see Policy 503 - Incident Reporting for situations that require a report).

5. Utilize Axon Capture to photograph and document the encampment area via Axon Capture. Photographs should include any significant items in the vicinity, such as erected tents, temporary structures, dangerous weapons, dangerous materials, etc.

C. If officers locate individuals ~~in an active encampment, the officers will appropriately identify and document all persons present, and:~~in an **active encampment** on **private property**, the officers will appropriately identify and document all persons present and ~~at the camp, responding officers will instruct them that they have seven (7) days to vacate the property. Officers will provide any individuals with resource cards outlining outreach assistance options.~~

1. ~~If the encampment is located on private property, the officer will attempt to contact the property owner(s) during the call for service and determine if the individuals are trespassing. If a property owner cannot be reached while the officer is on the scene, the officer will defer to N.C. Gen. Stat. § 14-159.11.~~

2. ~~If the encampment is located on city-owned property, the primary officer will:~~

   a. ~~first determine if any City of Asheville trespass signage is present and enforce accordingly based on N.C. Gen. Stat. § 14-159.11.~~

b. ~~If signage is not present on scene, the primary officer will then attempt to make contact with an authorized agent of the premises designated by the city-department responsible for the property. This information will be maintained and updated by the Community Unit through the CAD Premise Notes.~~

c. ~~If an authorized agent cannot be reached at the time of the call for service, the primary officer will take no action at the time of call without exigent circumstances present. In the event exigent circumstances exist, the direct supervisor must be notified of any action taken once the scene is secured. Exigent circumstances may include but are not limited to;~~

   1. ~~an active campfire on city property, (***must be requested to leave first***)~~

   2. ~~an assault against another individual that also occupies the city property;~~

   3. ~~any involvement in a felonious act that has occurred according to North Carolina General Statute.~~

   ~~(***Note: When applying Exigent Circumstances, the primary officer is acting as the authorized agent for the premises on behalf of the City Of Asheville.)~~

d. ~~The primary officer will make email notification to the Community Unit and their direct supervisor by end of shift if; an authorized agent was not contacted or; action was taken due to exigent circumstances. notify any occupants they are on city property and that they are not allowed to remain on the premises and provide them with a Notice of Trespass card.~~

D. ~~In all cases, the officers will provide individuals cards with information on available resources for persons experiencing homelessness.~~ attempt to contact the property owner(s) during the call for service and determine if the individuals are trespassing. If a property owner cannot be reached while the officer is on the scene, the officer will defer to N.C. Gen. Stat. § 14-159.11.

E. If officers locate individuals in an **active encampment** on **city-owned property**, the officers will appropriately identify and document all persons present and:

   1. Determine if any City of Asheville trespass signage is present and enforce accordingly based on N.C. Gen. Stat. § 14-159.11.

2. If signage is not present on scene, the primary officer will then attempt to make contact with an authorized agent of the premises designated by the city department responsible for the property. This information will be maintained and updated by the Community Unit through the CAD Premise Notes.

3. If an authorized agent cannot be reached at the time of the call for service, the primary officer will take no action at the time of call without exigent circumstances present, at which point the officer will act as the authorized agent for the premises on behalf of the city. Exigent circumstances may include but are not limited to:

    a. Any involvement in a felonious act~~. that has occurred according to North Carolina General Statute~~.

    b. An assault against another individual that also occupies the city property.

    c. An active campfire on city property, (***must be requested to leave first***)

4. The primary officer must notify the Community Unit and their direct supervisor via email by end of their shift if an authorized agent was not contacted or action was taken due to exigent circumstances.

5. Officers must notify their direct supervisor of any actions taken due to exigent circumstances once the scene is secured.

F. **In all cases where individuals are located** in an encampment:

1. Officers will provide cards with information on available resources for persons experiencing homelessness.~~ These cards will be maintained and available through the Community Unit Office.~~

2. ~~In all cases, officers shall document all individuals present through the use of either a Field Contact report or a Trespass Warning report, in the event a formal incident report does not include the individuals.~~ These cards will be maintained and are available through the Community Unit Office.

3. If not documented in an incident report, Officers will document the individuals present through a Field Contact or Trespass Warning report in RMS.

G. ~~If the encampment is determined to be **inactive**, and no individuals are located on-site, but the officer finds remaining sanitation issues or dangerous materials on the property, the officer will request the CAD nature code be changed to *Ordinance Compliance* for further follow-up to be conducted by the Community Unit.~~If the encampment is

determined to be **inactive**, and no individuals are located on-site, but the officer finds remaining sanitation issues or dangerous materials on the property the officer will request the CAD nature code be changed to *Ordinance Compliance* for further follow-up to be conducted by the Community Unit.

H. **In all cases,** ~~B~~before the conclusion of their shift, the primary responding officer will email ~~any related the details and~~ any related ~~CAD Event numbers and/or Incident Report numbers with a brief summary of events case number~~CAD event numbers and/or Incident Report numbers with a brief summary of events ~~-~~to the ~~Community Engagement Divisionappropriate Community Resource Officer(s)~~Community Engagement Division and ~~and the officer's direct supervisor District Commander~~and the officer's direct supervisor ~~to notify them of the call for service~~.

I. This notification should include if no authorized agent for the property (city or private) was contacted or action was taken due to exigent circumstances on city-owned property.

J. The Community~~Unit Resource Officer~~ Unit will ~~conduct any follow-up necessary through City Of Asheville Homelessness Services, in turn, notify the Homeless Initiative Coordinator~~ conduct any follow-up necessary through City Of Asheville Homelessness Services to facilitate outreach workers' referral to the campsite.

K. ~~During the seven (7) days, outreach workers will respond to the campsite and offer to assist with needed social services, as well as moving belongings. The Homeless Initiative Coordinator will let the appropriate Community Resource Officer know when outreach workers have responded and the result.¶~~

~~L. On the seventh day, or soon thereafter, the Community Resource Officer will respond back to the camp location to take appropriate enforcement action of any original inhabitants who may remain or have returned to the property.¶~~

~~M. The Community Resource Officer will notify the property owner that the property should be cleaned along with any trespass letter information. This procedure will apply to private as well as public properties.~~

N. ~~The Community UnitResource Officer will conduct all necessary follow-up, including supplements to the original report.follow-up to ensure the property has been cleaned, and complete a supplement to the original report documenting that the property has been cleaned.~~

O. ~~If officers respond to a camp three (3) times in a seven (7) day period and never locate anyone, they can assume that the property is abandoned and the CRO can move forward with contacting the property owner to have the property cleaned up.~~

3020.3 OUTREACH

A. Outreach is important in connecting or reconnecting a ~~person experiencing homelessness~~person experiencing homelessness ~~homeless individual~~ to needed health, mental health, social, and housing services. Officers should collaborate with physical and mental health experts in order to visit individuals and ~~encampments~~encampments ~~homeless camps~~ to allow for joint assessment and planning.

B. People experiencing homelessness have a higher risk than the general population of developing exposure-related conditions such as hypothermia and frostbite~~. These conditions can be immediately life-threatening, and may also increase the risk from dying from unrelated conditions in the future. Increased homeless services, especially additional shelter availability, are necessary to accommodate such amplified needs in the winter~~. A winter contingency plan, known as *Code Purple*, has been developed to provide overflow space during the winter months to provide additional protection against harsh elements. ~~Typically this will be initiated when temperatures fall below Each shelter generally bases its overflow on weather conditions below~~Typically this will be initiated when temperatures fall below -32 degrees.

C. ~~[Reach out to the Communityto Community Unit for follow-up with local providers and resources if needed/ Community Engagement Division responsibilities for outreach activities?]~~

D. Department members may refer individuals to the Community Unit for follow-up with local providers and resources if needed.¶

~~E.~~

~~3020.4 AREA SHELTERS~~¶

~~**ABCCM Steadfast House**~~¶ ~~*Women and Children Only*~~¶	~~(828) 259-5365~~¶
~~**ABCCM Veterans Restoration Quarters**~~¶ ~~1329 Tunnel Road~~¶ ~~*Men Only - Winter Overflow*~~¶	~~(828) 259-5333~~¶
~~**ABCCM**~~¶ ~~30 Cumberland Ave~~¶ ~~*Monday-Friday hours only*~~¶	~~(828) 253-5300~~¶
~~**A-Hope Day Center**~~¶ ~~19 N Ann St~~¶	~~(828) 252-8883~~¶
~~**Helpmate**~~	~~Crisis Line: (828) 254-0516~~¶

~~*Women and Children Only, Domestic Violence*~~¶	~~Office: (828) 254-2968~~¶
~~**Rescue Mission**~~¶ ~~225 Patton Ave~~¶ ~~*Winter Overflow*~~¶	~~(828) 254-0471~~¶
~~**Salvation Army**~~¶ ~~297 Haywood St~~¶ ~~*Winter Overflow*~~¶	~~(828) 253-4723~~¶

Separate Community Unit Policy??? Or maybe update Crime Prevention Policy???

The Community Unit is responsible for maintaining all citizen complaints throughout the City of Asheville.

1. The Community Unit will maintain records for all citizen complaints through the use of the Problem-Oriented-Policing (P.O.P.) module in RMS.
2. The Community Unit is responsible for maintaining and responding to any and all Tip411 complaints that are assigned to the Community Community Engagement Division.
3. The Community Unit is responsible for maintaining and responding to any and all Asheville App complaints that are assigned to the Community Engagement Division.
4. The Community Unit is responsible for maintaining all trespass letters placed on file with the Asheville Police Department.
5. The Community Unit is responsible for maintaining the APD Officer Resources Site found at https://sites.google.com/ashevillenc.gov/apd-community-engagement/home with all updated and appropriate information to be disseminated to officers and/or the public.

Community Unit consists of 8 Community Resource Officers and 1 Crime Prevention Officer.

CROs responsible for….

Crime Prevention Officer responsible for…..Explorer Program / Citizens Police Academy

Community Unit Sergeant responsible for……