

# General Order

## Houston Police Department



ISSUE DATE:

September 20, 2017

NO.

600-33

REFERENCE: Supersedes all prior conflicting Circulars and Directives, and General Order 600-33, dated May 3, 2011

**SUBJECT: SOCIAL SERVICES ASSISTANCE AND REFERRALS**

### POLICY

Employees shall provide referral information to citizens in need of social services.

This General Order applies to all employees.

#### **1 VICTIMS' REFERRAL CARD**

Employees shall give an *HPD Victims' Referral Card* to any person who might benefit from the information listed on the card. All of the following employees shall carry referral cards:

- a. Classified employees
- b. Crisis counselors
- c. Police telecommunicators
- d. Jailers
- e. Police service officers
- f. Any employee who regularly has one-on-one contact with the public

Division commanders shall ensure their division and storefronts have an adequate supply of referral cards that are readily available to employees. The Office of Planning's Print Shop section shall maintain an adequate supply of referral cards for distribution to the divisions.

The Family Violence Unit of the Special Victims Division shall review and update the referral card annually and notify the department by Circular of any changes.

#### **2 MENTAL HEALTH DIVISION RESOURCE INFORMATION GUIDE**

The Houston Police Department *Mental Health Division Resource Information Guide* ("Green Card") is available to employees through the department's Mental Health Division. The guide, which provides contact information for various mental health service providers, may be distributed as needed to any citizen who wants or needs information regarding mental health issues.

The Mental Health Division shall review and update the resource information guide annually.

**3 FAMILY VIOLENCE UNIT**

Employees shall refer victims of domestic violence to the Family Violence Unit and not to the District Attorney's Office or the Family Law Center. The Family Violence Unit has personnel who can provide short-term counseling and referrals to victims of domestic violence.

A handwritten signature in black ink, appearing to read 'Art Acevedo', with a long horizontal flourish extending to the right.

**Art Acevedo  
Chief of Police**