

# LAP SERVICES REFERRAL PROTOCOL

- 1) The YW will receive the LAP call where they will safety plan with victims during the short call and offer their shelter services.**

## *Orders of Protection / General Needs Assessment*

- If part of the safety plan created during the initial call includes obtaining an immediate OP, MNPD will facilitate this as normal by taking the victim to a location where they can obtain an OP (JCAC, DV Division, Night Court for after hours).

## *Counseling*

- If there is ever an emergency where a DVD Counselor is needed right away, MNPD will follow their normal protocols to contact a DVD Counselor to come to the scene of the incident.

- 2) If the victim DOES NOT want a follow-up call from the YW the next day, the YW hotline counselor will ask if they would like contact regarding an OP, assistance for other needs (housing, finances, etc.), or counseling for themselves or their children.**

## *Orders of Protection / General Needs Assessment*

- The YW hotline counselor will call the JCAC Assistance Request Voicemail at **615-880-3222** and instruct the victim to leave a message with instructions on safe times/ways to contact.

## *Counseling*

- The YW hotline counselor will call the DVD Counselor Voicemail at **615-615- 880-3555** and instruct the victim to leave a message with instructions on safe times/ways to contact. (Please note this is not a public number and is intended only for the YWCA Hotline to use)

- 3) If the victim DOES want a follow-up call from the YW the next day, the YW will set a time for a follow up call with the victim the next day on a safe number at a safe time for the victim.**
- 4) The YW will make the follow-up call to the victim at the designated time/number the next day.**
  - On this call, the YW counselor would have more time to assess for needs such as counseling, basic needs, OP advocacy, court advocacy, etc.

- This call will most likely occur during regular business hours.

#### *Orders of Protection / General Needs Assessment*

- If the victim requests an Order of Protection, the YW hotline counselor will conduct a 3-way call with the JCAC Victim Assistance Center **615-880-3222** to leave a message for a return call for services with information on when/how to contact the victim for services.

#### *Counseling*

- If the victim requests counseling assistance, the YW hotline counselor will conduct a 3-way call with the DV Division Counselors at **615-880-3000** or **615-880-3555** for after hours.
- If they are unable to reach a DVD Counseling employee, the YW hotline counselor will encourage the victim to leave a voicemail with information on when/how to contact the victim for services.

#### *Criminal Case Preparation – DA's Office Early Intervention Meetings*

- If the victim's perpetrator was arrested at the time the LAP was performed or within the time of the follow up call, the YW hotline counselor will make the victim aware of the DA's Office Early Intervention Meetings.
- The YW hotline counselor will tell the victim that they will likely be contacted for this meeting **within 48 hours of the arrest** to discuss their case with the DA and a Victim Witness Coordinator (victim advocate).
- This notification is to help provide the victim with clarity around who is contacting them and for what purpose.

**Note:** if for some reason the YWCA Hotline goes down, MNPD can contact 615-202-9513 (Crisis Line 1) or 615-517-9411 (Crisis Line 2). **Remember that these numbers should ONLY be used when the 800 number is not working.** These numbers connect directly to the cell phones that are back up phones for the crisis line so please do not circulate them widely.