

RESOURCES AND REFERRAL SERVICES

SAN JOSE
BASIC ACADEMY 2020

LD 111

Resources and Referrals

- CAD/CAD Info Index
- Co- Workers
- Code Books
- Crime Prevention/ Community Services
- Department Manuals
- Internet Resources
- Investigative Units
- Local Directories
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- Media Outlets
- Street Guides

CAD Location Verification



CAD – INFO INDEX

CITY OF SAN JOSE ANIMAL CARE AND SERVICES

CITIZEN LINE: 408-794-7297 (PAWS)
HOURS, DAYS A WEEK

MILPITAS, CUPERTINO, LOS GATOS AND SARATOGA

ADDRESS: 2750 MONTEREY RD

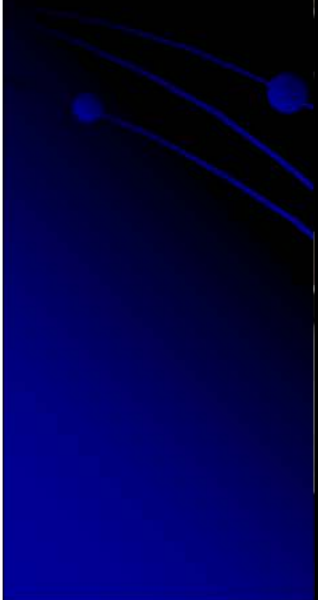
FAX: 229-2122

AFTER HOURS PRIORITY ONE ACS CALL OUT: (YOU WILL BE GETTING
SOMEONE OUT OF BED

- MAKE SURE IT FALLS WITHIN CRITERIA LISTED BELOW)



CO- WORKERS
always willing to help



Co- Workers - CIT

- Critical Incident Team

- Calltakers, Dispatchers and Officers who have been through additional training to handle an individual who poses a risk to himself or others, or who is in psychological **or emotional crisis**.

CIT Policy and Procedures

All communications personnel will request a CIT response at the time of the call and or/when dispatched. (Example: 1056A, 5150's and welcks involving a mentally ill person or person in emotional crisis.

CODE BOOKS

- Leginfo.legislature.ca.gov/calaw.html
- Code Books around PAC
 - B & P
 - F & G
 - H & S
 - PC
 - VC
 - W & I
 - MC
 - S & H

Crime Prevention and Community Services

Crime Prevention Unit

Crime prevention Specialists provide safety information, referrals, and training on various safety topics for individuals, community groups and businesses.

Topics include:

- BULLYING
- CHILD SAFETY
- DRUGS
- GANGS
- NEIGHBORHOOD WATCH
- PERSONAL SAFETY
- SENIOR SAFETY
- WORKPLACE SAFETY

Neighborhood Watch Program

Neighborhood Watch is a program that teams residents and the police department to deter, discourage, and prevent crimes. Meetings are held in your neighborhood with your interests in mind.



CRIME PREVENTION UNIT

Light it. Lock it. Or Lose it.



School Liaison Unit



Responsible for developing and maintaining positive communications and relationships between the police department and the city's 19 school districts

Respond to safety/crisis situations on campus

Emergency Response Protocol Training

Advise safety and truancy committees

Gang and Drug presentations



Department Manuals

- Duty Manual – Officers
- Policy and Procedure – Communications
- RAD Manual – Communications
- MOA – Union MEF Memorandum of Agreement



Internet Resources

- Meganslaw.ca.gov
- Fonefinder.net
- Google.com
- Municode.com/resources
- Usacops.com
- Weather.com
- CHP.CA.Gov

Investigative Units

INVESTIGATIVE RESPONSIBILITIES

5150 HOLDS
ARSON
ASSAULT

HOMICIDE 5283
FIRE DEPT 4020
ASSAULTS 4161

IF ALL SUSPECTS ARE JUVENILES --
SEXUAL ASSAULTS
AUTO THEFT
BAD CHECKS (OVER \$5,000.00)
BATTERY
BIGAMY
BOMBINGS/BOMB THREATS
BRANDISHING A WEAPON
BURGLARY
VEHICLE BURGLARY

JUVENILE 4781
SAIU 4102
AUTO THEFT 4051
FRAUD 4521
ASSAULTS 4161
SAIU 4102
BOMB DETAIL 4122
ASSAULTS 4161
BURGLARY 4401
BURGLARY 4401

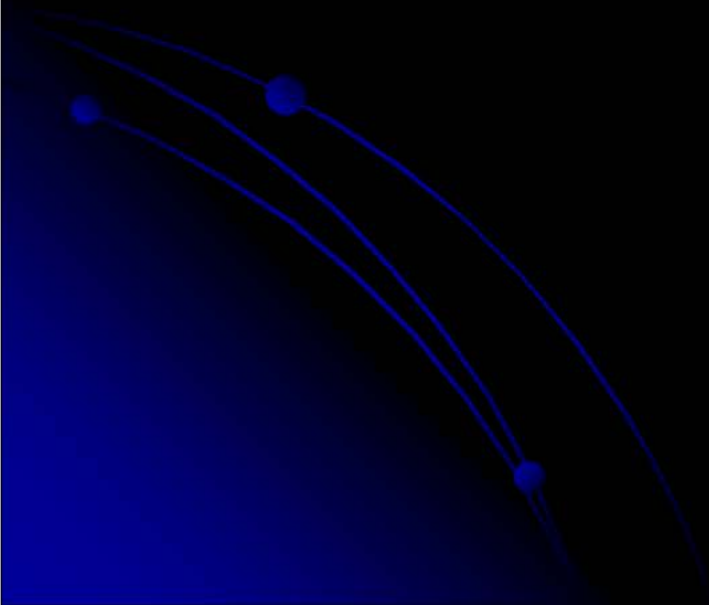
Local Directories



- Online directory
- Power 911 phone list.
- Cross Directory

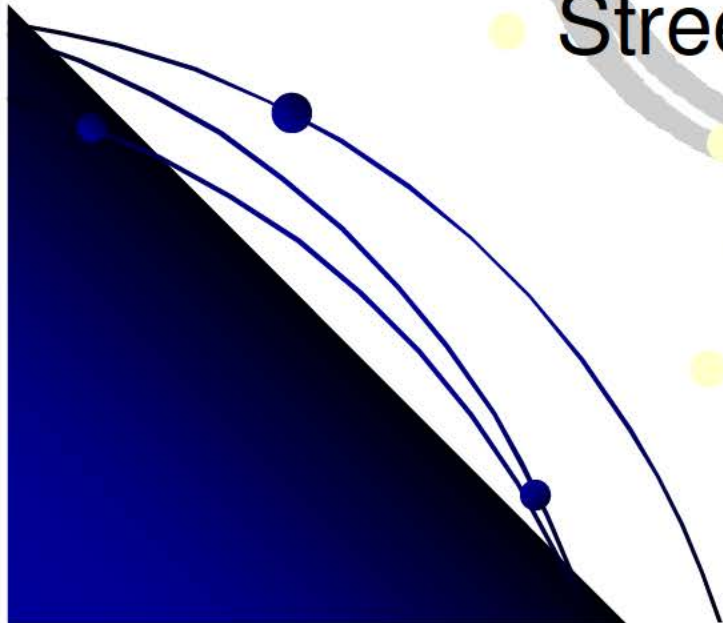
Media Outlets

- Media Relations (PIO)
- News channels
- Weather channels
- Search information



Maps and Street Guides

- Thomas Brothers
- AAA
- Public works
- CAD On screen mapping
- Street to Beat [REDACTED]
- District/Beat



[REDACTED]
[REDACTED]

Click on "Map" for Google Satellite Image

[Web](#) [Images](#) [Videos](#) [Maps](#) [News](#) [Shopping](#) [Gmail](#) [more ▾](#)

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Google maps

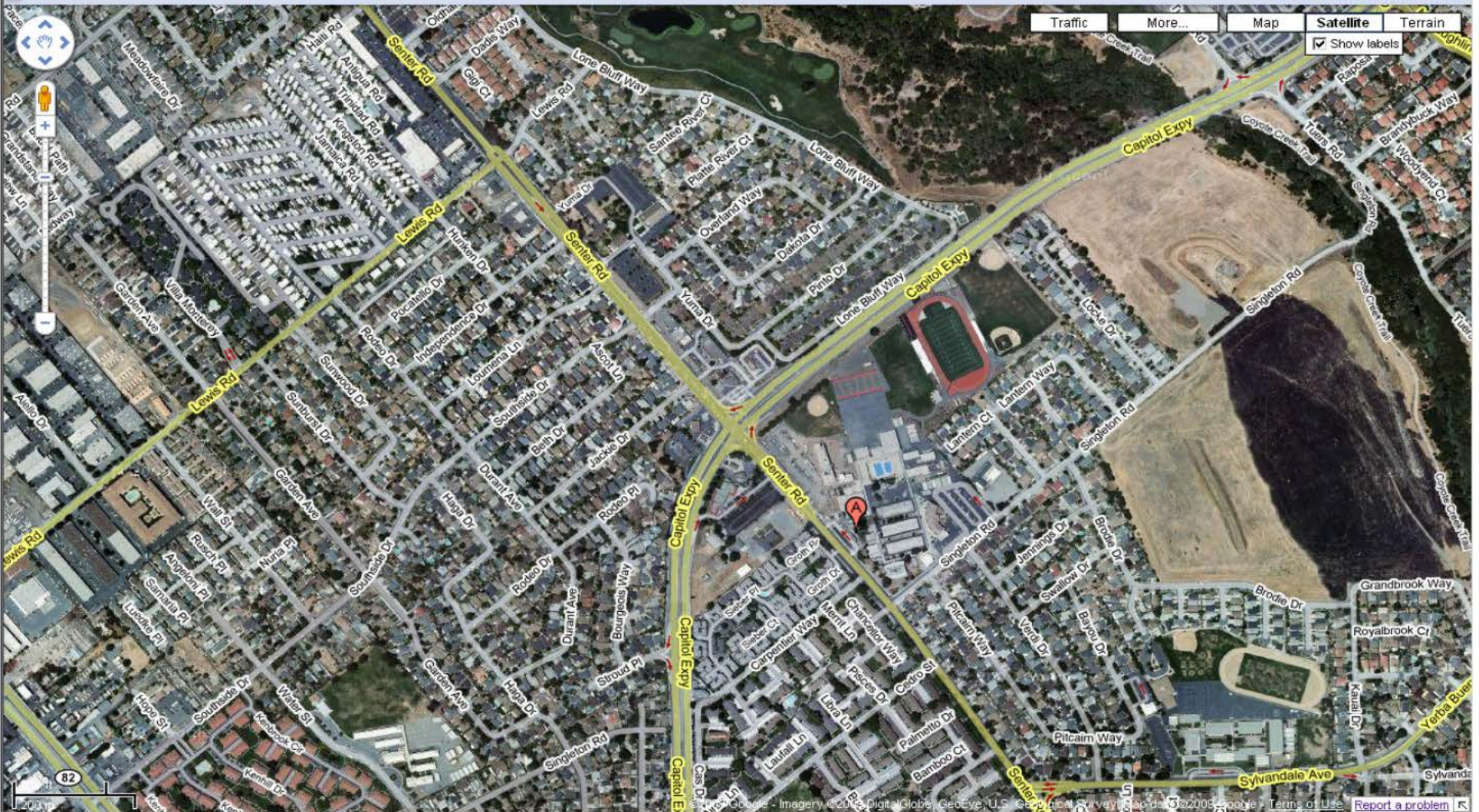
Andrew Hill High School San Jose, CA

Search Maps

[Show search options](#)

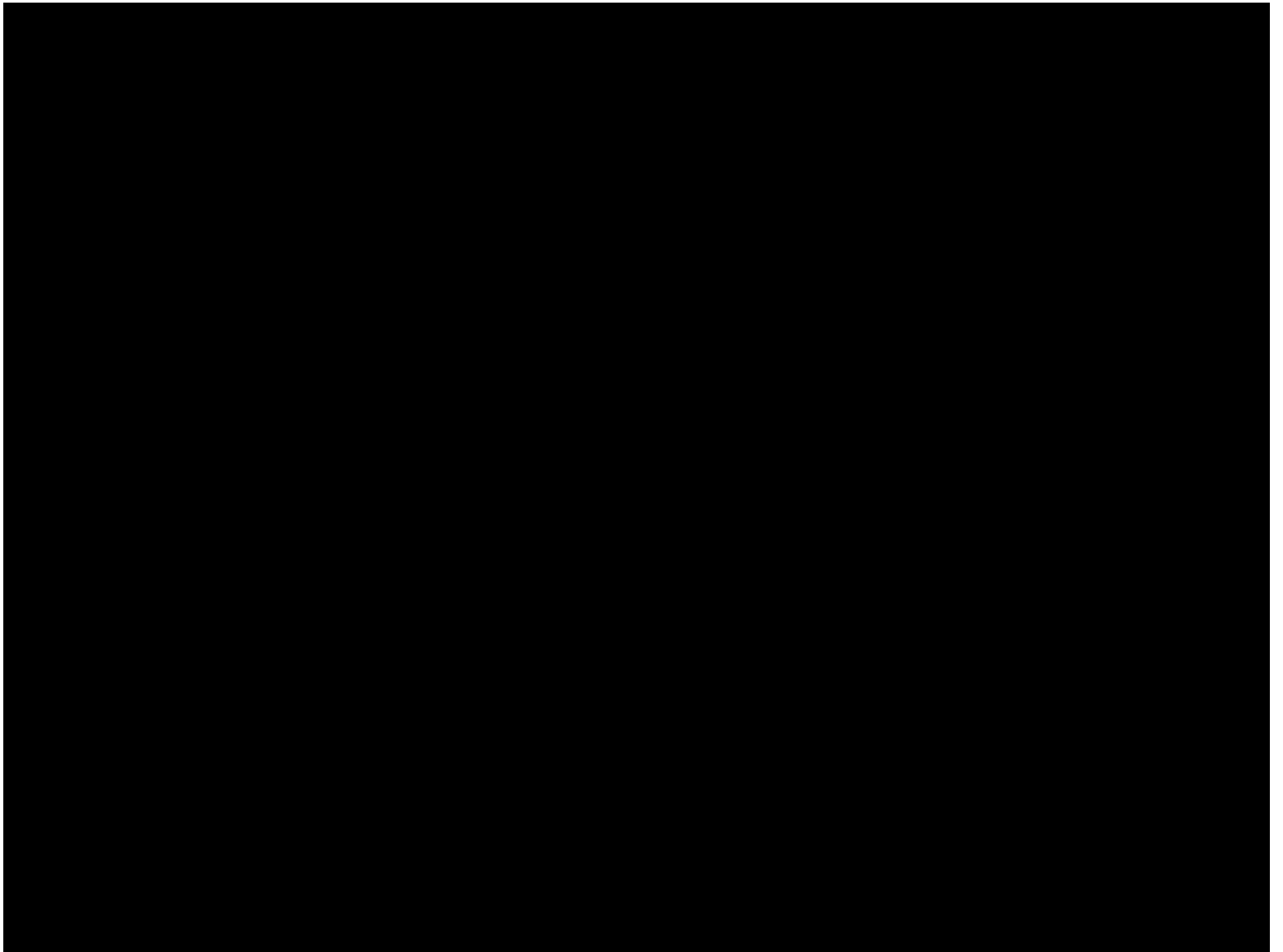
Find businesses, addresses and places of interest. [Learn more.](#)

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Done

Internet



Notifying other Public Service Resources for calls for service

- Fire
- Emergency Medical Services (EMS)
- Allied law enforcement agencies
- Call center
- Department of transportation



Local, State and Federal Referral Services

LOCAL

- Mental health
- Child/Dependent Adult protective services
- Hotline/referrals
- District Attorneys office
- Code Enforcement
- Next door solutions
- Salvation Army



State

- OES
- CHP
- DOJ
- DOC
- DMV
- ATF
- DOT
- CALTRANS



THE UNITED STATES
DEPARTMENT *of* JUSTICE

Federal

- FEMA
- FBI
- FAA
- Secret Service
- TSA
- Armed Forces
 - Army
 - Navy
 - Air Force
 - Marines
 - National Guard
 - Coast Guard



MARINES
THE FEW. THE PROUD.

211 Community Resource Info



211 is a free, non-emergency, confidential, 3 digit phone number and service that provides streamlined access to critical health and human services. 2-1-1 operates 24 hours a day, 7 days a week over 140 different languages.

- (866) 896-3587, OR (800)273-6222
- www.211bayarea.org/santaclara/

2-1-1

- Clothing, Food, Personal Goods and Services.
- Disaster Planning, Response and Recovery.
- Drug and Alcohol Treatment
- Education and Training.
- Employment Services and Financial Assistance.
- Family, Individual, and Community Services.
- Health, Fitness, and Environmental Services.
- Housing, Shelter and Transportation.
- Legal, Immigration and Criminal Services.
- Mental Health and Counseling Services.
- Self Help Groups and Services.
- Senior and Disability Services.

3-1-1 (Non-Emergency Reporting)

Examples of non-emergency calls

Music complaint

Parking violations



5-1-1 (Traffic Information)

511 is your one-stop phone and web source for up-to-the-minute transportation information. It's FREE and available whenever you need it – 24/7 – from anywhere in the nine-county Bay Area.



6-1-1 (Telephone Repair)

Dial611.com - Offers comparison of telecommunications, phone services



7-1-1 CA Relay for Hearing/Speech Impaired

The FCC has reserved 7-1-1 for relay service access. Just as you can call 4-1-1 for information, as of October 1, 2001, you can dial 7-1-1 to connect to relay service anywhere in the United States. 7-1-1 makes it easier for travelers to use relay because they will not have to remember relay numbers in every state.

The number 7-1-1 is a relay number for every state in this country. When a TTY caller or a non-TTY user calls the relay number, the operator will dial the number s/he wishes to contact and relay the messages between two parties using voice and TTY.

What about 9-1-1?

- In an emergency, please don't call 7-1-1. Instead, call 9-1-1 directly. 9-1-1 centers have TTYs and are prepared to handle emergencies.

Several TTY users have admitted that they mis-dialed the number for either relay service or for emergency assistance. Sometimes they would hang up when they realized that they dialed 9-1-1 by mistake. They didn't know it is policy for a 9-1-1 center to return the call and/or even to send a police over to check on them. An article explaining that the TTY users were to stay on the line if misdialed 9-1-1 by an accident has been sent out to Deaf agencies and several newsletters in this state.

8-1-1 (Call before you dig)

Dial 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local One Call Center. Tell the operator where you're planning to dig, what type of work you will be doing and your affected local utilities companies will be notified about your intent to dig. In a few days, they'll send a locator to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below - and be able to dig safely.



Know what's below.
Call before you dig.