

SPECIAL ORDER



DISTRICT OF COLUMBIA

Title
Check on Welfare Calls for Service

Number
SO-10-02

Effective Date
February 22, 2010

Rescinds:
Teletype 10-071-09 (October 23, 2009)

Related to:
General Order 302.01 (Calls for Police Services), Effective Date, April 28, 1981
GO-OPS-304.03 (Missing Person Reports), Effective Date January 30, 2004

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I. PURPOSE

As part of the mission of the Metropolitan Police Department to safeguard the District of Columbia and protect its residents and visitors by providing the highest quality of police service with integrity and compassion, Metropolitan Police Department officers handle "Check on Welfare" calls for service. In these types of calls, a member of the public or a representative from a government agency contacts the police to check on the status of another member of the public.

The purpose of this Special Order is to establish the procedures for handling adult and juvenile "Check on Welfare" calls for service and to ensure that the appropriate information regarding "Check on Welfare" calls for service involving juveniles is provided to the District of Columbia Child and Family Services Agency.

II. DEFINITIONS

When used in this directive, the following terms shall have the meanings designated:

1. Adult – Any person eighteen (18) years of age or older.
2. Check on Welfare – Service offered by the Metropolitan Police Department (MPD) wherein a member is dispatched to a location or address to determine the well-being and/or safety of one or more persons.
3. Juvenile – Any person under eighteen (18) years of age unless the person has been emancipated by the court.
4. Member – Sworn MPD employee or MPD Reserve Corps Member.

III. REGULATIONS

- A. Members responding to “Check on Welfare” calls for service shall prepare a PD Form 251 (Incident-Based Event Report) in all cases.
- B. PD Forms 251 involving checking on the welfare of juveniles shall be submitted to the Youth Investigations Division daily through the MPD Records Management System prior to the end of the tour of duty in which the report is taken in accordance with Part IV.C and Part IV.D below.

IV. PROCEDURES

- A. Members shall complete a PD Form 251 in response to every call for service for “Check on Welfare.”
 - 1. Members shall fully document all related facts and circumstances on the PD Form 251 including the identities of the person(s) from whom information was obtained and how the welfare of the person(s) was verified.
 - 2. Members shall classify the PD Form 251 as a “Check on Welfare” incident, or as otherwise evidenced by the facts and circumstances of the preliminary investigation.
- B. Members, in all cases, shall leave contact information at the location of the check, including the related Central Complaint Number (CCN).
- C. When a “Check on Welfare” call for service involves a juvenile:
 - 1. The official approving the report shall ensure that the related PD Form 251 is submitted to the Watch Commander of his/her assigned element prior to the conclusion of his/her current tour of duty; and
 - 2. The Watch Commander shall ensure that the PD Form 251 is submitted to the Watch Commander, Youth Investigations Division, via the Records Management System prior to the end of the tour of duty in which the report is taken.
 - a. The Watch Commander, Youth Investigations Division, shall ensure the reports are retrieved from the Records Management System on a daily basis and forwarded to the Director, District of Columbia Child and Family Services Agency (CFSA), or a designee.
 - b. When the Records Management System is not available, the Watch Commander shall ensure that the PD Form 251 is

scanned and emailed to the Youth Investigations Division (Adminbox, YSD) prior to the end of the tour of duty in which the report is taken.

- D. In cases where the welfare of a juvenile cannot be determined:
1. The responding members shall notify an official at their element;
 2. The official so notified shall review the available facts and circumstances and direct further inquiry or action as appropriate;
 3. The official reviewing and approving the related PD Form 251 shall submit the report to the Watch Commander prior to the end of the current tour of duty;
 4. The Watch Commander shall ensure the PD Form 251 is submitted to the Watch Commander, Youth Investigations Division, via the MPD Records Management System prior to the end of the tour of duty in which the report is taken; and

NOTE: When the Records Management System is not available, the Watch Commander shall ensure that the PD Form 251 is scanned and emailed to the Youth Investigations Division (Adminbox, YSD) prior to the end of the current tour of duty in which the report is taken.

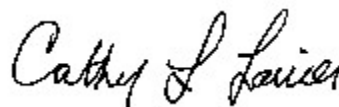
5. In cases where the welfare of the juvenile cannot be determined prior to the end of the current tour of duty, the Watch Commander shall make a determination whether a follow-up needs to be conducted on the next tour of duty and shall notify the Watch Commander for the next tour of duty accordingly.

NOTE: CFSA will conduct follow-ups for CFSA-initiated calls where the welfare of a juvenile cannot be determined.

- E. In cases where the CFSA requests that members respond for "Check on Welfare" calls for service for a juvenile and the juvenile has been located, but the CFSA cannot provide an estimated time of arrival:
1. The responding member(s) shall notify an official at their element; and
 2. The official so notified shall review the available facts and circumstances and direct appropriate action (e.g., transport the child to CFSA, notify Youth Investigations Division, contact nearest relative, force entry, or clear the scene.)

- F. When a “Check on Welfare” call for service involves an adult, no additional notifications are required. The PD Form 251 shall be processed in accordance with applicable MPD reporting and record-keeping policies and procedures.
- G. Responsibilities
1. Members are responsible for completing PD Forms 251 for all “Check on Welfare” calls for service and contacting an official whenever the welfare of a juvenile cannot be determined and when a CFSA representative cannot provide an estimated time of arrival following a request by CFSA to check on a juvenile.
 2. Officials are responsible for evaluating the facts and circumstances and providing the proper guidance and direction following notification that a member is on the scene of a “Check on Welfare” call for service where the welfare of a juvenile cannot be determined and when a CFSA representative cannot provide an estimated time of arrival following a request by CFSA to check on a juvenile.
 3. Watch Commanders are responsible for ensuring PD Forms 251 classified as “Check on Welfare” incidents involving juveniles are entered into the MPD Records Management System, and for making determinations whether a follow-up is required when the welfare of a juvenile cannot be determined prior to the end of the tour of duty in which the report is taken.
 4. The Commander, Youth Investigations Division, is responsible for ensuring the MPD Records Management System is checked daily and all “Check on Welfare” incidents involving juveniles are forwarded to the CFSA.

NOTE: When the Records Management System is not available, the Commander, Youth Investigations Division, shall ensure that all “Check on Welfare” reports are electronically transmitted to the CFSA on a daily basis.



Cathy L. Lanier
Chief of Police