

Palm Beach County DUI Homicide Grant Project

IDEA Taskforce: Best Practices for 211

The mission of the DUI Homicide Project Impaired Driving Death Enhanced Assistance Taskforce (IDEA) is to provide a coordinated community response to ensure that every survivor or family members of an impaired driving death receives prompt, critical support in accessing available resources, services, and navigating the criminal justice system. The primary objectives of 211 are to answer the violent crime helpline on a 24 hours basis, to provide emergency crisis counseling, address the callers immediate needs, provide an assessment and make the appropriate referrals for survivors of DUI homicide. When law enforcement and hospitals call for assistance, 211 will dispatch the on-call victim advocate to respond after gathering initial information.

A. Caller: Law Enforcement requesting an immediate response of a Victim Advocate

1. Cases that require an immediate response of a Victim Advocate include:
 - a. Suspected/ confirmed DUI crash resulting in death
 - b. Suspected/ confirmed DUI crash resulting in serious bodily injury
 - c. Death Notification
 - d. Incident deemed necessary by Sergeant and PBCVS Duty Supervisor
2. Methods of contact:
 - a. During regular business hours, call Central Courthouse #561-355-2383
 - b. After hours, weekends, holidays, contact the on-call Victim Advocate
3. Information 211 will request in order to dispatch a Victim Advocate:
 - a. Summary of the incident, including the location
 - b. Victim's condition and extent of injuries and location
 - c. Victim's name and DOB
 - d. Next of Kin (NOK) name and contact number (if obtained)
 - e. Name, agency, and phone number of Investigator or Detective
 - f. Location Victim Advocate should respond to and directions to the crash
 - g. Determine if the officer is requesting an immediate response
 - h. If no answer on Victim Advocate's cell, leave a message stating you are trying to reach the person and will try their home. If no response **within 10 minutes**, call the duty supervisor immediately and provide information about the caller's request.

B. Caller: Homicide survivor or family members requesting assistance that does not need immediate attention:

1. 211 will obtain caller information and provide the information to PBCVS