

		<b>DIRECTIVE 3.3</b>			
<b>SUBJECT</b> Support Services / Communications & Technology Division		<b>NO. PAGES</b> 17			
<b>DISTRIBUTION</b> All Personnel	<b>AMENDS</b> Directive: Dated: 12/2006	<b>THIS ORDER CANCELS</b>			
Admin Board Approved: 1/31/2012	<b>DATE OF ISSUE</b> 2/2/2012	<b>Applicable Accreditation Standards</b>			
		82.2.4 84.1.7 22.2.7b 41.2.5b 74.1.1a	82.1.5 84.1.5 81.3.1a 81.2.6ab 74.1.3af	17.5.2 81.3.1bd 81.2.5af 81.2.12 74.1.1f	84.1.2 81.3.1b 81.2.3 81.2.9
<b>ISSUED BY:</b> Chief Michael J. Szczerba <i>Michael J. Szczerba</i> Chief of Police Reviewed: 2/1/2012					

## Support Services / Communications & Technology Division

**Directive: 3.3**

I. Commanding Officer:

The Support Services / Communications & Technology Division Commanding Officer reports to and is directed by the Inspector of Uniformed Operations. In addition, the Support Services and Communication & Technology Division shall be responsible for the operation of five units known as Support Services. These units are: Word Processing Unit, Records Maintenance, Property & Supplies, Evidence Control, and Vehicle Maintenance. The Commanding Officer of the Support Services / Communications & Technology Division shall conduct an annual audit and evaluation of the complaint control recording and field reporting process to detect discrepancies and/or a need for a change. The Commanding Officer shall be responsible for the operation of the Communication Center and Technology Unit. The Commanding Officer will upgrade technology in the Wilmington Department of Police and will enhance the quality of police service provided to the citizens of the City of Wilmington.

The Support Services / Communications & Technology Division Commanding Officer supervises and directs personnel under his command as follows:

1. Word Processing Unit:

The personnel assigned to the Word Processing Unit reports to the Commanding Officer of the Support Services / Communications &

Technology Division. The Commanding Officer and/or his designee provide supervision over all civilian personnel assigned to the Word Processing Unit, to ensure the efficient completion of its function within the Division. This Unit is responsible for all information processing, from start to finish that is requested. This Unit services all divisions within the Department.

Information to be processed is submitted either through dictation or hard copy format.

The Commanding Officer is also responsible for the recommendation and implementation of new procedures and guidelines that pertain to the ongoing efficiency of this Unit.

2. Support Services/Records Division Coordinator: (CALEA 82.2.4)

The Records Division Coordinator reports to the Commanding Officer and/or his designee of the Supports Services and Communications and Technology Division. In addition to any special assignments that he might receive from the Commanding Officer of the Support Services / Communications & Technology Division, he will be responsible for the supervision of personnel assigned to the Information Services Unit as well as the following tasks:

- a. Shall be responsible for the routine analysis of records within the Department and shall make recommendations as to the most efficient method of creation, maintenance and disposition of records;
- b. Shall review and evaluate systems and procedures pertaining to recording, processing and filing of departmental information;
- c. Shall establish and maintain a vital records program, record storage facility, procedural manual, and assist in the development of the Comprehensive Records Management Program;
- d. Shall supervise and assist with the microfilming of departmental documents;
- e. Shall supervise the Communication Data Specialist and other clerical personnel.

Information Services Personnel:

Information Services is that part of the Support Services / Communications & Technology Division responsible for maintaining accurate records of the Department of Police. These records will be available for reference when requested. It will be the responsibility of the

Support Services Unit to:

- a. Maintain all records and reports generated by this department in such an order (sequential) as to be available for reference when requested, coordinate information received and disseminate it to members of the Department of Police. This information is captured in the LEISS Reporting System utilizing the Uniform Crime Reporting (UCR) format and/or the National Incident Based Reporting System (NIBRS). Refer to the (NIBRS) Quality Control Manual. (CALEA 82.1.5)
- b. Furnish desired information to police officials and provide statistical studies that may be useful to command officers.
- c. Prepare monthly reports and compile other statistical data that may be required.
- d. File all police accident reports numerically by case number. (CALEA 82.1.5)
- e. Complete and disseminate the daily, weekly and monthly reports in a manner prescribed by the Division Commander.
- f. Provide records information to authorized persons outside the Department of Police as established by policy. Post transactions and processes payments received from reports, fingerprints, etc...
- g. Daily collection and distribution of interdepartmental mail/correspondence. Responsible for collection of mail/correspondence from Justice of the Peace Court #20, Superior Court and the City County Building.
- h. Provides copies of memorandums, directives, and Departmental correspondence to each division.
- i. In order to maintain privacy and security for the agency's central records, accessibility to operations personnel after hours is available through the LEISS Reporting System as Officers are able to access agency files via their authorized DELJIS Log On; which is password protected.

3. Property Officer: (CALEA 17.5.2)

The Property Officer is directed and supervised by the Commanding Officer and/or his designee. The Property Officer shall be responsible for keeping, maintaining and dispersing the following police equipment:

- a. Police uniforms and clothing, insuring that each member of the Department of Police shall submit a personal property inventory each year.
- b. Along with the assistance of the Police Range Officer, he will issue new weapons or replace damaged weapons as described in departmental procedure. When needed, he will issue [REDACTED] [REDACTED] to the members of the Department of Police.

- c. Weekly, he will fill requests for supplies by units requesting them within the Department of Police as described in procedure.

The Property Officer will assist in the release of towed and impounded vehicles and answer inquiries of persons who enter the Department of Police.

The Property Officer will be responsible to maintain all the property and equipment that he disperses and when needed, prepare a memorandum to the commanding officer to order replacement items.

The Property Officer will also perform the following tasks:

- a. Shall maintain an equipment inventory for all personnel and shall insure all stored equipment is properly maintained for operational use;
- b. Shall keep an equipment log for all equipment issued;
- c. Shall keep a file of all items issued and returned;
- d. Shall purchase and maintain department property and supplies within budgetary constraints;
- e. Shall ensure that reports are filed and microfilmed, according to existing procedures;
- f. Shall meet with salesmen and purchase supplies as needed;
- g. Shall aid evidence officer when needed; and
- h. Shall ensure that the copy machine is functioning properly.
- i. Shall be responsible for the control, maintenance and upkeep of all departmental forms.

The Property Officer will review all Departmental issued forms on a monthly basis to ensure an adequate supply. He shall delete forms no longer in use and include an adequate supply of any new form in the inventory. Prior to the deletion, modification, or development of any form, the Property Officer will obtain the approval of the Senior Staff and the Chief of Police.

4. Evidence Section Officer: (CALEA 84.1.2)

The Evidence Officer assigned to the Support Services / Communications and Technology Division will report directly to the Commanding Officer of the Support Services / Communications & Technology Division.

The Evidence Officer will file away all articles of evidence and found property in the evidence vault, [REDACTED]

The only authorized personnel to have access to the evidence vault shall

be the Evidence Officer, the Commanding Officer, and the Chief of Police and/or his/her designee. Once these items are turned in to the Support Services and Communications & Technology Division by members of the Department of Police he will do so in the following manner:

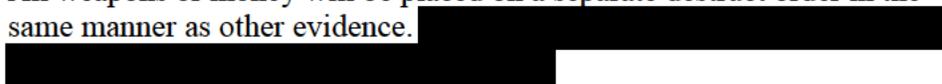
- a. File the item(s) according to case number and note any deviation from this format on both property receipts.
- b. File both receipts in their respective locations.
- c.



The Evidence Officer will conduct a constant search for items that are no longer of value to an investigator. He will then prepare a destruct order in accordance with departmental policy and State law.

Once a request to destroy evidence has been authorized by the Chief of Police and ordered by the Court, the Evidence Control Officer will destroy all articles of no value in the presence of a representative from the Office of Staff Inspections.

All weapons or money will be placed on a separate destruct order in the same manner as other evidence.



All bicycles are maintained in a separate file for return, destruct, auction or distribution to youths in accordance with the department's bicycle placement program. (CALEA 84.1.7)

The Evidence Officer will be responsible for controlling the movement of evidence into and out of the custody of the Evidence Unit. Items may be removed for court appearance, laboratory analysis, or any other legitimate reason. The Evidence Control Officer will follow the dictates of the departmental directive on the handling of evidence and, insofar as he is able, assure that officers dealing with the Evidence Unit do so also.

The Evidence Officer will be responsible for performing the following functions regarding the safe keeping of currency within the Support Services Division:

- a. Prepare entries accurately within the department's currency accounting ledger.
- b. Prepare checks from the departmental checking account.
- c. Promptly reconcile the evidence/found currency checking account statement upon receipt.

- d. Submit copies of check stubs and the reconciled bank statement to the city Finance Department on a monthly basis.
- e. Mail authorized checks by certified mail to recipients.

Plan and coordinate activities needed to facilitate an auction sale of items approved for disbursement.

Proceeds from auction sales, monthly interest revenue, and [REDACTED] will be turned over to the Finance Department in a timely fashion.

Biohazardous materials will be destroyed by the Evidence Officer by utilizing environmentally safe measures only.

Whenever a new evidence section officer is designated, an inventory of property, to ensure that records are correct and properly annotated, shall be conducted jointly by the newly designated evidence officer and the outgoing evidence officer. This process can be accomplished through a spot audit of the inventory and records. All discrepancies should be recorded prior to the assumption of property accountability by the newly appointed Evidence Section Officer. This report will be submitted to the Chief of Police through normal channels.

An annual inventory of property shall be conducted by a member of the Department, appointed by the Chief of Police, who is not directly connected with control of property. In addition, unannounced inspections of property storage areas are conducted semiannually as directed by the Chief of Police.

He shall accomplish final disposition of found, recovered, and evidentiary property within six months after legal requirements have been satisfied. (CALEA 84.1.5)

5. Vehicle Maintenance Officer:

The Vehicle Maintenance Officer is directed and supervised by the Support Services / Communications & Technology Division Commander and/or his designee.

The following is an outline of the tasks and objectives of the Vehicle Maintenance Officer:

- a. Maintenance of Fleet
- b. Supervises the departmental preventive maintenance program.
- c. Unscheduled motor vehicle failure:

1. Ensures that vehicles are repaired in a timely fashion.
2. Arranges for pool vehicles, when such vehicles exist.
3. Shall deliver vehicle defect reports as submitted by patrol officers.
4. Shall collect work orders completed by Motor Vehicle and review work done.

d. Repairs of Physical Body Damage

Once the Vehicle Maintenance Officer obtains copies of the reports indicating damage to a departmental vehicle, he will begin the repair process in the following manner:

1. Determine if vehicle is still able to be held in service.
2. Obtain estimates of body damage by notifying the division to which the involved vehicle is assigned and instructs them to obtain three (3) estimates of repair.
3. Forward copies of reports and body shop estimates to the Motor Vehicle Shop.
4. Motor Vehicle Shop will notify the department of the approved body shop.
5. The Vehicle Maintenance Officer will notify the division and instruct them to schedule an appointment for repairs.
6. In instances where a vehicle is disabled, the Motor Vehicle Shop will arrange for estimates.

e. Specifications of Police Vehicles

The Vehicle Maintenance Officer will assist the fleet manager in preparing specifications for police vehicles.

f. Replenishment of Fleet

1. Select vehicles for replacement and notify the shop.
2. Arrange assignments of new vehicles which may include the transfer of existing vehicles to other divisions and replacement with new vehicles.

g. Miscellaneous Duties

1. Shall file by vehicle number, work orders, and departmental accident reports.
2. Shall maintain the necessary keys for all

- departmental vehicles.
- 3. Shall periodically prepare and update a vehicle inventory of all departmental vehicles.
- 4. Shall periodically inspect departmental vehicles for damage, mechanical failure, or abuse.
- 5. Shall be the police liaison manager of the Claim Management Program for City Human Resources Division.

6. Communications Unit: (CALEA 81.3.1 b,d and 81.3.1b)

- a. Shall supervise all Communication & Technology Personnel. In the absence of supervisory communication personnel, the Patrol Division Watch Commander will assume functional management responsibilities over those personnel assigned to the Communication Unit.
- b. Shall be responsible for all radio and telecommunications equipment controlled by the Department of Police. This shall include ensuring that the agency's radio operations be conducted in accordance with the Federal Communications Commission (FCC) procedures and requirements.
- c. Shall ensure that routine telephone line load studies are conducted so that the agency maintains the proper number of telephone lines to adequately service the community.
- d. Shall maintain a list of all cell phones approved for the department and conduct an inventory as directed by City Human Resources Division.
- e. Shall ensure that the official departmental digital photo indent card is provided to all personnel sworn and civilian upon hire and updated and replaced as needed. (CALEA 22.2.7b)

7. Technology Unit:

Provides supervision over the sworn and civilian personnel assigned to the Technology Unit, to ensure that proper technical/computer support is provided to members throughout the Department. Will be responsible for maintaining the police computer system (Computer Aided Dispatch) at an acceptable level of operation.

B. Support Services and Communication and Technology Lieutenant:

The Support Services and Communication and Technology Lieutenant

reports to and is directed by the Commanding Officer of the Support Services / Communication and Technology Division. In addition, to any special assignments that might be received from a superior officer, in the chain of command, the Support Service and Communication and Technology Lieutenant will be responsible for the supervision of all personnel assigned to the Support Services / Communication and Technology Division as well as the following tasks:

- a. Perform necessary administrative duties in the absence of the Commanding Officer of the Support Services / Communication and Technology Division.
- b. Shall submit the daily personnel sheets to the Human Resource Division.
- c. Shall monitor the FBI audits and Data Validations.
- d. Shall investigate citizen complaints against members of the Support Services and Communication and Technology Division.
- e. Shall randomly review 911 calls for service for quality assurance.

Shall ensure that when an incident meets one or more of the following criteria, and the incident occurs in the Agency's reporting area, the incident is reported:

- a. Citizen reports a crime
- b. Citizen complaints
- c. Citizen requests for service when:
  1. An officer is dispatched
  2. An employee is assigned to investigate
  3. An employee is assigned to take action at a later time.
- d. Criminal and non-criminal cases initiated by law enforcement officers.
- e. Incidents involving arrests, citations, or summonses.

C. Support Services and Communications and Technology Supervisor:

The technology supervisor reports to and is directed by the Commanding Officer of the Support Services / Communication and Technology Division. In addition to any special assignments that might be received from a superior officer, in the chain of command, the technology supervisor will supervise the Information Systems Administrator and the technology officer and will ensure the following:

- Shall be responsible for providing technical support to members throughout the department.
- Shall provide training in the Enhanced Police Complaint System, NCIC 2000, Mobile Data Terminals, Computer Aided Dispatch System and other departmental purchased software.

- Shall be responsible for maintaining the Mobile Data Terminals in proper working conditions.
- Shall be the DELJIS Security Officer for the Wilmington Department of Police.

D. Technology Officer:

The technology officer reports to and is directed by the Support Services and Communications and Technology Supervisor. The Technology Officer shall be responsible primarily for the Computer Aided Dispatch System (C.A.D.). In addition to any special assignments that might be received from a superior officer, in the chain of command, the technology officer will be responsible for implementing all software associated with the C.A.D. System and in providing training to the department as to the functionality of the software. The technology officer will ensure the following:

- Shall provide statistical data (calls for service) to any division who request this information, including but not limited to City Counsel members.
- Maintain the Computer Aided Dispatch System and backup (Redundancy) properly Functioning.
- Maintain the computers in the Communication Center properly functioning.
- Provide technical and computer support to the end-users in the Department.
- Assist in computer and software related training.

E. Information Systems Administrator:

The Information System Administrator reports to and is directed by the Information Technology Supervisor. The Information System Administrator in addition to any special assignment that might be received from a superior officer, in the chain of command shall be primarily responsible for the Department's Network System. The Information System Administrator will provide technical and computer support to end-users in the Department and will make recommendation to the Commanding Officer for any up-grades.

F. Communications Supervisor:

The Radio Communications Supervisor reports to and is directed by the Support Services and Communication and Technology Lieutenant. In addition to any special assignments that might be received from the superior officer, in the chain of command, the Radio Communications Supervisor will be responsible for the supervision of communication

personnel assigned to his tour of duty. The Communications Supervisor will ensure the following:

1. Proper handling of all calls for service.
2. Oversee the dispatching and deployment of the various police units.
3. Monitor all DELJIS information received by and sent by this department.
4. Ensure proper filing and distribution of all warrants and legal writs issued by courts of the State of Delaware.
5. Ensure that the door to the Communications Room is kept locked and only the following authorized personnel be permitted in the Communications Room:
  - a. Communication Personnel Staff
  - b. On-duty Watch Commander
  - c. Any Officer Holding the Rank of Captain or Above.  
(CALEA 81.3.1a)
6. Complete the necessary administrative forms required for his tour of duty.
7. Ensure that the Communication Recording System (Mercom 911 Recorder) is functioning properly and that the tapes are changed at the prescribed time.
  - a. Check the Mercom 911 Recorder at the beginning and end of each shift to ensure that the DVD tape in the recorder is properly functioning.
  - b. Stop and change the DVD tape as required.
  - c. The DVD tape will be removed from the 911 recorder, properly placed in its case and stored in the Communication Center. The tapes will be filed in such a manner so that the filing number will correspond with the appropriate day of the month.
8. Ensure that the Positron "Call-Check" machine immediate playback is functioning properly. If, because of power failure or any condition beyond the control of the Communications Supervisor, the 911 Mercom Recorder stops, it will be immediately noted and the Commanding Officer of Communications will be notified immediately. No intentional stopping or tampering with the machine will be tolerated. All tapes will be stored for a period of one (1) year.
9. The following procedures pertain to the reviewing of recorded

conversations:

- a. Permission must be obtained from the Communications Supervisor.
  - b. The Audio Review Log will be completed and signed.
  - c. The Audio Review Log will be filed in Records Division on an annual basis.
10. Shall have immediate access to at least the following departmental resources: (CALEA 81.2.5a-f)
- a. Duty Officer;
  - b. Duty roster of all personnel;
  - c. Telephone number of every agency member;
  - d. Work schedules of each division;
  - e. A listing of telephone numbers of emergency service agencies.

Access to the above information will also be made available to other communications personnel who may need to contact an agency member or an emergency service for administrative reasons.

11. Shall ensure that maps detailing the agency's servicing area are visually available to communications personnel.
12. Shall ensure that all alarms received by the Communications Center, either directly or via telephone, are dispatched in a timely fashion. (CALEA 81.2.3)

G. Emergency Communications Specialist (Dispatcher/Data Clerk):

The Radio Dispatcher is responsible for the prompt dispatch and deployment of police units. In addition, he will ensure the following:

1. All transmissions are made in a professional manner.
2. They will broadcast all general messages and information vital to the operation of the Department of Police.
3. They will perform the proper functions on the computer to ensure that an accurate record of dispatch, arrival, and clearing of units is recorded along with proper complaint disposition.
4. The Data Communications Specialist assigned to Data Center shall report directly to the Communications Supervisor who is working

the same shift.

5. The Data Center shall receive all field requests for information relative to wanted persons, wanted vehicles, vehicle and driver information, suspect information, stolen property and other information available through N.C.I.C. and the DELJIS system. Once this information has been received, the Data Center will promptly quiz the computer and respond to the request.
6. The Data Center will enter into the DELJIS system and N.C.I.C. all of the following information:
  - a. All legal process documents (i.e. warrants, capias, etc.) received by this department for which this department has jurisdiction.
  - b. Persons reported missing in the City of Wilmington or persons previously reported missing who have been found. (CALEA 41.2.5b)
  - c. Persons who are wanted for crimes and require entry into N.C.I.C.
  - d. All stolen and/or recovered vehicles will be entered.
  - e. All stolen property, which contains the proper identification for entry into the DELJIS and N.C.I.C. System, will be entered, cleared and quizzed by the Data Center.
7. Data will assist street units by making necessary notifications, such as notifying owners of the recovery of a stolen vehicle, notifying business representatives to respond on alarms, open windows, etc.

H. Emergency Call-Takers: (CALEA 81.2.6a,b)

Emergency Call-Takers will answer all police telephone lines, promptly and courteously, identifying themselves and processing all complaints expeditiously. They will properly record the complaint received and forward it for proper police action.

This shall include redirecting emergency telephone calls intended for another law enforcement or public service agency. Call-Takers must be aware that it is imperative to obtain as much relevant information as possible on a given complaint to assure proper priority, as well as being able to offer needed information to responding field units.

Examples of information:

1. Type of incident being reported.
2. Location of incident: If the incident is found to have occurred in another jurisdiction, the complainant is to be supplied with the appropriate agency's phone numbers, unless the incident is in progress. In this case, the Call-Takers will transfer the call to the appropriate agency. (CALEA 81.2.12)
3. Whether or not the offense is in progress: If so, an attempt will be made to keep the complainant on the line for the purpose of updating information on the crime in progress (i.e., where suspect(s) are hiding, etc.).
4. Whether there is an on-scene potential for physical injury, property damage, etc.
5. Location and description of suspects and the possibility of their being armed with a weapon (type of weapon, i.e., knife, gun, etc.).
6. Complainant's name, address and phone number for possible call back information (if complainant consents).

What should be considered in determining high priority complaints is the need for the immediate on-scene presence of a police officer to intervene where in-progress life threatening situations exist, or whether a serious offense has just occurred and the suspect(s) is still on the scene or is fleeing. When such situations exist, the dispatcher must be notified immediately.

In the case of non-critical complaints (ones which do not require the immediate intervention of a police officer), the Call-Takers will enter the necessary information into the computer and forward it to the dispatcher, or if the necessary requirements are met, it can be forwarded to Complaint Services. Certain non-critical complaints will always require the dispatch of a police unit. [REDACTED]

[REDACTED]

It should be stated that if there is a question whether or not conditions prevail to send a police officer, then one should be sent.

I. Data Center - Warrant Responsibility:

It is the responsibility of the Department of Police to record and maintain wanted person(s) information. The Data Center Clerk will enter this data into the appropriate computerized information systems. Some of the duties performed by the Data Clerk include: (CALEA 81.2.9)

1. The Data Center will receive all warrants forwarded to the Wilmington Department of Police and place them in the warrant log. (CALEA 74.1.1a)
2. The Data Center will ensure that all warrants are entered into N.C.I.C. and DELJIS. The information captured will include:(CALEA74.1.3a-f)
  - Date and time received
  - Nature of the document (i.e. warrant/capias)
  - Source of the document (i.e. Municipal/Family/Superior Court)
  - Name of the defendant
  - Date of assignment
  - Court docket number (if applicable)
3. All warrants will be placed in the warrant file and warrant cover sheets will be completed. The warrant file is accessible on a 24 Hr. basis by the data clerk.
4. Once the cover sheets are completed, the Data Center will attempt to determine the correct location of the wanted person and assign the cover sheets to the appropriate division or district car. A record of attempts to serve each warrant is maintained by Computer Aided Dispatch (C.A.D.). (CALEA 74.1.1f)
  - a. If the defendant is not arrested [REDACTED], or the street supervisor determines that the warrant cannot be served, it will be returned to the Data Center. (CALEA74.1.3a)
  - b. If a person is arrested and a warrant is valid, the arresting officer will respond to the Data Center and request the original copy of the warrant for booking. Once the original copy is removed from the file, it will also be removed from the warrant log and computer system by the on duty Data Clerk.
  - c. On the back of the cover sheet of the warrant which has been attempted, information shall be placed there to assist in determining whether this warrant should remain valid or not.
  - d. When the cover sheets are returned to the Data Center, the Data Center will determine if the warrant is serviceable and either return it to the issuing authority, forward it to another agency, or file the cover sheet along with the original warrant.

NOTE: Officers taking reports of the following incidents will promptly notify the Data Center so that the appropriate DELJIS, NCIC and GB entries can be made:

- \* Stolen vehicles
- \* Recovered stolen vehicles
- \* Missing persons
- \* Missing persons returned
- \* Warrant--subject taken into custody (in these cases, Data will check for original case number and place same on warrant.

Follow-up investigating officers are responsible for submitting Teletype forms on identifiable stolen property and forwarding to the Data Center for N.C.I.C. entry.

J. Tele-Serve Operators:

Tele-Serve Operators will handle calls for police service of informational nature, by telephone reporting, rather than dispatching a field unit.

Reports will be taken by telephone only when the following conditions are present.

- The incident is not in progress
- There is no violence involved in the incident
- There is no physical evidence to be present at the scene
- There are no witnesses to the incident
- There are no suspects in the incident

Complaints to be handled by telephone:

- Terroristic Threats (Late Report)
- Trespasser Inside (G.O.A.)
- Trespasser Outside (G.O.A.)
- Criminal Mischief
- Lost or Stolen Tags
- Unauthorized Use of a Motor Vehicle
- Theft Investigation (Misdemeanor)
- Theft Auto
- Issue Bad Check
- Missing Person Investigation
- Added Information
- Miscellaneous Investigations
- Vacant House

K. Requests for Victim/Witness Services Information:

Communications personnel will address request for Victim/Witness Services Information by providing the phone number of the Victim Services Coordinator, and advising of the available services provided by the Victim Services Unit. Those services being: supportive counseling at a time of emotional distress, help with the criminal justice system, victim compensation applications, domestic violence information, civil protection order (PFA) information, shelter services and counseling/support group information, and referrals to social services and community resources. When the Victim Services unit is not available, immediate requests for services, resulting from an emergency will be directed to the Duty Officer.