

## **Answers to questions from the TF from the Monday, March 21 meeting:**

### **The following questions were posed to COMCARE:**

Revisiting the Cedric Lofton case, there was a section in the report compiled by District Attorney Bennett that noted that the foster father had taken Cedric for help but he walked away from the center and never received the evaluation.

Are there any existing policies or procedures in place that allows/directs COMCARE staff to assemble and intervene if a family member can get someone to the facility, but the individual is reluctant to enter and be seen for evaluation?

If there are no policies and procedures currently in place, how would this situation be handled?

If I brought my family member to the facility that needed help but the individual did not want to be seen, but I called ahead prior to alert staff of the status, what could/would be done at the time of arrival?

### **COMCARE Response:**

- There are not specific policies but in general, when patients arrive with family members, friends, or providers and are not open to coming inside, we try to go out to the vehicle and engage.
  - We try to establish that sense of trust so eventually the person will come inside. We are not always successful.
- Crisis staff are not able to force someone to talk or engage, and if they walk or run off, crisis staff cannot chase anyone.
  - Crisis staff can observe what is going on and make recommendations and/or call 911 if that is warranted.
- For example, a family member may go inside Crisis or call Crisis and explain what is going on and then crisis staff can talk through it with the family member and help come up with a plan.
- Someone would need to go to the door of Crisis or call the crisis line in order for staff to know someone was outside, otherwise staff have no way of knowing someone is outside or family is in need of consultation.
- If the person is unwilling to be transported to our facility, that is when our mobile team would respond. Now that is not an emergency service and is always dependent on staff availability.

Family members or friends can always call the crisis line and staff will attempt to help problem solve, even if the person is saying they don't want or need to talk to anyone.

**The following question was posed to DCCCA:**

Did anyone interviewed DCCCA about the case?

**DCCCA Response:**

Despite being the only child welfare agency specifically named by District Attorney Marc Bennett's report, DCCCA caseworkers nor child welfare administration were ever contacted nor did we provide documentation to any criminal investigation into this incident, including investigation by KBI.

As a child welfare contractor, we were contacted by DCF to provide information around the case and have participated in subsequent review. Our staff have only been contacted and asked to participate in the DCF review and have not been contacted by any other investigative agency.

**The following question was posed to Emergency Communications (911):**

Standard Operations Guide (can we receive a copy of the full guide?)

The SOG is currently under review for necessary redactions.