

KERN COUNTY SHERIFF'S OFFICE

1350 Norris Road, Bakersfield, CA 93308
661.391.7500 - www.kernsheriff.org

DONNY YOUNGBLOOD
Sheriff - Coroner - Public Administrator



ISSUE: 24-49

TRAINING BULLETIN

DATE: December 20, 2024

Section IV – Responding & Interaction with People with Behavioral Health Disabilities or in Crisis: Paragraph 83

In order to comply with Paragraph 83 of the Stipulated Judgement, KCSO has developed the “Entering and Dispatching Mental Health Calls for Service” protocol document.

The “Entering and Dispatching Mental Health Calls for Service” was established to assist dispatch personnel when assisting or dealing with calls for services related to individuals in crisis or suffering from behavioral issues.

The **goal** is to have a clear picture of the protocols contained in the “Entering and Dispatching Mental Health Calls for Service” document. However, no protocol can anticipate every conceivable situation or exceptional circumstance in which call takers or dispatchers may face.

For reference, a portion of the paragraph documented under “**DEVIATIONS**” in the “Entering and Dispatching Mental Health Calls for Service” document states:

“In all circumstances, call takers and dispatchers are expected to exercise sound judgment and critical decision making based on reverence for human life. Deviations for these basic protocol requirements may sometimes occur during exceptional circumstances. The on-duty dispatch supervisor and/or the Communications Center Manager will be notified of any deviations from this protocol.”

By acknowledging this training bulletin, you are indicating you have read this training bulletin and “Entering and Dispatching Mental Health Calls for Service” document. The document can be viewed via the link below or under **Documents** sub link of the **Communications Section** in SharePoint.

Entering and Dispatching Mental Health Calls for Service:

[Dispatch Protocols - Mental Health Calls for Service.docx](#)

Acknowledgment of this training bulletin shall be completed by **January 20, 2024**.