

**ILLINOIS STATE POLICE**  
**OPS-069, ILLINOIS STATE POLICE/THE SALVATION ARMY “PROJECT HELP”**  
**PROGRAM**

<b>RESCINDS:</b> OPS-069, 2012-005, revised 01-09-2012.	<b>REVISED:</b> 05-15-2015 <b>2015-047</b>
<b>RELATED DOCUMENTS:</b>	<b>RELATED CALEA STANDARDS:</b> 61.4.1

I. POLICY

The Illinois State Police (ISP) will work with The Salvation Army in an attempt to provide service to travelers in need.

II. DEFINITIONS

II.A. Heartland Division of The Salvation Army - the geographic area of the state of Illinois served by The Salvation Army Service Extension Director's Office located in Peoria. Included in this area are:

- II.A.1. Districts 1, 6, 7, 8, 14, 17, and 21
- II.A.2. Grundy County in District 5
- II.A.3. The counties of Cass, Logan, Mason, Menard, and Sangamon in District 9
- II.A.4. The counties of Champaign, Douglas, Edgar, Macon, Piatt, and Vermilion in District 10
- II.A.5. The counties of Jo Daviess and Stephenson in District 16
- II.A.6. Schuyler County in District 20
- II.A.7. The District 15 patrol area in the counties of Lee, Ogle, and Whiteside

**NOTE:** The following areas are **NOT** covered under this program: District 2 and District Chicago; Kendall and Will counties in District 5; the area patrolled by District 15 outside of Lee, Ogle, and Whiteside counties; and Boone and Winnebago counties in District 16.

II.B. Midland Division of The Salvation Army - the geographic area of the state of Illinois served by The Salvation Army Service Extension Director's Office located in Saint Louis, Missouri. Included in this area are:

- II.B.1. Districts 11, 12, 13, 18, 19, and 22
- II.B.2. The counties of Christian and Morgan in District 9
- II.B.3. The counties of Coles, Moultrie, and Shelby in District 10
- II.B.4. The counties of Adams, Brown, Pike, and Scott in District 20

II.C. The Salvation Army Alert List (alert list) - a list compiled by The Salvation Army and periodically provided to the Division of Operations (DOO), Statewide Patrol Support (SPS).

- II.C.1. The alert list identifies individuals who improperly make habitual use of the program.
- II.C.2. The alert list consists of the individual's name and any other available identifying information.

II.D. ISP “Project Help” Voucher Numbers Log (hereinafter referred to as the “log”) - a log, similar to the Field Report Log, that will be maintained at each district participating in this program. The form will be used to assign a number to The Salvation Army and ISP “Project Help” Purchase Voucher (hereinafter referred to as a “purchase voucher”).

## III. PROCEDURE

- III.A. The officer encountering a stranded traveler, after following standard operating and officer safety procedures, will determine if the traveler may be in need of lodging, food, fuel, minor repair on a vehicle, etc. When a traveler needs assistance, the officer will:
- III.A.1. Take the individual or family to the nearest restaurant, motel, service station, or other merchant that accepts the purchase voucher.
    - III.A.1.a. Locating a merchant who accepts the purchase voucher should not be difficult as most merchants do accept the purchase voucher in exchange for services.
    - III.A.1.b. Officers who encounter travelers in need of assistance and do not have a purchase voucher will contact the nearest District Headquarters.
    - III.A.1.c. The District will dispatch an officer with a purchase voucher to assist the traveler.
  - III.A.2. Ensure the need for assistance originated within an Illinois county served by either the Heartland or Midland Divisions of The Salvation Army. Assistance may **not** be provided in a location that is not part of the Heartland or Midland Divisions.
  - III.A.3. Contact the District Headquarters when assisting an individual or family with the program to have the alert list checked and to receive a log number (see Addendum 2). If the name is confirmed as being on the alert list, and assistance is to be denied under this program, the officer will direct the individual or family to the nearest The Salvation Army Corps Office for further information.
  - III.A.4. Complete the purchase voucher (See Addendum 1).
  - III.A.5. Determine the cost of any service provided by the merchant and determine if the cost is reasonable and within the \$150.00 limit that would not require additional The Salvation Army authorization.
    - III.A.5.a. More than one purchase voucher may be filled out to assist an individual or family. The total of all purchase vouchers for one individual or family, however, may not exceed \$150.00 without additional authorization from The Salvation Army.
    - III.A.5.b. If there is a need for assistance greater than \$150.00, the officer will contact the District Headquarters which will request authorization for additional assistance from The Salvation Army Service Extension Director's Office.
  - III.A.6. Ensure the individual needing assistance does not use the purchase voucher to receive cash either as a form of assistance or as change for services rendered that cost less than \$150.00.
  - III.A.7. Provide the merchant with the white copy of the purchase voucher.
  - III.A.8. Advise the merchant to promptly return the white purchase voucher copy and the bill to the appropriate The Salvation Army Division Headquarters. This will ensure timely repayment.
  - III.A.9. Forward the pink and yellow copies of the purchase voucher to the District Headquarters within five days.
- III.B. If a traveler comes to an ISP office seeking assistance under this program, and no sworn officer is present, the employee will call a sworn officer to initiate the procedures outlined in section III.A.
- III.C. Districts will:
- III.C.1. Maintain the address and telephone number for The Salvation Army Service Extension Director's Office. They are as follows:

III.C.1.a. Midland Division

The Salvation Army  
 Service Extension Director  
 1130 Hampton Boulevard  
 St. Louis, Missouri 63139-3147  
 800/533-6865, ext. 3023 (normal business hours)  
 314/620-6421 or 573/756-5601 (after 4:30 p.m. and on weekends)

III.C.1.b. Heartland Division

The Salvation Army  
 Service Extension Director  
 Post Office Box 1468  
 401 Northeast Adams  
 Peoria, Illinois 61655-1468  
 1 (309) 655-7220, ext. 144 (normal business hours)  
 1 (309) 274-2794 (after 5 p.m. and on weekends)

III.C.2. Check the alert list when the officer indicates they are assisting an individual or family under the program. If the name appears on the alert list, contact The Salvation Army Service Extension Director's Office to confirm the individual's or family's status in reference to the alert list.

III.C.3. Provide officers with a voucher number from the log (see Addendum 2) when the purchase voucher is completed.

III.C.4. Ensure the purchase vouchers are completed accurately.

III.C.5. Forward the pink and yellow copies of the purchase voucher and the ISP log to the SPS by the tenth day of each month.

III.C.6. Forward requests for additional purchase vouchers through the chain-of-command to the SPS.

III.D. The SPS will:

III.D.1. Forward to each district a copy of the current alert list when received from The Salvation Army.

III.D.2. Forward to each district copies of the purchase voucher, as needed.

III.D.3. File the pink copy of the purchase voucher.

III.D.4. Forward the yellow copy of the purchase voucher to the appropriate The Salvation Army Service Extension Director's Office.

| Indicates new or revised items.

**-End of Directive-**

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**PROGRAM**  
**ADDENDUM 1, PROJECT HELP VOUCHER COMPLETION INSTRUCTIONS**

<b>RESCINDS:</b> OPS-069, Addendum 1, 2012-005, revised 01-09-2012.	<b>REVISED:</b> 05-15-2015 <b>2015-047</b>
<b>RELATED DOCUMENTS:</b>	<b>RELATED CALEA STANDARDS:</b> 61.4.1

Follow these instructions in completing The Salvation Army and Illinois State Police "Project Help" purchase voucher. Forms are available from the Statewide Patrol Support (SPS). Print all information except your signature.

1. The boxes across the top of the form are to be ignored by the ISP officer completing this form. The boxes are for use by The Salvation Army.
2. Name of merchant providing service.
3. Name, address, and social security number of person receiving service.
4. Brief description of need that is being addressed.
5. Exact dollar amount of service.
6. Date of service.
7. Number of children present who are in need.
8. Number in family present who are in need.
9. Check if the person receiving service is a transient.
10. Signature of person who receives service.
11. Officer's signature and ID number.
12. Officer's District number.
13. County where the need for service originated.
14. District Voucher Number - This number is to be written to the right of the pre-printed The Salvation Army Voucher Number at the bottom of the form. The number is provided by the District Headquarters at the officer's request.
15. Check the proper box for The Salvation Army Division Office responsible where the need for service originated. Officers in Districts 9, 10, and 20 that are split between divisions, should take special care to check the proper box.

Deliver the white copy of the purchase voucher to the merchant providing the service. Send the yellow and pink copies of the purchase voucher to District Headquarters. The District will forward the copies to the SPS.

Indicates new or revised items.

-End of Addendum-

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**ADDENDUM 2, VOUCHER NUMBER LOG INSTRUCTIONS**

<b>RESCINDS:</b> OPS-069, Addendum 2, 2012-005, revised 01-09-2012.	<b>REVISED:</b> 05-15-2015 <b>2015-047</b>
<b>RELATED DOCUMENTS:</b>	<b>RELATED CALEA STANDARDS:</b> 61.4.1

Use the following directions in completing the ISP Project Help - Voucher Numbers Log. For instructions on the disposition of the form, refer to the directive.

1. Fill in the year for which the log is being filled out.
2. When requested by the officer rendering assistance, the telecommunicator/district will fill in a sequential number to identify the voucher and give that number to the assisting officer.
3. The name and rank of the officer providing assistance to the public.
4. The date assistance is rendered.
5. The name of the person being assisted by the officer.
6. The individual/business that is providing service to the person assisted.
7. A brief description of the service rendered.
8. The total dollar value of the assistance provided.
9. The county where assistance is provided.

Indicates new or revised items.

**-End of Addendum-**