

## Notes from Meeting Seven

Thursday, January 14, 2021, 5pm–7pm, Online

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### Attendance

#### Working Group Members Present

- Aaron Amede, Resident
- Kathleen Babeu, Social Services Director
- Dana Baldwin, Behavior Health Liaison
- April Caricchio, Councilor
- Craig Freshley, Facilitator
- Greg L'Heureux, Finance Director
- Margarita Salguero-Macklin, Resident
- Timothy Sheehan, Police Chief
- Pedro Vazquez, Resident
- James Wilson, Fire Chief

#### Working Group Members Absent

- None

### Objectives

- Share new information and establish what additional information is required.
- Finalize our statement of the problem.
- Clarify options for our recommendation and get a sense of what the group most favors.
- Make plans for the next 1-2 meetings.

### Agenda

- 5:00            **Opening**
- Facilitator Craig Freshley will welcome everyone and explain the Zoom format and Meeting Agenda.
  - Craig will also remind us of some of our guidelines and where we are in the process of fulfilling our charge.
- 5:10            **New Information**
- At the last meeting there were ideas and offers to collect some new information right away (see the meeting notes of January 7). Let's take stock of what's new.

- 5:25      **Information Needs**
- Is there any other information that this Working Group needs (and can reasonably assemble quickly) in order to make our recommendation?
- 5:30      **Problem Statement**
- Let's try to finalize this. Craig might have an idea for a revision.
- 5:40      **Options**
- On the back of this Agenda is a list of options that Craig assembled for our consideration. We can add to, change, or delete these options however we like.
  - First, Craig will briefly explain each one.
  - Then we will discuss and clarify what's meant by each one.
  - We will do straw poll to get a sense of which options are most popular.
  - We will review and discuss the poll results.
- 6:35      **Next Steps**
- We will discuss the plan for getting our recommendations finalized.
    - Craig will provide some ideas.
  - We will decide on whether or not to have a meeting on January 21.
- 6:55      **Closing Comments**
- Each member of the Working Group is encouraged to make a brief last comment such as a reflection and/or a hope for the future.
- 7:00      **Adjourn**

## Opening Remarks

Facilitator Craig Freshley made the following remarks.

- Welcome everyone to the Seventh meeting of the South Portland Police Services Review Working Group, January 14, 2021.
  - My name is Craig Freshley, the Working Group Facilitator
- First some important announcements about how this meeting will work.
  - Please note that this meeting is being recorded and that the recording will be publicly available. Chat comments will also be saved and will be publicly available. However, please don't expect me to pay attention to chat comments during the meeting.
  - If you are using a nickname or an alias we really appreciate it if you can "rename" yourself so everyone can easily see the actual names of everyone who has joined us today.
  - This meeting has closed captioning available
  - I have posted the Agenda in the Chat and have also posted a link where you can find the full version of the Agenda and several other documents related to this effort.

- Although the general public is invited to watch, this is a meeting of Working Group members and public comments will not be allowed IN this meeting.
  - In the Chat I have posted and email address that anyone can send any comment to.
- To ground us, let's take a look at our charge and where we are in this process.

## Purpose

Our purpose is to present the South Portland City Council with recommendations as to whether there should be changes to how certain calls for service are responded to by the City of South Portland.

## Duties

As part of its duties, the Working Group shall:

- First answer the following question before embarking on other duties: “There is a perception that some calls for service are escalated into a worse situation due to the response of a uniformed, armed police officer, and that these scenarios could be handled more appropriately by different personnel, such as a social worker. Is there evidence in South Portland that these types of calls result in an escalated response and that the individual(s) in need of assistance do not receive such assistance?” (The Working Group should reach consensus as to what defines an “escalated response”.) Statistics and examples should be used to help answer this question. The response to this question, along with other considerations (i.e. cost savings, relief on stress to police officers, and resident health and welfare) shall serve as the basis for undertaking the following duties:
  - Research other models of providing a response to certain calls for service that either may not require the presence of a police officer or involve both a police officer and other professional, such as a social worker.
  - Evaluate whether these other models would be beneficial and/or necessary in South Portland.
    - If so, provide a recommendation to the City Council. This recommendation should include a review of all options studied; the problem identified in South Portland that is intended to be addressed; the selected option and how it will address the problem identified as existing in South Portland; and an estimate of the associated costs to implement such a program. The recommendation should also provide a measurable outcome(s) for the City to track so that it can evaluate the effectiveness of this new program in addressing the stated problem.
    - If not, provide a review of all options studied and explain why the Working Group believes a problem does not exist or is not likely to exist in South Portland that would necessitate the implementation of such a model.

## Guidelines Reminder

Guidelines are in the Meeting Minutes of November 17, 2020

All notes are at: <https://bit.ly/3f95eFO>

Highlighted by Craig this week:

Decisions by consensus with votes when needed

A. Work hard to understand the situation and each other

B. Understand and try to accommodate concerns

C. Look for agreement and be flexible

D. Calls for consensus have three options

Support

Stand aside to allow to proceed

Block for the good of the group

E. If the facilitator determines that consensus cannot be reached within a reasonable time, a vote will be called and the majority of those present will decide.

F. All decisions of the group will be recorded on the spot in writing

## Schedule

Meeting	Date	Tasks
ONE	October 21, 2020	Select facilitator.
TWO	November 17, 2020	Guidelines. Define Escalation.
THREE	December 3, 2020	Look at data and stories for evidence.
FOUR	December 10, 2020	More data and stories to define the problem.
FIVE	December 17, 2020	Beginning to explore solutions.
SIX	January 7, 2021	Begin to craft our recommendation.
SEVEN	January 14, 2021	Hone in on recommendation.
EIGHT	January 21, 2021 (if needed)	We could meet or Craig could circulate drafts.
NINE	January 27, 2021	Finalize recommendation and report outline. Refiner and finalize Report by email.
COUNCIL	February 16, 2020	

## Problem Statement

Craig explained that this is our fourth meeting discussing the problem statement and that we are very close to consensus. He also explained that he had a phone conversation with Councilor Caricchio to clarify and resolve aspects of the problem statement.

Draft proposed by Craig

Red = suggestions from PSRWG meeting of December 17

Green = new idea from Craig

- Intended or not, there are **rare** instances of escalation when South Portland uniformed officers respond to calls.
  - ~~Sometimes the escalation is due to the prior experiences and/or the emotional state of the resident.~~
  - Sometimes the escalation is due to ~~inappropriate~~ **mismatched** deployment due to lack of resources.
  - ~~Sometimes the escalation is due to police response.~~
  - *Based on the data provided and information available, we have seen no evidence that South Portland police officers deliberately escalate situations and no evidence of inappropriate shows of force.*
  - Sometimes the escalation is due to the prior experiences and/or the emotional state of the participants involved ~~resident~~ *(as is the case with all human interactions).*
- It's not reasonable to expect the Police Officers to respond to every social service call. There might not be so much escalation if professionals other than uniformed police didn't respond to every call.
- Needs for crisis response are likely to increase in the face of decreasing support for social services and lack of financial resources among residents.
- *There is a significant need right now to help growing numbers of people who are homeless and people who have substance use and/or mental health challenges.*

Unanimous Consent on the Following

- Intended or not, there are instances of escalation when South Portland uniformed officers respond to calls.
  - Sometimes the escalation is due to mismatched deployment due to lack of resources.

- Based on the data provided and information available, we have seen no evidence that South Portland police officers deliberately escalate situations and no evidence of inappropriate shows of force.
- Sometimes the escalation is due to the prior experiences and/or the emotional state of the participants involved (as is the case with all human interactions).
- It's not reasonable to expect the Police Officers to respond to every social service call. There might not be so much escalation if professionals other than uniformed police didn't respond to every call.
- Needs for crisis response are likely to increase in the face of decreasing support for social services and lack of financial resources among residents.
- There is a significant need right now to help growing numbers of people who are homeless and people who have substance use and/or mental health challenges.

## Potential Options for Our Recommendation

Beginning with a list proposed by Craig, the group discussed potential options as follows.

### 1. Continuously improve the police department

- Training, policies, and procedures to minimize escalation
  - Chief Sheehan clarified that the Police Department has plans to do this no matter what at no additional costs.
- Engage Matt Page-Sheldon to work with the Police Department on best practices
  - Two Options
    - \$9,900 - 6 weeks at 20 hours/week
    - \$900 for a 2-hour presentation on best practices

### 2. Continue the community paramedic program

- Like was being done recently
  - Fire Department visits to homeless people in hotels
- Annual funding requirement:
  - 3 days per week year-round: \$70,512
  - 2 days per week year-round: \$44,408

### 3. Contract with The HOME Team and/or Amistad

- Very similar to how Portland contracts with The HOME Team
- Would require establishing protocols and training for dispatchers
- Anyone could call either organization directly at any time
- Cost estimates
  - HOME Team (focus on recovery - lots of transport)

- 2 people, 8 hours/day, 5 days a week: \$180k/year
    - Figures on day-time hours
  - Potential split with Falmouth: \$90k/year
- Amistad (broader services and focus - better food)
  - They help people on the street with few limits or barriers
    - Just want to help people in the moment
  - Police officers (community officers) and businesses call them directly
  - For two full time team members: \$100k
    - \$38-\$40k for a full-time position
    - Plus \$2k-\$5k for misc. expenses
- The HOME Team seems to be more focused on recovery
  - They have connections to their own detox beds and recovery facilities
- It would be very helpful to have 24/7 service for crisis social service calls
  - Clarified that neither HOME Team or Amistad provides 24/7 service
- Would be good to have experts available
- The real need is 24/7 coverage
- We also need help for struggling elderly and others in need
- Next Step Ideas
  - Explore if 24/7 coverage from Amistad or HOME Team is possible
    - Perhaps it could be affordable with HOME Team in the partnership with Falmouth
  - Develop a recommendation without naming a contractor but say that we need broad services

### **3.a. Referrals to ICM organized by the state**

- Described in the video by Dr. Baeder and Mr. Collins
- Sequential Intercept Model
  - Pre-arrest diversion
- No cost.
- Organized and paid for by DHHS
- Chief Sheehan has distributed a list of Intensive Case Managers

### **2. b. Alternative Response Team Pilot**

- As explained by Chief Sheehan in email:
  - Frank Clark and I had been working on rolling out a collaborative Alternative Response Team pilot combining his Behavioral Health Unit personnel (2 at that time a few months back) with Dana and a contracted employee that Portland has from the Opportunity Alliance. This went on hold when Portland lost one of their behavioral health employees, Oliver Bradeen, to Milestone Recovery as their new ED (The HOME Team). Portland has now replaced Oliver and added a third employee to the unit with the title of Alternative Response Liaison. Frank and I were speaking two nights ago and with the new positions starting within a few weeks we intend on reconvening our pilot planning meetings.
- Alternative Response Liaison annual salary: \$63k-69k

- This is for full-time (could be a half-time position)
- Ideas
  - Combine this one with #5
  - Try this first and then perhaps add a Behavioral Health Liaison position

#### **4. Establish a Peer-to-Peer Support Coordinator Position**

- A position to:
  - Train and support peer-to-peer support workers, mostly volunteers
  - Outreach and fundraising
    - Connections with contributing institutions like hospitals
  - Procure resources to be deployed through peer-to-peer workers
  - Gather input from people in the target population
    - Their needs and ideas to improve services
- Perhaps in Kathleen's Department
- Craig's guess: Peer-to-Peer Support Coordinator annual salary: \$38k-\$50k
- The group decided by a show of hands to eliminate this idea in lieu of contracting with The HOME Team or Amistad instead.

#### **5. More Behavioral Health Liaison Positions**

- Add a second or third part time or full time Behavioral Health Liaison
- In the Police Department like Dana's position
- Behavioral Health Liaison annual salary: \$41k-\$54k
- Idea: Combine with 2b.

#### **6. Plan for a 24/7 Triage and Care Center**

- Ideal way to meet the present need
- Is this feasible to even start planning for?
- Cost of a feasibility study?
- The group decided by a show of hands to eliminate this idea in light of the new regional crisis center being developed by DHHS.

#### **7. Institutionalize community conversations about race**

- Somehow establish and maintain a regular dialogue
- Would require promotion and stewardship
- Ideas
  - Collaborative conversation among all service providers and service recipients
  - Should focus on race
    - We are very white-centric community and need ways to talk
  - Should be widely promoted by the City
  - We could draw on already existing curriculum
    - Ideas
      - Stone Coast at USM
      - The Wise (?) curriculum
  - Would be good to have our community leaders and responders participate

- Would be good to bring people together from different cultures
  - Let's build friendships
- The Police Department could take some leadership on this
- Could be convened by a community non-profit

## 8. Gather more information

- Ideas
  - Look into Portland's new Crisis Receiving Center
    - Will be able to take people from anywhere in Cumberland County
      - This will be a pre-incarceration alternative
    - Plans to open in six months
    - Organized and paid for by DHHS
  - Community needs assessment
    - Would our public board of health conduct a community needs assessment
  - CAHOOTS Workshop
  - HOME Team Ride-Alongs – can be done by anyone any time – need not be part of the recommendation
  - South Portland Residents Survey Results
    - Some concerns about how the survey data will be used
    - Need to keep in mind that this is just one piece of data to help decision makers
- The group decided by a show of hands to not have a recommendation focused on “gather more information.”

The group also discussed our recommendations in general, with the following highlights:

- Seems like our ask should be about \$100k to \$150k
- We have a huge influx of people moving to South Portland
- We're going to be collecting a lot of taxes from residential properties and we could be collecting more taxes on commercial properties
- There is survey data being analyzed right now that will give us data on the favorability of increasing taxes to pay for services
- Combine recommendations 3b and 5
- Concern that we should not recommend BOTH contracting and building inhouse capacity
  - Alternative view: we should recommend both because the funding for these alternatives might come from different sources and we would benefit from the increased capacity.

- There could be grant opportunities in the new stimulus package for funding some of these things we have been talking about.
  - Would be short-lived but we could get something started
  - Ideally we should not rely on grants to help our homeless population
- Let try for projects where we don't divert funds from other places
- There is no reason to prioritize recommendations that are different from each other

## Next Steps

- The group agreed not to meet on January 21, although we set aside that date to use if needed.
- Craig will circulate notes of this meeting.
- Craig will ask Working Group Members for input on priorities and ideas for performance measures.
- Craig will develop an Agenda and Draft Recommendations for our next meeting scheduled for the evening of Wednesday, January 27

## Closing Comments

- April read from the order and reminded us what we're supposed to come up with a singular recommendation
  - Clarified by others that our recommendation, even if "singular," could include several aspects
- All of the capacity-increasing approaches should be recommended
  - We might get funding for one or more of these
- Like the direction we are headed in

Adjourned at 6:59pm

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## Chat

Here is the record of Chat from the meeting:

17:04:14 From Greg L'Heureux - Finance Director to Panelists : Craig its lunch

17:05:48 From Craig Freshley to Everyone : All documents here: <https://bit.ly/3f95eFO>

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ServiceCallComments@SouthPortland.org

All emails sent to this address will be shared with all members of the Working Group, the City Manager, and the Facilitator

17:15:36 From James Wilson - Fire Chief to Panelists : i good to approve

17:58:24 From Dana Baldwin - Behavior Health Liaison to Panelists : I don

18:20:44 From April Caricchio - City Councilor to Panelists : Also thank you Greg

18:40:33 From James Wilson - Fire Chief to Panelists : i am good with getting a draft report from you and most likely not meeting next week

18:41:36 From Greg L'Heureux - Finance Director to Craig Freshley(Direct Message) : Can you try to make the word doc larger when possible The two page layout is too small

19:00:26 From April Caricchio - City Councilor to Panelists : Agree. Our recommendation doesn't have to be singular.