

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic design.

Community Engagement Specialist

Spurwink / Biddeford Police Department

Who Am I?

- ▶ Bachelor's Degree in Psychology
- ▶ 6 years with the USAF; Staff Sergeant in Security Forces
- ▶ Prior experience in resource referral and crisis de-escalation with Developmentally Disabled populations
- ▶ Resident of Biddeford

What is the Community Engagement Specialist?

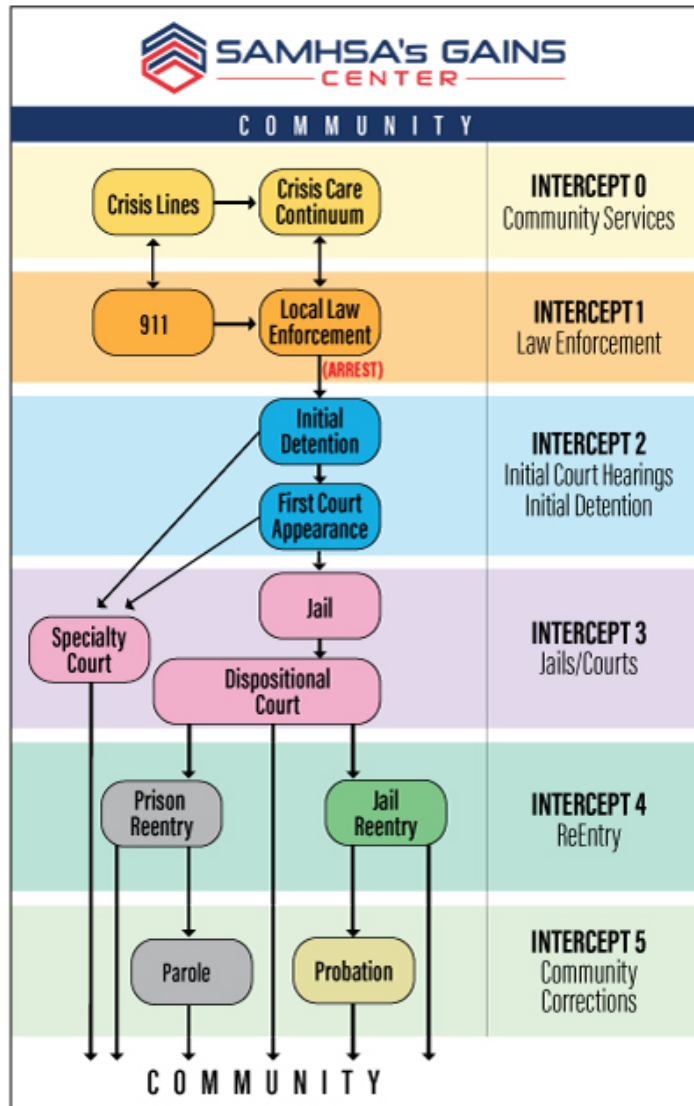
- ▶ Brainchild of Spurwink Services and the Biddeford Police Department
- ▶ Next evolution from the BPD community policing strategy
- ▶ Unique approach to barrier resolution in our community
- ▶ Resource for Community Members and Service Providers
- ▶ Top-Down and Bottom-Up approach to barrier resolution

What isn't the Community Engagement Specialist?

- ▶ Not a Police Officer
- ▶ Not a Counselor
- ▶ Not a Direct Service Provider

So What's the Point?

- ▶ Focus on Interventions where Law Enforcement is not necessary
- ▶ Mental health subject matter expert
- ▶ Homeless Advocacy and Outreach
- ▶ Racial Justice / Equality Initiative



- ▶ Each Intercept is an opportunity to connect and support
- ▶ Most occur between 0-1
- ▶ Opportunity to expand into further Intercepts

“ Helping folks who had a
bad day yesterday, have
a better day tomorrow ”



Approaches to Barrier Resolution

Top- Down Approach

- Involved in Community Initiatives, Policy-Creation

Bottom- Up Approach

- Directly Provide Referrals and POC for Community members

Responsibilities of the CES



Provide Follow Up Services

- ▶ Ultimate goal of reducing number of police related incidents
- ▶ Provide relevant referrals to reduce stressors, address symptoms and find the root of the issue
- ▶ Collaborate with Community Services such as:
 - ▶ Mental Health Agencies
 - ▶ District Attorney's Office
 - ▶ Biddeford School Department
 - ▶ City Government
 - ▶ DHHS
 - ▶ Local Social Service Organizations

Example Referral Spaces

- ▶ Housing / Emergency Shelter
- ▶ Financial Assistance
- ▶ Mental Health Supports
- ▶ Physical Health Supports
- ▶ Cultural and Language Supports
- ▶ Transportation
- ▶ Employment Support
- ▶ Food Security

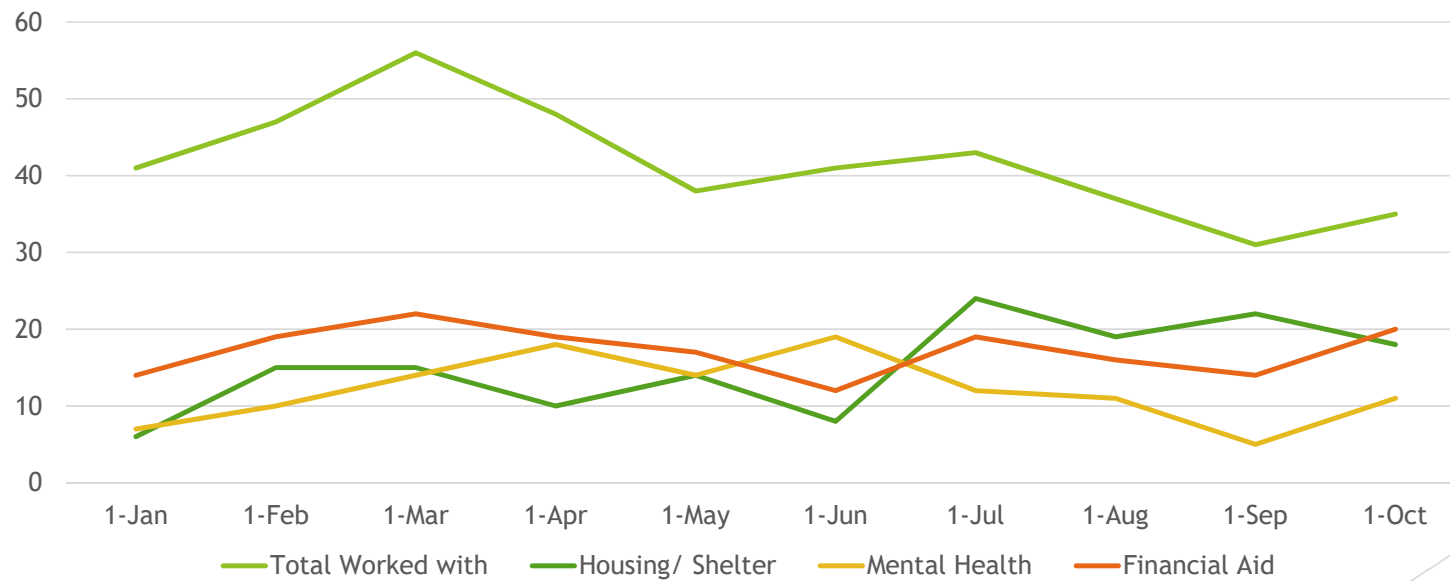
If there is a need and a service exists to address it, a referral can be made!

Total Referrals

Total Number of Community Members	Total Number of Referrals
282	681

Key Metrics for 2021 JAN- OCT

Referrals



Provide Ongoing Support

- ▶ Establish rapport and build relationships in the community
- ▶ Adjust referrals as necessary over time
- ▶ Offer new resources based on knowledge of changing situations



Work with the PD to Resolve Systemic Barriers

- ▶ Represent the PD in community level initiatives
- ▶ Advocate from a ground level perspective for policy change
- ▶ Network with “those who can” in order to get the job done
- ▶ Work with the PD to update mental health / community relations policy

Accompany Officers on Calls

- ▶ Already built rapport with many community members
- ▶ Can function in an alternative response role for “nuisance calls”
- ▶ Can work to make emergency referrals when necessary
- ▶ Connect with businesses, landlords, and other key community partners to create a more comprehensive service network, and address needs in the community.

Assist with Requested Training Needs

- ▶ Conducted NAMI instrument training
- ▶ Provide data on community needs
- ▶ Provide clarification materials on relevant topics
 - ▶ E.g. “New” Blue Paper process



Shift Hours as Necessary

- ▶ Provide phone consultation afterhours during emergencies
- ▶ Meet community members “where they’re at”



Beyond the initial Job Description

- ▶ New Mainer / Refugee Initiatives
- ▶ Community Event Participation
- ▶ Housing/ Homelessness Advocacy
- ▶ City Policy
- ▶ Becoming a network node for service providers, DHHS, various communities, etc.
- ▶ Spearheading CIT data collection program

Going Forward...

- ▶ Maintain current momentum, build on processes that are working
- ▶ Grow the Community Engagement Program to include afterhours crisis response workers
- ▶ Network further service providers/ advocate for service holes to fill
- ▶ Build stronger collaboration in the school, hospital, jail
- ▶ Continue high quality initiative proposals

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