



Best Practices in Implementing Peer Recovery Support Services in a Law Enforcement Setting

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Hope Fiori, MPPA

- Hope Fiori, MPPA, serves as the COSSAP Project Lead for TASC's Center for Health and Justice (CHJ).
- Hope is recognized as a national subject matter expert in the field of deflection and pre-arrest diversion, a proactive, preventative approach at the front end of the justice system.



Vicky Butler

- Vicky Butler, a person in recovery, currently serves as the Executive Director of the Plymouth County Outreach.
- Vicky works closely with the PCO Chiefs Advisory Board and medical partners overseeing the Program in its entirety as well as implementation of new program components.
- Vicky is a Certified Addiction Recovery Coach and recovery coach supervisor through the state of Massachusetts and holds certifications to teach multiple curriculums including the recovery coach academy, the Massachusetts DEC curriculum and SAMHSA's How Being Trauma Informed Improves Criminal Justice System Responses.



Hannah Panteleos

- Hannah Panteleos is currently the Operations Supervisor with Plymouth County Outreach.
- Hannah manages the program's day-to-day operations, including the oversight of the PCO-CIMS (data collection software), all full-time, part-time, and per diem staff, and post-overdose follow-up notifications.
- Hannah has completed the Recovery Coach Academy through the Connecticut Community for Addiction and Recovery (CCAR) and is a certified trainer of the Drug Endangered Children Curriculum in the State of Massachusetts.



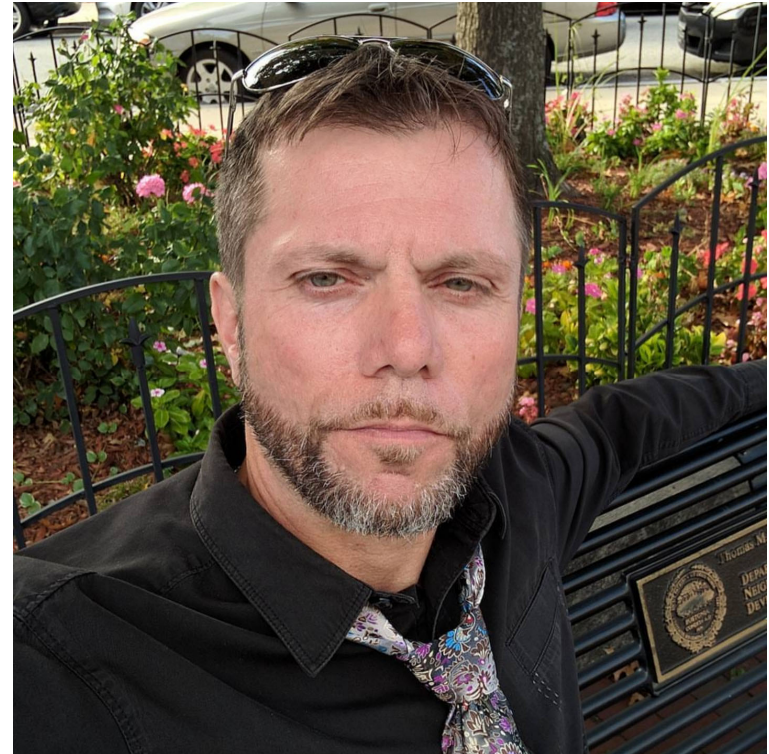
Lieutenant Sarko Gergerian

- Lieutenant Sarko Gergerian is a master's level clinical mental health counselor and currently works as a police peace officer and as a psychotherapist.
- Lt. Gergerian founded one of the first Guardianship police models in the country known as C.L.E.A.R. (Community & Law Enforcement Assisted Recovery).
- Lt. Gergerian is the first working peace officer in the country to earn the Certified Addiction Recovery Coach (CARC) credential from the Commonwealth of Massachusetts.
- Lt. Gergerian also holds the 100-hour certificate from the Multidisciplinary Association of Psychedelic Studies (MAPS) and is a recognized subject matter expert by the Federal Government of the integration of people with lived experience into public safety and health systems.



Chip McHugh

- Chip is a person in long-term recovery from drugs and alcohol
- Chip has been a Certified Addictions Recovery Coach (C.A.R.C.) in Massachusetts for 7+ Years
- Chip has worked for the Town of Winthrop, MA through the Health Department's C.L.E.A.R. (Community & Law Enforcement Assisted Recovery) Program since 2015



First Responder Deflection & Pre-Arrest Diversion:

Reframing the Relationship Between Police, Treatment, and Community

TASC's Center for Health and Justice
Hope Fiori

COSSAP Project Lead, Senior Administrator
(312) 573-8204
hfiori@tasc.org



CENTER FOR
HEALTH & JUSTICE
AT TASC



What is Deflection?

- How is deflection different from diversion?
 - Based in community not the justice system
 - Public health approach to public safety
- How is deflection different from *pre-arrest* diversion?
 - Avoids arrest and justice system involvement

What Does Deflection Look Like?

- Who leads deflection initiatives?
 - Law enforcement (75%)
 - Fire and/or EMS (15%)
- What do deflection teams look like?
 - More than half include a co-responder, 64% of co-responders are peer support specialists/recovery coaches
 - 90% of programs conduct physical outreach to program participants

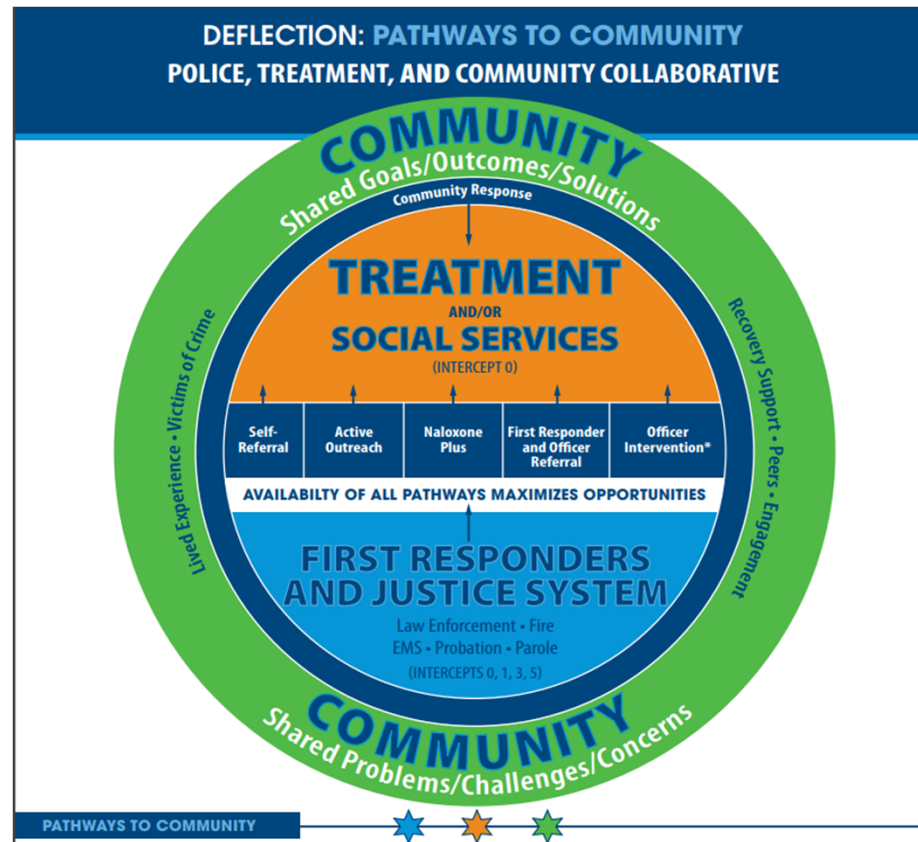
Source: https://www.cossapresources.org/Content/Documents/Articles/CHJ-TASC_Nation_Survey_Report.pdf

Critical Elements of First Responder Deflection Programs

- **Element 1:** Partnership Building
- **Element 2:** Community Engagement/Buy-In
- **Element 3:** Standardize First Responder Diversion Within the Agency
- **Element 4:** Care Coordination and Case Management
- **Element 5:** Program Evaluation

https://www.cossapresources.org/Content/Documents/Articles/CHJ_TASC_Critical_Elements.pdf

The 6 Pathways To Deflection



Six Pathways of Deflection to Treatment

- **Self-Referral:** An individual initiates contact with a first responder agency for a referral to treatment and services, without fear of arrest.
- **Active Outreach:** A first responder intentionally identifies or seeks out an individual to refer to or engage in treatment and services.
- **Naloxone Plus:** A first responder or program partner conducts outreach *specifically* to individuals who have experienced a recent overdose to engage and provide a link to treatment and services.
- **First Responder/Officer Prevention** During routine activities such as patrol or response to a service call, a first responder conducts engagement and provides treatment and service referrals.
- **Officer Intervention:** (Law Enforcement Only) In lieu of arrest, law enforcement engages and provides referral to treatment and services; charges are held in abeyance or citations issued, with requirement for completion of treatment.
- **Community Response:** In response to a call for service, a team comprising community-based behavioral health professionals (e.g., crisis workers, clinicians, peer specialists, etc.), and/or other credible messengers—individuals with lived experience—sometimes in partnership with medical professionals, engages individuals to help de-escalate crises, mediate low-level conflicts, or address quality of life issues by providing a referral to treatment, services, or to a case manager.

For more information, including target population visit <https://ptaccollaborative.org/ptacc-suite/>

COSSAP Deflection Resources

- **COSSAP Deflection Mentoring Initiative**
 - <https://www.cossapresources.org/Learning/PeerToPeer/Deflection>
- **COSSAP Training: The Deflection Conversation Framework....coming soon!**
- **Case Studies**
 - <https://www.cossapresources.org/Content/Documents/Articles/Pathways to Diversion Case Studies Series Naloxone Plus.pdf>
 - <https://www.cossapresources.org/Content/Documents/Articles/CHJ Pathways to Diversion Self-Referral.pdf>
 - <https://cossapresources.org/Content/Documents/Articles/Pathways to Diversion Case Studies Series Officer Intervention.pdf>
- **Deflection Resource Library**
 - <https://www.cossapresources.org/DeflectionLibrary>
- **COSSAP Deflection and First Responder Diversion Resources**
 - <https://www.theiacp.org/projects/cossap-law-enforcement-first-responder-partnership-training-and-technical-assistance>
- **Free Deflection eCourse from JCOIN**
 - <https://www.jcoinctc.org/courses/first-responder-deflection-a-warm-handoff-to-services-in-the-community/>

The Police, Treatment, and Community Collaborative

- The definitive voice of the field of deflection and pre-arrest diversion!
- <https://ptaccollaborative.org/>



- **PTACC Visual and One-pager on the 6 Pathways of Deflection to Treatment**
- **PTACC Core Measures of Deflection and Pre-Arrest Diversion** – Recommended metrics for sites to use covering police, treatment, community, and race.
- **PTACC – Three Action Items to Advance Equity in Deflection**
- **PTACC 11 Guiding Principles for Behavioral Health Deflection and Pre-Arrest Diversion**
- **PTACC Research Brief** – The first field-wide synopsis of pre-arrest diversion research

PTACC's 4th Annual Conference

<https://ptaccollaborative.org/conference/>

SAVE THE DATE!
October 3-6, 2023

PTACC 2023 National Deflection
& Pre-Arrest Diversion Summit
Denver, Colorado

PTACC
POLICE, TREATMENT, AND COMMUNITY
COLLABORATIVE

Registration information coming soon. For inquiries, contact PTACC: info@ptaccollaborative.org
ptaccollaborative.org

PLYMOUTH COUNTY OUTREACH

PLYMOUTH COUNTY, MASSACHUSETTS



Our Funding Source



- In 2020, PCO was awarded the Comprehensive Opioid, Stimulant, and Substance Abuse Program through BJA for 1.2 million dollars (ending September 2023)
- In 2022, PCO was awarded an additional COSSAP Grant for program expansion

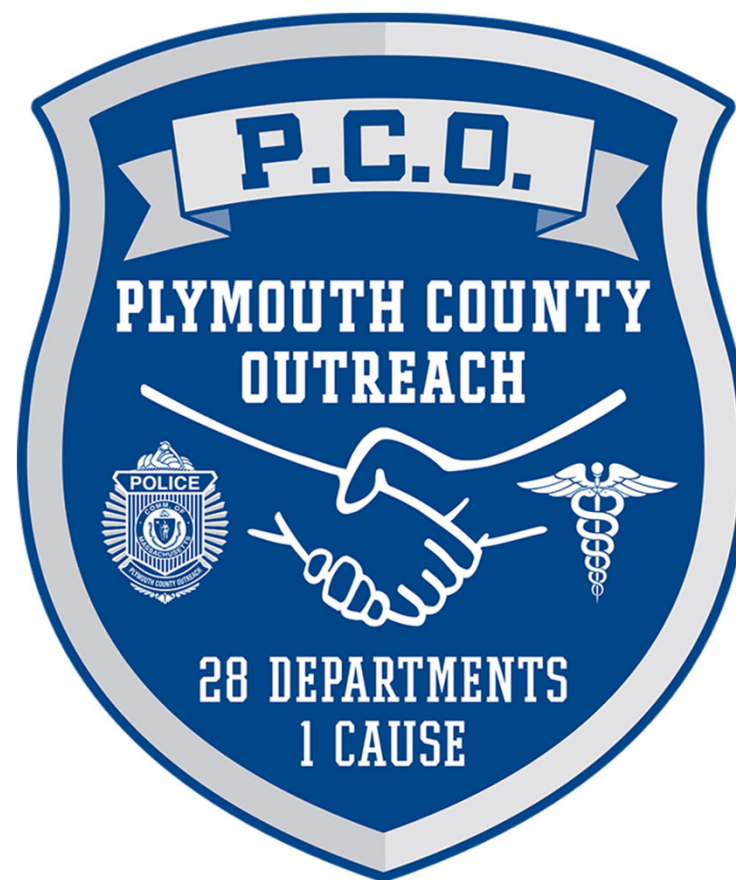
Plymouth County Outreach is proud to serve as a Law Enforcement/First Responder Diversion Mentor Site for the Bureau of Justice Assistance (BJA)



Mission Statement

Plymouth County Outreach is a multi-faceted collaboration of the 27 municipal police departments in Plymouth County, as well as Bridgewater State University Police Department, working together with Recovery Coaches and community organizations and coalitions to make treatment, resources, and harm reduction tools more accessible to those living with substance use disorder and their loved ones.

Our goal is to provide compassionate, judgment-free support while reducing overdose fatalities.



Law Enforcement Buy-In



- Must have buy-in from the top down
- PCO Advisory Board
- Identify Officers who are passionate about the cause
 - Partnering law enforcement with Recovery Coaches
 - Seeing the success of follow-up visits
- Roll call training & education
- Knowing your audience

The Role of Data

- Collect real-time overdose data in the critical incident management system (CIMS)
- Each department assigns a data designee to enter overdose incidents in real-time
- Requires ongoing collaboration between departments, officers, and Recovery Coaches
- Data plays **three important roles** in the PCO model:
- Data functions as a **management tool** to clearly communicate expectations across partners – data collection is tangible.
- Data allows program managers to know how well the program is being implemented as planned – **program fidelity**.
- Data allows managers to assess program impact and **tell the story** of the program outcomes and achievements.

What We Do

Post Overdose
Follow-up

At Risk Referrals

Hot Spot Outreach

Narcan
Training/Distribution

Harm Reduction Kits

Basic Needs Bags

Re-entry Initiative

Tier 2

Family Support

Grief Support

OUR TEAM

Executive Director

Program Manager

Recovery Coach Supervisor

Full Time Recovery Coaches (3)

Part Time Recovery Coaches (2)

Per Diem Recovery Coaches (5)

Family Support Specialists (2)

Peer Grief Support Specialists (2)

What is a Recovery Coach?

A recovery coach is a person who is in recovery and/or has lived experience that is interested in promoting recovery by removing barriers, and obstacles, and by serving as a personal guide and mentor for people seeking or in recovery. These individuals are living examples that recovery is possible.



Why do we use Recovery Coaches?

- To work side by side with individuals who are trying to achieve recovery
- To provide peer-to-peer interaction, making it more comfortable than with police or higher authority
- To be proof that long term recovery is possible.

Support for Loved Ones



GRIEF SUPPORT

- Hand-written sympathy card is sent out to family members or loved ones shortly after the overdose making them aware that someone will be coming out to visit them.
- Grief visit conducted 4-6 weeks after the fatal overdose once services have concluded and the family has had time to begin processing the loss.



FAMILY SUPPORT

- Provides a point of contact for the SUD's loved ones
- Allows the Recovery Coach to focus their time completely on the SUD while the Family Support Specialist can focus completely on the family
- This ensures we can respect everyone's boundaries and maintain confidentiality between the Recovery Coach and SUD.

Hiring Staff in Recovery

- Creating inclusive job descriptions
- Removing education requirements
- Leniency on CORI checks
- Considering lived experience
- Requiring at least two years of sustained recovery

Training and Retaining Staff in Recovery

- Non-traditional drug and alcohol policy
- Ongoing discussions on burnout, workplace stress, and mental health
- Flexible schedules and hours
- Covering the cost of all training supplies needed (i.e., Recovery Coach Academy, laptop, phone)
- Encourage taking time off and the use of mental health days
- Open door policy
- Open discussion on triggers in the field
- Encouraging creativity and pursuing specialized roles they are passionate about

Specialized Roles

Jason: Re-entry Initiative

Michelle: Community Outreach Specialist

Haley: Hot Spot Outreach

Jim: Hub representative & Fire Department
Liaison

Required Training for Recovery Coaches



Recovery Coach Academy

*Required for all staff, even administrative personnel

*Must be actively working toward state certification



Supportive of all Pathways to Recovery



PRAXIS Naran Training

Reducing Stigma Among Law Enforcement

Officer Working Group

Offices embedded within the police departments

Quarterly Meetings & Trainings

- Bring in outside experts to discuss things like MOUD & harm reduction
- Education on emerging drugs (being proactive rather than reactive)
- Sharing data
- Highlighting recovery story successes

Engagement Tools

Harm
Reduction Kits

Basic Needs
Bags

Narcan

Naloxboxes

Single Use
Breathalyzers

Drink Covers

Social Media Campaigns and Community Outreach

- Past social media campaigns have included topics such as harm reduction, pathways to treatment, recovery tips and quotes of the day, and information on free, remote resources available during COVID-19
- PCO participates in several community events, including but not limited to:
 - Outreach tables
 - Resource fairs
 - Overdose vigils
 - Drug take-back day events
 - Community police days

The Power of Positive Outcomes

“I didn’t know what to expect when I first met Haley,” Brennan said. “But all this time later, I’m so grateful for everything she’s done for me. She makes me feel comfortable. Your first thoughts when you meet someone like her are, ‘Are they going to be against me?’ ‘Is it safe to talk with them in front of the police?’ ‘Do they really understand what I am going through?’ With Haley, none of that has ever been an issue.”

“Police officers often see people at their worst and at their most vulnerable, but the goal is to reassure those we come into contact with that we are on their side and that we all have the same goal of helping people,” Detective Davis said. “Especially now, people need help and support, and it means a lot to be able to give that to them.”



Contact Information

Vicky Butler

Executive Director

vbutler@plymouthcountyoutreach.org

(774) 434-5072

Hannah Panteleos

Program Manager

hpanteleos@plymouthcountyoutreach.org

(774) 434-5103



est. 2014

a recovery oriented community policing methodology...



Public Safety is Public Health Public Health is Public Safety

- C.L.E.A.R. works to ensure that people seeking support have a path to recovery and mental health services through connection with community based service providers with help from our community partners. Together we help individuals through the early recovery process and build a successful network of support where they live.

Guardianship

- Oxford Language defines guardianship as the position of protecting or defending something
- Other side to the enforcement coin
- Mindset
- 21st Century Policing

Moral Imperative

- Macmillan dictionary defines a moral imperative as something that must happen because it is right
- Police departments are storehouses of information on human suffering
- Many of the calls for service are Mental Illness (MI) related
- Substance Use Disorder (SUDs) is MI which is a medical condition

NARCAN & Recovery Team Deployment

- Keep people alive, now what ?
- Policy driven
- “China wall” between detectives and mental health unit
- Who is the team?
- What do they do?

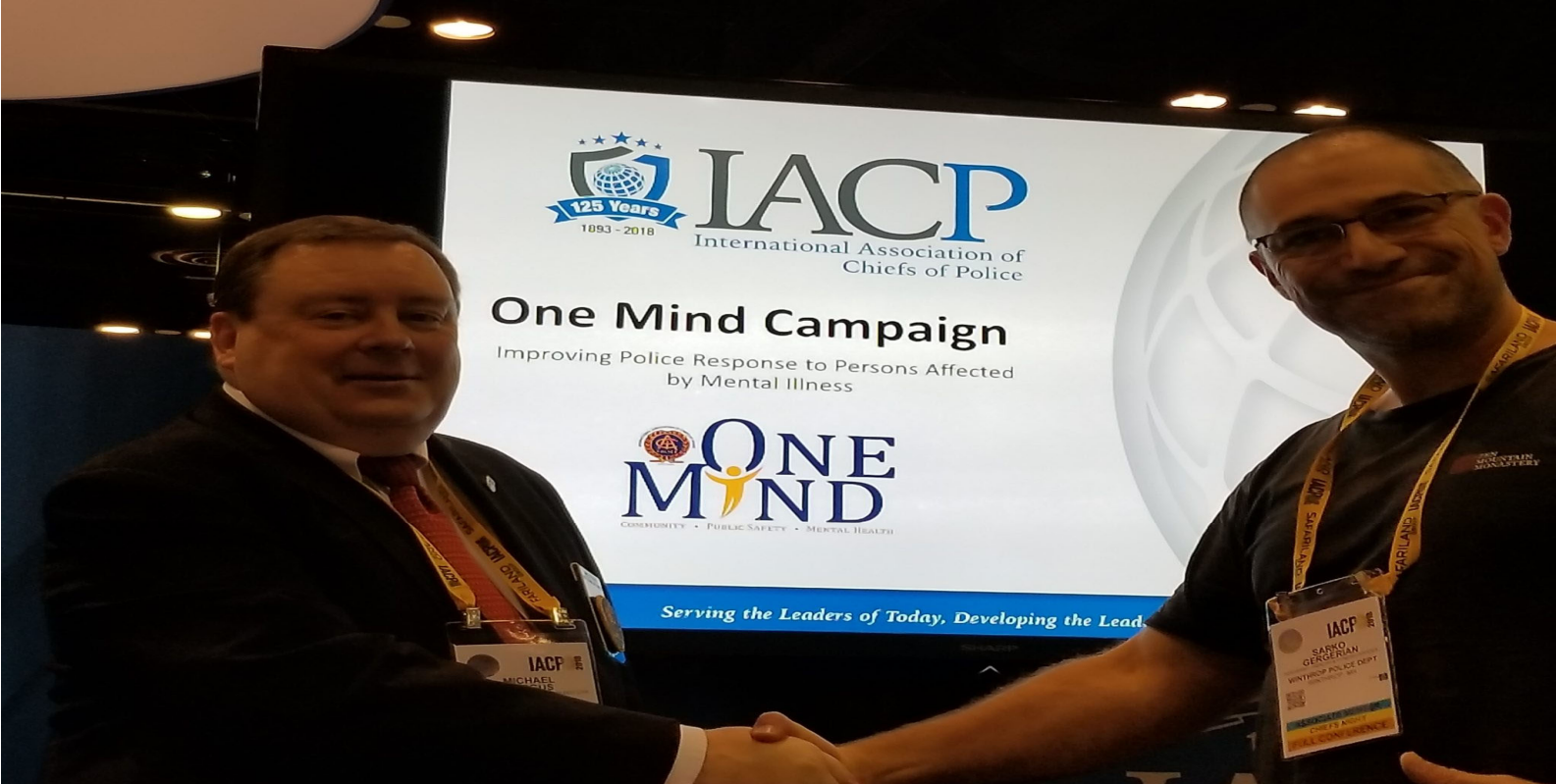


2 Departments 1 Multidisciplinary Team

- Police Officer (4th professional development path created)
- Registered Nurse
- Licensed Mental Health Professional
- Certified Addiction Recovery Coach
- Cross training
- Close proximity
- Trust building & resiliency

Supervision

- Recovery coach supervisor
- Boston medical center (MOUs)
- Police supervisor
- Public health supervisor



Trainings

- CIT
- Mental Health First Aid
- Blue Courage
- Resiliency Advantage (Heart Math)

Allies & Champions

- Chief
- Director Public Health
- Town Manager
- Town Department Heads
- Massachusetts BSAS
- Massachusetts DMH
- Speaker of the House
- Senators
- Town Counsel

Partners

- Boston Medical Center (BMC) – Boston Emergency Services Team (BEST)
- East Boston & Chelsea Courts
- Suffolk County House of Corrections
- Winthrop Inspectional Services
- Winthrop Public Schools & Juvenile Diversion
- Winthrop Council on Aging
- Winthrop Housing
- Suffolk County District Attorney's Office

Our Reach

- Into community
- At holding cell
- During transport
- House of correction (prerelease panels)
- Court
- Hand off people from other communities to their respective teams
- Anywhere our people may be, we go ...

Warm Hand Off

- Police cultivate and connect through outreach into the community
- “Knock & Talk”
- Survival Kits (Harm Reduction)
- Co-response
- Individual response

“YES!”

- We connect the person directly to the recovery coach
- We connect the person directly to the mental health professional
- No insurance needed
- No surprise fees
- No bills

The Numbers

- 70% of people found, say YES
- On average 10 warm referrals a month
- Hundreds of people found and connected to team
- Each emergency call out requiring police, fire, and ambulance transport prevented saves over \$5,000
- Since beginning of pandemic over 30 survival kits provided

THANK YOU

- Sarko Gergerian sgergerian@town.winthrop.ma.us
- Chip McHugh cmchugh@town.Winthrop.ma.us

<https://cossapresources.org/Program/TTA>



COSSAP GRANT PROGRAM

LEARNING OPPORTUNITIES

AREAS OF FOCUS

PUBLICATIONS & DIGITAL MEDIA

PDMP TTAC

SEARCH

TRAINING AND TECHNICAL ASSISTANCE

The COSSAP training and technical assistance program offers a variety of learning opportunities and assistance to support BJA COSSAP grantees and other local, tribal, and state stakeholders to build and sustain multidisciplinary criminal justice responses to illicit substance use and misuse.

Training and technical assistance is provided in a variety of formats, including virtual and in-person training events, workshop and meeting presentations, and online resources.

REQUEST TTA

If you are interested in requesting training and technical assistance, please complete the form at <https://www.cossapresources.org/Program/TTA>



COSSAP Resources

Tailored Assistance—The COSSAP training and technical assistance (TTA) program offers a variety of learning opportunities and assistance to support local, tribal, and state organizations, stakeholders, and projects in building and sustaining multidisciplinary responses to the nation’s substance abuse crisis. ***You do not need to be a COSSAP grantee to request support.*** TTAs are provided in a variety of formats, including virtual and in-person training events, workshop and meeting presentations, and online resources. Request TTA to support your activities at <https://cossapresources.org/Program/TTA/Request>.

Funding Opportunities—Current COSSAP and complementary funding opportunities are shared at <https://www.cossapresources.org/Program/Applying>.

Join the COSSAP community! Send a note to COSSAP@iir.com with the subject line “Add Me” and include your contact information. We’ll be happy to ensure you receive the latest-and-greatest COSSAP opportunities, resources, and updates.

BJA's



Comprehensive

Opioid, Stimulant,
and Substance Abuse

Program