

MAINE STATE POLICE

Behavioral Health Program Coordinator

Year In Review - 2023



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The Maine State Police requested and received five behavioral health coordinator positions in Governor Mill's supplemental budget in April of 2022 pursuant to Maine Public Law 2022 Chapter 635. These were new positions that had been requested by Commissioner of the Department Public Safety Commissioner Michael Sauschuck, and the Maine State Police Command staff so troopers could better respond and serve those people suffering from mental and behavioral health problems and substance use disorder. Members of the legislature, advocates, policy makers and social service agencies were consistently telling law enforcement that when dealing with people suffering from mental health issues, substance use disorder, homelessness, and other behavioral health related issues we should use diversion not enforcement as the preferred tactic.

Leadership at the department of public safety and the Maine State Police agreed with this approach as the preferred method of dealing with these calls and wanted to ensure that people and their affected families received the support they needed. With that goal in mind the department requested these new positions to better facilitate and coordinate referrals to community-based resources and social services agencies based on a call for service that necessitated a police response. The positions were intended to help divert people to services and away from the criminal justice system when appropriate. They would work collaboratively with various partners and stakeholders to help identify persons who have solicited or compelled a police response related to mental health, substance use disorder, co-occurring disorders, homelessness, elder abuse, domestic violence, or any type of situation where there may be services available to aid the person(s). The coordinator will then make recommendations regarding a plan, or a strategy aimed at improving their circumstances. They will make referrals to help coordinate community-based resources who may be able to intervene and assist.

The main goal of these positions was to get people the help they need by providing them with a consistent level of service. It is the hope that in doing so there will be a reduction in repeated law enforcement responses to the same residence that is not necessarily law enforcement related. This helps create efficiencies for a police force that is already dealing with capacity issues and allows them to better focus on their primary mission.

Additionally, it ensures that referrals are done consistently and thoroughly when you have a core group of individuals who by virtue of their training, education and experience are familiar with the services and processes behind them.

The Maine State Police hired their first two Behavioral Health Program Coordinators, and they started on January 9, 2023. The third coordinator was hired and started on February 27, 2023, and the final two coordinators were hired and started on June 5, 2023. These coordinators are assigned to state police troops throughout the state where they work closely with our troopers, detectives, and members of the local community as they endeavor to serve those with behavioral health needs.

FUNDING

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GENERAL FUND TOTAL	\$0	\$353,521
State Police 0291		
Initiative: Establishes 5 Behavioral Health Program Coordinator positions funded 65% General Fund and 35% Highway Fund within the same program and provides funding for related All Other costs.		
GENERAL FUND	2021-22	2022-23
POSITIONS - LEGISLATIVE COUNT	0.000	5.000
Personal Services	\$0	\$320,760
All Other	\$0	\$13,927
GENERAL FUND TOTAL	\$0	\$334,687

see Appendix A

Behavioral Health Program Coordinator Bios

Elsie Banks

Elsie joined the United States Army after high school and was trained and worked as a Counterintelligence Agent from 2000-2003, deploying to Qatar in support of Operation Enduring Freedom and being stationed at Fort Gordon, Georgia where her daughter was born.

Elsie-Kay Banks is 11-year employee of the State of Maine, starting her career as a Correctional Officer at the Maine Correctional Center in Windham, Maine before going to college full time, earning her associate degree in legal studies and then her bachelor's in psychology.

Elsie worked as an Emergency Medical Technician – Basic level at United Ambulance in Lewiston, Maine. Between working day shifts and night shifts per diem, Elsie began working for the Maine Department of Health and Human Services as a Child Protective Services (CPS) Social Worker in Lewiston, Maine. While working full time, Elsie completed her master's degree in Intelligence Studies with a concentration in Counterterrorism with the intention of moving to the Washington D.C. area to pursue civilian intelligence work.

In 2017, Elsie transitioned from CPS work to becoming a Medicolegal Death Investigator I with the Maine Office of Chief Medical Examiner (OCME), where she was trained to investigate the cause and manner of death in cases that OCME had jurisdiction in. Elsie worked on hundreds of cases including suicides, accidents, drug overdoses, natural deaths, and homicides. Elsie became Board Certified with the American Board of Medicolegal Death Investigators in 2021 and was promoted to Medicolegal Death Investigator II. Elsie was an Instructor for the Death Investigations class at the Maine Criminal Justice Academy and presented a poster presentation at the American Academy of Forensic Science.

After careful consideration, Elsie left the OCME to pursue her interest in mental health work and began working with Maine Behavioral Healthcare as a Behavioral Health Technician at Spring Harbor Hospital on the Autism and Developmental Disability unit. Wanting a more reliable schedule, Elsie became a Children's Case Manager at the Glickman Lauder Center of Excellence (GLCOE) which is an extension of Maine Behavioral Healthcare.

Elsie is a certified CASA Guardian ad litem and works with children and families in the Androscoggin and Kennebec County areas. Elsie also holds an active Funeral Assistant license and works with Fortin's Funeral Home in Lewiston on-call. Elsie also attended the Critical Incident Stress Debriefing training and is a member of the Maine State Police Member Assistance Team.

Jeni Moody

Jeni Moody is a licensed social worker with 18 years of experience working in the field. She earned her Bachelor's in Mental Health & Human Services from the University of Maine. Jeni's social work calling has led her to work in many unique settings with clients and their families from diverse backgrounds. Her professional journey has led her primarily working with those that have been affected by mental health, substance abuse with co-occurring disorders, families of people with substance use disorders and the homeless; helping people find their way in the process of grief, loss, addiction, depression, and anxiety. Helping guide people through life's obstacles has been the most rewarding endeavor of her job.

Terry Gardner

Terry holds both a Bachelor of Science degree and a Master of Science degree from the University of Maine. Terry has worked in the social work field for 25 years and is a licensed social worker. The majority of her career was spent working at the Department of Health and Human Services in Child Protective Services, as a CPS case worker and case worker supervisor. Prior to accepting the position of Behavioral Health Program Coordinator with the Maine State Police, Terry worked for 3 years as a school social worker.

Mary Beth Mitchell

Mary Beth Mitchell hold a Bachelor of Arts degree in Psychology from St Thomas University in New Brunswick, a Bachelor's degree in Elementary Education and a Master's in Early Childhood Special Education from the University of Maine.

Mary Beth has worked in both the field of social work as well as elementary education and early childhood special education.

Mary Beth has an extensive history working over the past 20 years within Hancock and Washington counties working with diverse populations from residents of remote islands to Tribal communities. Working as a school social worker for the Mount Desert Island School systems, working as a program manager for the Infant Family Support Program at Maine Coast Memorial Hospital as well as with Community Health and Counselling as a social worker for adults with major mental illness.

Mary Beth was employed at Child Development Services, a quasi-state agency within the Department of Education for almost 10 years working directly with infants, toddlers and their families to support parents and caregivers in working with their child with disabilities within the natural environments. Mary Beth was a supervisor for 3 years for the Hancock and Washington counties Early Intervention program prior to joining the Maine State Police in 2023.

Danielle Sylvain

Danielle has been working in the human services field for the last 20 years. She completed a Bachelor of Science Degree in Mental Health and Human Services through the University of Maine Augusta. Danielle is also a Certified Mental Health Rehabilitation Technician (MHRT/C). Before starting the position of BHC in June 2023, Danielle was a case manager for A New Start working with adults with mental health disorders. Her experience in this field also includes working with adults and children with special needs, working with individuals in the Vocational Rehabilitation Program and working one-on-one with adolescents with behavioral issues in a local middle school.

Professional Training and Development

BHPC's have attended conferences both individually, and as a group. Below are conferences that were attended as a team.

June 28, 2023 – 28th Annual Child Welfare Conference

July 10, 2023 – Police Liaison Training

October 18, 2023 – NASW – National Association of Social Workers Conference

November 3, 2023 – East Coast Symposium on Addictive Disorders

BHPC DEVELOPMENTS

Mission Statement -

BHPC's worked to develop a mission statement to describe our purpose, intention, and overall objective.

see Appendix B

Homelessness Policy –

BHPC's worked with leadership to develop the Maine State Police Homelessness Crisis Protocol Pursuant to 17-A M.R.S. §18(2)(B), which was enacted on September 20, 2023.

see Appendix C

BHPC Logo -

BHPC's worked in collaboration with graphic design student Drew Gardner to create a BHPC logo.

see Appendix D

BHPC Rack Card -

BHPC's worked collaboratively to develop a rack card for community dissemination to create awareness of our program.

see Appendix E

Calls for Service

Below is a list of calls for service the Maine State Police received and responded to that Behavioral Health Program Coordinators were involved with, in some capacity, based on the nature and circumstance of the call.



Maine State Police

Law Total Incident Report

<u>Nature of Incident</u>	<u>Total Incidents</u>
911 Hang up Call	10
Assist DHHS	4
Assist Local Police Department	9
Assist Warden Service	1
Assist Other Agency	26
Assist Sheriff's Department	18
Aggravated Assault	3
Simple Assault	27
Burglary	1
Citizen Requested Assistance	133
Civil Problem	13
Conditional Release Violation	9
PD-Traffic Accident	3
PI-Traffic Accident	1
Criminal Mischief/Damage	4
Detail	3
Disorderly Conduct	17
Drugs - Health Or Safety	1
Emergency Assistance-EMS/Fire	114
Erratic/Reckless Driving	1
Escort	4
Family Fight	112
Fatal Traffic Accident	4

Firing Weapon	1
Information Request	5
Intelligence information-Other	53
Pedestrian on Interstate	10
Juvenile Runaway	21
Medical	6
Mental Health Evaluation	140
Missing Person - No Foul Play	4
Stranded Motorist	2
Neglect Family	1
Neighborhood Dispute	3
Noise Disturbance	4
OAS/Habitual Offender	1
Driving Under Influence Liquor	5
Driving Under Influence Drugs	2
Overdose / Poisoning	5
Violation of Protection Order	1
Heroin- Possession	1
Amphetamine - Possession	2
Synthetic Narcotic- Possession	1
Public Relations - Talk or Lec	5

rplwtir.x2

01/09/24

<u>Nature of Incident</u>	<u>Total Incidents</u>
Property Check Officer Initiated	4
Referred To - Fire Department	1
Referred to DHHS	4
Referred to Other	10
Referred to Local PD	1
Referred to SO	2
Referred To - New Hampshire LE	1
SAR - Dementia/Alzheimer's	1
Heroin - Sell	1
Drug Recognition Tech. Activity	2
Suicide	2
Attempted Suicide	11
Suspicious Death	1
Suspicious Person/Vehicle/Inci	91
Telephone Harassment	1
All Other Theft	5
Threatening Harassment	18
Traffic Offense-Arrest	1
Citizen Traffic Complaint	4
Traffic Stop/On View	6
Traffic Offense Summons	1
Trespassing	11
Unattended Death	6
Unlawful Sexual Contact	2
Criminal Arrest Warrant	6
Extra Patrol/Welfare Check	228
Yellow Flag/Restricted Persons	1

Total reported: 1213

Behavioral Health Program Coordinators identify and assist those who have compelled a police response related to mental health, addiction, homelessness, concerns for the elderly, and other situations where services may be available to aid individuals in improving their quality of life.

Behavioral Health Program Coordinators responded to 1209 calls for services during calendar year 2023. Of those 1209 calls, there were 89 overdose mappings completed, 71 OPTIONS referrals made, and 622 NAMI referrals made.

Overdoes mapping is completed on all calls for service involving both fatal and non-fatal overdoses.

OPTIONS referrals are completed on non-fatal overdose calls, as well as other calls for service where individuals are experiencing substance use disorder related issues.

NAMI referrals are completed when calls for service involve mental health concerns.

BHPC's also make referrals for services, not captured above, including adult protective, counseling, and case management.

Troop	Calls for Service	OD Mapping	OPTIONS referrals	NAMI referrals
F	120	6	10	59
NFT *	408	31	32	220
CFT	203	17	25	63
SFT	478	35	41	280
TOTAL	1209	89	71	622

*** NFT**

Penobscot/Piscataquis:

Calls for Service: 244

OD mapping: 26

OPTIONS referrals: 24

NAMI referrals: 130

Hancock/Washington:

Calls for Service: 164

OD mapping: 5

OPTIONS referrals: 8

NAMI referrals: 90



BHPC HIGHLIGHTS - Community Impact

Elsie Banks

On the evening of October 25, 2023, BHPC Banks was contacted by Major Lucas Hare and told to report to the Lewiston Police Department (LPD) to assist with an active shooter call. Upon arriving at the LPD, BHPC Banks was introduced to multiple agencies, including the Federal Bureau of Investigation (FBI) and town officials from both Lewiston and Auburn Maine. BHPC Banks was tasked with establishing the Family Reunification Center (FRC) at Auburn Middle School with the assistance of the FBI's Victims Services Division that was arriving from Boston, Massachusetts. At the family assistance center (FAC) school personnel and Auburn City personnel were present to help set up the cafeteria for families to be able to meet their loved ones once they were done being interviewed by the Maine State Police detectives at the Lewiston Armory. With the assistance of Chief Robert Chase of the Auburn Fire Department, we were able to successfully set up the FAC, have family members meet with their loved ones in a safe and private space, and be able to take down information from family members and loved ones who were waiting for their loved one to arrive after being interviewed. With the assistance of the FBI Victim Service Advocates, we were able to meet with each family that was waiting for their loved ones, answer what questions we could and let them know we would be in touch with them regarding any information we received as soon as we received it. The entire FAC operation lasted approximately 7 hours. At this time there was no information available as to who the victims were, how many people were deceased, how many were injured and how many were either unidentified or unaccounted for. As a team, we were able to successfully get contact information for each next of kin for seven families, addresses and phone numbers to be able to reach out once we had more information.

Jeni Moody

Trooper Nadeau responded to a welfare check and subsequently referred the individual to BHPC Moody. Trooper Nadeau found the individual homeowner in desperate need of assistance. She was in the middle of a messy divorce and had just lost her job. She had her heat set at 56 and only had a half of tank of k1, for the rest of the winter. She was selling all the items in her house to get money to pay utilities and buy food. She had hit rock bottom and had obtained a PFA to remove her abusive husband from the home.

BHPC Moody spoke with her about resources. She said she was all set with food saying she utilizes food banks if needed. She was not interested in counseling as she does not find it helpful but said she would think about it. In the meantime, she agreed to call the warmline if she needed someone to talk to. She also stated she hadn't been to a doctor in some time because she couldn't afford it. She said she has diabetes and said she had not been taking her thyroid medication. She also said her provider wanted her to have bloodwork done. BHPC Moody talked with her about free healthcare through her provider, St. Mary's. Lastly, we discussed her job loss, she shared she is applying for positions on Indeed.

After our conversation, BHPC Moody emailed her a financial assistance application for St. Mary's so she could go to PCP appointments at no cost, and have other medically necessary tests, such as labs also covered at no cost. BHPC Moody also emailed a patient assistance program application through Abbvie for Synthroid, which provides medication at no cost, for a year and she can then reapply yearly. It was also discussed that if she needed medication for her diabetes, there are options available through patient assistance.

BHPC Moody encouraged her to go to DHHS to apply for benefits, as well as access General Assistance through her town office. We also discussed the Career Center for employment opportunities, and information on hiring events. BHPC Moody gave her information on programs that provide either a tablet or laptop for as little as ten dollars.

Terry Gardner

In reflecting on our first year and BHPC program highlights, I don't view one individual call for service, or one event as particularly glaring. Instead, what I value is the collaboration that has taken place between coordinators and each of our respective community partners. The Behavioral Health Program Coordinators have met, both as a group as well as individually, with community partners to learn more about various resources and programs statewide, as well as those in our local communities. We have also each joined with partners in monthly meetings to come together to provide support and assistance to one another, share resources, and determine how we can work together better, and/or differently for the greater good of our individual agencies, and community.

I have met with Adult Protective Services, Partners for Peace, Department of Education CSTAG, Autism Society of Maine, CourageLIVES, Bangor PD, PCSO, OPTIONS, Crisis, and NAMI. This list is not inclusive but highlights some of the agencies I have partnered with to develop positive working relationships, ultimately to best benefit our community. Additionally, I am a member, and attend regular monthly meetings, with the Penquis Children's Advocacy Center (CAC), the Domestic Violence Task Force, Healing Hands with Heart, and our local Behavioral Health Program Coordinator liaison group.

Mary Beth Mitchell

One highlight of the newly created position of Behavioral Health Program Coordinator for Hancock County would be the collaborative work with Golden Acres boarding homes. Prior to the establishment of the role of Behavioral Health Program Coordinator, there were upwards of 100 calls for service for the Maine State Police, in a year by both staff and residents at the 9 Golden Acres locations.

Although some of the calls were for valid reasons, and law enforcement was the most appropriate response, the majority were not. After some research on the reasons for calls by both staff and residents, a meeting was held in September 2023, with administration, staff, and law enforcement. The meeting was facilitated by the Behavioral Health Program Coordinator, Mary Beth Mitchell. This meeting brought both sides together in an open and honest conversation about the use of law enforcement at their facilities, as well as some challenges faced by both sides. After some discussion, some suggestions were made to staff and administration to try to reduce the number of unnecessary calls to 911. These suggestions were also written and submitted to the owner of the facilities, Diane Dow.

As a result of our meeting a dramatic reduction in calls was noted. Many calls are now handled by the Behavioral Health Program Coordinator directly, thus freeing up Troopers to perform more relevant law enforcement duties. Although this was not the original intended reason for establishing the role of Behavioral Health Program Coordinators, it is an added benefit of having the expertise of a social worker to facilitate and follow up on ensuring that both sides got their needs met, residents felt validated, and staff had a resource that they could access other than calling 911.

Danielle Sylvain

When starting a new program in a rural area such as Aroostook County, outreach is essential in order to connect those in need with available resources. BHPC Sylvain reached out to service providers in the area to explain our program and explore all the resources in the area. She connected either in person or via zoom with several local agencies including Aroostook Mental Health Center, Aroostook County Action Program, Community Health and Counseling, Better Life Partners, Aroostook Area on Aging, Homeless Services of Aroostook, The Options Program, Pathways and Northern Maine General.

She attends monthly meetings to stay up to date on local resources and services including: The Aroostook Homelessness Stakeholders Meeting, The Regional CIT Meeting and The Community Crisis Collaboration Meetings.

The Behavioral Health Program Coordinator team have attended several meetings as a group to introduce our program and learn about other services statewide, including meeting with DHHS/OADS, DHHS APS, Autism Society of Maine, Department of Veteran's Affairs, Victim Witness Services, and CourageLIVES

No one single case sticks out as a success story, but I do feel the everyday work of the Behavioral Health Program Coordinators proves to be valuable. By being able to support those needing and wanting services access resources not only helps the community, but also helps Troopers as they do not have time to make referrals and follow up to ensure individuals were able to access services. I have been able to connect many individuals with case management to provide more long-term support, supported elderly and disabled individuals in getting homecare in place, helped people with mental health concerns access psychiatric providers, connected people in need with housing resources, and people with substance use disorder the ability to access services.

Simply building rapport with individuals struggling and being available to support them over the phone aids in lessening some of the repeat 911 calls or the need for Troopers to respond to non-criminal matters. The biggest struggle is not being able to help those in need either because there are no services available, or they are not ready for help.

Recommendations on future goals and growth for the program

Call diversion:

Continue to identify ways where appropriate that calls received by the Maine State Police can be assigned directly to a BHC and do not require a trooper to respond.

Civilian supervisor:

Identify and hire a behavioral health coordinator supervisor. Currently the BHPC's report directly to the lieutenant of the respective troops they are assigned to. We feel it would be more effective if there was a civilian BHPC supervisor overseeing the BHPC's whose training, education and experience is more aligned with the coordinators they are supervising.





Appendices

Appendix A: Behavioral Health Program Coordinator Job Description

Department of Public Safety - Maine State Police

Opening Date: October 21, 2022

Closing Date: **November 6, 2022**

Job Class Code: 4002

Grade: 23 (Professional/Technical)

Salary: \$46,136 - \$60,881

Location: **Position available in Alfred, Augusta, Bangor, Ellsworth, & Houlton ME**

This position is a non-clinical based professional services and community outreach position responsible for making decisions about the health, safety and welfare of persons in the community who have interacted with law enforcement professionals and are in need of services.

Primary responsibilities include:

- Identifying persons who have solicited or compelled a police response as related to mental health, addiction, homelessness, elder abuse, domestic violence, or any type of situation where there may be services available to aid the person(s) in improving their quality of life.
- Make a determination as to their wellbeing, health or safety status.
- Make recommendations/referrals regarding a plan or a strategy aimed at improving their circumstance.
- Minimize or mitigate repeated law enforcement response for non-law enforcement problems or issues.
- Coordinate community resources who may be able to intervene and assist.
- Assist law enforcement supervisors and command staff with recommendations concerning policy initiatives that effect the health, safety, and welfare for respondents.
- Work with community resource providers to assess and recommend programming for respondents.
- Consult with internal law enforcement staff and law enforcement partners, community partners and providers.
- Review and evaluate psychological and social work research and literature to maintain and facilitate professional development and best practices.
- Assist in the coordination of the **non-clinical** treatment planning with other professionals and community agencies in order to facilitate **clinical** based services if necessary.
- Assist in the coordination of **clinical** treatment planning with other professionals and community agencies in order to assist in the facilitation of **non-clinical** based services if necessary.
- Attend training, seminars and participate in on-going professional development as related to the recognition of those in crisis and coordination of community resources.
- Maintain situational awareness of troop responses to those persons in need of community services.
- Review and establish best practices as related to coordination and referral of community resources, which will be incorporated into quality assurance and continuous quality improvement activities for respondents.
- Work with hospitals, law enforcement and/or other community professionals regarding crisis safety planning for individuals.
- Provide training to law enforcement and policy recommendations to the leadership team.
- Attend meetings regarding the coordination of crisis safety planning and provide written documentation of all crisis related and referral-based activity.
- Gathers, compiles and analyzes data and prepares reports related to mental illness, community support systems, and child and adolescent services and systems in order to assess needs and outcomes of service delivery system and communicate results.

- Develops and writes plans, reports, studies and other required documents in order to meet departmental and bureau reporting systems.
- Assesses, advocates, coordinates, and/or resolves difficult or unusual client, family or agency problems that involve multiple agency needs in order to ensure proper case services delivery.
- Formulates, develops and implements public education activities on mental illness, community support systems, and child and adolescent services and systems in order to further public understanding and provide training to interested groups.

Skills or knowledge required:

- Ability to recognize persons struggling with domestic violence, addiction, mental health, elder abuse, homelessness and other types of situations where community services may be available.
- Knowledge of community resources and community behavioral health agencies and service delivery systems which can help with overall health, safety and welfare of others.
- Exceptional interpersonal and communication skills who can effectively interact with those who may be in crisis.
- Ability to work with law enforcement personnel and make recommendations regarding the health, safety and welfare of individuals.
- Basic understanding or knowledge of law enforcement systems, policies and procedures and confidentiality/privacy rights.
- Knowledge of Social Welfare and Community based services, programs, policies, procedures and guidelines.
- Knowledge of the fundamental types, challenges and problems of mental illnesses, abnormalities, developmental disabilities and personality disorders.
- Knowledge of funding mechanisms for human, social, education, and behavioral health services.
- Ability to establish and maintain effective working relationships.
- Ability to assess training needs.
- Ability to work independently.
- Ability to communicate effectively.
- Ability to write clearly and effectively.

Minimum qualifications:

A Bachelors Degree in one of the Social Sciences and four (4) years experience in professional community behavioral health work. A Masters Degree in Social Work may be substituted for two (2) years experience.

Preference will be given to those applicants with:

Four years of education and/or progressively responsible experience applying knowledge and demonstrated skills and abilities in direct support and assistance of consumers with addiction disorder, developmental disabilities, cognitive, mental health, and other co-occurring disorders.

Contact information:

Questions about this position should be directed to Major Scott Gosselin at scott.a.gosselin@maine.gov.

Application Instructions:

Interested applicants need to apply online by selecting the "Apply for this opening" button along with uploading a cover letter, current resume, and copies of any transcripts or certifications you wish to

have considered while evaluating your application. *In order for us to properly determine if you meet the minimum qualifications for any posting, you must be sure your resume includes month and year for any experience listed along with the duties and responsibilities associated with each particular time period. Any experience that was not full-time employment should be identified as such.*

If you require a paper application, please download and print one here <https://www.maine.gov/bhr/state-jobs/application-process> or contact our office at 207-623-6700. Paper applications for this posting should be submitted along with cover letter and resume before the closing date to Security & Employment Service Center, 45 Commerce Drive, Augusta, ME 04330 or faxed to 207-287-2018. Be sure title of the job you are applying for is included. Applications cannot be accepted after the posting closing date.

Benefits of working for the State of Maine:

No matter where you work across Maine state government, you find employees who embody our state motto—"Dirigo" or "I lead"—as they provide essential services to Mainers every day. We believe in supporting our workforce's health and wellbeing with a valuable total compensation package, including:

- **Work-Life Balance** – Rest is essential. Take time for yourself using **13 paid holidays, 12 days of sick leave, and 3+ weeks of vacation leave** annually. Vacation leave accrual increases with years of service, and overtime-exempt employees receive personal leave.
- **Health Insurance Coverage** – The State of Maine pays **85%-100%** of employee-only premiums (\$10,150.80-\$11,942.16 annual value), depending on salary. Use this chart to find the [premium costs](#) for you and your family, including the percentage of dependent coverage paid by the State.
- **Health Insurance Premium Credit** – Participation decreases employee-only premiums by 5%. Visit the Office of Employee Health and Wellness for more information about [program requirements](#).
- **Dental Insurance** – The State of Maine pays 100% of employee-only dental premiums (\$350.40 annual value).
- **Retirement Plan** – The State of Maine contributes **13.16% of pay** to the Maine Public Employees Retirement System (MainePERS), on behalf of the employee.
- **Gym Membership Reimbursement** – Improve overall health with regular exercise and receive up to \$40 per month to offset this expense.
- **Health and Dependent Care Flexible Spending Accounts** – Set aside money pre-tax to help pay for out-of-pocket health care expenses and/or daycare expenses.
- **Public Service Student Loan Forgiveness** – The State of Maine is a qualified employer for this federal program. For more information, visit the [Federal Student Aid office](#).
- **Living Resources Program** – Navigate challenging work and life situations with our employee assistance program.
- **Parental leave** is one of the most important benefits for any working parent. All employees who are welcoming a child—including fathers and adoptive parents—receive **four weeks of fully paid parental leave**. Additional, unpaid leave may also be available, under the [Family and Medical Leave Act](#).
- **Voluntary Deferred Compensation** – Save additional pre-tax funds for retirement in a MaineSaves 457(b) account through payroll deductions.
- Learn about **additional wellness benefits** for State employees from the [Office of Employee Health and Wellness](#).

Maine State Government is an Equal Opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We provide reasonable accommodations to qualified individuals with disabilities upon request.

Appendix B: Mission Statement

MISSION STATEMENT

The mission of the Maine State Police Behavioral Health Coordinator Program assures responding Troopers will have a dedicated team of Coordinators committed to ensuring the best opportunity for safe and successful resolutions to calls related to mental health, addiction, homelessness, elder concerns, and any other appropriate calls for service. We will conduct follow-up with individuals and make appropriate referrals with the aim of reducing future calls for service that don't require a law enforcement intervention. We will work in collaboration with our local and state resources, provide advocacy for the citizens we serve and support the Maine State Police with enhancing a more effective and efficient response with the increasing demands of mental health, addiction, homelessness, elder concerns, and other calls for service within the community. We will encompass the Behavioral Health Coordinator Program values of Service, Community and Partnership, along with the Maine State Police values of Excellence, Compassion, Integrity, and Fairness.

Appendix C: Maine State Police Homelessness Crisis Protocol Policy

E-147

SUBJECT: MAINE STATE POLICE HOMELESSNESS CRISIS PROTOCOL
PURSUANT TO 17-A M.R.S. §18(2)(B)

EFFECTIVE DATE: 09.20.2023

EXPIRATION DATE: 09.20.2023

RECENT HISTORY: NEW

DISTRIBUTION CODE: 2 (MAY BE PUBLICLY DISCLOSED)

APPLICABILITY CODE: S, Z

MCJA MINIMUM STANDARDS POLICIES: *Officers must abide by this policy as it applies to all standards of the Maine Criminal Justice Academy Board of Trustees. A violation of these standards may result in action by the Board of Trustees.*

SIGNATURE OF COLONEL:



Appendix D: BHC Logo



Special thanks to graphic design student, Drew Gardner.

Appendix E: Rack Card



Maine State Police
Behavioral Health
Coordinator Program

Identify and assist those who have compelled a law enforcement response as related to mental health, addiction, homelessness, concerns for the elderly, and other situations where services may be available to aid individuals in improving their quality of life.

Service • Community • Partnership

Behavioral Health Program
Coordinators

Troop F
Aroostook County
Danielle Sylvain
207.620.2004
Danielle.sylvain@maine.gov

Northern Field Troop
Penobscot and Piscataquis Counties
Terry Gardner
207.855.1222
Terry.gardner@maine.gov

Northern Field Troop
Washington and Hancock Counties
Mary Beth Mitchell
207.620.2049
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Central Field Troop
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