



## **Executive Summary**

### **MYFS/MPD Pilot Social Work Outreach Program April-May 2022**

In response to the recent State Police Accountability Act, the Madison Police Department (MPD) and Madison Youth and Family Services (MYFS) partnered to run a short-term “Social Work Outreach Program” as a Pilot program to integrate social work services with the Madison Police Department. The Pilot was developed and implemented by a planning team consisting of MPD Police Chief Jack Drumm, MPD Police Lieutenant Jeremy Yorke, MYFS Director Scott Cochran, and the MSW Student/Outreach Social Worker Tiffany Purvis Torello and ran in April-May 2022. Its purpose was to explore the integration of social work in MPD so that the Town has some knowledge and experience towards creating a model that could be well-suited to this community, should one be desired for Madison and/or required by the State in the future.

The Pilot was a collaborative endeavor between MPD and MYFS. MYFS provided the administrative support and supervision of the social worker who was physically stationed at the MPD. The Pilot established criteria to identify people for “social work outreach” following an encounter with a police officer. Likewise, the Pilot was an opportunity to learn as much as possible from the experience and determine whether its basic operational structure to integrate social work with MPD could be viable. Using the model framework of an “externship” enabled MYFS to create a temporary social work position that resembled an internship but was not associated with a college or university. The planning team identified six central questions to be explored during the Pilot. The social work outreach was limited to phone contact that included supportive counseling and case management for connecting people to needed resources. Additionally, an anonymous survey was provided to the officers as a means to voluntarily solicit their direct input regarding the Pilot itself and the potential integration of social work within their department.

Madison residents were provided a series of public notices prior to and during the running of the Pilot. The Pilot ran between April 4, 2022 and May 27, 2022, sixteen hours per week, and the social work extern was stationed at the MPD facility almost exclusively during that time. At the conclusion of Pilot, the planning team processed the information and data gathered during the Pilot, parsing and using it to address the six initial questions.

Among several notable outcomes, the Pilot identified an effective method to identify police cases for social work outreach. Proving equally viable were the policy and procedures that were created and utilized to define the role of an integrated social worker with the MPD. Information gathered as part of a police encounter was managed in compliance with police department policy and procedures. Any information obtained as follow up by the social worker was considered as confidential and separate from the police record.

During the Pilot fifty people were identified and contacted for outreach. Those cases were tracked for gender identification, age, the potential needs based upon initial police information as well as the needs addressed during the outreach. Adults as the subject of the primary outreach represented 56% of the individuals contacted by the social worker, followed by 32% that were adults sixty-five and older. Youth, ages seventeen and younger, represented 12% of the individuals contacted by the social worker.

#### Other notable outcomes:

- Of the cases identified for social work outreach, 78% of the original police encounters occurred during the day shift (7 am – 4 pm) and evening shift (3 pm – 12 am). 18% of all encounters occurred between 3:00 and 4:00 pm when there is scheduled overlap between shifts.
- Of those people identified and contacted, resources to serve family members were offered and expanded the estimated total number of people assisted.
- The most significant needs identified as a result of the outreach was for referrals for counseling, followed by requests for resources related to basic needs and financial assistance. Being a victim of violence, trauma and/or conflict at home represented 27% of the needs identified.
- Phone outreach was not an effective method to engage certain cases that were considered more complex and/or chronic, and police officers would highly value the ability for a social worker to be on site when needed.
- 80% of the officers who participated in the survey reported encountering situations with a behavioral health and/or social services component from several days a week to almost daily.
- 75% of the officers who participated in the survey would value most 1) the ability of a social worker to follow up with people following a police interaction, and 2) the ability to strategize with the social worker to address more challenging and chronic cases.
- Between the survey data and the subjective experience of the planning team, there was clear evidence that officers view the benefit of social work outreach to both the police and the people involved with any police encounter.

#### Primary Recommendations:

On behalf of the planning team, it was recommended for the full report to be forwarded to the Madison First Selectwoman, and pending that initial review, for the report to be shared with all the major Town Boards and the public. The planning team further recommended that the Town of Madison carefully consider a path forward for integrating social work with MPD. The planning team acknowledged that there are many factors to consider as a part of that process. It was also recommended that if/when the Town is ready to pursue the integration of social work with MPD, the model continues to develop as a collaboration between MPD and MYFS. The Pilot demonstrated this was a viable approach and developing this capacity within the Town would ensure high level of control over the services and their quality.