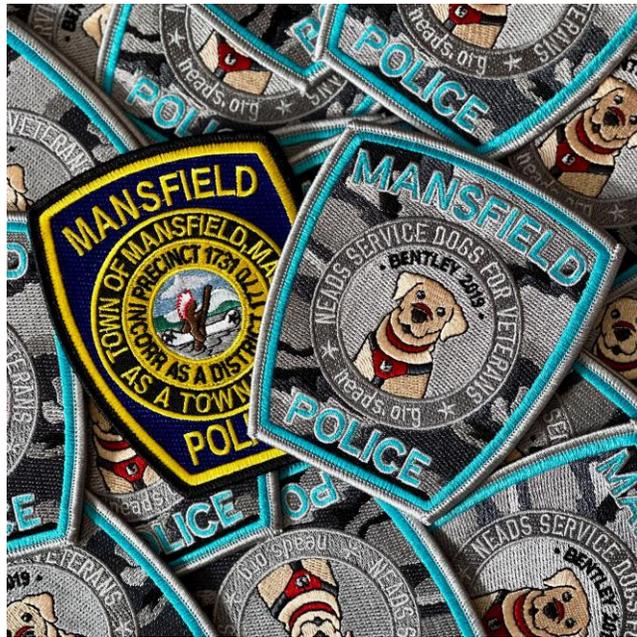


Reducing Calls for Service and Domestic Violence at an Apartment Complex



Officer Michael Fenore
Officer Nicole Newport-Archer
DV Advocate Heather Devitt

Town of Mansfield, Massachusetts



- ▶ Population - 23,860
- ▶ Size - 20.7 square miles
- ▶ 28 miles south of Boston
- ▶ 19 Miles north of Providence

Commuter Rail with
access to Providence
and Boston



Interstate 95 @
Interstate 495



Gillette Stadium in
neighboring town
of Foxborough

Xfinity Center

19,900 person outdoor amphitheater



Mansfield Police Department



- ▶ Chief
- ▶ Deputy Chief
- ▶ 3 Lieutenants
- ▶ 5 Patrol Sergeants
- ▶ 1 Detective Sergeant
- ▶ 1 Administrative Sergeant
- ▶ 18 Patrolmen
 - ▶ K-9 Ronan
- ▶ 4 Detectives
- ▶ 2 School Resource Officers
 - ▶ NEADS K-9 Bentley
- ▶ 2 POP Officers
 - ▶ Domestic Violence Advocate
 - ▶ Mental Health Clinician
- ▶ 1 Traffic Officer
- ▶ 14 Reserve Officers (details only)
- ▶ Crime Analyst
- ▶ 1 Animal control Officer
- ▶ 1 Parking Enforcement/Asst. Animal Control Officer



Traditional vs. Problem-Oriented Policing

- ▶ Chief's Vision:
 - ▶ Implement POP Team
 - ▶ SARA Model
 - ▶ Hire Crime Analyst
- ▶ Traditional:
 - ▶ Reactive
 - ▶ Repeat calls do not diminish
 - ▶ Kansas City Police Study
- ▶ Proactive - DOES NOT MEAN AGGRESSIVE
 - ▶ Community Based Policing
 - ▶ Address quality of life issues
 - ▶ Root causes reduces calls for service (CFS)
 - ▶ Car breaks, Domestic Violence

Implementation of P.O.P. at MPD

- ▶ Started in July 2015 on part-time basis
 - ▶ Half patrol/Half POP
 - ▶ 4 officers which quickly became 2
 - ▶ Full-time in 2018
- ▶ Sole purpose of POP was for CFS Reduction
- ▶ Personnel selection is VERY important!
- ▶ Blank Canvas
 - ▶ Freedom to mold the program
 - ▶ Trust
 - ▶ No micro-managing from Command
- ▶ Crime Analyst
 - ▶ Top offenders
 - ▶ Top locations

Scanning Phase

Locations

- ▶ Where were the majority of the problems?
 - ▶ An apartment complex (Station Pointe) was the largest generator of calls for service
 - ▶ Residents had little respect for the police department, and either felt that we underreacting or overreacting.
 - ▶ Many residents reported feeling they were being harassed
 - ▶ Realized that there was no cooperation between the Police, Property Management, and the citizens that reside in Station Pointe
 - ▶ The police had no resources to offer residents

Types of Calls/What were the problems?

- ▶ Recurring Problems:
 - ▶ Domestic Disturbances
 - ▶ General Disturbances
 - ▶ Drug Law Violations
 - ▶ Other Violent Crime



Station Pointe

Beacon Communities, LLC

- 245 Apartments
 - 1-4 bedroom
- Approx. 800 - 1000 residents
- Majority lower income/housing assistance
- Adjacent to train
- Walking distance to the center of town, schools, and local parks





Analysis

2015

- ▶ Total calls for service - 855
 - ▶ 519 Proactive
 - ▶ 336 Reactive
- ▶ 22 arrests (custodies)
- ▶ Top ten calls resulting in incident reports (61)
 - ▶ Domestic Disturbance
 - ▶ Malicious Damage
 - ▶ Larceny
 - ▶ Harassment
 - ▶ Child Neglect
 - ▶ Fraud
 - ▶ Suspicious Activity
 - ▶ Hit-and-Run
 - ▶ Simple Assault
 - ▶ General Disturbance

What did we learn?

- ▶ Learned that officers were being called out to the same unit or location within the complex for the exact same or relatively similar issue multiple times per day/week
- ▶ Only 22 arrest were made so how can we solve the repeat calls for service?

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the frame, creating a modern, layered effect. The rest of the background is a plain, light blue color.

Response

Property Management

- ▶ Built a relationship with property managers and maintenance workers. Regular In-person visits and cell-phone communication
 - ▶ Rarely relied on email
 - ▶ Learned that they were struggling with the same problems
- ▶ Information exchange
 - ▶ Police reports
 - ▶ Encourage patrol to document!
 - ▶ Intel
 - ▶ Detective's when necessary
 - ▶ Roadblocks
- ▶ **PARTNERSHIP!!!**



Community Resources

- ▶ Who can help us?
 - ▶ #1 problem was domestic disturbances
 - ▶ Still needed to approach those with substance abuse and mental health resources
 - ▶ Consider cultural differences
- ▶ Went out and met resources in person
- ▶ Visited locations
 - ▶ Substance Abuse
 - ▶ Mental Health
- ▶ Learned how to make referrals
- ▶ CCIT
- ▶ Mansfield Fire Department
- ▶ Domestic Violence
 - ▶ DV Advocate
 - ▶ Courts
 - ▶ Training
- ▶ Substance Abuse
 - ▶ Detox facilities
 - ▶ Outpatient
 - ▶ Courts
- ▶ Mental Health
 - ▶ Inpatient and Outpatient facilities
 - ▶ Local clinicians
- ▶ State agencies
 - ▶ Department of Children and Families
 - ▶ Family Resource Center
 - ▶ Bristol Elder Services

Preparing the Follow-Up (Domestic Violence)

Report Review

Delivered through

- ▶ Case Management (C.A.D.)
- ▶ POP Unit Weekly Update (Crime Analyst)
- ▶ Self-Initiated Log Search
- ▶ E-mail from Reporting Officer
- ▶ Outside source
 - ▶ Property management, schools, neighbors

Search for possible root causes of DV within the body of the report

- ▶ Substance-Abuse Issue?
- ▶ Mental Health Issue?

Research

- ▶ In-house records check on both Offender & Victim
 - ▶ Have we responded before for similar incidents
 - ▶ Has POP followed-up in the past?
- ▶ Criminal history (including out-of-state)
- ▶ Current or past restraining orders
 - ▶ Length of restraining orders
- ▶ Any domestic violence history with other police departments
- ▶ Is there a pattern??

Develop a Follow-Up Strategy

- ▶ Was the DV physical or verbal-only?
- ▶ Is there an active restraining order?
- ▶ Repeat Victim/Repeat Offender?
 - ▶ Likely to have some pre-existing knowledge of police procedure; restraining orders; court procedures.
 - ▶ Speak with Victim only
 - ▶ If victim is still living with offender, try to coordinate a time that offender won't be home to do the follow-up.
 - ▶ Is the Offender going to allow us to speak with the Victim separately?
 - ▶ Speak with Offender only
 - ▶ Speak with both Victim and Offender (usually in the role of advisor but often as objective mediator)

- ▶ Were any children or the elderly involved?
 - ▶ Collaborate with the School Resource Officers, if appropriate
 - ▶ Collaborate with The Department of Children and Families or Elder Services, if appropriate
- ▶ What, if any, outside services/resources should the POP Unit offer prior to the conclusion of the follow-up
 - ▶ Bring pamphlets, calendars of events/workshops, business cards
 - ▶ Be prepared with other resources

The Follow-Up Visit

- ▶ **Soft Approach:** Due to the sensitive nature of DV, follow-ups are conducted using a soft approach.
 - ▶ Low-profile, unmarked police vehicle
 - ▶ Plain-clothes
 - ▶ Little to no police insignia (have something readily available to identify as PO in emergency)
 - ▶ Concealed firearm and other police equipment
 - ▶ Consider neighbors
- ▶ **Benefits of Soft Approach**
 - ▶ Immediately lowers people's defenses and eases any pre-existing negative biases they may have against police officers
 - ▶ Safeguards any additional trauma/stress to a household due to yet another police response. Children who witnessed uniform personnel respond to the initial incident and place an offender, possibly by use of force, are extremely susceptible to the additional trauma of a police follow-up visit
 - ▶ Imperative when substance-abuse or mental health is part of the underlying issue due to the negative biases those demographics traditionally hold against the police.

▶ Listen/Educate/Recommend Resources

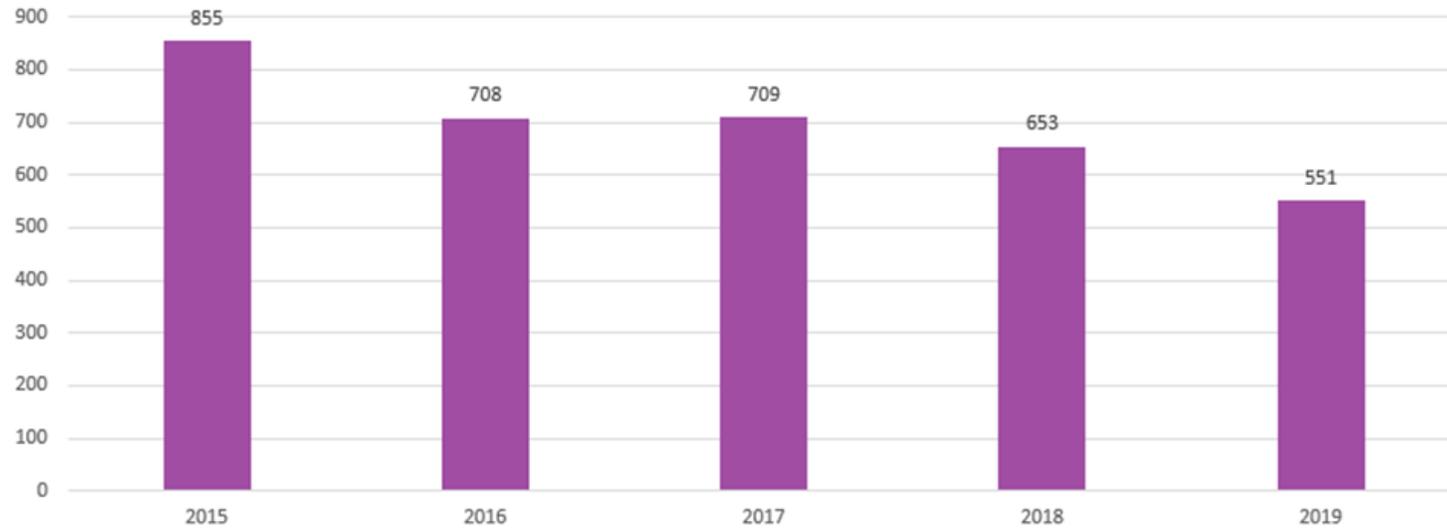
- ▶ Allow Victim/Offender/Household Member(s) to tell their story
 - ▶ Often get a much more detailed story/history during follow-up
 - ▶ Individual no longer in crisis
- ▶ Provide Education about restraining orders
 - ▶ We have found that most victims do not fully understand what a restraining order is; how it can be beneficial to them; or what constitutes a violation of an order
 - ▶ “it’s just a piece of paper!”
 - ▶ “I don’t want him/her to have a criminal record”
 - ▶ Try and keep track of restraining order expiration dates and reach out to victims prior to said date to ask what their intentions are regarding the order
 - ▶ Offer to liaise between the victim and the Clerk’s & Civil Department along with Victim Witness Advocates at the District Court to ease victim’s anxiety
 - ▶ Offer transportation to courthouse and stay with victim if they feel unsafe in courthouse
- ▶ Upon completion of follow-up visit, recommend appropriate additional resources
 - ▶ Underlying issues
 - ▶ Mental health
 - ▶ Substance abuse
 - ▶ Follow-up with Department of Children and Families/Elder Services

Post Follow-Up

- ▶ Documentation
 - ▶ Detailed entry into the POP Unit Log
 - ▶ Not in public log
 - ▶ Available as intel to the entire PD
 - ▶ Master Names Database for future reference
- ▶ Follow-up e-mails & phone calls
 - ▶ Notification to the DV Advocate
 - ▶ Notification to the Reporting Officer
 - ▶ Solicit further services that may be of assistance to the victim/offender/family
- ▶ Discuss if a further follow-up is necessary

Assessment

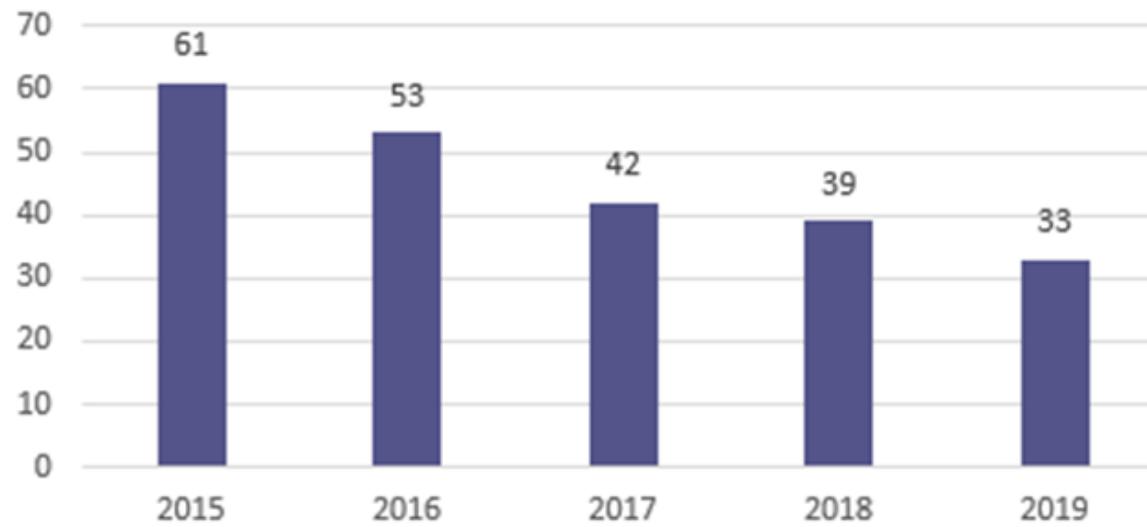
Total Calls for Service by Year



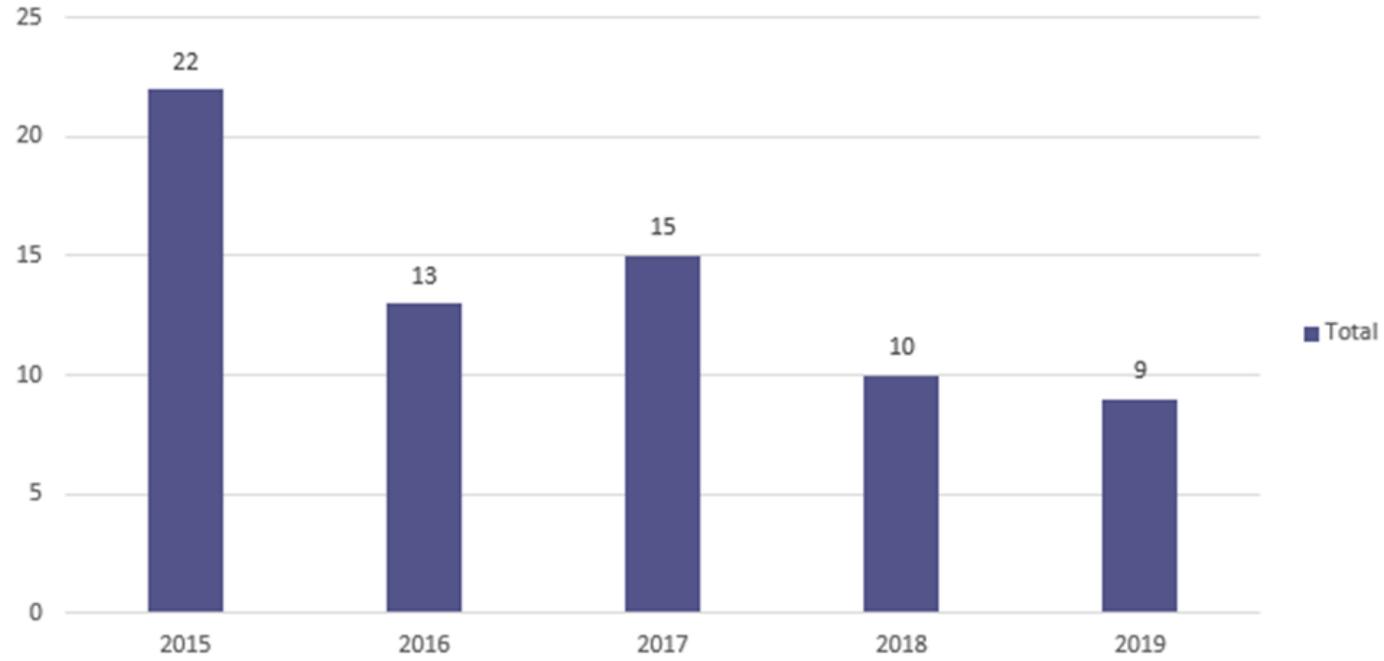
Calls for Service by Type



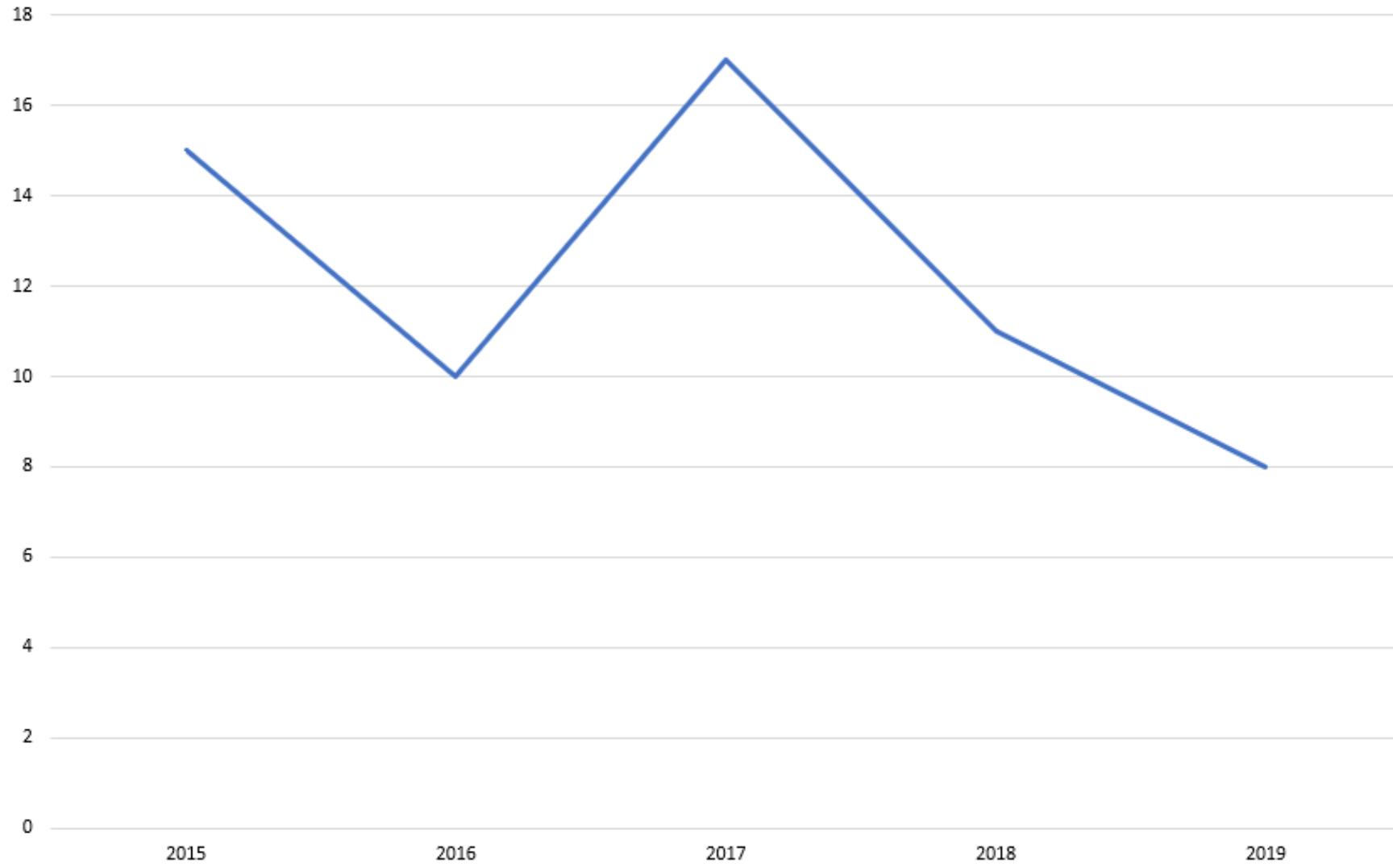
Total Incidents per Year



Total Arrests per Year



Domestic Disturbances





In 2018, Station Pointe was the recipient of the “Legacy Award” and named the single best run property and most improved property in its multi-national portfolio. 150 properties in 11 states.

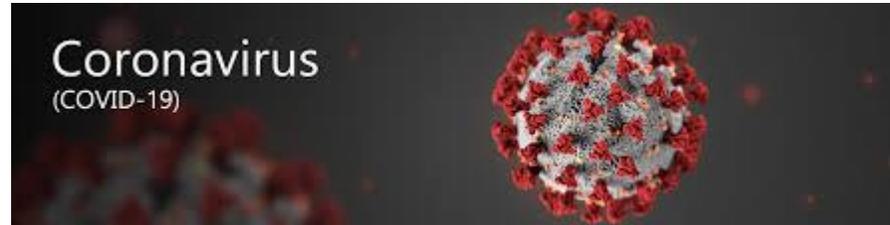
126th IACP Conference, 2019

- ▶ The Mansfield Police Department recently received the International Association of Police Chiefs' Leadership in Community Police Award.
 - ▶ Departments with fewer than 50 officers (88% of police departments)
- ▶ “Sellon said the IACP award justifies the last six years of initiatives put in place since he became chief in 2013. Among the efforts cited in the award is Mansfield’s problem-orientated policing program.”

-Wickedlocal.com

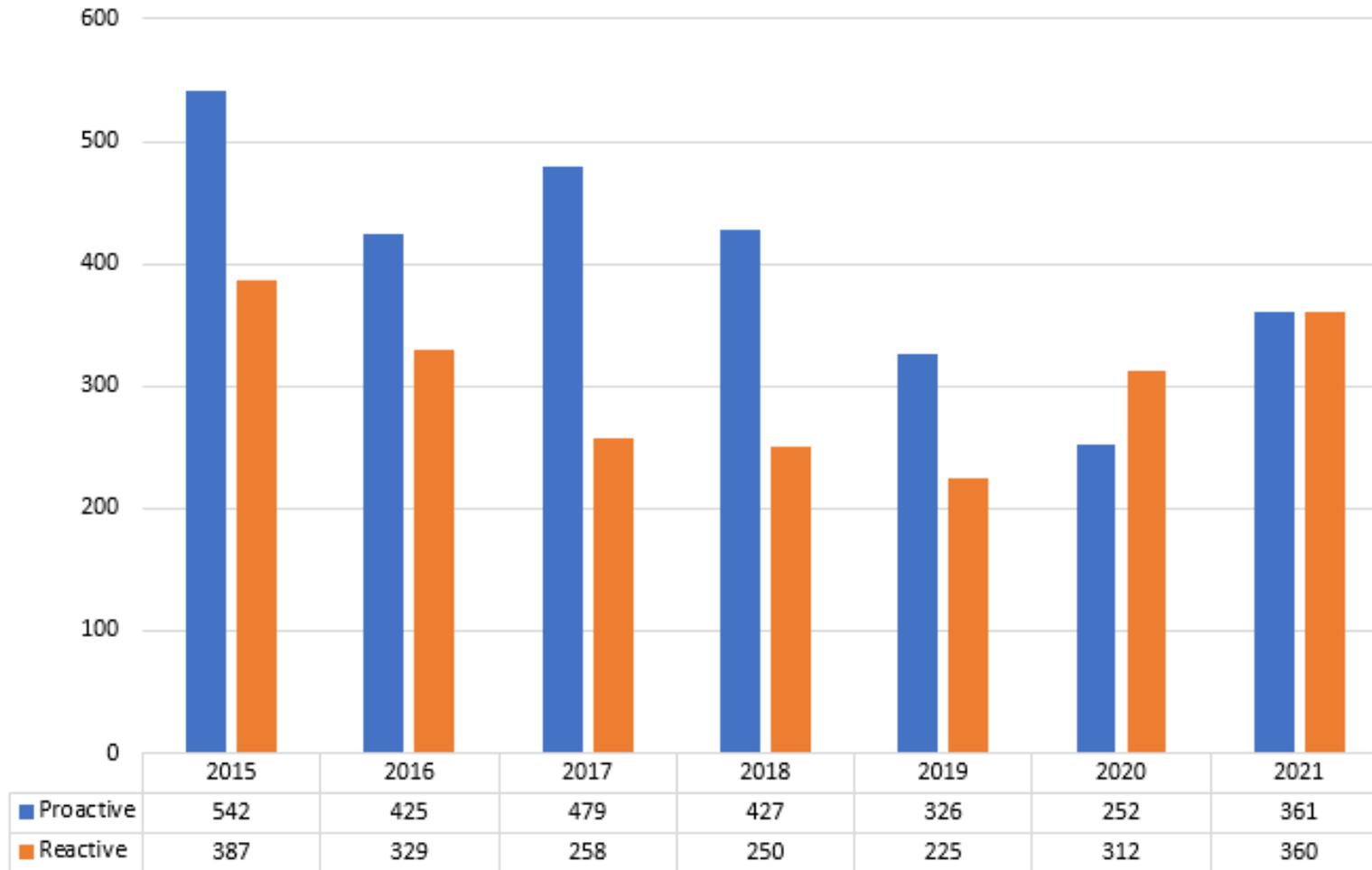


COVID and POP

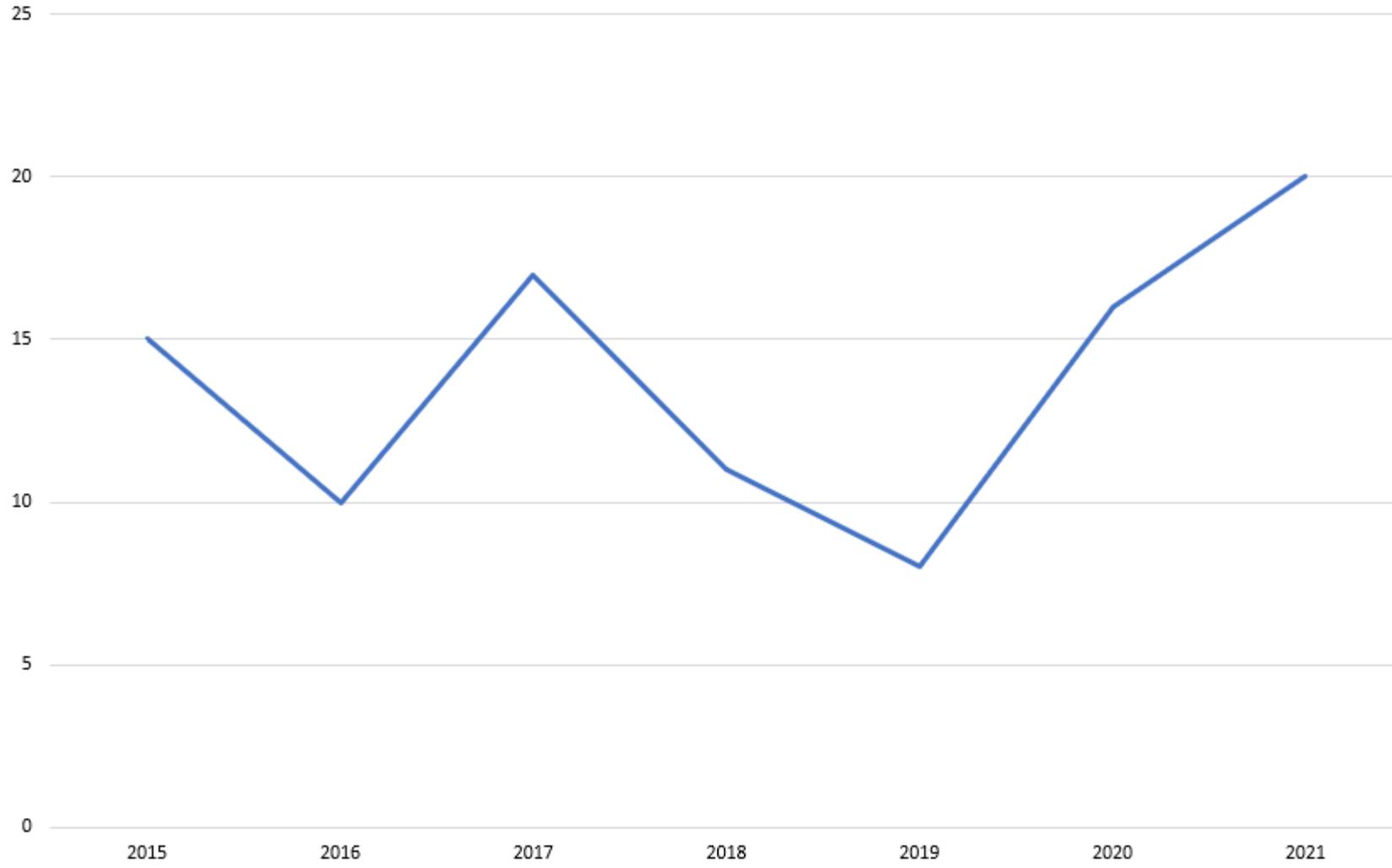


- ▶ Unit temporarily shut down and all specialties moved to patrol on specialized scheduled designed to prevent spread of virus
- ▶ Moved to an entirely reactive model
- ▶ School didn't resume normal until May 2021
- ▶ Evictions stopped until late 2021
- ▶ Resources either completely stopped working or attempted to work remotely

COVID & POP



Domestic Disturbances



What We Learned

- ▶ Can't do just Domestic Violence outreach!
 - ▶ Intertwined with mental health and substance abuse
- ▶ Stop being so offender based
- ▶ How important community resources actually are
 - ▶ Losing resources to COVID
- ▶ Call for Service reduction wasn't as important as providing resources
- ▶ Officer Wellness

Questions?

Officer Michael Fenore

508-851-5063

Mfenore@mansfieldma.com

Officer Nicole Newport-Archer

774-266-8277

Nnewport@mansfieldma.com