

Community Crisis Navigator Position

Chief Marty Smith
CCN Ashley Ettinger
Sergeant Ken Reade
November 7th, 2023



Introduction

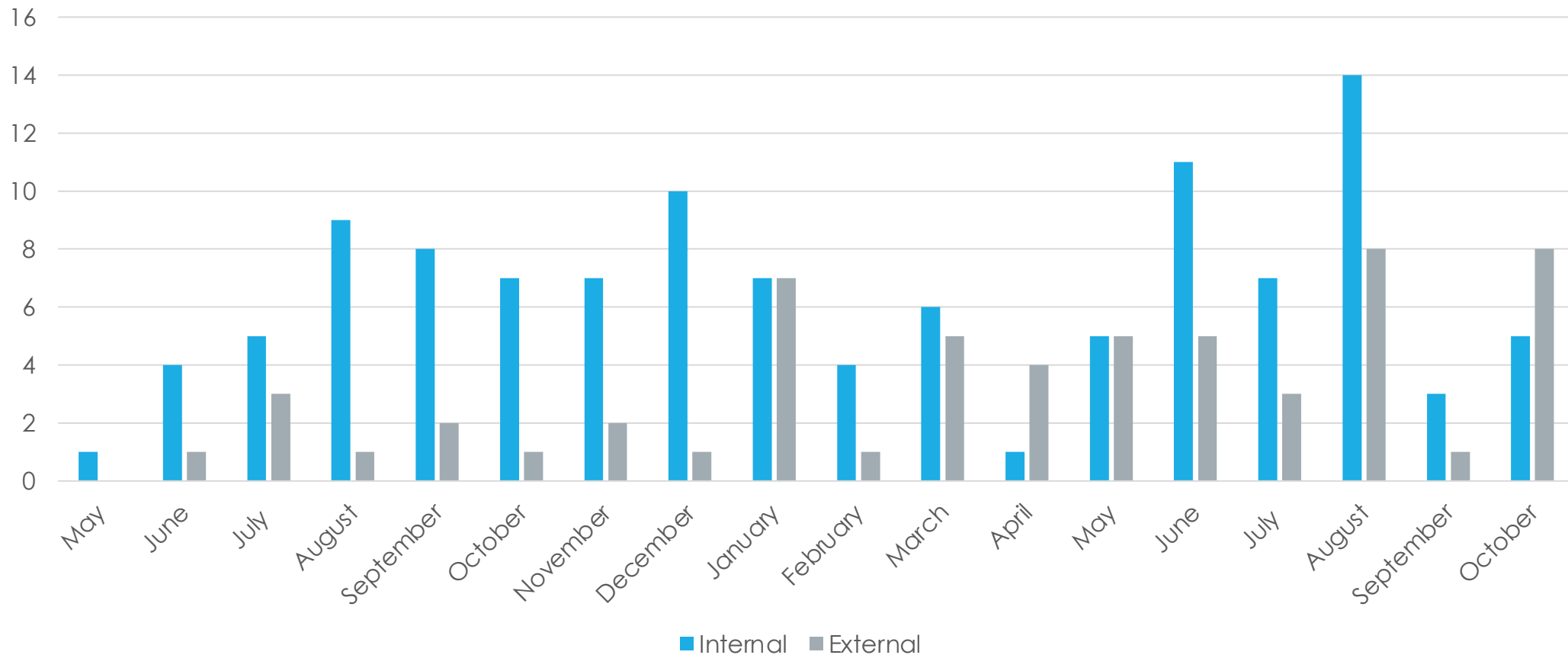
- ▶ Development of the role
- ▶ Grant funded
- ▶ What the role would look like
- ▶ Start of the pilot project May 2022

CCN Responsibilities

- ▶ Collaborate with not-for-profit service providers and government agencies and ensure that those in most need get the support required
- ▶ Divert people from the criminal justice system by connecting them with the appropriate resources
- ▶ Assist in filling service delivery gaps within KPS
- ▶ Provide information, education and resources around mental health
- ▶ Communicate with officers and attend calls for service
- ▶ Decrease the likelihood of contact with police
- ▶ Attend case conferences and committee meetings

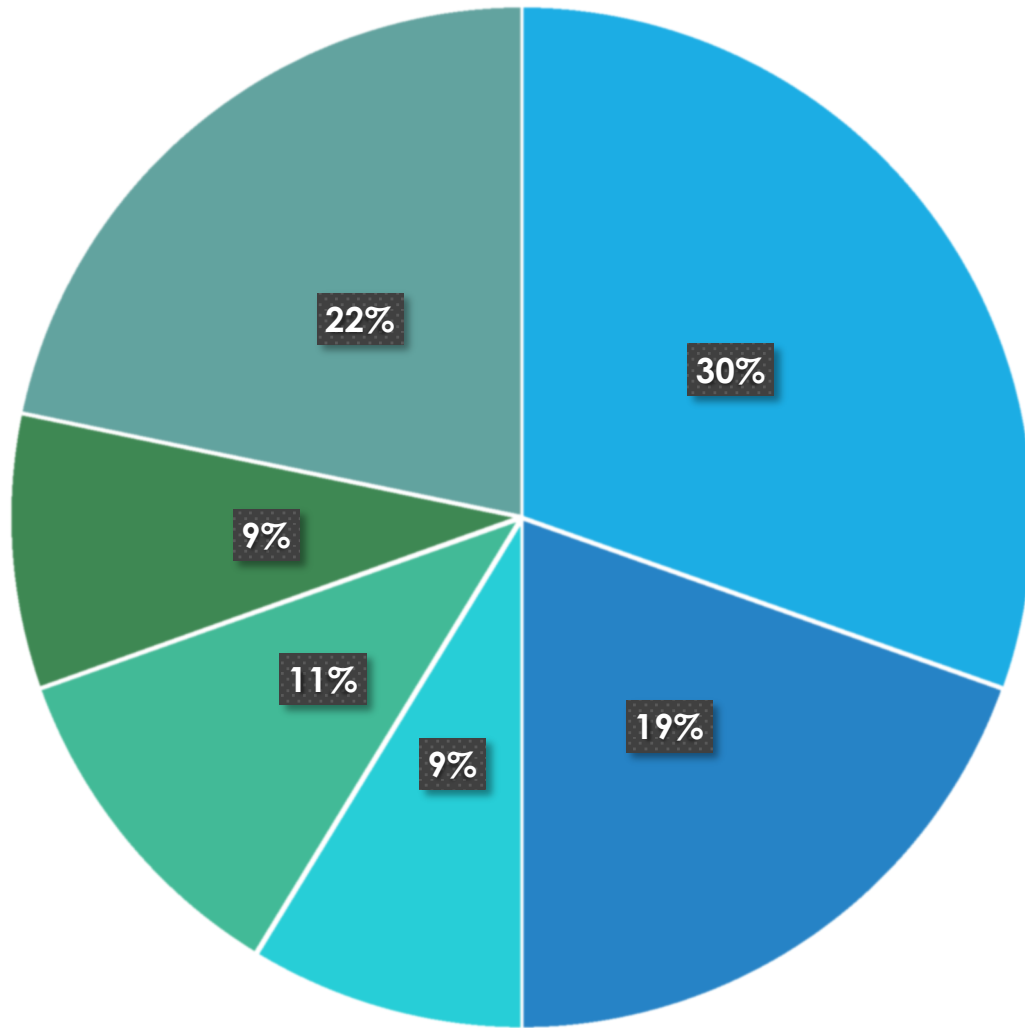


Monthly Referrals



Referring Agencies

- ▶ Kentville Police Officers & Staff
- ▶ Shelters
- ▶ Transition Houses
- ▶ DCS
- ▶ Victim Services
- ▶ Restorative Justice
- ▶ Probation
- ▶ Legal Aid
- ▶ Hospitals
- ▶ Schools
- ▶ The Library
- ▶ Self Referrals
- ▶ Family Members



External Referrals:

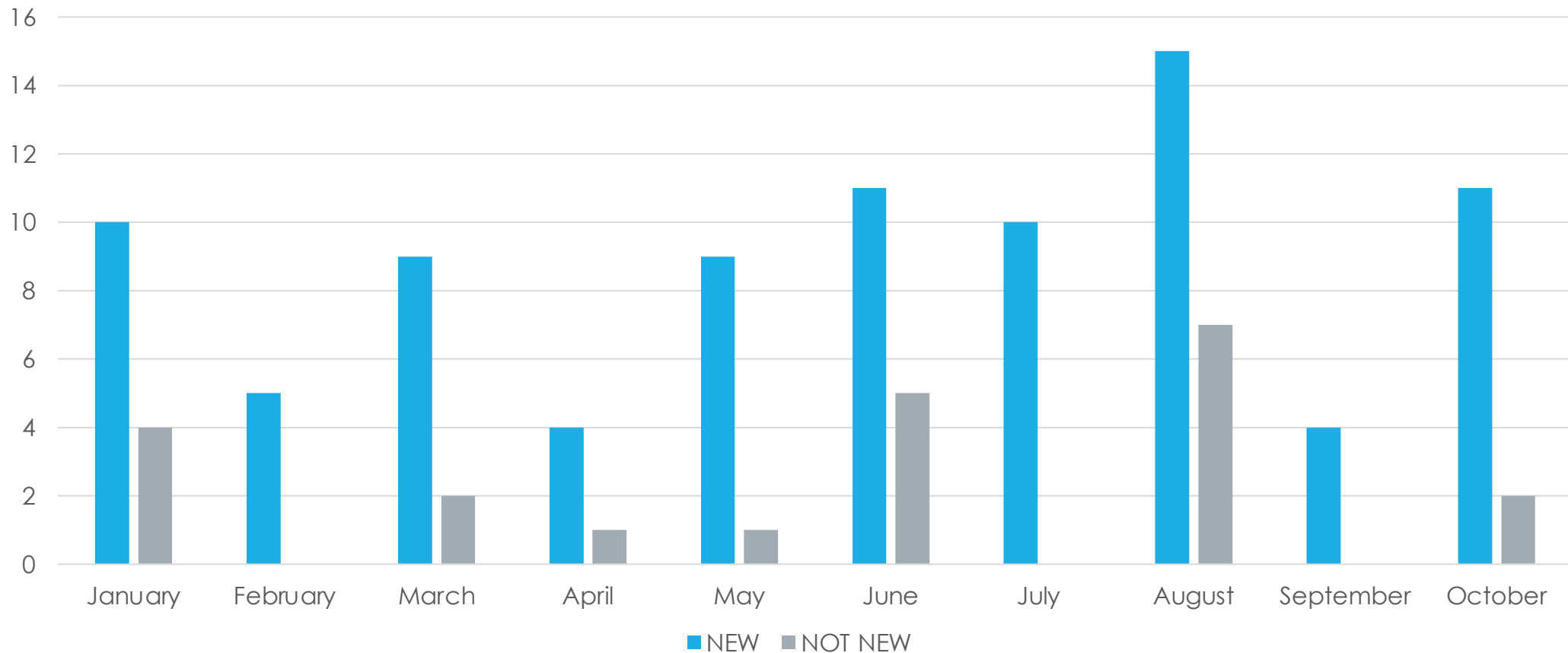
- 30% Youth Services
- 22% Criminal Justice System
- 19% Shelters/ Transition Houses
- 11% Self Referrals
- 9% Family/ Community Members
- 9% Health Services

Monthly Referrals

	INTERNAL	EXTERNAL	TOTAL
6 Months	34	8	42
12 Months	69	28	97
18 Months	114	58	172



Referrals – NEW vs NOT NEW

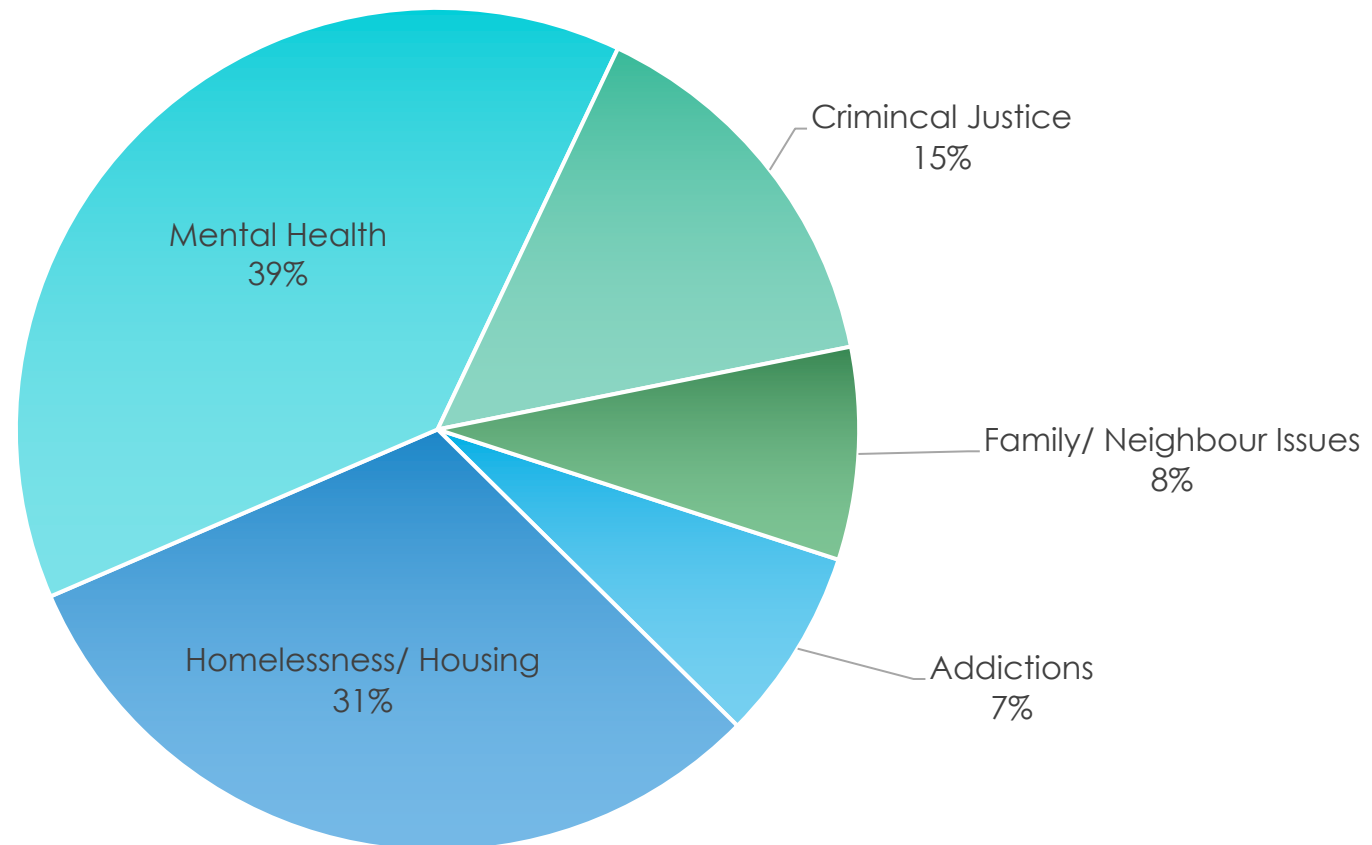


Work with Clients

- ▶ Providing Emotional Support
- ▶ Developing a Calendar of Eligibility for Accessing Food
- ▶ Communicating Messages from 3rd Party Agencies
- ▶ Connecting Individuals with Harm Reduction and Safe Usage Supplies
- ▶ Attending Meetings/ Appointments
- ▶ Connecting with Housing Support Workers
- ▶ Help Completing Documentation
- ▶ Contacting Shelters
- ▶ Developing Safety Plans
- ▶ Arranging Transportation
- ▶ Home Visits
- ▶ Advising on Local Resources
- ▶ Providing Contact Numbers
- ▶ Making Referrals
- ▶ Advocating for Individuals
- ▶ De-escalation

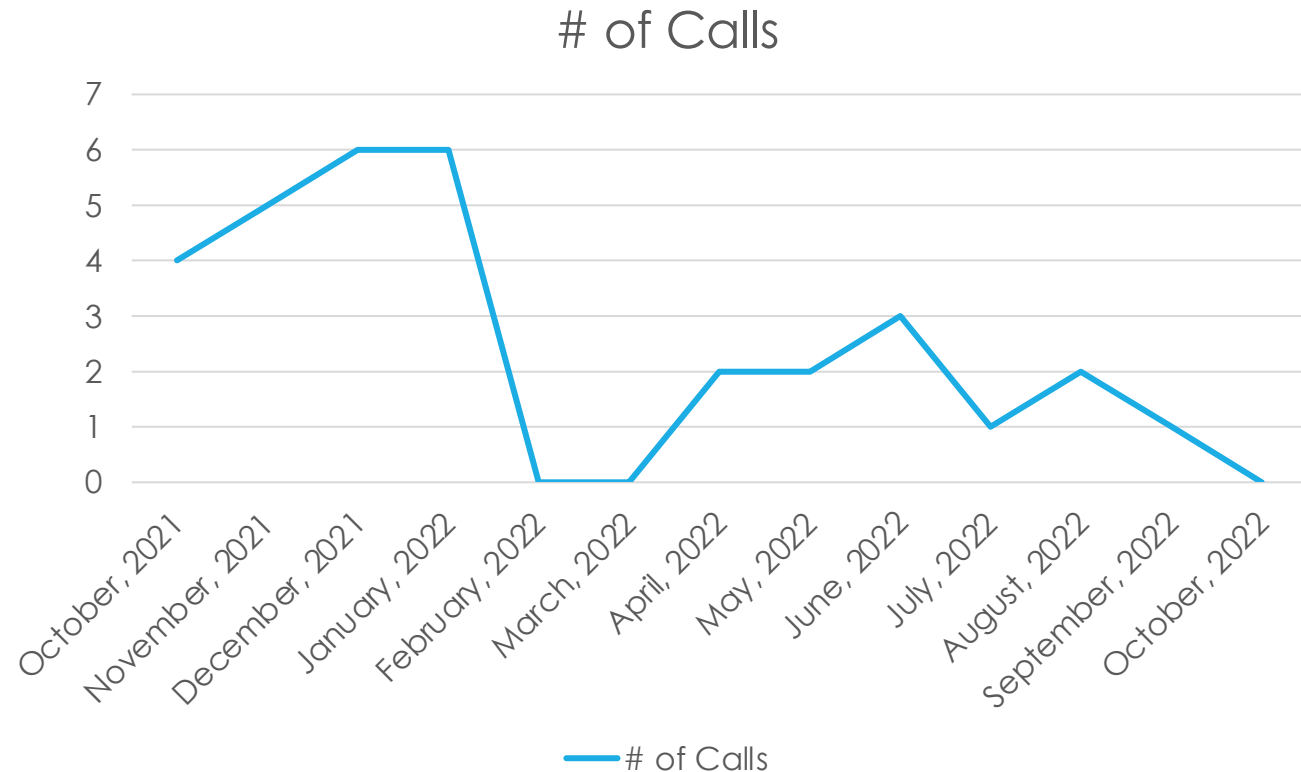


Resources 2023



Example 1

- ▶ Consistent Calls for Service
- ▶ After the 3rd Call in June the Individual was Referred
- ▶ Identified Issues
- ▶ Developed Plan
- ▶ Implemented Plan

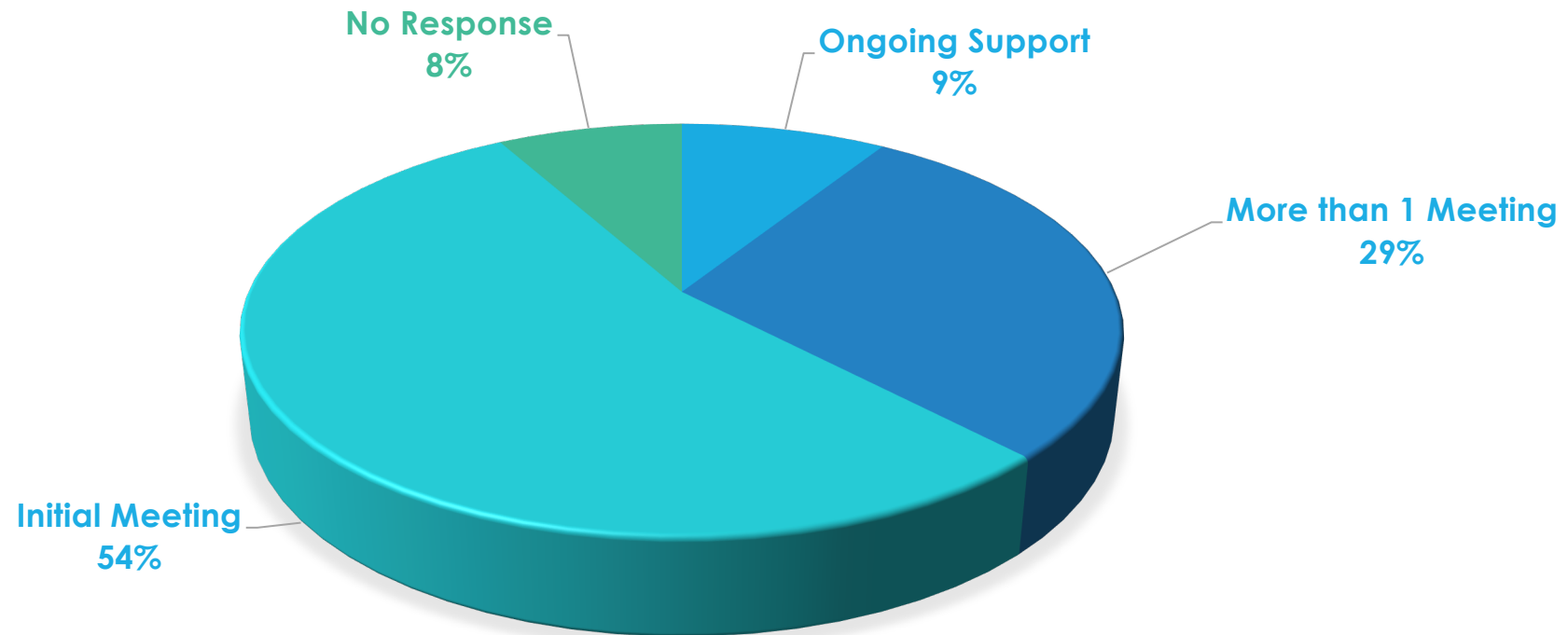


Example 2

- ▶ Attended Case Management Meetings
 - ▶ Support Person for Court Appearances
 - ▶ Advocated to Shelters
 - ▶ Secured a Spot in a Detox Program
 - ▶ Coordinated Bus Routes
 - ▶ Arranged Transportation on Multiple Occasions
 - ▶ Contacted Access NS re: Process of Obtaining a NS Driver's License
 - ▶ Obtaining NS Health Card
 - ▶ Passed Along Messages from 3rd Parties
 - ▶ Distributed New Contact Information
 - ▶ Provided Emotional Support
- **Interactions:
June – September = 68**
 - **Organizations Involved = 13**



Interactions/Case Loads



How It's Going

- ▶ Community Engagement Officer & Partnership with CCN
- ▶ Responding to Calls
- ▶ Officer Referrals
- ▶ Impact on Policing & KPS



“The CCN works well within the vulnerable populations of Kentville because of her client centered approach. She has specialized training that goes beyond what our KPS members can provide and is always willing to advocate for others to ensure that their needs are met. She has built meaningful relationships with members of the community and her collaboration with KPS is a huge asset to the Town of Kentville.”

“The role of the CCN is an invaluable asset to the KPS, but more importantly an asset to our community. As we look at the future of policing, the CCN is a vital part of the services we can offer our community. The CCN supports the KPS officers on some of the most difficult calls of service they attend, which allows them to have another resource to assist with our communities most vulnerable people. The CCN supports many local organizations, community groups and strengthens the mission and values of the KPS.”

“A part I feel is helpful in these situations is when a referral is made to our CCN member, she is able to open a file and follow these people while they are getting help. She is able to meet with them, she helps them, and she can continue helping these people after the original call for service is completed.”

“I have routinely asked the CCN to provide insight on things I am working on. She is always willing to help, and her insight has proved invaluable.”

“Her involvement with persons in the community allows for a more client centered and trauma informed approach. By supporting the complex needs of vulnerable individuals, she saves them from navigating systems that are not often equipped to offer what they are seeking. Persons who may be facing multiple and complex challenges such as homelessness, poverty, mental illness, and additions often fall through the crack or don't know how to access the proper service. The ability of the CCN to meet them where they are at and help them coordinate supports is an important service to the community.”

“A lot of people don't always like having a uniform police officer show up, having our CCN member with me was very helpful for situations because she is not in a uniform. Our CCN member has been able to de-escalate a lot of situations on calls for service and it is noticed how many people in crisis feel they can open up to her and talk about everything that is going on in their lives. She is very approachable and always willing to sit down and meet with anyone.”

“We feel it would be a great loss to the community and service users if the CCN position were to discontinue. In such a short time that this position has been in place, we have already seen benefits to the clients we serve, and to us as professionals who work in collaboration with the CCN.”