

2023

Cumberland County Sheriff's Office

Annual Report



Vision

The Cumberland County Sheriff's Office is committed to providing outstanding public safety through community partnership, exemplary leadership, and efficient resource management. Our commitment to the Cumberland County Community is always task one. We create an atmosphere of partnership with the community working towards the common goal of protecting life and property, thus enhancing the overall quality of life. Through mutual trust and respect as well as fair and equitable enforcement of the law, human dignity shall be safeguarded for all. We shall continue to commit to the quality of this relationship by always being exemplary leaders, performance driven, results oriented and customer service based. As well, we shall be progressive in our use of technology, innovative in our day to day performance and resourceful in obtaining equipment and utilizing resources.

Mission

The Cumberland County Sheriff's Office is committed to preserve the peace, enforce the law and protect the rights and property of those we serve. Further, to provide a safe and secure detention environment for those placed in our custody. We will accomplish this in partnership with the citizens we serve to promote public safety in our communities.

The Cumberland County Jail is committed to providing a healthy, safe, secure, humane and cost effective environment in which to detain persons alleged to have committed, or convicted of crimes.

HONESTY - INTEGRITY - MUTUAL TRUST
OPEN COMMUNICATION
STRONG POSITIVE ATTITUDES
COMMITMENT TO CITIZENS AND EMPLOYERS

Sheriff Kevin J. Joyce

Dear Fellow Citizen,

The citizens of Cumberland County deserve the best in public safety and corrections. The Cumberland County Sheriff's Office strives to provide the best in everything we do. This annual report reflects the hard work and dedication of every member of this Office.

Once again, our staff did a phenomenal job of providing the highest level of service to the citizens of Cumberland County, while continuing to meet the needs of our partners and the community. In July, Chief Deputy Naldo Gagnon retired after 13 years of service to the citizens of Cumberland County and a total of 44 years of law enforcement service. Additionally, we saw several other retirements of key staff, which represent a great deal of long term" institutional" knowledge that has moved on. The Sheriff's Office staff was saddened by the sudden death of one of our leaders, Lt. Jason Wilmot, who was killed in a tragic UTV crash.

While the criminal justice system is starting to fully recover from the COVID pandemic, we started seeing the court system getting back to normal, which created the movement of inmates to various hearings in replacement of video arraignments and hearings. Additionally, we are starting to see the inmate population rise slightly, but at manageable level.

As a result of a Congressionally Directed Spending grant supported by Senator Susan Collins and a commitment by the Cumberland County Commissioners, the law enforcement division started utilizing body worn cameras during the fall of 2023. The cameras are a reliable and compact tool to systematically and automatically record the deputy's field observations and encounters.

Lastly, as a result of some significant increases in both the costs of service for civil process, as directed by state statute, and the volume of civil paperwork needing to be served, the Civil Unit. has finally started generating the revenue required to cover the cost of the Civil Unit's budget.

As Sheriff, I am proud of the hard work, professionalism and reputation for excellence that the employees of the Cumberland County Sheriff's Office have earned.

Thank you for your continued support of the Cumberland County Sheriff's Office.

Respectfully,

A handwritten signature in blue ink, appearing to read 'K. Joyce', with a stylized flourish extending to the right.

Sheriff Kevin J. Joyce



Accreditation & Certifications

Sheriff Kevin Joyce and the Cumberland County Sheriff's Office are committed to excellence in service. To ensure that we maintain this standard, the agency is the proud recipient of four accreditation awards and one major certification. There are numerous reasons for the importance of these processes. There is pride in being the best at your job; there is increased professional knowledge and there is a reduction in viable litigation. Along with the awards listed below the Sheriff's Office is also the recipient of Prison Rape Elimination Act Certification. The Cumberland County Sheriff's Office is the only Sheriff's Office in the state to have earned these five major achievements.



First accredited in 2000 by the American Corrections Association (ACA), the Cumberland County Jail is proud to have been successfully re-accredited six times! All aspects of the Jail's functions are analyzed and evaluated ensuring a safe and healthy environment for inmates and staff alike. We were recently re-accredited in January of 2023. There are 384 professional standards that we are required to meet along with Maine Department of Corrections standards. The process requires the input of all employees at the agency ensuring that all details and processes are captured and best practices are followed. There is a positive side effect of this process in that there is pride felt in achieving and maintaining this difficult goal. Being a part of improving our working conditions and the conditions of those remanded into our care and custody provides great satisfaction.



First accredited in 2015, we were awarded reaccreditation status by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) in 2023. Each year a CALEA Compliance Service Member reviews 25% of the Agency's accreditation files to ensure we as an agency are meeting professional standards on a regular basis. There are 184 professional standards that we are mandated to meet along with several other mandated policies required by the Maine legislature. The process requires input of all agency employees ensuring that all details and processes are captured and best practices are followed. The Cumberland County Sheriff's Office also hosts CALEA Assessors once every four years for a full onsite assessment.



The Cumberland County Jail was first accredited in 2009 by the National Commission on Correctional Health Care (NCCHC). There are 64 standards to be met within the three year accreditation cycle. We received a three year reaccreditation in November of 2020. Along with the NCCHC standards, our inmate health care provider must also meet all Maine Department of Corrections standards. The inmate medical program was re-accredited in the fall of 2023.



In 2020, we were honored by the National Sheriffs' Association as a "Triple Crown" Sheriff's Office for being nationally accredited for law enforcement, corrections, and for inmate healthcare. Although national accreditation is a voluntary process, we believe that following national standards each and every day, compels our agency to remain a progressive and professional law enforcement agency.

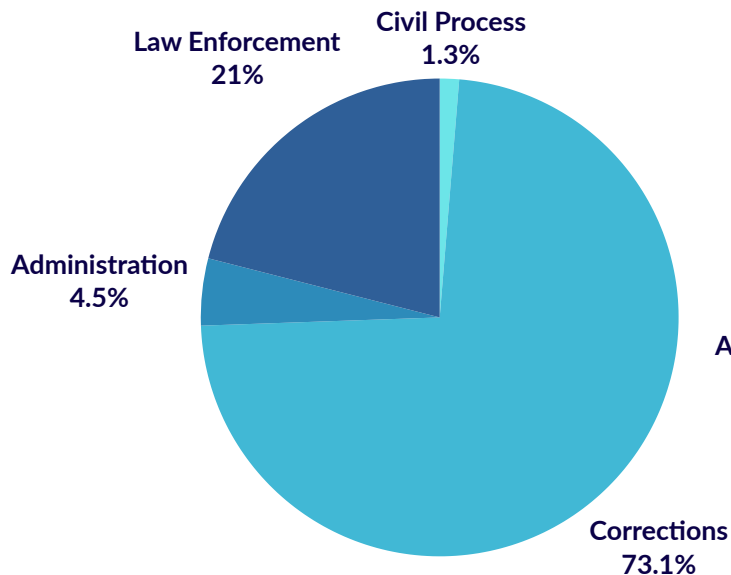
General Operations



In 2023, Cumberland County government began its transition from an annual budget to a fiscal budget. In order to accomplish this change, the following two budgets were created.

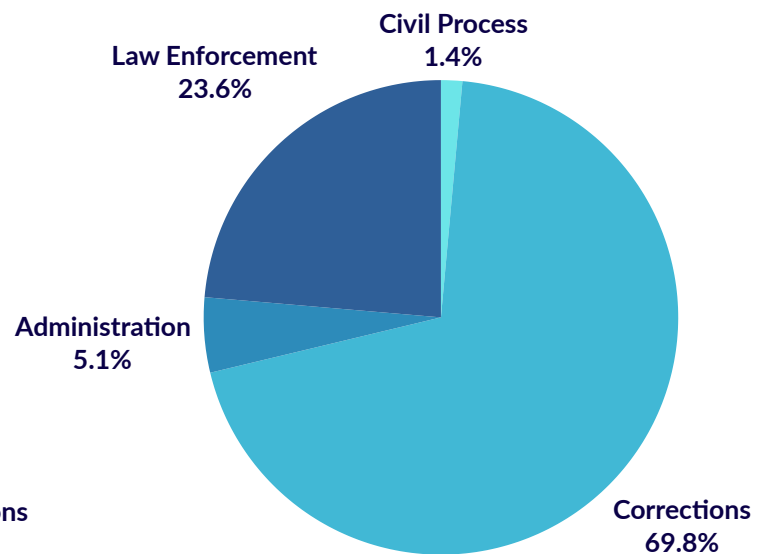
6 month budget

January 2023 - June 2023



12 month budget

July 2023 - June 2024



Generated Revenue from January 2023- December 2023

Inmate Telephone & Tablets: \$114,731.00

Corrections Commissary: \$135,444.00

Federal Inmate Revenue (ICE Only): \$143,520.00

Civil Division: \$222,125.00

False Alarm Fees: \$2,160.00

TOTAL REVENUE \$617,980.00

The Cumberland County Sheriff's Office operating budget in the fiscal year 2023 (July 2023-June 2024) totaled:

\$25,770,118.00

This is a 12.6% decrease from the prior year's temporary budget reductions due to severe staffing shortages.

Chief Deputy Brian R. Pellerin

Dear Citizens of Cumberland County,

Please allow me to introduce myself. My name is Brian Pellerin and in July of 2023 I received an appointment by Sheriff Kevin Joyce to serve as his Chief Deputy for the Cumberland County Sheriff's Office.

This transition occurred after the well-deserved retirement of Chief Deputy Naldo Gagnon, who had served more than 13 years as Sheriff Joyce's Chief Deputy. Prior to his appointment as the Cumberland County Chief Deputy, Chief Gagnon served more than 31 years with the Presque Isle Police Department, retiring as the department's Police Chief in 2010.

I was honored to accept this appointment after retiring from federal service as a Special Agent with the U.S. Secret Service and with the U.S. Department of Health and Human Services' Office of the Inspector General. Prior to my 22 year career as a federal agent, I served a combination of 10 years with both the Buxton and Saco Police Departments. I currently serve as the Chairman and Federal Law Enforcement representative on the Maine Criminal Justice Academy's Board of Trustees, however this coming October (2024) I will conclude my 12 years of service on the Board as my most recent appointment by Governor Mills will expire and I will not be eligible for another 3 year term.

I am certified as instructor for the Federal Law Enforcement Training Center in Brunswick, Georgia and was previously certified as an instructor for the Maine Criminal Justice Academy. Before I began my law enforcement career I earned an Associate's Degree in Applied Science in Criminal Justice from Southern Maine Community College and later on in my career I successfully completed a Bachelor's of Science Degree from the University of Southern Maine in Education. I am passionate about teaching and for the last 25 years of my career I have been involved in law enforcement training and curriculum development for in-service programs for agents and officers at all experience levels.

The Cumberland County Sheriff's Office is a professionally trained and nationally accredited organization. This agency exceeds the national standards established through the Commission on Accreditation for Law Enforcement Agencies, the American Correctional Association, and the National Commission on Correctional Health Care.

I am thankful for this unique opportunity and I look forward to being a part of this outstanding group of men and women who provide a high standard of law enforcement and correctional services to the citizens of Cumberland County.

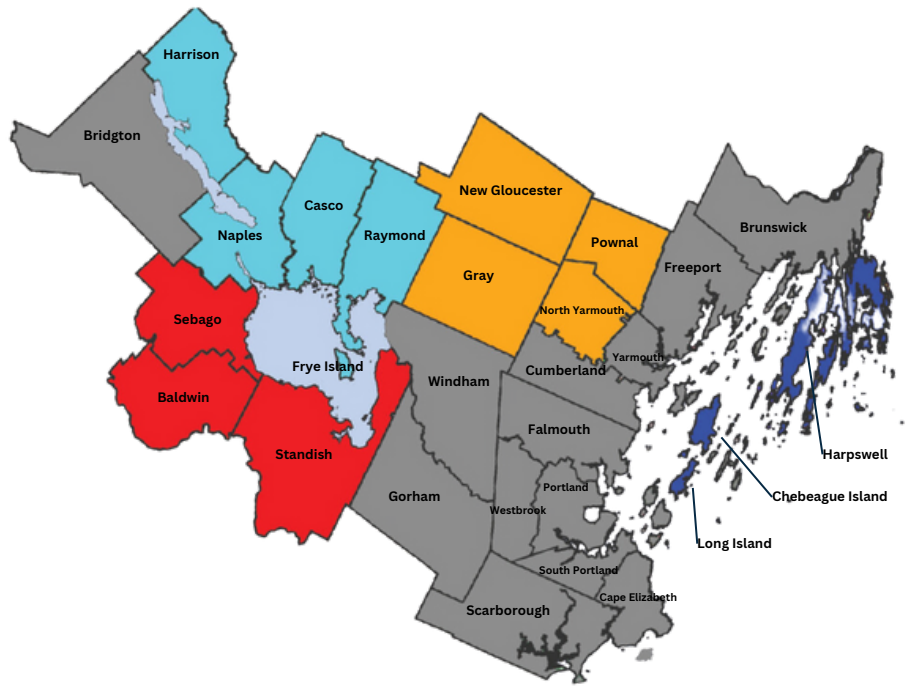
Sincerely,



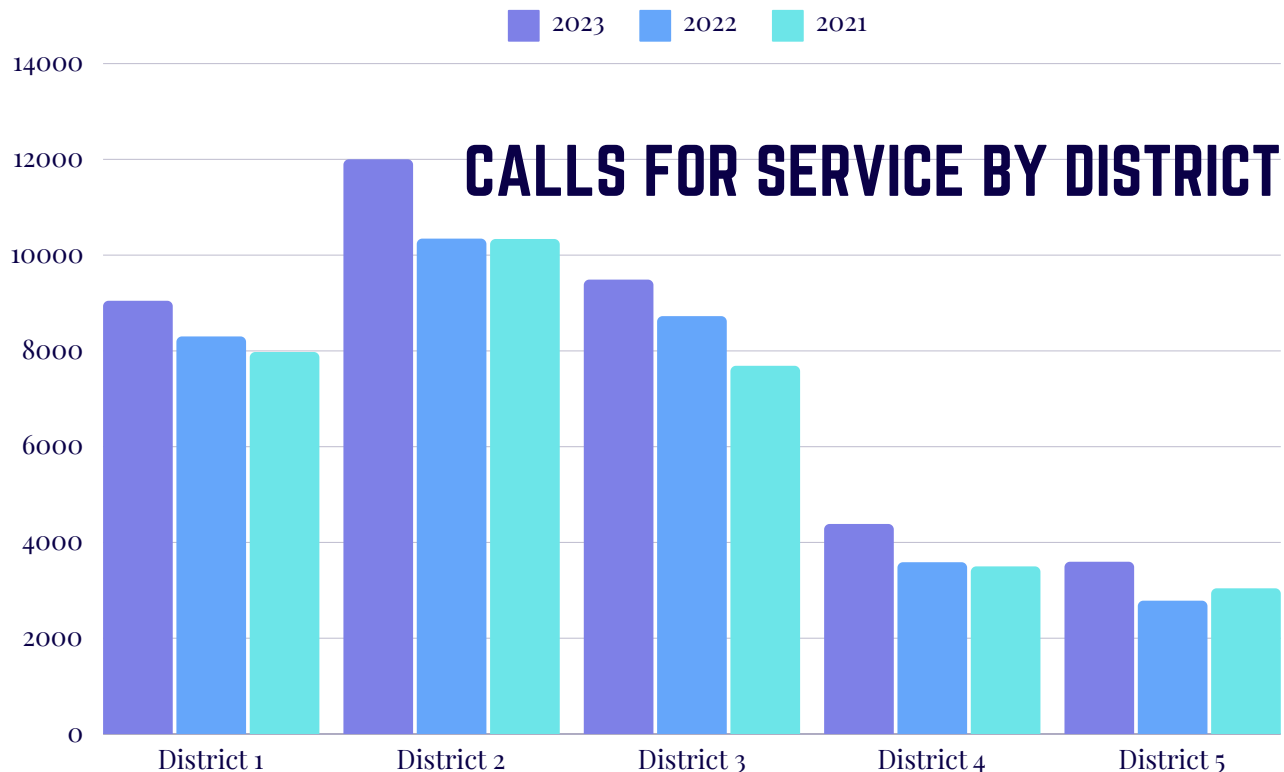
Brian R. Pellerin
Chief Deputy

Patrol Division-General

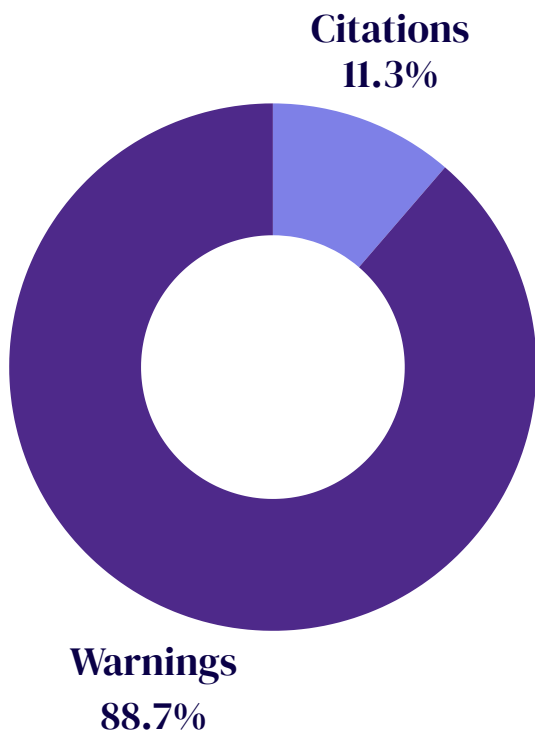
The Patrol Division has a total of 41 deputies that patrol 1,217 square miles throughout Cumberland County.



There were a total of **38,520** calls for service in the 2023 calendar year. This was a **14.1%** increase from 2022



Patrol Division-Traffic



Total Traffic Stops

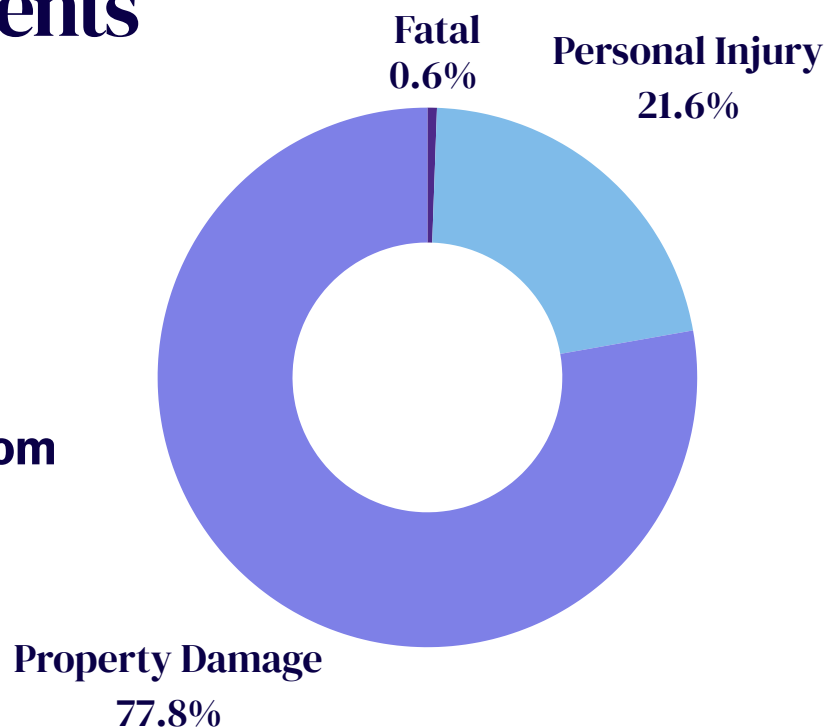
5,942

Due to an increase in calls for service (i.e. mental health calls), traffic stops decreased by **5.8%**

Total Traffic Accidents

1,238

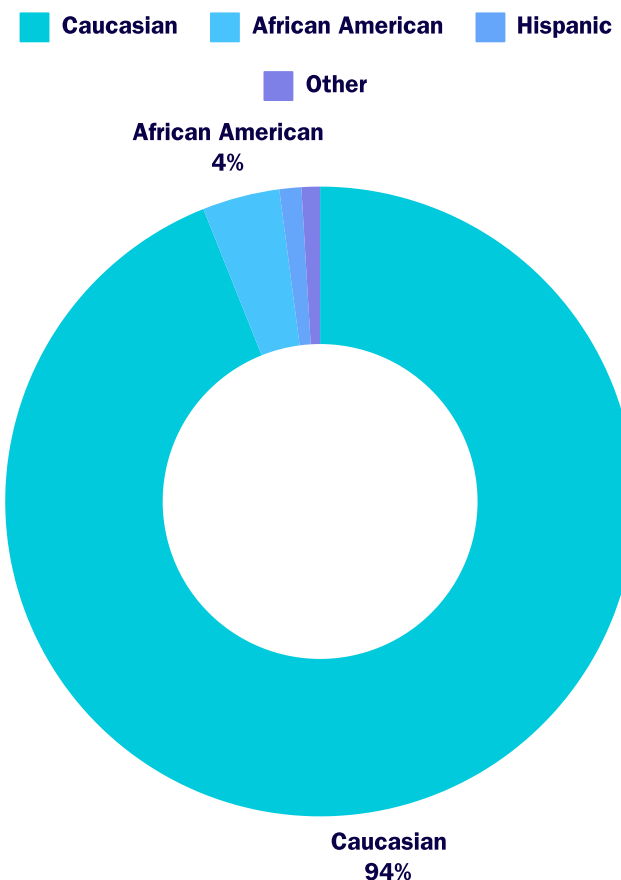
This is a **2.2%** increase from last year



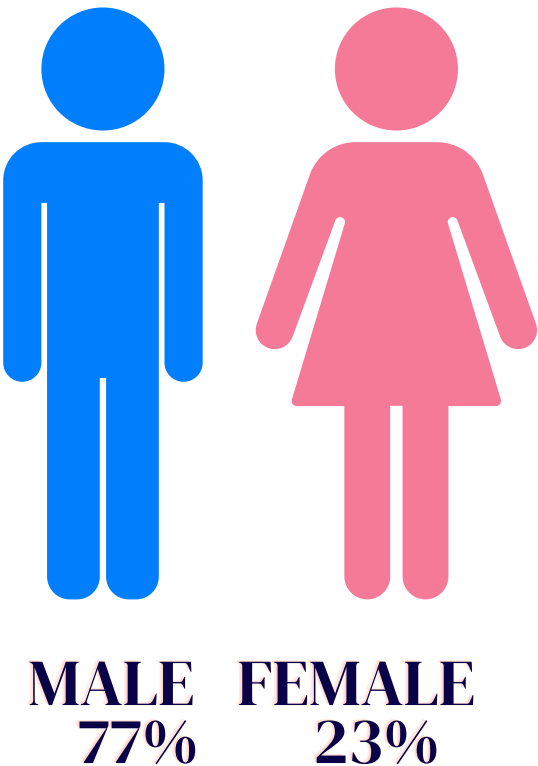
Patrol Division-Arrests



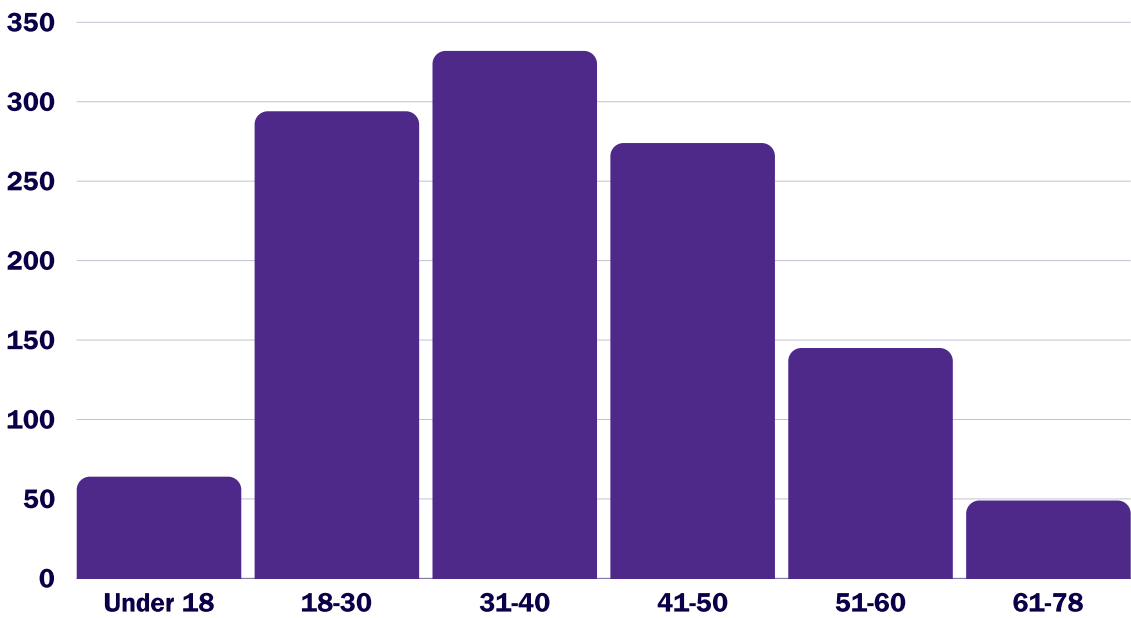
By Race



By Sex



By Age



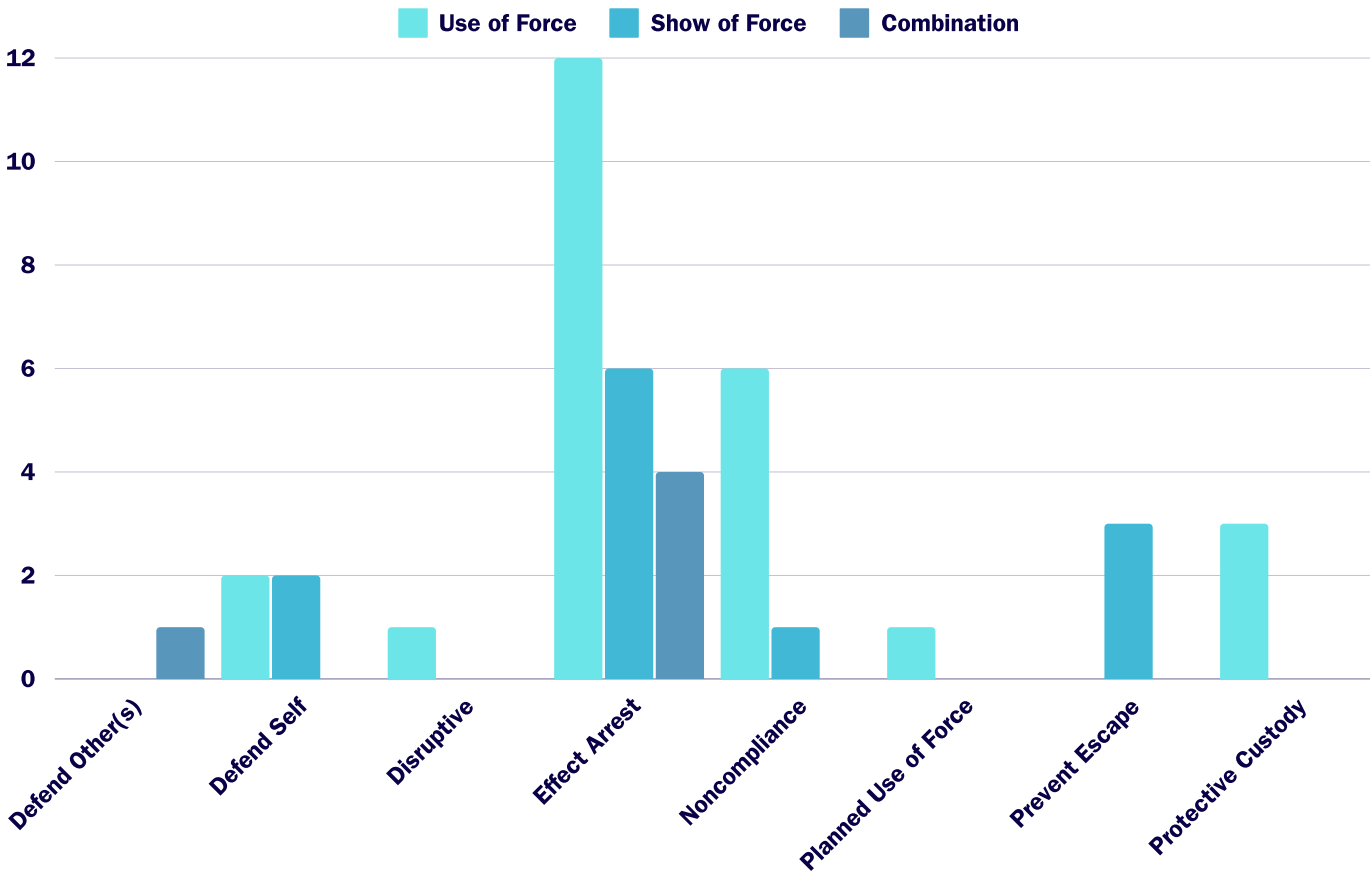


Patrol Division- Force Incidents

Use of force is defined as the means of compelling compliance or overcoming resistance to an officer's command(s) in order to protect life, property, or take a person into custody.

In 2023 there were...

- 25 Use of Force incidents***
- 12 Show of Force incidents***
- 5 Combination of both***



Patrol- Specialized Units



Marine Patrol Unit

The Harpswell Marine Patrol Unit actively patrols the shores of Harpswell. The Marine Patrol Unit is comprised of two deputies whose responsibilities include marine shellfish harvester inspections, water quality checks and processing annual licensures.

In 2023, there were a total of 210 bushels inspected and 6 pecks checked. Shellfish harvesting violations resulted in 1 citation and 7 verbal warnings issued. The deputies performed 11 water quality checks.

Dive Unit

The Cumberland County Sheriff's Office Dive Team is trained for any underwater emergency or investigation in, but not limited to, the waters of Cumberland County.

The Dive Team completed twelve 8-hour training sessions throughout the year. One training session provided support to the Sebago Lake Rotary Polar Dip in Raymond. The training sessions are designed to maintain the diver's underwater skills, ensure dive equipment integrity, and refine water craft operation and navigation skills.

The team welcomed one new diver to the unit.



Patrol- Specialized Units

K-9 Unit

The four K-9 teams received 497 calls for service in 2023. That is a **92% increase** from the prior year. The calls included tracking, vehicle searches, jail contraband searches, narcotics searches, and various other agency assists.



Crash Reconstruction Unit

The Crash Reconstruction Unit consists of 2 highly trained and dedicated members that specialize in the investigation of motor vehicle crashes. This unit responded to 13 calls for service in 2023, and continued their partnership with the Windham Police Department Unmanned Aircraft System (UAS) Team for scene responses. Each reconstructionist is required to complete a minimum of twenty-four hours of training and four state approved crash reports annually. The Reconstruction Unit is called upon for their expertise after serious crashes that result in serious bodily injury, death or substantial property damage, amongst other things.

Emergency Services Unit (ESU)



The Cumberland County Sheriff's Office Emergency Services Unit (ESU) is a highly trained, multi-jurisdictional team comprised of law enforcement officers from the Sheriff's Office, Cumberland PD, Falmouth PD, Windham PD, Westbrook PD, and Gorham PD. There are a total of 21 members on the team. In 2023 there were a total of 27 callouts. Ten of those callouts were the full team, and 17 were partial team callouts or team leader consults. The ESU team continues to work with other area tactical teams.

Unmanned Aircraft System (UAS)

The Sheriff's Office has 4 certified Unmanned Aircraft System (UAS) operators. The UAS was flown 25 times in 2023. 21 flights were for the purpose of search and rescue, aerial photography assessment of crash scenes and searches for missing persons. There were 4 flights conducted for criminal activity such as barricaded suspects, and armed suspects.



Honor Guard



The Cumberland County Sheriff's Office Honor Guard stands ready to honor those who gave their lives serving their communities. Additionally, the Honor Guard serves as the Sheriff's Office Ambassadors for community events and preside over various ceremonial events throughout the year. As communities begin to open up in the post-COVID world, the Honor Guard has been able to participate in more events.



2023 HONOR GUARD EVENTS:

8- FUNERALS/WAKES

7 - CEREMONIES

~ WREATHS ACROSS AMERICA ~

~ 9/11 CEREMONY ~

~ LEWISTON STRONG MEMORIAL TOURNAMENT ~

~ CCSO AGENCY INSPECTION ~

Body Worn Cameras (BWC)

In 2023, the Cumberland County Sheriff's Office acquired 53 Axon Body Cameras. With these cameras, deputies are able to capture every incident they respond to on video. These high-tech video cameras have advanced imaging and audio capabilities that quickly adjust to changing light conditions. The devices offer wireless activation, live locations and alerts and streaming.

From their launch in 09-05-2023 to 12-31-2023 there were a total of 3,229 videos recorded.

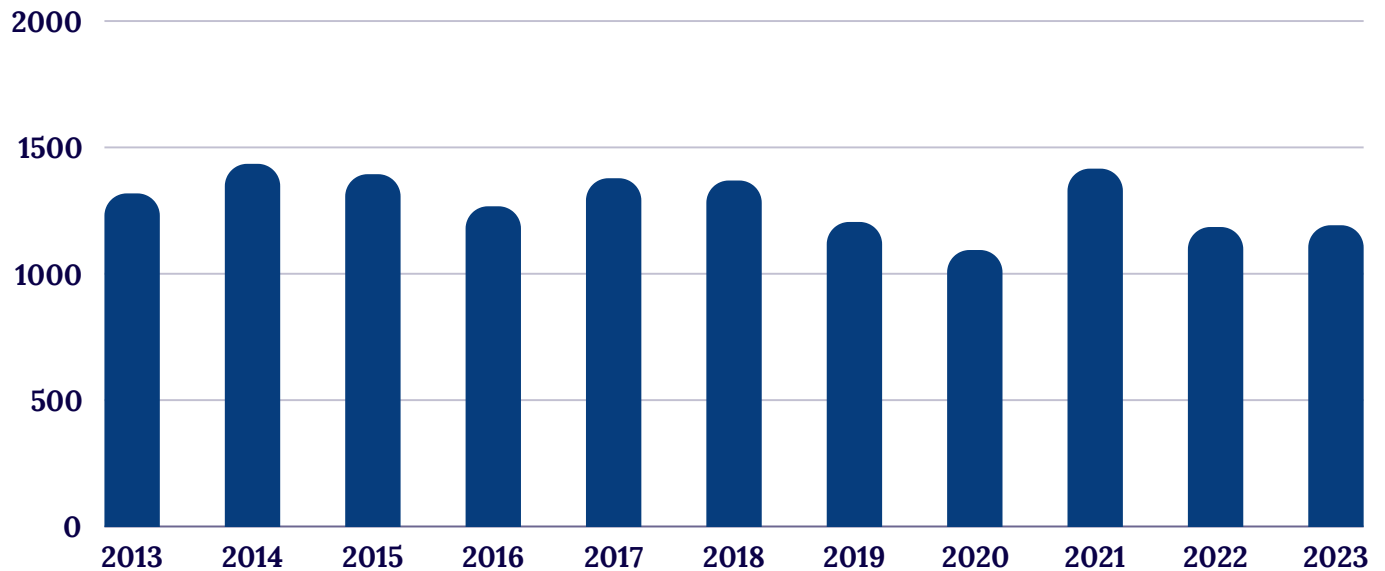
Of that total, 327 videos were provided to the District Attorney's Office and 3 videos were provided to Maine Drug Enforcement Agency



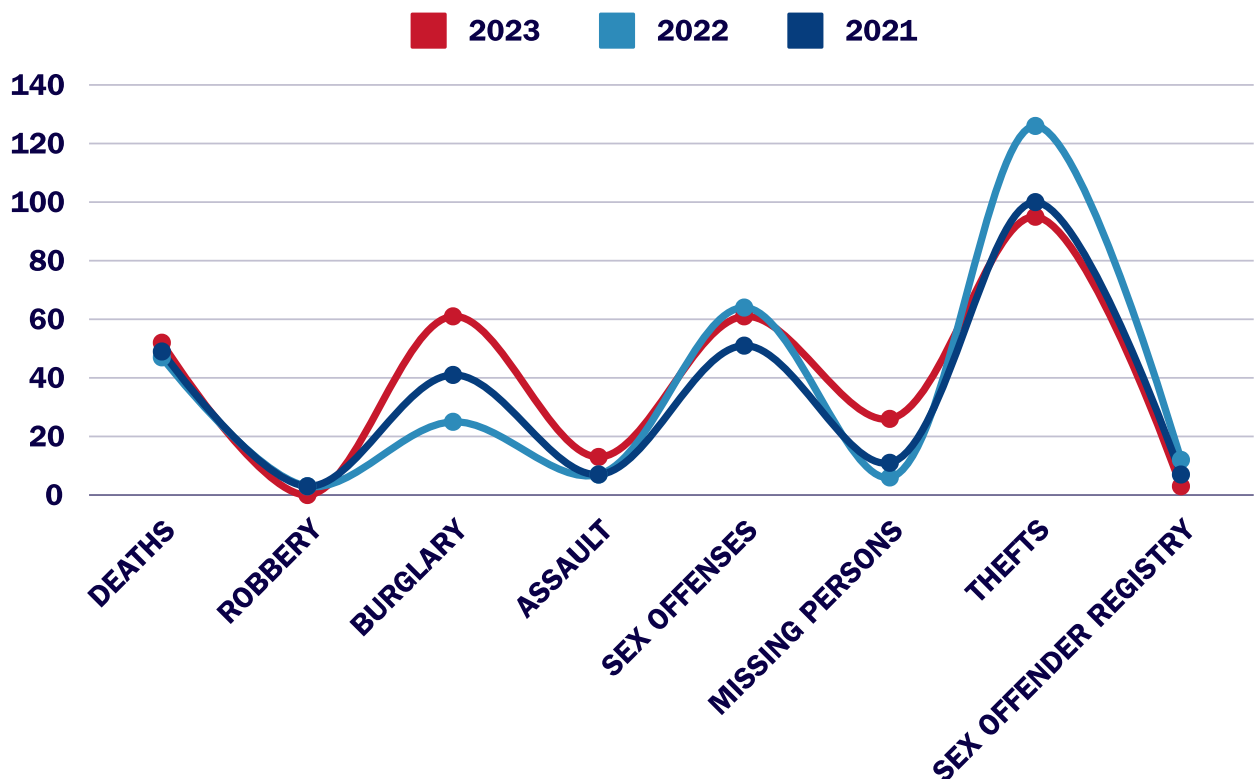
Criminal Investigations Division (CID)



Total Annual Detective Case Load



Criminal Investigation Cases by Type



CID Specialized Units

The Criminal Investigations Division (CID) is responsible for investigating felony-level crime and providing criminal investigative support to the Patrol Division. CID conducts a broad spectrum of criminal investigations to include deaths, sexual assault, armed robbery, burglaries, fraud, computer crimes and counter-drug operations.

1

POLYGRAPH EXAMINER

The polygraphist conducted 41 polygraph exams in 2023. 37 were classified as pre-employment exams and 4 were criminal exams.

2

EVIDENCE TECHNICIAN/PROPERTY DETECTIVE

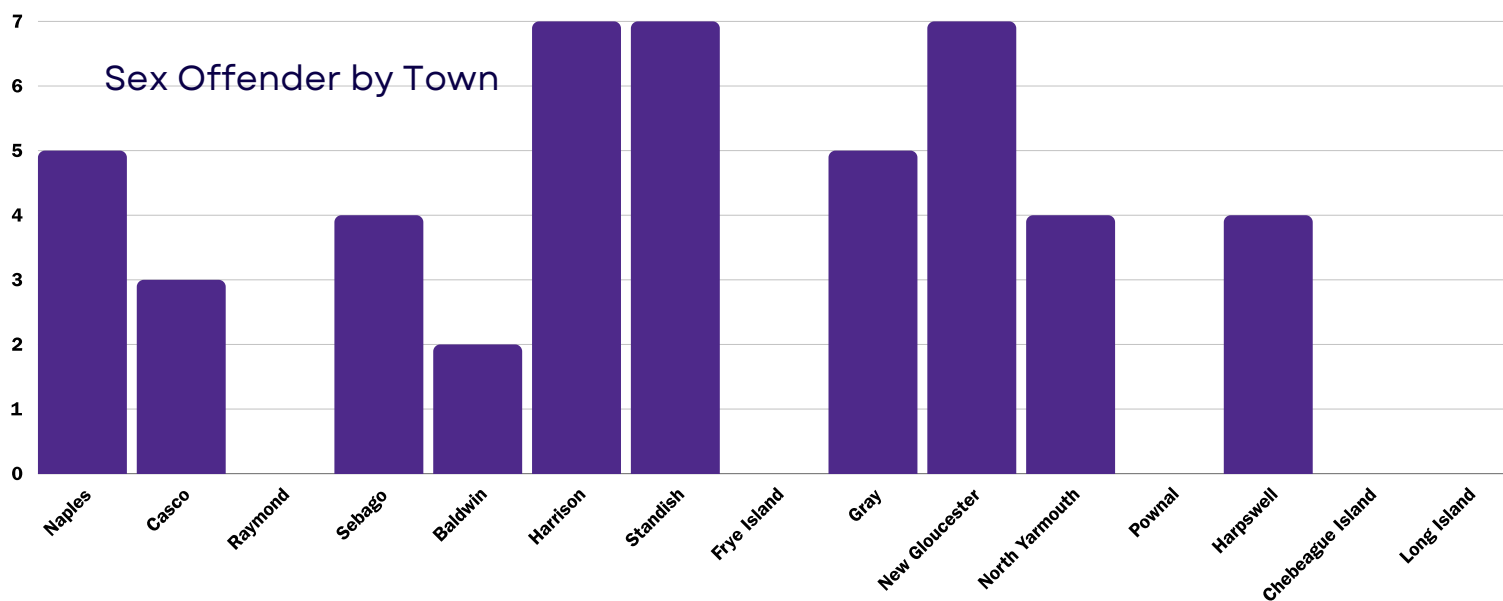
There were 196 work orders submitted to the Evidence Technicians requesting some form of forensic processing. This included anything from fingerprint identification, to drug testing, or serial number restoration of firearms.

3

SEX OFFENDER REVIEW

The Sheriff's Office regularly reviews all registered sex offenders that live and work within the County. These reviews are done every 90 days. The graph below represents the average number of sex offenders in the respective towns of Cumberland County that they reside.

You can also find more details at
<https://sor.informe.org/cgi-bin/sor/index.pl>





CID UNITS CONTINUED....

4

INTERNAL AFFAIRS UNIT

This Internal Affairs Unit processes all major misconduct allegations against the Sheriff's Office employees to determine the validity of the complaint and to ensure best practices are followed by the agency.

They are also responsible for conducting pre-employment background investigations for any applicants.

Investigations originating from...

Division	Internal Complaints	External Complaints
Civil	1	2
Corrections	3	1
Law Enforcement	0	2

Of the 9 investigations, 7 were sustained and 2 not sustained.

5

RECORDS

The Sheriff's Office Records Clerk reviews backgrounds and applicants who have submitted applications for firearms purchase(s), or concealed firearms permits

The Investigations Clerk handles all Freedom of Access Act (FOAA) Requests.

341

FIRARMS &
BACKGROUND CHECKS

1,222

FOAA REQUESTS

SUPPORT SERVICES DIVISION



The focus of the Support Services Division is civil process, training, policy development, pre-employment screening, grant acquisitions and community outreach.

The Civil Process Unit

The Civil Unit serves a variety of civil documents to include: civil lawsuits, divorce papers, and various landlord/tenant court documents.

4,244

CIVIL PAPERS SERVED

14% INCREASE FROM 2022

GRANT FUNDING AVAILABLE TOTALLED

\$66,393

Competitive grants are processed and reviewed by the grant authority and if selected are usually awarded within three to five months of the submission. Awarded grants must usually be spent within one to three years of the award.

Justice Assistance Grant (JAG) Portland- \$14,465

Justice Assistance Grant (JAG) Windham - \$9,216

Bureau of Highway Safety- Impaired Driver Grant - \$10,000

Bureau of Highway Safety- Speed Enforcement - \$7,200

**Above represents the total amount of grant funds that were applied for and received. There were remaining funds from 2022 that were also used in 2023 i.e. Congressional Spending*



Community Outreach

The Cumberland County Sheriff's Office organized and/or attended over 20 public events in 2023, all designed to support the needs of our community. Events included senior awareness programs, and youth initiatives to consumer fraud awareness.

These events were developed in a collaborative approach to support the needs of our community partners and address community safety, quality of life issues and improve community communication and understanding.

- Citizen's Police Academy
- Trunk or Treat
- Coffee with the Sheriff
- National Night Out
- Real Men Wear Pink
- Sand for Seniors
- Touch a Truck Fundraiser
- Special Olympics
- Drug Take Back
- Yellow Dot Program
- Project Lifesaver



VOLUNTEERS IN POLICE SERVICE (VIPS)

The Volunteers in Police Service (VIPS) completed 1,189 hours of service for the communities of Cumberland County. This freed up our law enforcement personnel to provide regular law enforcement services.

The work that the VIPS do for the Sheriff's Office and the citizens of Cumberland County saves over \$25,000 per year in non-law enforcement tasks and allows the Sheriff's Office to enhance the services that we are able to provide to our communities.



POLICE ATHLETIC LEAGUE (PAL)

This program provides much needed equipment and helps pay fees for school and youth leagues struggling to keep sporting programs afloat in this difficult economy. The PAL program donated \$5,800 to various Cumberland County sports programs in 2023.

PAL also awarded \$1,500 scholarships to four Cumberland County High School seniors in 2023. Congratulations to Gavin Barbour, Leah Cromarty, Abigail Thornton, Jack Carlson, and Micah Lombardo.



TRAINING UNIT

The Cumberland County Sheriff's Office operates with one full-time Staff Development Specialist to coordinate the agency's training needs. Other staff members who have been cross-trained in specialty areas are utilized as instructors to help provide training in specific areas. The Training Unit ensures all staff receives annual training on relevant topics as well state-mandatory in-service training and accreditation standards training.



The Cumberland County Sheriff's Office spent 21,508 hours in training that totaled \$182,757.80

- Donning & Doffing Personal Protective Equipment
 - Situational Use of Force
- Interactions with Persons Suffering Mental Illness
 - K9 Training (Patrol & Narcotics)
 - Dive Team Training
 - Prison Rape Elimination Act (PREA)
- Corrections Emergency Response Team
 - Mobile Field Force
- Suicide Prevention and Intervention
- Incident Command System Training
 - Firearms Qualification
 - Ballistic Shield Training
- Law Enforcement and Behavioral Health
 - Law Enforcement Wellness and Resilience Conference
- Transgender Prisoners and Inmates
- New Law/Case Law Updates
- Emotional Survival for Law Enforcement
 - Workplace Harrassment
 - Outlaw Motorcycle Gangs
- Mental Health First Aid Training
 - Ethics and Values
 - School Safety Summit
- Social Media for Community Policing and Community Engagement
 - Taser Certification
- Incident Command System
- Civil Rights Officer Training
 - Taser Certification
- Verbal Judo for Law Enforcement/First Responders
- Public Access to Public Documents
 - Stinger Spike System Training
- FBI-LEEDA Leadership Courses

Major Timothy Kortes

The Cumberland County Jail had a challenging year in 2023, due to continued low staffing as well as resuming normal operations while the facility offender population remained at half capacity. We collaborated with other County Correctional facilities as a temporary measure to reduce certain classification offender groups. We also lowered the amount of housing units open in order to decrease the number of required staff to run daily shift operations. Captain John Costello was instrumental in coordinating this effort and managed the staffing and offender population seamlessly with daily operations.

Captain Erik Frigon was promoted to Captain in 2023. His expertise of 27 years with the Cumberland County Jail, in both the Intake Division and Transportation Unit, was an asset to the Jail Command staff. The amount of offender transportation requirements and in-person court proceedings has been managed very well considering the limited resources. In addition, there were 983 offender transports for 2023 which included court appearances, medical appointments, in state transfers and out of state extraditions.

In regards to accreditation, the audit for National Commission on Correctional Healthcare (NCCHC) was completed this past November and had a successful outcome to maintain the re-accreditation status for the Jail Medical Health Care. This achievement was accomplished with the assistance of our vendor, Armor Medical Health Services. The Jail will be preparing for its upcoming Prison Rape Elimination Act (PREA) audit, scheduled in September 2024. We continue to maintain our PREA compliance by consistently re-evaluating and implementing the best practices from the field. The Cumberland County Sheriff's Office has always had a zero tolerance policy for sexual abuse and sexual harassment and will continue to do so.

Offender programming in 2023 resumed back to pre-pandemic status with internal staff as well as outside support groups and volunteers. In addition, we explored vocational opportunities for the offender population to gain workforce skills that are currently in demand within the public sector. The offender average length of stay at the facility was 14 days which proved challenging to prepare for release of custody. The Re-entry staff which include a Medical Assistant Treatment Coordinator assisted with providing resources for employment, housing and medical assistance. The Cumberland County Sheriff's Office believes in support services for a successful re-integration to society.

Unfortunately, The CCC (Community Corrections Center) Pre-release remained closed temporarily and the work release program remained suspended, due to staffing and sentenced offenders not meeting the non-violent offender criteria.

The Jail is thirty years old and we continue to plan for replacement equipment and updating areas of the facility over the next few years with Capital projects. This coming year, 2024 the facility will be breaking ground with a medical expansion project.

JAIL OPERATIONS



● 3,329

TOTAL BOOKINGS

● 238

AVG DAILY
POPULATION

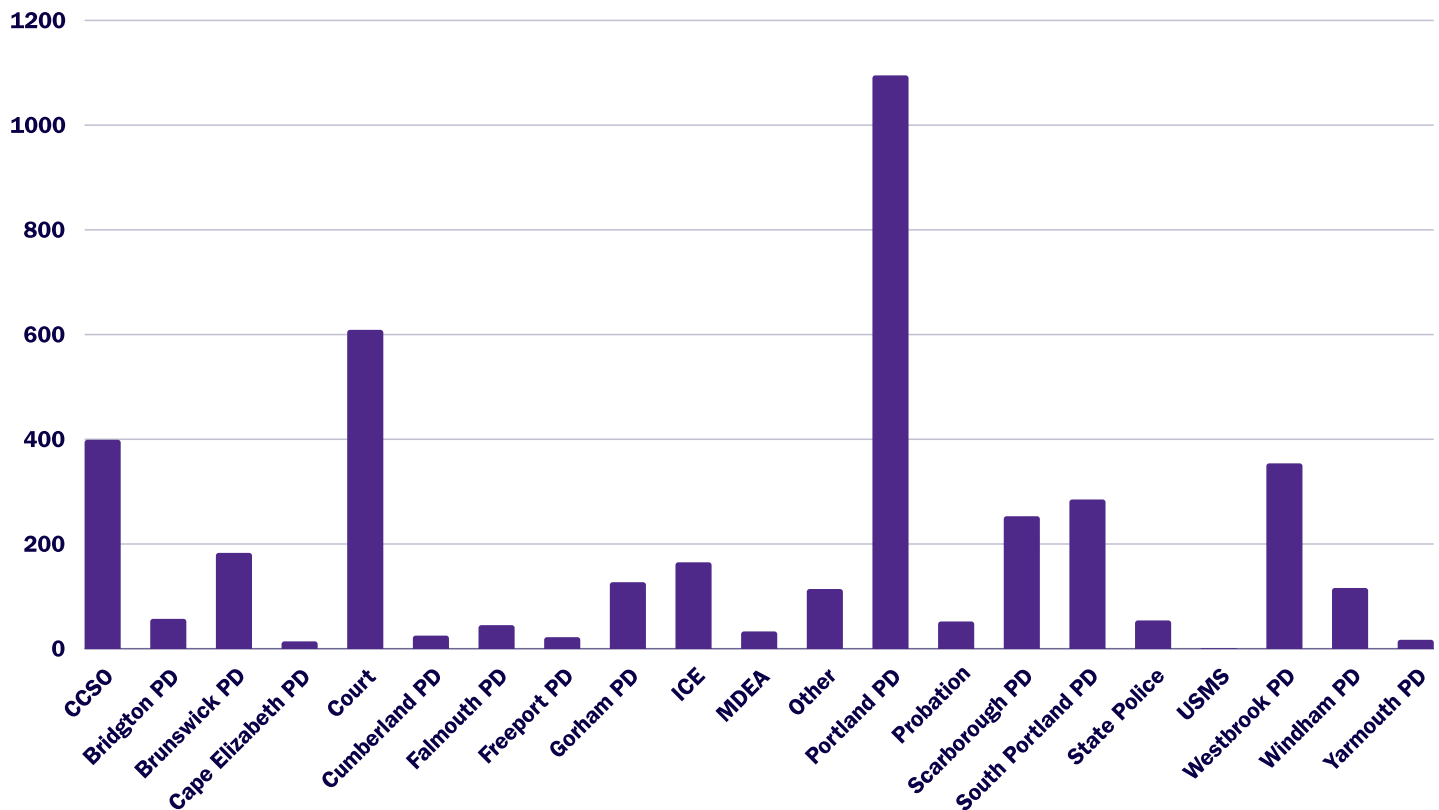
● 9

AVG DAILY
BOOKING

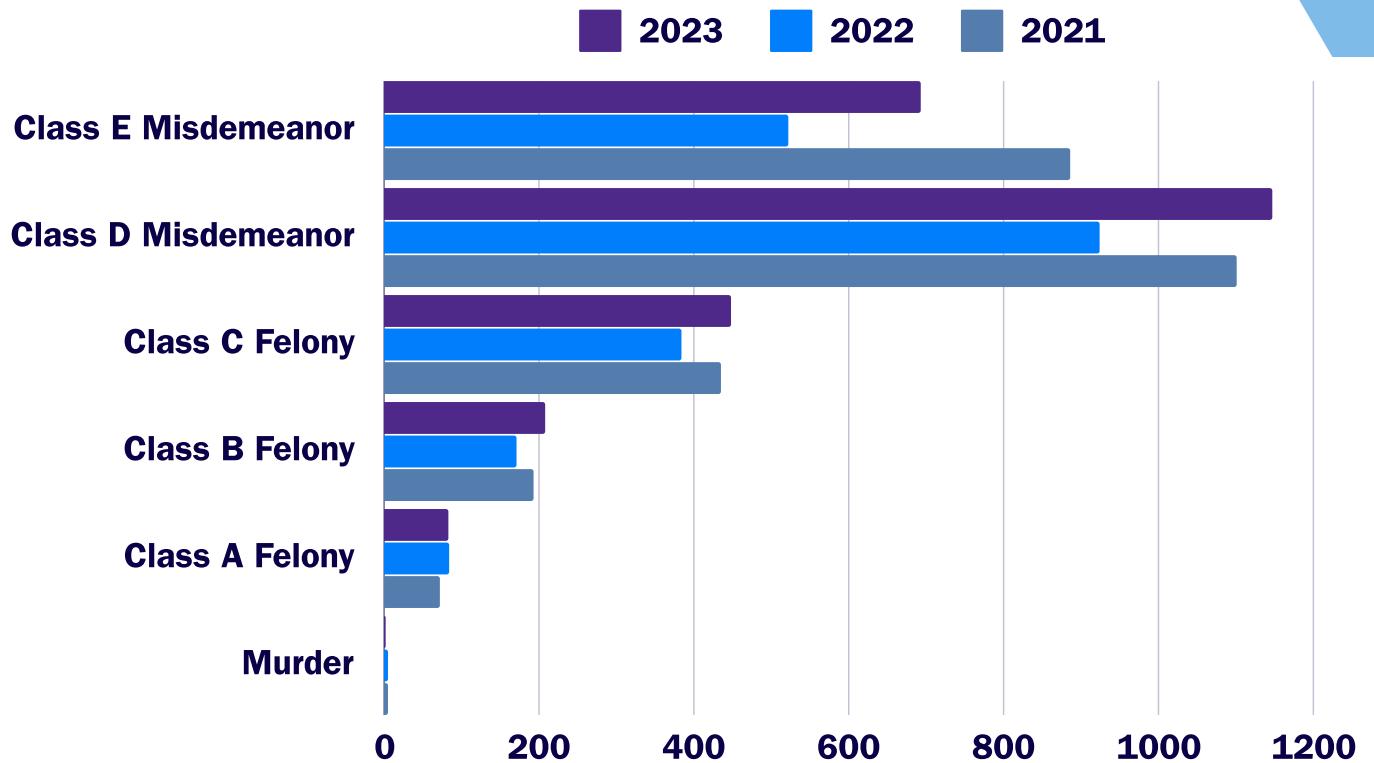
● 13 days, 6 hours

AVG LENGTH OF STAY

INCARCERATION BY AGENCY



CRIME CLASSIFICATION



Class A - Murder, manslaughter, rape, arson, kidnapping, gross sexual assault on a minor.

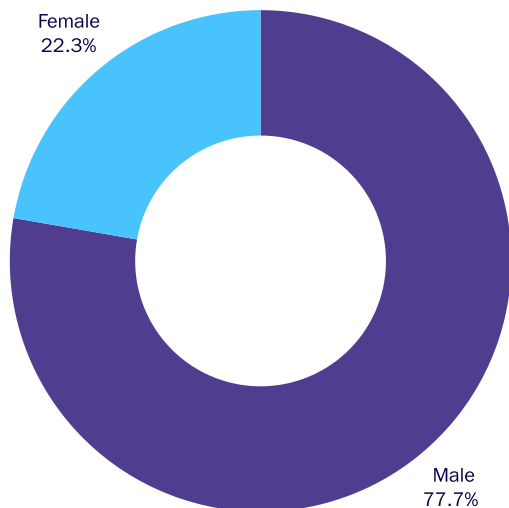
Class B - Theft over \$10,000, aggravated assault, larceny, stalking, embezzlement, drugs with the intent to sell.

Class C - Drug crimes, robbery, perjury, forgery, terrorizing, reckless conduct with a deadly weapon.

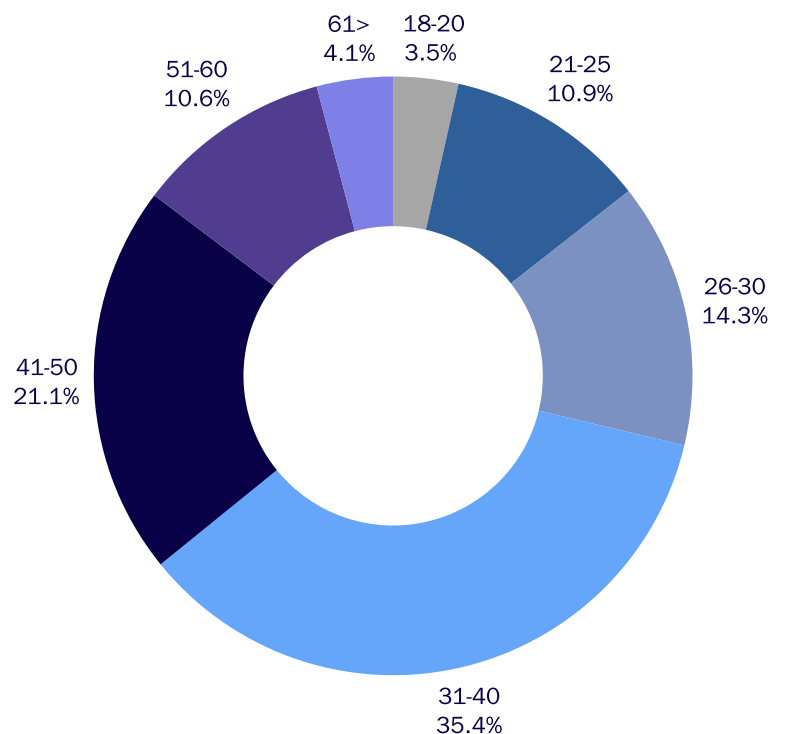
Class D - Escaping, custody, making threats, assaults, lesser degree drug crimes.

Class E - Public Disorder crimes, minor misdemeanors, lower level threats.

INMATE RATIO BY GENDER



INMATE DEMOGRAPHICS BY AGE

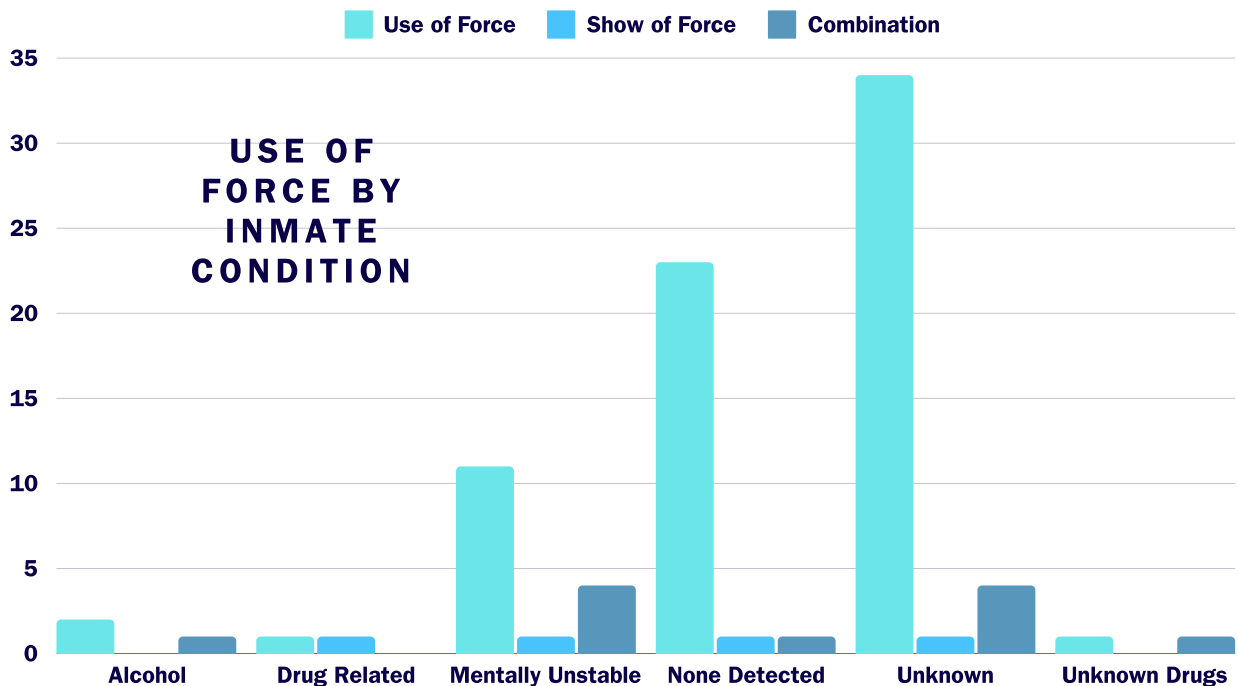
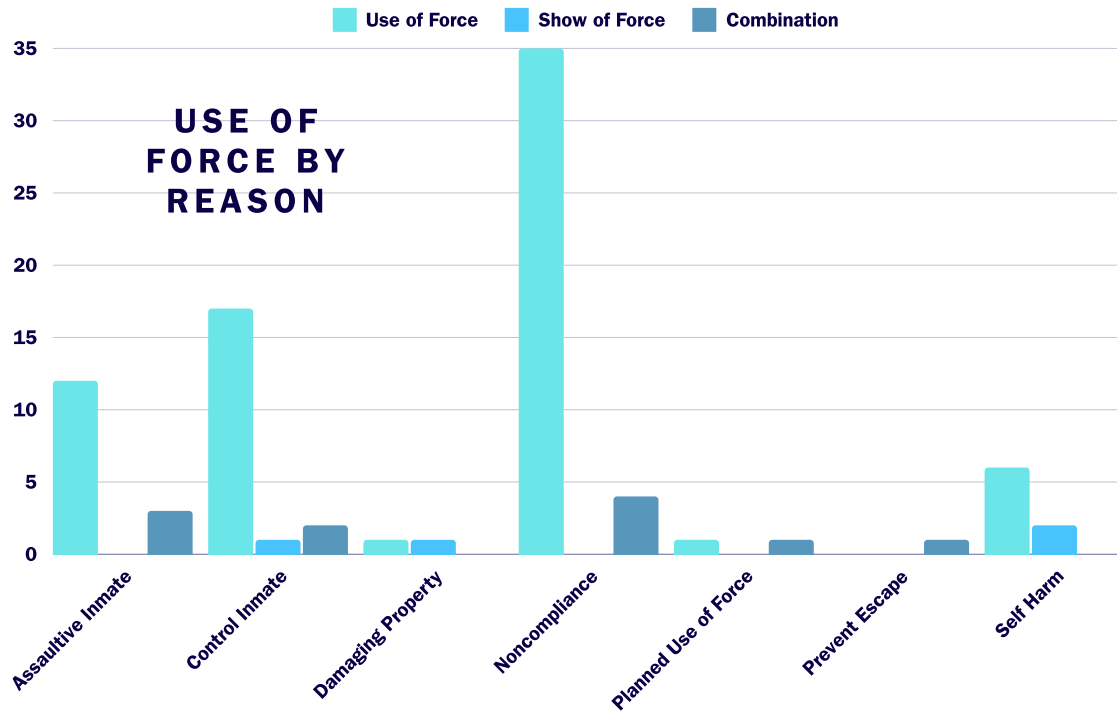


CORRECTIONS FORCE STATISTICS

Use of Force is defined as the means of compelling compliance or overcoming resistance to an officer's command(s) in order to protect life, property, enforce facility rules, or take a person into custody.

Total

87

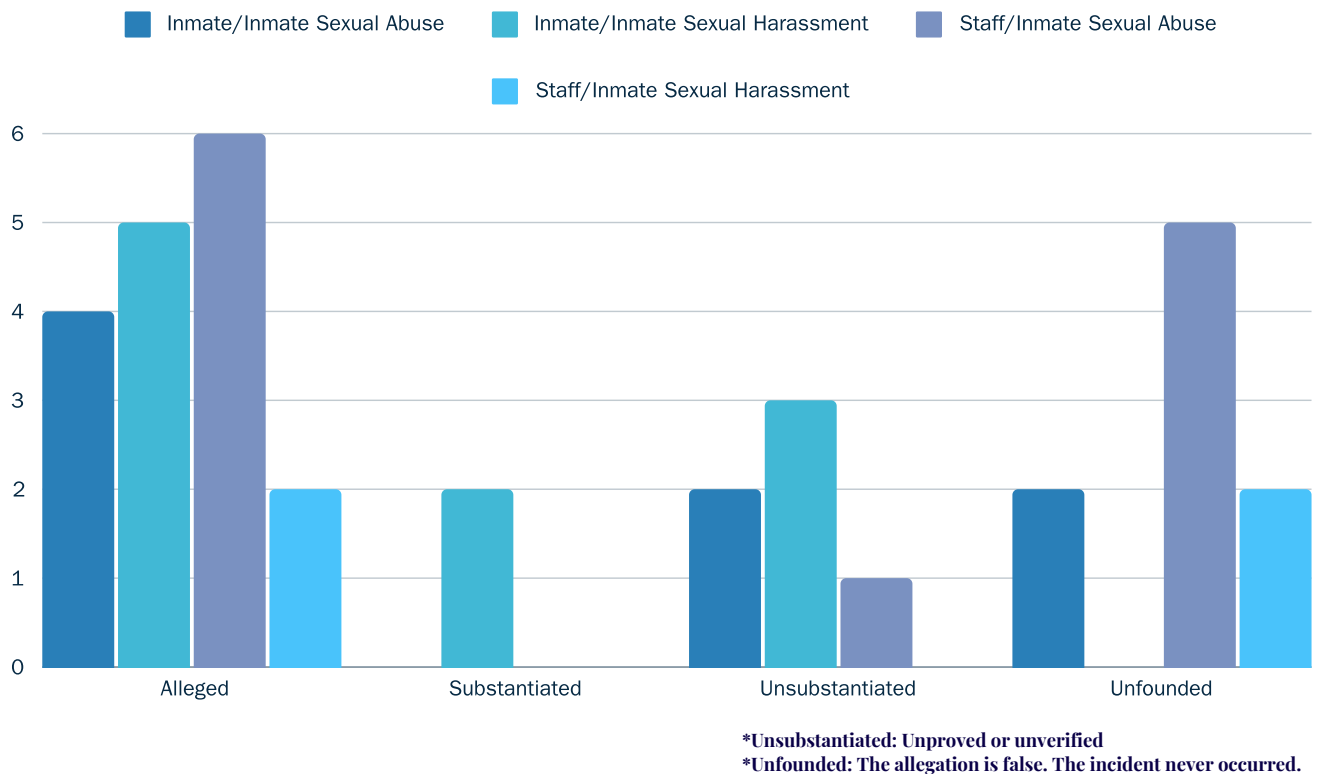


DAILY JAIL HOUSING OPERATIONS

01

PRISON RAPE ELIMINATION ACT (PREA)

PREA helps validate the Sheriff's commitment to eliminate rape and sexual harassment in the Jail. In the early part of 2020, we had our annual Federal audit for PREA. The Audit recommended some changes to the reporting process and jail procedures of which, all but two of the recommendations have been implemented. We are proud to see the achievements that we have made to educate, prevent and respond to allegations of sexual misconduct in the jail.



02

CELL EXTRACTION RESPONSE TEAM (CERT)

CERT is activated in the event that an inmate refuses to leave their cell (inmate non-compliance) or is a danger to themselves (acute mental health or medical crisis). The CERT team was activated times 8 in 2023.

03

SEARCH TEAM

In an effort to provide health and safety within the jail, the Search Team may be activated to ensure that there is no contraband within the jail.

The Team may work in conjunction with the area K9 police teams who are exceptionally helpful in locating hidden drugs. Items found during searches include, but are not limited to, sharpened sporks (shanks), cigarette lighters, medication (pills), tobacco, gambling materials, home brew and pornographic pictures.

DAILY JAIL HOUSING OPERATIONS CONT.



04

INMATE TRANSPORTATION

In a post-COVID world our Intake Officers/Transport Officers returned to in person court sessions, with only outside Counties conducting video court proceedings.

in 2023...

There were a total of 983 transports with over 69,158 miles driven.

There were a total of 19 extraditions, which included driving/flying to NH, MA, NY, SC, GA, PA, OH, NC.

05

FOOD SERVICES

There were a total of 325,145 meals served in 2023. This is a 35% increase from 2022. There were 1,150 special diet meals served in 2023 which is a 12% increase from the prior year. Special diets are made whether it be medically ordered, due to religious beliefs, or personal choice diet.

The average cost per meal was approximately \$2.07, a .24 cent decrease from the prior year.

06

CHAPLAIN SERVICES

Reverend Jeffrey McIlwain provides spiritual support to all denominations and is available for both inmates and staff.

With the help of the 4 Chaplain Volunteer Assistants (Reverend Dannita Lofton, Macauley Lord, Kurt Holmgren and Hank Dunn) Chaplain services were able to also train over 19 AA volunteers and 39 religious volunteers. Over half the volunteers are members of "The Point" Church in South Portland, and alternate providing Sunday Services in the Jail.

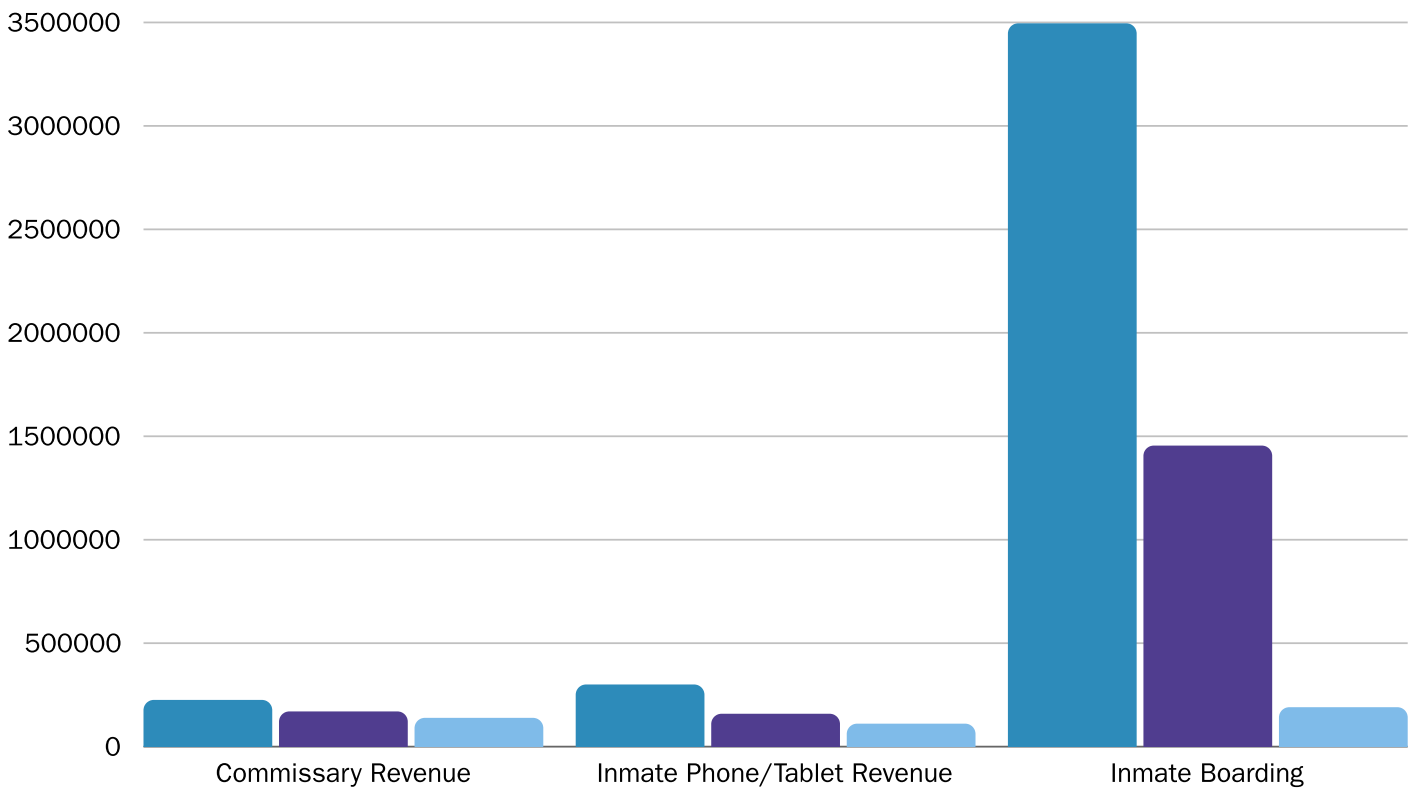
INMATE ACCOUNTS ADMINISTRATION



Inmates who would like to purchase items above and beyond their basic needs are able to have friends or family deposit money into their Jail bank account that is managed by our Inmate Account Specialist. The inmates are then able to purchase items from the commissary kiosk, which include books, specialty foods, wireless headphones, as well as the ability to make phone calls.

INMATE PROGRAMMING SUPPORTED BY COMMISSARY REVENUE...

- Education - GED, Computer Classes, Books
- Vocational - Food Services
- Recreation - Gym, Games, TV's
- Chaplain Services
- Teachers
- Library
- Domestic Violence Classes



GENERAL ACCOUNTING FUNCTIONS FOR THE ADMINISTRATIVE OFFICE

- Ensuring Inmate funds are tracked accurately
- Negotiating contracts with businesses for services to the jail
- Processing bail payment
- Processing medical payments
- Tracking and billing for inmate housing
- Securus Tablets

OTHER JAIL SERVICES



SECURUS TABLETS

The inmate tablets provided through Securus, continue to grow with new options for use. In 2023 we were able to begin implementing the uploading of facility related documents such as the Inmate Handbook. Inmates are able to rent movies, and purchase music, review the law library, and message family.

PROGRAMS

Our programs unit offers a range of services allowing inmates to practice their religion of choice, prepare for release with MAT, All Recovery, Recovery Coaching, Overdose Prevention, AA and complete their GED.



MAINE PRETRIAL SERVICES

Maine Pretrial Services, Inc. is a private non profit agency committed to providing pretrial services, post conviction alternatives, and diversion options throughout the State of Maine. The organization works closely with the Sheriff's Office to save approximately 140,506 bed days through the 742 people supervised by Maine Pretrial.

MEDICAL UNIT

Armor Correctional Health Services provides comprehensive medical, dental and mental health services to patients in the Cumberland County Jail.

1,181



TOTAL CHRONIC CARE VISITS



10,240

**TOTAL MENTAL HEALTH
CONTACTS**

49% increase from 2022

\$334,655.70

**TOTAL SPENT ON PSYCHOTROPIC
MEDICATIONS**



910



TOTAL SUICIDE WATCHES

MEDICAL ASSISTED TREATMENT (MAT)

The MAT program started at the beginning of September in 2019 with a purpose to treat significant substance use disorders with evidence based medication. In 2023, there were 337 inmates on the MAT Program, a 477% increase from the prior year.

Behavioral Health Critical Incident Reduction Study

Between May of 2023 and November of 2023 our Behavioral Health Team conducted a study in hopes of reducing/eliminating critical incidents in the Special Housing Unit (SHU). Critical incidents are defined as any use of force or show of force.

Strategies Implemented

1. Weekly 1 hour meetings on Wednesdays at noon with the SHU staff and mental health clinicians where all patients in the SHU are reviewed and mental health individuals are identified for intervention.
2. Daily check in and check out with SHU staff to identify any immediate needs to ensure patients are seen by mental health clinicians and the psychiatric nurse practitioner (PNP) for any medication adjustments or initiation of psychotropic medications.
3. Medication management provided within 1-3 days for patients identified for additional mental health intervention.
4. Patients who needed a higher level of care such as Riverview, IMHU or Dorothea Dix are identified sooner and referrals made within 1 week.
5. Mental health staff and correctional staff work cohesively together with any behavioral escalation and are able to intervene sooner to de-escalate crises.

Evaluation and Results

1. Critical incident data for day shift May-October **decreased by 16.67%** when compared to 2022 day shift for the same time period.
2. Critical incident data for day shift for the entire year **decreased by 35.29%** when compared to 2022 day shift for the same time period.
3. The use of the Jail's Cell Extraction Response Team (CERT) for 2023 **decreased by 40%** across all 3 shifts when compared against 2022.