



New Hampshire Liquor Commission

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Joseph W. Mollica
Chairman

Nicole Brassard Jordan
Deputy Commissioner

Christopher T. Sununu
Governor

October 26, 2020

The Honorable Christopher T. Sununu
Governor of New Hampshire
State House
107 N. Main Street
Concord, NH 03301

Dear Governor Sununu:

Attached please find the Implementation of Recommendations of the New Hampshire Commission on Law Enforcement Accountability, Community, and Transparency (LEACT) submitted by the New Hampshire Liquor Commission Division of Enforcement and Licensing.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Mollica".

Joseph W. Mollica
Chairman



Chief Mark C. Armaganian
Director

State of New Hampshire
LIQUOR COMMISSION
Division of Enforcement & Licensing
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Joseph W. Mollica
Chairman

Nicole Brassard- Jordan
Deputy Commissioner

October 23, 2020

His Excellency, Governor Christopher Sununu
State House
Concord, NH 03301

Re: Implementation of Recommendations of the New Hampshire Commission on Law Enforcement Accountability, Community, and Transparency (LEACT)

Governor,

The New Hampshire Liquor Commission, Division of Enforcement and Licensing would like to thank you for implementing the recommendations of the New Hampshire Commission on Law Enforcement Accountability, Community, and Transparency under Executive Order 2020-19. The Division recognizes the need to develop and implement an operating environment and organizational culture that is not only supportive of management control, but is also operating in tandem with the societal and cultural needs that this great state is built on.

Our Division has been dedicated to ensuring this environment is also operating in concert with established statutes and rules, which is of paramount importance. Having these two systems operating in congruence with one another, has placed our police/ regulatory operations at an obvious high level of conformance. As you will see in our outline of applicable Directives, 98% of them are **Completed** and our residual percentage is **In Process**. We look forward to reporting monthly on our progress and should be at full implementation prior to July 01, 2021.

Respectfully submitted,

Chief Mark C. Armaganian
Director
New Hampshire Liquor Commission
Division of Enforcement and Licensing

Implementation of Applicable Directives

In July of 2019, the New Hampshire Liquor Commission – Division of Enforcement and Licensing (Division) decided to obtain re-accreditation with the Commission on Accreditation of Law Enforcement Agencies (CALEA). Once funding was approved by Executive Council in April 2020, the Division implemented the re-accreditation process and is working diligently in responding to required assessments. The Division is committed to obtaining re-accreditation and has been actively following current events which has resulted in significant training and policy changes throughout 2019-2020.

Certification – Training Requirements. – **COMPLETED – Pending review from PSTC**

Implicit Bias and Cultural Responsiveness – CALEA Standard 1.2.9/ Division Policy O-104 Profiling – Policy updated and two-hour training completed.

Ethics – CALEA Standard 1.1.2/Division Policy O-101 Rules and Regulations – Policy created and training already implemented/completed. Division Policy P-101 Rules and Regulations – Code of Ethics signed annually and maintained in Division records.

De-Escalation - CALEA Standard 4.1.1/Division Policy – O-101 integrated Use of Force Training – Policy updated and training implemented and completed.

Reporting and Investigation of Misconduct – **COMPLETED – Pending Review from PSTC**

In 2020 in accordance with CALEA Standards and current events, the Division updated its Integrated Use of Force Policy as well as our Rules and Regulations in accordance with CALEA standards as indicated below:

Use of Force – *CALEA Chapter 4 – Division Policy O-101 Integrated Use of Force* – The Division has a detailed policy for reporting Uses of Force and requires an administrative review and immediate supervisor notification of each use of force.

Code of Conduct – *CALEA Standard 26.1.1/Division Policy P-101 Rules and Regulations*

Duty to Intervene – *CALEA Standard 1.1.10/Division Policy O-101 Integrated Use of Force*

Prohibition on Chokeholds – *CALEA Standard 4.1.7/Division Policy O-101 Integrated Use of Force*

Procedures to Guard against Positional Asphyxia – *CALEA Standard 70.2.1/Division Policy – O-101 Integrated Use of Force/O-130 Arrest Procedures*

Body Cameras – **IN PROCESS**

The Division is in communication with other State Law Enforcement Agencies and several body camera companies, and has identified available funding to outfit its sworn Investigators with body worn cameras.

Community Policing - COMPLETED

As a state-wide agency, the Division's community is extensive and consists of underage youth, licensees, coalition groups, and stakeholders in the beer, wine and liquor industry. The Division has established a community policing team and policy consisting of upper administration who regularly meet with industry members from The New Hampshire Grocers Association, New Hampshire Restaurant and Lodging Association, New Hampshire Brewers Association, New Hampshire Distributors Association, and The Vapers Association. The Division has dedicated members that work closely with their local coalition group to include CADY, Raymond Youth to Youth, New Futures, and several other Drug and Alcohol prevention coalitions throughout the state. The Division partners annually with the Fisher Cat's, University of New Hampshire Hockey, and has recently partnered with the New Hampshire Interscholastic Athletic Association to enhance our community outreach and contacts with youth. The Division's mascot the "Investigator" regularly attends public and youth events to assist in the education of the dangers of tobacco, vape, and alcohol use. Our Mobil Outreach Unit is deployed year-round to various events to include public safety forums, First Night Out, drug and alcohol forums, as well as local and state community events including Safe Prom educational events. The Mobil Outreach unit consists of a driving simulator that simulates driving while intoxicated or texting and driving. The Division's community outreach includes our Fatal Choices program which aims to educate new and seasoned drivers about the dangers of driving while impaired and intoxicated. Our golf cart and fatal vision goggles simulate the dangers of driving while impaired.

Recruitment for State Law Enforcement Agencies - COMPLETED

The Division of Enforcement and Licensing has an established recruitment team as well as a comprehensive recruitment plan in accordance with CALEA standards to achieve goals of an ethical, racial, and gender composition. – *CALEA Standard 31.1.1/Division Policy A-111 Recruitment of Sworn Personnel*

Gender Non-Conforming Community – COMPLETED

At the recommendation of the International Chiefs of Police Association (IACP), the Division has partnered with the Transgender Community of Police and Sheriffs (TCOPS) to integrate *annual* training about the Gender Non-Conforming Community into our Implicit Bias and Cultural Responsiveness curriculum.

Deaf and Hard of Hearing - COMPLETED

The Division has implemented policy addressing communication and available resources to the Deaf and Hard of Hearing Community. Our policy incorporates procedures outlined by the U.S. Department of Justice: Guide for Law Enforcement Officers When in Contact with People Who are Deaf and Hard of Hearing.

Mental Well-Being of Officers – IN PROCESS

In 2019, Investigators attended mental health training sponsored by New Hampshire State Police, Campus Police – State Hospital. Division Investigators have attended Critical Incident Training sponsored by NAMI. The Division has implemented a policy regarding a PEER unit and is in process of having Investigators certified to create a PEER unit.