



Chief Mark C. Armaganian  
Director

**State of New Hampshire**  
**LIQUOR COMMISSION**  
**Division of Enforcement & Licensing**

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Joseph W. Mollica  
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November 30, 2020

His Excellency, Governor Christopher Sununu  
State House  
Concord, NH

Re: **UPDATE** of Implementation of Recommendations of the New Hampshire Commission on Law Enforcement Accountability, Commission, and Transparency

Governor,

In the interest of providing the mandated updates to the New Hampshire Commission on Law Enforcement Accountability, Community, and Transparency under Executive Order 2020-19, The New Hampshire Liquor Commission, Division of Enforcement and Licensing is pleased to report on the full implementation of a Peer to Peer Support Unit. We look forward to working with National Alliance on Mental Illness (NAMI) and other Peer Support Units throughout our state and nation to make this unit as robust as the “Gold Standard” this field provides.

Also, the Division has been in further communication with other state law enforcement agencies and coordinating a request for purchase (RFP) for body worn cameras. We are anxiously awaiting the outcome of that process. As you will see in our outline of applicable Directives, 99% 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,

**Chief Mark Armaganian**  
**Director of Enforcement**  
**New Hampshire Liquor Commission**  
**50 Storrs Street, Concord NH 03302**

# Implementation of Applicable Directives

## Body Cameras – **IN PROCESS - UPDATE**

The Division has been in further communication with other state law enforcement agencies and coordinating a request for purchase (RFP). The Division recognizes our needs could differ from other state law enforcement agencies and is prepared to submit our own request for purchase if deemed necessary. The Division has identified available funding to outfit its sworn Investigators with body worn cameras.

## Mental Well-Being of Officers – **COMPLETED - UPDATE**

In 2019 Investigators attended mental health training sponsored by NH State Police – Hospital. Division investigators have attended Critical Incident Training sponsored by NAMI and the Division currently has an active peer unit.

## Certification – Training Requirements. – **COMPLETED**

**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**

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 require 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*

### 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 Cats, UNH 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 "Investi-gator" 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 to include 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 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.