

MEMORANDUM

To: His Excellency, Governor Christopher T. Sununu

CC: Jayne Millerick, Chief of Staff and John Formella, Legal Counsel

From: Robert L. Quinn, Commissioner of Safety

Date: November 1, 2020

Re: Department of Safety LEACT Monthly Update

| LEACT Recommendations | NH State Police Solutions | Status |
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| <u>Community Relations</u> | | |
| 1. Establish and dedicate a team to focus on community policing and engagement | The NH State Police conducts hundreds of public relations events each year, has facilitated and attended numerous community outreach forums within the past decade, and Troopers seek opportunities to conduct proactive community policing with the public each day while serving the citizens of the state. To complement these on-going community policing efforts, the organization is seeking to identify a community policing liaison from each Troop around the state, who will be responsible to work with local police and community leaders to further community policing initiatives. | In-progress |
| 2. Work with community liaisons | The NH State Police continue to work with many non-profit, civic leaders and LEACT partners to build meaningful initiatives and to always be responsive to community needs and concerns. Members of the State Police will continue to be proactive in this capacity and Troopers assigned to the community policing team will further this mission. | Complete/On-going |
| 3. Promote community events and use social media 4. Produce PSAs for social media to showcase | <p>The NH State Police currently utilize a multitude of social media platforms to promote public safety, provide accurate and real-time information during high-level emergencies, inform the public about career opportunities and upcoming events and to build a relationship with community members. On average, the Division posts upwards of five times a day sharing patrol activities, safety information, and outreach events. The number of followers, interaction with the community and overall growth continues to climb each day.</p> <p>Social Media Platform # of Followers (as of 11/01/20) Facebook (@NHStatePolice) 61,264 Twitter (@NH_StatePolice) 13,400 Instagram (@nhstatepolice) 36,900</p> <p>Moving forward, the Division will continue to build and maintain daily posts and interactions on the current platforms while also adding additional programs that would prove beneficial such as LinkedIn. The NH State Police will continue to produce PSA campaigns and work with local media to educate the public.</p> | Complete/On-going |

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| <p>5. Require ongoing community policing training for employees</p> | <p>The NH State Police has coordinated and facilitated numerous community outreach events/initiatives over the past several years and the Troopers within the organization take part in public-relations forums on a regular basis. Members of the organization work directly with community leaders to coordinate events and to create forums that foster strong relationships between NH State Troopers and youth, non-profits, volunteer groups, academic institutions, and many initiatives have been developed in partnership with citizens who are immigrants and refugees to the state. Due to the fact that the NH State Police has been recognized as a leader in conducting community outreach, members of our agency will provide community policing training to all Troopers and we will also seek to collaborate with other law enforcement organizations who have implemented successful community policing initiatives, so as to partner on training initiatives. Additionally, the agency will seek additional training opportunities offered by the federal government, higher-educational institutions, and other entities who can provide standardized training relating to community policing.</p> | <p>Complete/On-going</p> | |
| <p align="center"><u>Recruitment</u></p> | | | |
| <p>1. Establish a team and recruit outside of NH</p> | <p>The NH State Police Recruitment and Training Unit continues to recruit both within and outside of New Hampshire, in order to attract and ultimately hire the very best candidates for State Trooper positions within the organization. For several years, the NH State Police has a full-time recruiter assigned to the Recruitment and Training Unit, which provides the organization with the opportunity to be represented at well over 40 pre-scheduled recruitment events per year. The NH State Police will continue to look outside of the State of New Hampshire and leverage the relationships we have forged with our LEACT partners to provide further guidance and recommendations.</p> <p>The NH State Police has conducted outreach to high school and middle school students, attended large Criminal Justice Career Days and supported Criminal Justice Programs at high schools and colleges, and Troopers within the Major Crime Unit have facilitated forums to introduce students to investigations and crime scene analysis.</p> <p>In order to utilize all available media platforms to recruit, the agency partnered with WMUR in 2014 to create a recruitment commercial entitled: "I am a New Hampshire State Trooper." This commercial showcased diversity within the ranks of the NH State Police and it highlighted the foreign languages that Troopers within the organization speak. The commercial aired over 1200 times between 2015 and 2016.</p> <p>The NH Trooper's Association sponsors the NH Police Cadet Academy, through which over 100 cadets between the ages of 14 and 20 attend each year and the organization partnered with Southern NH University in 2015 and 2016 to develop webinars, which featured linguists within the State Police and crime scene investigations. These webinars were shared with 75,000 SNHU Students internationally.</p> | <p>Complete/On-going</p> | |
| <p align="center"><u>Gender Non-Conforming Community</u></p> | | | |
| <p>1. Advance relationship between LE and Gender Non-Conforming Community</p> | <p>Currently the NH Department of Safety Human Resources Department is working to create and implement a training that can be delivered to all Troopers, which addresses gender non-conforming education. As a result of the LEACT recommendations, the Department of Safety is working in conjunction with Ms. Palana Belken from the ACLU to facilitate department-wide training.</p> | <p>In-progress</p> | |
| <p align="center"><u>Deaf and Hard of Hearing Community</u></p> | | | |

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| <p>1. Advance relationships with this community and dissemination of driver cards</p> | <p>For several years, the NH State Police has had a Trooper assigned to the NH Deaf and Hard of Hearing Commission. Through collaborative efforts of the Trooper and members of the commission, many strides to improve the quality of service provided by law enforcement to the deaf and hard of hearing community members has occurred, to include the creation and acquisition of over 10,000 "Driver cards," which can be distributed to individuals who are deaf or hard of hearing, so that they can present the card to law enforcement officers, in order to allow for effective communication. The organization also recently printed more cards for distribution and will continue to have a representative assigned to the commission in the years to come.</p> | <p>Complete/On-going</p> | |
| <p align="center"><u>Mental Well-Being of Officers</u></p> | | | |
| <p>1. Resiliency Training for Troopers and continuous NAMI/CIT Training</p> | <p>For over a decade, the Division of State Police has consistently taken forward leaning steps to insure the mental well-being of all sworn members. A PEER counseling program was established in 2010 staffed by Troopers trained in crisis management and certified by the International Critical Incident Stress Foundation. In collaboration with a wide range of Law Enforcement Professionals; RSA 153-A:17-a was established to assist in stress management for law enforcement officers and assure confidentiality in providing services. Critical Incident Stress Debriefings are held frequently to assist Troopers and other First Responders in processing events that could otherwise lead to acute and post-traumatic stress issues. Ahead of the curve, the State Police provided training to sworn personnel to help identify mental health issues in themselves and provide insight into depression and suicide among law enforcement officers. This was followed by a highly acclaimed training cycle on job resiliency and family support. Aside from in-person training dates, a web based environment is provided including material from the National Alliance on Mental Illness.</p> <p>In 2019, the State Police was awarded a grant by the Substance Abuse and Mental Health Services Administration with a goal to train over 200 division members in the Crisis Intervention Team Program. This "CIT" model is considered a best practice in the field of mental health and has provided both an inward and outward facing environment for assessing crisis. During this ongoing endeavor, law enforcement officers are trained to identify persons suffering from mental illness and de-escalate situations by working with families and making referrals to community mental health centers. A recognized collateral benefit of this training has led to an increased awareness within the profession and a cultural change in seeking and providing assistance.</p> <p>The Division of State Police has developed close relationships with the mental health community statewide with members serving on the National Alliance on Mental Illness, New Hampshire (NAMI- NH) Board of Director's and The State Suicide Prevention Council (SPC). Division members were pivotal in establishing a First Responder Sub-committee within the SPC to combat suicide among front line professionals. These ongoing training efforts will provide an environment of cultural change within a profession sometimes resistant to seeking help. Moving into 2021, we will work to establish a reoccurring program for new employees and continue to provide training and PEER support to our valued members.</p> | <p>Complete/On-going</p> | |
| <p align="center"><u>Training</u></p> | | | |
| <p>1. Implicit Bias and Cultural Responsiveness (2 hours annually)</p> | <p>The organization has purchased a 3.5 hour-long video from a nationally-recognized law enforcement training company, Calibre Press, which will be mandated that all Troopers review, prior to the end of 2020. This training video will be a portion of the continual training plan moving forward.</p> | <p>Pending</p> | |

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| <p>2. Ethics (2 hours annually)</p> | <p>Ethics is currently embedded in training that is delivered both at through the NH Police Standards and Training Council, within the NH State Police “In-House Academy” for newly-hired Troopers, and during the “Field Training Officer School” provided to new field training officers. The organization is currently working with the Bureau of Education and Training, so that the bureau’s “Ethics In Government” course can be transferred to an online course, which will then be made available to all Troopers. Additionally, the Recruitment and Training Unit is also monitoring the development and release of the Ethics block of instruction at the Police Standards and Training Council, which could also be utilized by the Division or even statewide. The opportunities will be part of the continued training plan moving forward.</p> | <p>Pending</p> | |
| <p>3. De-escalation (2 hours annually)</p> | <p>Use of Force Training, as it exists currently, along with Use of Force Policy (PSC Chapters 41-K and 41-L) implicitly speak to de-escalation, as compliance without resort to force, use of the least necessary force, and implementation of professional solutions are all goals and requirements of the Division’s approach to policing. Furthermore, the NH State Police purchased and disseminated a 2.5-hour video on De-Escalation from Calibre Press, delivering it to our sworn members in August 2020. Our Recruitment and Training Unit is also researching the Police Executive Research Forum (PERF), Integrated Communication And Tactics (ICAT) Training suggested by the LEACT Commission. The Recruitment and Training Unit is also working in conjunction with the NH Police Standards and Training Council, in order to assist with development of a statewide standard for in-service training in each of the disciplines required by this section. The NH State Police will continue to research new training opportunities for evolving issues.</p> | <p>Complete 2020/On-going</p> | |
| <p align="center"><u>Enhanced Background Vetting</u></p> | | | |
| <p>1. Enhance all backgrounds investigations for police candidates to specifically vet such candidates for demonstrations of outward bias toward a protected group by way of past history, behavior, affiliation, with a subversive group, social media posts and other objective sources</p> | <p>NHSP Recruitment and Training Background Investigations are conducted in a manner consistent with this requirement. We conduct a “Background investigation class” that illuminates issues including negligent hiring, consistency with the US Equal Employment Opportunity Commission and Title VII of the Civil Rights Act of 1964, barring practices that would produce a “disparate impact” of data discovered, ensuring real and equal opportunity to applicants. To the extent allowable by law, social media and open source web searches are utilized to reveal unlawful or discriminatory bias on the part of candidates as demonstrated. Interviews with references in social, educational, professional, and other spheres are conducted, and the scrupulousness of candidates’ behavior is examined, including whether references have any concerns regarding discriminatory or biased behaviors on the part of any applicant. Candidates are also asked to display their social media accounts as well as being subjected to a direct personal interview, during which any concerns regarding any topic, including discriminatory behavior and unlawful bias, would be addressed by the investigating Trooper. Those who demonstrate discriminatory behavior or unlawful bias would suffer a lesser recommendation than those free of such encumbrances. The NH State Police is also researching questions on bias that can be included during portions of the hiring process. All candidates for the position of NH State Trooper are vetted in accordance with the expectation that they will perform their duties with Fairness, Professionalism, and Integrity.</p> | <p>Pending/On-going</p> | |
| <p align="center"><u>Body Cameras</u></p> | | | |
| <p>1. Identify funding sources and identify implementation date for body cameras</p> | <p>Beginning in 2017, the NH State Police began working on a project that would allow for all marked State Police Cruisers to be outfitted with in-cruiser cameras and as part of the Governor’s Executive Order, the organization is in the process of distributing a request for purchase (RFP), so that body-worn cameras can also be included within that project. Funding sources to support the body-worn camera project are actively being sought and a comprehensive plan will be submitted to the Governor’s Office prior to December 4th, 2020.</p> | <p>Pending/On-going</p> | |
| <p align="center"><u>Fish and Game</u></p> | | | |

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| 1. Inclusion of Fish and Game information into the dashboard | Colonel Noyes has been in contact with Colonel Jordan from NH Fish and Game, so that their agency's status updates relating to the LEACT Commission's Recommendations can be included within a "State Police Dashboard," which will track the status of the progress made by both agencies in implementing the solutions to the LEACT recommendations. The NH State Police are currently coordinating with Fish & Game on the Records Management Project and the ability to share our training modules. | Pending | |
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