

	Department of Emergency Services and Public Protection	
	Administration and Operations Manual	
<i>A&O Section #</i> 08.01.08	<i>Subject:</i> Community Trust Liaison Program	<i>Revision Date:</i> October 29, 2020
		<i>Page:</i> 1 of 7

A. PURPOSE

- (1) The purpose of this policy is to establish the Community Trust Liaison (CTL) Program within the Division of State Police, part of the agency's approach to build lasting trust and legitimacy in our communities.
- (2) Community Trust Liaisons will assist each State Police Troop in building relationships with residents and community-based organizations, learning from those residents and organizations about how to better serve their communities, and making it easier for those residents and organizations to communicate with the State Police.

B. POLICY

- (1) The Department of Emergency Services and Public Protection (DESPP) and the Division of State Police recognize the importance of affirmatively seeking out opportunities for contact with the community the agency serves – outside of the traditional patrol and enforcement contexts – in order to foster a relationship of trust.
- (2) Each State Police Troop, and selected relevant other commands, shall have troopers assigned to serve as Community Trust Liaisons (CTLs) who are to engage in proactive outreach to build relationships within the areas they serve.

C. BACKGROUND

- (1) Strong relationships of mutual trust between police agencies and the communities they serve are critical to maintaining public safety and effective policing.
 - (a) Police officials rely on the cooperation of community members to provide information about crime in their neighborhoods, and to work with the police to devise solutions to crime and disorder problems.
 - (b) Similarly, community members' willingness to trust the police depends on whether they believe that police actions reflect community values and incorporate the principles of procedural justice and legitimacy.
- (2) Finding opportunities to interact with community members in a non-enforcement context helps to reduce bias on the part of community members and police officers.
 - (a) These opportunities also help troopers see themselves as part of the community they serve.

D. OBJECTIVE (CALEA 45.2.1a)

The primary goal of the Community Trust Liaison program is to build genuine relationships centered around trust and understanding, which in turn will result in:

- (1) Greater equity in the delivery of police services;
- (2) Improved quality of life for all communities;
- (3) Empowering members of the community to be involved in problem solving, while working with the police as an ally;
- (4) A greater number of interactions between the public and the police that are not centered around criminal investigation / enforcement / emergency response;
- (5) More effective minority recruiting which will result in a more diverse department;
- (6) Less frequent use of force encounters;
- (7) Increased crime solving as a result of partnerships and open communication;
- (8) A focus on inclusion and equity with individuals / groups who may feel an emotional barrier between themselves and the police; and
- (9) More effective crime prevention and safer neighborhoods.

E. ROLE AND RESPONSIBILITY OF THE COMMUNITY TRUST LIAISON (CTL)**(1) Overview**

- (a) A CTL is a specially trained State Trooper who serves as a liaison to their communities and engages in proactive outreach to build and enhance relationships.
- (b) Each State Police Troop shall have at least one permanently assigned CTL.
 1. At the discretion of the CTL Program Coordinator, a specialized unit may have a permanently assigned CTL if deemed beneficial to the program.

(2) Role of the CTL (CALEA 45.2.1b)

- (a) CTLs are still responsible for fulfilling their patrol duties but will serve as an additional resource to their community and fellow troopers;
- (b) CTLs shall proactively engage with diverse populations within their jurisdiction, including but not limited to racial/ethnic populations, religious groups of varying faiths and the LGBTQ community.
- (c) CTLs should be flexible and make themselves available to meet privately to discuss issues (hate crimes, domestic violence, sexual assault, negative interactions with police, suggestions for the department).
- (d) CTLs will work with the CTL Program Coordinator and their supervisor/chain of command to prioritize and ensure that there is a balance between patrol duties and CTL responsibilities.
- (e) A CTL's top priority, whether engaged in CTL activities or not, shall remain officer-safety and the protection of life and property.

- (f) If CTLs are engaged in a CTL event and learn of a serious incident (e.g., active assault, serious injury motor vehicle crash, request for backup) occurring in the vicinity they shall immediately respond.
 - (g) CTLs shall not meet privately with any individual or group without notifying dispatch of their location, the expected duration of the meeting/event and how they can be reached if out of uniform/without a portable radio. CTLs shall notify dispatch when the event/meeting has ended.
- (3) **Responsibilities of the CTL** (CALEA 45.2.1c)
CTLs are expected to:
- (a) Work collaboratively with communities, diverse populations, civic groups, faith-based organizations, business association groups and other public service providers to identify and address needs and concerns of the community.
 - (b) Have open conversations regarding community trust, fears, misperceptions, preconceived notions, implicit bias and historical challenges between the police and the public; ignoring or avoiding these topics of conversation will impede progress.
 - (c) Seek out and talk to members of the community and community groups who may be apprehensive about approaching the police.
 - (d) Assist members of the public with identifying and contacting the appropriate public or private organization for services (e.g., 2-1-1, Department of Social Services (DSS), Office of the Victim Advocate).
 - (e) Identify local groups that are already organized; offer them assistance and create partnerships.
 - (f) Identify and work with local leaders who have the trust of their communities.
 - (g) Frequently engage in “stop and walk” patrols to proactively meet members of the public and have conversations.
 - (h) Reach out to the local schools and attend school activities to foster a healthy relationship with the youth in their foundational years.
 - (i) Actively seek out events/activities going on in the community and ask to attend.
 - (j) Organize activities/events (e.g., Coffee w/ a Cop, ride-alongs, youth workout/athletic activities, etc.).

F. MANAGEMENT, REPORTING AND OVERSIGHT

- (1) **Management**
- (a) The CTL program shall be managed by the CTL Program Coordinator, who shall be a sworn supervisory or command member of the department appointed by the Commanding Officer of the Division of State Police.
 - (b) The CTL Program Coordinator shall have the final authority to authorize / deny a request from a CTL to partake in certain activities.
 - (c) Duties of the Program Coordinator shall include:

1. Promoting all goals and objectives in support of the department’s mission through the CTL program;
2. Coordinating with the Media Relations Unit to actively promote public community events managed or attended by the CTL (if appropriate and agreed to by all parties involved);
3. Communicating CTL success stories internally and externally;
4. Representing the department (or assigning a designee) at meetings on matters pertaining to the CTL program when management input is needed;
5. Managing the preparation of policy documents, correspondence, handbooks, manuals, etc.;
6. Analyzing, developing and updating appropriate forms and processes to implement and monitor the CTL program; and
7. Conducting periodic audits, if necessary, to track compliance with CTL program policy and directives.

(2) Documentation and Tracking

- (a) In order to effectively manage the program and measure its success, CTL activities need to be logged.
- (b) All CTL meetings, events and other noteworthy related interactions shall be documented as a Computer Aided Dispatch (CAD) event (call type of “Community Engagement Activity”, sub-type “CTL Event”, no report).
 1. Only sworn personnel designated as CTLs should be assigned as the primary unit on Community Engagement Activity calls that have the CTL event sub-type.
 2. All other sworn personnel should utilize the “Community Engagement Activity” call type with a sub-type of “Community Contact” to document their own community engagement efforts.
- (c) A written incident report within the Record Management System (RMS) will only need to be generated if the CTL interaction leads to the disclosure/discovery of a reportable event. For example, a CTL receives an email asking to meet with an individual who discloses that they witnessed a sexual assault occur. CTLs are still sworn police officers and must act accordingly. Moreover, CTLs should be familiar with all mandated reporter requirements.
- (d) Cataloging the CTL events will assist the CTL Program Coordinator and outside stakeholders with measuring the program’s success and identifying areas of improvement.
- (e) Events that are denied or otherwise unable to be staffed (whether requested by a community group or proposed by the CTL) should also be documented in the CAD system (call type of “Community Engagement Activity”, sub-type “CTL Unable to Fulfill”) with a narrative explaining why it was denied or unable to be fulfilled (e.g., “Denied due to staffing shortage”). This will assist the command staff and the Office of the Commissioner when discussing staffing and budget concerns.

(3) Periodic Reporting Requirements (CALEA 45.2.1d)

- (a) CTLs shall keep a written record/monthly report of outreach efforts, events attended, private phone calls/emails answered, references to services made, businesses/schools visited and other actions.

- (b) This monthly report shall be submitted to the CTL Program Coordinator, the CTLs rating supervisor and commanding officer by the seventh day of each month for the preceding month.
- (c) The CTL Program Coordinator will be responsible for compiling the monthly reports and completing a quarterly summary report for the Commissioner and Deputy Commissioner/Colonel. (CALEA 45.2.1e)

(4) **Chain of Command**

- (a) CTLs will still follow the appropriate State Police chain of command and notify their immediate supervisor of CTL events they engage in and/or receive requests for.
- (b) If a CTL plans a community event, receives an invitation to attend a community event or needs to schedule time for private conversations with community members/groups, they shall contact the CTL Program Coordinator and their supervisor.
- (c) The CTL Program Coordinator shall have the final authority to authorize/deny a request from a CTL to partake in certain activities. If the activity is approved the CTL's supervisor/commanding officer shall coordinate scheduling, patrol coverage and use of overtime, if authorized.

(5) **Evaluations of CTL members**

- (a) Evaluations (PERs/PORs) for personnel who are designated CTLs shall have specific notations in Section #8, "Special Technical Skills", with relevant information articulated in the narrative.
- (b) Rating supervisors shall review the submitted monthly reports from the CTL to ensure that they are credited with their efforts to build relationships and solve problems.

G. SELECTION OF COMMUNITY TRUST LIAISONS

- (1) CTL positions are appointed (non-tested).
- (2) CTLs shall be sworn personnel within the Division of State Police who hold the rank of trooper, sergeant, master sergeant or lieutenant.
- (3) An agency-wide teletype seeking CTL volunteers will list the criteria that will be used to select the CTLs. General criteria include the following:
 - (a) CTLs should intend to stay in their current assignment for at least one (1) year;
 - (b) CTLs must be willing to attend initial CTL training and then at least three (3) professional development days per calendar year in each year following the initial CTL training. The professional development training should have a direct correlation to the CTL program;
 - (c) CTLs must be willing to carry a department cellphone while on-duty (in compliance with any applicable collective bargaining unit contracts);
 - (d) CTLs must be willing to attend community events outside of their set schedule (in compliance with collective bargaining unit contracts); and
 - (e) Any other suitable factors as determined by the CTL Program Coordinator.
- (4) Prospective volunteers may be required to submit the following:

- (a) A cover letter explaining the applicant's interest in the program;
 - (b) A detailed resume; and/or
 - (c) The most recent yearly evaluation reports.
- (5) Selection will be made after all factors (required submissions, geographic factors, availability, other department commitments, etc.) are considered by the CTL Program Coordinator and the applicant's commanding officer.

H. ADDITIONAL CONSIDERATIONS

(1) Use of Body Worn Cameras (BWC)

All sworn personnel are expected to comply with the provisions of A&O § 13.15 on Body-Worn Cameras.

- (a) CTLs can use the topic of a BWC as a talking point when interacting with community members to explain the circumstances that normally require or restrict their use.

(2) Immigration Matters

As the nature of the CTL involves working with diverse populations and groups who may feel an emotional barrier between themselves and the police, the possibility exists for CTL troopers to interact with individuals whose immigration status is questionable.

- (a) CTLs shall not inquire as to the citizenship/residency/immigration status of anyone contacting them for assistance.

1. Investigating and enforcing violations of federal civil immigration law is not the responsibility of the Connecticut State Police.

- (b) Troopers are to adhere to the guidelines set forth in A&O § 19.01.22 on Procedures Regarding Immigration Matters.

(3) Email / Private Communications

- (a) The CTL Program Coordinator will facilitate the creation of separate CTL emails for each State Police Troop (e.g., TroopKCTL@ct.gov).

- (b) All CTLs at their respective troops will share the same CTL email to increase the coverage hours, be more efficient and to ensure continuity when personnel changes are made.

- (c) An automatic-reply will be built into each CTL email explaining that the CTLs are not available 24/7, and that if the sender is involved in an emergency situation, to contact 9-1-1. The Media Relations Unit will also ensure that when the CTL program is advertised, it will be made clear that the CTLs are not on-call 24/7, and that the CTL program is not for emergency response.

- (d) CTLs should be aware that email communications over the CTL email are still subject to all applicable state email regulations and legal requirements (e.g., FOIA requests).

(4) Cooperative Relationships

CTLs shall maintain cooperative working relationships/liasons with the following entities who will help advance the goals and objectives of the CTL program:

- (a) Office of the Commissioner and Office of Field Operations;

- (b) Private organizations / Non-Governmental Organizations;
 - (c) Other state and local agencies;
 - (d) Educational institutions (public and private); and
 - (e) Crimes Analysis Unit and/or CAD/RMS Unit (to identify crime/reporting trends and ensure events are effectively logged)
- (5) **Involvement of the Media Relations Unit**
- (a) The role of the CTL is not to focus on public information messaging. CTLs should plan events, attend events and engage with community members, both publicly and privately, based on the primary goal of the program: to build genuine relationships centered around trust.
 - (b) The CTL Program Coordinator will work with the Media Relations Unit to determine if events/activities involving CTLs should be publicized on traditional and/or social media.
 - (c) CTLs will then discuss the possibility of media involvement with the involved group/organization, who will have the final authority to deny/approve media involvement.
 - (d) The Program Coordinator, Media Relations Unit and CTLs should be extremely cautious when considering media involvement at events. Conversations with media present may be filtered and unnatural if the involved parties are focusing on public messaging and sound bites that will be replayed later.