

External Services *Community Engagement*

Goal:

To create awareness within the community about the Department of Public Safety and its law enforcement divisions; and to decrease crime by increasing community relations in all communities.

Vision:

The Department of Public Safety will promote long-term stability and self-empowerment through meaningful connection and partnerships. To cultivate positive interactions during law enforcement contact involving people experiencing mental illness and addiction, while simultaneously assessing and connecting individuals to the services available to them.

Personal Preparation:

We will continue to be well versed in state laws regarding police actions, and will train troopers on their roles and responsibilities while interacting with citizens. Troopers will continue to engage in community events such as county fairs, public safety events, and school activities. The Department's Community Engagement team will engage with community leaders to build meaningful relationships with all communities.

Internal Performance:

- Develop new methods of community engagement and outreach. Create after school activities that engage at-risk youth.
- Use social media to advertise and engage in safety tips, to include community engagement and outreach services.
- Coordinate with the State Bureau of Investigations (SBI), Utah Highway Patrol (UHP), and Peace Officer Standards and Training (P.O.S.T.) to ensure our message is reaching and teaching all communities.

External Services:

- Facilitate consistent meetings with key stakeholders and community partners.
- Utilize social media platforms to engage in meaningful and informative interactions with the public.

External Services

Diversity and Cultural Humility

Goal:

Understand how our work as law enforcement officers intersects with diversity in all forms and increases our awareness of, and sensitivity to, our relationships within the communities we serve.

Vision:

Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural beliefs and practices, preferred languages, health literacy, and other communication needs.

Personal Preparation:

- Troopers will be well educated in cultural diversity, community involvement, and implicit bias through continuing education efforts for all department members.
- Department instructors, who are specially trained, will continue to teach Diversity and Inclusion classes and protocols through classroom instruction.
- Phase II Diversity and Inclusion training will reach all sworn department members Fall of 2021.
 - This training will consist of both classroom lecture and example based incident reviews, giving our troopers the knowledge, skills, and abilities they need to serve all citizens of Utah with dignity and respect.

Internal Performance:

- Cultural awareness training for all troopers.
- Divide sensitivity training into two types: Race-relations and racial/cultural awareness.
- Training will be provided on cultural awareness, de-escalation tactics and techniques.
- The Utah Highway Patrol will employ men and women who are culturally diverse. Troopers will know how to recognize an unintended bias within themselves and encourage their peers to do the same. The public will feel safe and respected by all troopers.
- The department will continue to implement unconscious bias training and conversation among troopers. Troopers will be required to participate in training that will help them identify their implicit bias, and navigate these biases.
- Create protocols and checklists for various law-enforcement situations.
- Continue to recruit and welcome new hires from all cultures.

- The Utah Highway Patrol will be transparent in their current and future practices to maintain public trust.
- Troopers will be encouraged to amplify who they are and what our organization represents when interacting with the citizens of Utah.

External Services:

- Better service by utilizing knowledge gained through ongoing in-service diversity training.
- Partnerships with external departments & organizations to collaborate and explore new, ongoing cultural humility and diversity training. We currently utilize selected individuals with extensive backgrounds in Diversity and Inclusion training from local colleges, universities and local governments and community groups.
- Improved customer service through a deeper understanding that other communities view issues and incidents differently than law enforcement.
- Crucial conversations with key stakeholders pertaining to life and cultural experiences. This will lead to maintaining trust and transparency with the populations troopers serve.
- Healthy relationships with the communities UHP troopers serve.
- Collaborating with special interest groups and diverse communities.
- Increase troopers' involvement in community events, with a focus on underrepresented communities.

External Services
Outreach

Goal:

The Utah Department of Public Safety (DPS) has developed and continues to utilize a multi-prong approach to addressing crime and victimization around vulnerable populations. This approach has helped target those highest utilizers (HUs). HU's are a small group of clients who impose a disproportionately high burden on the emergency services and criminal justice system due to their elevated resource use. Identification of persistent HU's is pertinent as targeted approaches are needed for those in most need of intervention and resource services.

Vision:

The DPS utilizes their Troopers and Agents to build trust and address individual and community needs through community policing efforts. The development of intelligence-led units address crime and victimization. Consistent engagement with all stakeholders has proved to build trust and effectively results in better outcomes.

Personal Prep:

- Consistent/Frequent Law Enforcement Presence – Positive and public safety guided enforcement interaction with people experiencing crisis on a regular basis. This approach allows for officers to establish a level of accountability while maintaining and establishing a positive rapport.

Internal Performance:

- Multi – Disciplinary Approach - DPS is effectively engaging in a co-responder model to include outreach officers and social workers. Co-response provides multiple options including social services for those in need of support. Statistical data is being captured to prove the value and necessity of this model. Through this model the DPS has transformed its law enforcement engagement approach. This has been implemented in an ongoing effort to address the ever-present, and continuing need towards diversion and elimination of mental health criminalization.
- Crime Focused Unit – Includes narcotics and criminal enforcement units focusing on those who are distributing drugs and preying on the vulnerable population. Utilizes intelligence-led policing and data to identify criminals and enhance public safety. They work side-by-side with the Community Engagement Team to connect individuals to services and support teams.
- Community-oriented policing allows our officers to know the community, build trust, establish a level of accountability, and utilize informed discretion when taking enforcement actions. It is critical for law enforcement personnel to build relationships with the community, specifically those experiencing crises.