

## IACP/SAIC OUTSTANDING ACHIEVEMENT IN LAW ENFORCEMENT VOLUNTEER PROGRAMS AWARD: 2006 WINNERS

In 2004 the International Association of Chiefs of Police (IACP) and Science Applications International Corporation (SAIC) established the Outstanding Achievement in Law Enforcement Volunteer Programs Award. This annual award recognizes excellence in leadership through the implementation of an effective, high-quality volunteer program that successfully integrates volunteers into overall organizational operations and administration. The award also institutionalizes the theories and practices of the Volunteers in Police Service (VIPS) Program.

The award recognizes agencies that exemplify the goals, concepts, and spirit of volunteerism in action. The IACP's Police Administration Committee selects up to three winners. The award presentation is made at the IACP's annual conference.



### ***2006 Outstanding Achievement in Law Enforcement Volunteer Program Award Winners***

The Denver, Colorado, Police Department, the Eugene, Oregon, Police Department, and the Pasadena, California, Police Department were winners of the third annual IACP/SAIC Outstanding Achievement in Law Enforcement Volunteer Programs Award. The awards were presented at the 113<sup>th</sup> Annual IACP Conference in Boston, Massachusetts, in October 2006.

### ***Denver, Colorado, Police Department***

The Denver Police Department (DPD) has a staff of 1,807 law enforcement employees consisting of 1,486 sworn officers and 321 civilians. The department serves a population of approximately 546,000.

#### *Volunteers in Policing Unit*

In 2004 the DPD's chief of police assigned a sergeant to become the full-time volunteer coordinator and manager of the Volunteers in Policing Unit. The unit was transformed from nine volunteers into a robust program of over 400 volunteers by 2006.

The Volunteers in Policing Unit is staffed with a full-time volunteer coordinator and a volunteer administrator, an unpaid volunteer who has logged more than 4,200 hours of service in two years. As of June 2006, the unit is staffed by a full time police technician and a volunteer coordinator. The volunteer administrator reports directly to the volunteer coordinator. The volunteer coordinator oversees the daily operations and reports to the deputy chief of administration.

The DPD's goal is to sustain a volunteer program that places volunteers in rewarding and challenging positions that can help the department improve its service to the community.

#### *Program Activities*

There are various assignments available for volunteers. A few of the assignments include cold case homicide, crime lab (firearms analysis and trace evidence analysis), scenario-based training for recruits, publications (the DPD *Daily Bulletin*), and crime mapping analysis. The unit also has a volunteer helicopter pilot, volunteer background investigators, and volunteer victim advocates. The

department is currently training volunteers in their newest volunteer program called Volunteer CSI-Denver. This program will use carefully chosen and well-trained volunteers to process property crime scenes.

#### *Screening and Training*

People who successfully complete the application process, which consists of a written application, a National Crime Information Computer (NCIC) clearance, and an interview, may become volunteers of the DPD. Also, some applicants must be fingerprinted or given a polygraph test depending on the sensitivity of their assignments. Once the screening process is completed, volunteers attend an orientation training to acquaint them with the department, personnel, policies, and procedures. Duty-specific training is provided by assignment supervisors. Ongoing training is provided when assignment supervisors or the volunteer coordinator deem it necessary.



#### *Benefits*

The volunteer program has seen rapid growth since its transformation in 2004. With its growth of 420 volunteers in two years, volunteers have contributed over \$2.5 million in added value to the city coffers and allowed the chiefs to accomplish activities they did not think would be possible due to lack of staff. To date, there are volunteers in every division of the department augmenting paid staff.

The volunteer program has been funded by Citizen Corps to help new programs in the Denver metro area develop of their own Volunteers in Police Service program. In 2005 its volunteers contributed

more than 46,000 hours of service, an added value of more than \$725,000 to the department and the community.

### *Eugene, Oregon, Police Department*

The Eugene Police Department (EPD) serves a population of approximately 145,000 with a staff of 300 law enforcement employees consisting of 182 sworn officers and 118 civilians. The EPD Volunteers in Policing program was created in 1999 and to date has 85 volunteers working in 40 different assignments.

#### *Program Structure*

The Volunteers in Policing (VIP) program is coordinated and managed by a civilian VIP coordinator who reports to a police captain. Quarterly reports document program highlights, significant issues, and progress on program objectives and performance measures.

#### *Program Activities*

Volunteers engage in many activities at EPD. Administrative volunteers develop databases, help with warrant verifications, document phone calls from tip lines, staff neighborhood substations, dispose of confiscated property, and gather case materials.

Field volunteers perform radar patrol, staff booths at community events, perform disabled parking enforcement, install infant seats, role play for disaster preparedness and team training exercises, raise money, and provide chaplain services.

Youth volunteers assist in the records section, the substations, the Cadet Post, the VIP office, at the Police Activities League summer camp, and emergency preparedness exercises. Community service and internship placements for high school and college students are also available.

#### *Recruitment, Selection, Screening, and Training*

The agency's volunteer recruitment tools include the EPD Web site, outreach tables at high school and college recruitment fairs and community events, media relations, presentations

to community groups, and presentations at the agency's citizen police academy and summer youth academy. The volunteer selection process, managed by the coordinator, includes an application, an interview, and a background investigation. The background investigation includes a complete criminal history check and extensive reference checks.

Orientations include a review of the volunteer handbook, the program, the department's policies and procedures, and the department's organizational structure, as well as a tour of the department. After orientations, the coordinator sends a department-wide e-mail message to introduce new volunteers, communicate assignment information, and provide a link to the volunteer's photo. Depending on the assignment, volunteers participate in a variety of training including diversity training, computer software classes, communication strategies, customer service excellence, training academies, driver training, field training, and in-service trainings.



#### *Benefits*

An example of the program's success is the EPD's Squad Car Maintenance Team (SCMT). The SCMT performs minor maintenance checks, washes vehicles, inventories and restocks trunks, and shuttles vehicles needing mechanical work to and from the fleet shop. The shuttling was previously done by city mechanics, and EPD was billed for their time. Creating the SCMT has resulted in an annual value of \$54,000 for EPD. In addition, two volunteers on the Seniors on Patrol team have taken it upon themselves to focus on locating stolen vehicles in Eugene. These two volunteers have found nearly 50 stolen vehicles to date.

## *Pasadena, California, Police Department*

The Pasadena Police Department (PPD) serves a population of more than 146,000 with a staff of law enforcement personnel consisting of 254 sworn officers and 126 civilians.

#### *Program Structure*

The PPD's volunteer services program has grown since its inception more than 20 years ago. The first volunteer program was established in 1985 as the Equestrian Unit. In 1992 the department created a citizen police academy to educate citizens about the internal workings of the PPD. The academy produced a small core group trained in the department's philosophy that could assist with various community-related activities. The general volunteer program is rooted in the citizen police academy. Today there are approximately 150 active volunteers. In keeping with the police chief's 2003 strategic plan, the agency appointed a sworn officer as a full-time volunteer coordinator to provide increased support and advocacy for volunteers.

#### *Program Activities*

The Pasadena Police Department's volunteer program gives volunteers many assignments from which to choose: an equestrian unit, a chaplains group, the Citizens Assisting Pasadena Police (CAPP) program, the Youth Accountability Board (YAB), the safe shopping detail, Parade Watch, general volunteers, and the Community Response to Eradicate and Deter Identity Theft (CREDIT) program.

#### *Recruitment, Selection, Screening, and Training*

The PPD's citizen police academy is the basic recruitment arena for the volunteer services. All volunteers, with a few exceptions, must complete the academy before applying for any volunteer position. The 14-week course exposes citizens to the different divisions and operations of the PPD. Volunteers are subject to a background investigation and interview before being cleared for duty.

Volunteers are selected for a specific division from a pool of volunteers on the basis of program and

department needs. Orientation to the department is reinforced at the time of placement in the position. Hands-on training is given by a police staff member when a volunteer assumes a new assignment.



*Benefits*

The PPD has forged partnerships with the community through the use of its volunteers. CAPP volunteers provide uniformed, non-enforcement services in the city of Pasadena, patrolling residential and commercial areas to identify and report on graffiti, abandoned vehicles, and code violations. Also, they provide an additional police presence in high-complaint areas and help promote crime prevention and public safety awareness. The CAPP program has been incorporated into the department’s goals. In 2005 the department’s volunteers donated more than 12,500 hours of their time, at a value of more than \$250,000.

**2007 Outstanding Achievement in Law Enforcement Volunteer Program Award**

Application guidance will be available in early 2007.

**For Additional Information**

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**VIPS Resources & Products of Interest**

**VIPS Program Online Directory**

- Law enforcement agencies can register their volunteer programs and search for others in the VIPS program directory.
- Citizens can locate volunteer opportunities with law enforcement agencies in their communities. The directory allows users to search by city, state, and type of program.

All resources and products can be found at [www.policevolunteers.org](http://www.policevolunteers.org).

The Volunteers in Police Service (VIPS) Program works to enhance the capacity of state and local law enforcement to utilize volunteers. VIPS serves as a gateway to resources and information for and about law enforcement volunteer programs. VIPS is a Program Partner of Citizen Corps, an initiative helping to make communities across America safer, stronger, and better prepared for emergencies of all kinds. The International Association of Chiefs of Police (IACP) manages and implements the VIPS Program in partnership with and on behalf of the Bureau of Justice Assistance, U.S. Department of Justice.



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