

NETWORKS

STRENGTH THROUGH COOPERATION®

A Newsletter for Law Enforcement Professionals

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Fort Smith, Arkansas, Chief Meets Community Challenges with IACP NetSM

When Chief Kevin Lindsey joined the Fort Smith, Arkansas, Police Department he brought IACP Net with him.

"When I was a captain in a small community in 1991, purchasing IACP Net was a no-brainer," said Chief Kevin Lindsey. "Things have changed since then, but IACP Net has stayed with me. I really like IACP Net's new format—it's straightforward and easy to use."

Connect with Community

Since signing on as chief at Fort Smith in January 2007, Lindsey focused on customer service with his department of 165 officers. "Because of our emphasis on customer service, we have a large amount of support from the community," said Chief Lindsey. "Officers go out and spend time in the community, winning us that support."



Chief Kevin Lindsey
Fort Smith, Arkansas, Police Department

Connecting with Fort Smith's neighborhoods, however, is no small task. Fort Smith, population 81,000, is a blue-collar municipality, bordered on three sides by the Arkansas River. "Since October 2008, we've been challenged as a jurisdiction—there has been

prostitution and run-down houses in residential areas," said the chief.

Chief Lindsey utilizes IACP Net to research and report back about delicate political issues such as the department's relationship with local immigrants. "Immigration is generally a political issue, but we still have to have a very good relationship with local immigration agencies," he noted. "With IACP Net, I can research other departments dealing with immigration and report back to the board. I'm able to confirm the soundness of our actions using IACP Net."

"I have described this as a 'must-have' to fellow chiefs."

Recruit, Retain, Succeed

Despite the department's standing in the community, Chief Lindsey and his staff still face challenges well known in law enforcement, including recruitment and retention. "Retention and hiring is always an issue—we've taken a new tack with the latest recruitment ads and are always looking for more sworn, due to an uptick in residents," he said. "We get attrition through retirement or promotion to state and federal agencies. I would never stand in the way of that, but it creates difficulties."

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Win a Trip to Orlando for the IACP Conference!

Qualify each month to increase your chances of winning.

The Quest-ResponseSM Recognition Program is back, and you could win up to \$1,000 to reimburse travel expenses to attend the 2010 IACP Conference in Orlando, Florida, plus one paid conference registration (up to \$350 in value).

Last year's winner, Captain Robert Abraham of the La Crosse, Wisconsin, Police Department, was already planning to attend the conference in Denver, Colorado, when he found out he won. The department had hoped to send more personnel to the event, and as a result of Captain Abraham's Responses, Assistant Chief Tom Jacobs was also able to make the trip.

"In these tough budget times, having the opportunity to attend the IACP Conference without direct cost to our department helped us tremendously," stated Assistant Chief Jacobs. "By attending the conference I was able to network with individuals, organizations, and vendors to help advance the business of policing in La Crosse."

Participation is easy—simply respond to two or more Quests in any month through September 2010 and you're automatically entered. The more months you qualify, the higher your

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Win a Trip to Orlando for IACP...continued



Assistant Chief Tom Jacobs (left) of the La Crosse, Wisconsin, Police Department attended the IACP Conference in Denver, Colorado, as the 2009 Quest-Response Recognition Program award recipient. He is pictured with Lance Helgerson, sales and marketing manager for LogIn, Inc.

chances of winning. Plus, your responses help other law enforcement executives solve their problems.

“We’re very pleased to continue the Quest-Response Recognition Program for IACP Net members in 2010,” said Lance Helgerson, sales and marketing manager for LogIn. “It’s

a great opportunity for law enforcement leaders to interact and share best practices while qualifying to win a trip to the IACP Conference, and with two extra months to qualify this year we expect it will be even more popular than before.”

For complete rules governing the Quest-Response Recognition Program, or to learn how to use the Quest-Response service at your agency, log in to IACP Net or call your customer service associate at 800.227.9640.

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In response to this difficulty, Chief Lindsey used IACP Net to research and develop a succession plan for the department—preparing for the loss of officers and executives. “We have had no succession plan in the past, no strategy for continuation,” noted the chief. “I use the research function extensively in IACP Net for materials and articles related to succession planning.”

Networking Through the Net

Chief Lindsey strongly recommends IACP Net to law enforcement executives. “I have described this as a ‘must-have’ to fellow chiefs—you can’t put a price on your ability to network on IACP Net. It’s so much easier to go in and start up a conversation. I often offer to have chiefs come in for a small IACP Net demo, so they can see for themselves.”

You don’t have to know Chief Lindsey personally to try IACP Net yourself—simply contact Nancy Coughlin at 800.227.9640 to schedule a site demo and 24 hours of free access to IACP Net.

“I know IACP Net continues to grow, and I can’t say enough about how valuable it’s been,” said Chief Lindsey. “It’s so easy.”

Making sure IACP Net stays in the department’s budget every year is a priority for Chief Lindsey. “It’s such a small percentage of your budget—even if it costs more than it does now, its value would far exceed the cost.”

New Additions to the IACP Net Database

For assistance locating database documents, please call the IACP Net hotline at **800.227.9640**.

Mobile Crisis Response Team

The Mobile Crisis Response Team was developed to manage the problems that law enforcement faces in dealing with mental health calls. MCRT met the challenge in dealing with mental health calls by providing a mental health care provider in conjunction with officers on the scene to assist in providing a “real-time” patient assessment.

Document No. 609289

Impact of the Economy on Public Safety

Evidence of the recessive state of the economy confronts us daily, both personally and professionally. Two perspectives can be identified that relate to the provision of public safety services. The first is the impact the economic slump has on city and police budgets that limits the response to community needs. The second is the socio-economic impacts, specifically affecting crime and other activity requiring police response. **Document No. 610346**

Social Media in Policing: Nine Steps for Success

Social media tools offer police departments a way to hear what citizens are saying about the department, crime, and events as well as the ability to shape the conversation. With a well-planned strategy for using social media tools and department policy, law enforcement agencies stand to gain significant benefits by putting their departments into the world of Web 2.0.

Document No. 610251

Equipment Funding: How to Write a Successful Grant Proposal & Increase Your Purchasing Power

Law enforcement agencies are continuously asked to do more with less, leaving fewer financial resources for community programs and essential life-saving equipment. Grants can be a great source for funding worthwhile projects, but it takes persistence, patience, research, time, and follow-through. Success, however, will quickly make you the hero in your department and community.

Document No. 610061

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Conference Update

Thank you to everyone who stopped at the IACP Net booth during last month's CALEA Spring Conference and Expo in Dallas, Texas. We enjoyed meeting with you and discussing the benefits of IACP Net membership.

The IACP Net team plans to attend law enforcement conferences from coast to coast this summer. We hope to see you at one of these events to discuss how your agency can harness the power of IACP Net.

NSA 2010

The National Sheriff's Association's 70th Annual Conference and Exhibition is at the Anaheim Convention Center in Anaheim, California. Stop by booth #455 on June 28 – 29 to say hello to Nancy Coughlin and Lance Helgerson from IACP Net and receive a complimentary muscle car desk calendar.

FBI NAA 2010

Annual Training Conference

This year's FBI National Academy show is July 24 – 25 at the Hynes Convention Center in Boston, Massachusetts.

CALEA Summer Conference

Join us in the heat of Las Vegas, Nevada, July 28 – 31.

We hope to see you at a conference this summer!

Join the Net!

IACP Net puts the experiences of more than 1,700 law enforcement agencies at your fingertips. Annual memberships to IACP Net range from \$500 to \$1,600, with special pricing for departments with under 10 sworn. To join IACP Net, or for more information, call

800.227.9640

www.iacpnet.com

IACP Net Drives CALEA Accreditation in Clayton, Ohio

Lieutenant Matt Hamlin of the Clayton, Ohio, Police Department believes CALEA accreditation will be vital to his department's ongoing success.

"The Clayton Police Department general orders were last written in 1996, so I used IACP Net to overhaul them completely," said Lieutenant Hamlin. "This is the first time we're going for CALEA accreditation, so we thought the best thing would be to just jump in." Clayton, Ohio, population 13,500, is a bedroom community located on Interstate 70 on the outskirts of Dayton. The crime rate is low in Clayton, giving the department's officers more time to concentrate on community and policy issues.

The lieutenant's highest priority was updating general orders concerning critical incidents and hazardous materials, both of which he was able to research on IACP Net. "I pulled up a bunch of policies from the Policies Database, and was able to take pieces from both bigger and smaller departments," said the lieutenant. "We combined pieces, mirroring what other small departments were doing—we kind of mixed and matched and made it all work.

"It's really a great tool—IACP Net is a huge help in accreditation. We learn about what we need to do through IACP Net," said Lieutenant Hamlin.

Policies and Much More

After finding documents from agencies about the same size as Clayton, Lieutenant Hamlin was able to tailor his policy updates to the size of his department. He found policies on TASER® liability, excited delirium, and other use-of-force issues. "We don't just cut and paste policies—we look each one over, appropriate the pieces that work, and modify our own document to be a better policy," noted the lieutenant. "IACP Net really came in handy."

Lieutenant Hamlin uses IACP Net for more than just policy research, and he appreciates having the resource available. "When something comes up, I pop onto IACP Net and see what everyone else is doing," said the lieutenant. "We use it for just about everything." For example, Lieutenant Hamlin posted a question—and received answers through the Quest-Response service—about mobile data terminals (MDTs) and their tendency to overheat if left running in vehicles.

"We wanted to find out what other departments were doing to keep their MDTs from overheating—do they shut cars off or leave them running with the air conditioning? Do they leave the vehicle in the shade, under a tree? We got some good feedback about that," noted the lieutenant. He also researched the pros and cons of switching the department's schedule from rotating 12-hour days to rotating 10-hour days, or another scheduling cycle.

Department Problem-Solver

The Clayton Police Department has no problem justifying the cost of IACP Net. "It's such a great resource, and our Board of Directors knows that. They want us to go through accreditation, and they understand that IACP Net is our go-to resource when we have questions," said the lieutenant.

Lieutenant Hamlin knows he can turn to IACP Net if he has an issue about anything law enforcement-related. "If you know where to start looking, that's half the battle."



Lieutenant Matt Hamlin
Clayton, Ohio, Police Department

"IACP Net is our go-to resource when we have questions."



Net Works is a publication of IACP Net. IACP Net is produced by LogIn, Inc., in cooperation with the International Association of Chiefs of Police since 1991.

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