

	MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES	
	Subject COMMUNITY RELATIONS AND YOUTH PROGRAMS	Policy Number GJ-24 <hr/> Effective Date 11-09-23
Related Information EA-2, <i>Patrol Vehicles</i> EI-5, <i>Crime Prevention Programs</i> GE-4, <i>Use, Assignment, and Operation of Vehicles</i> GH-2, <i>Internal Investigations</i>	Supersedes GJ-24 (04-07-22)	

PURPOSE

The purpose of this Office Policy is to establish guidelines, procedures, and responsibilities for maintaining positive relations between the Maricopa County Sheriff's Office (MCSO) and the community and to establish the Office's commitment to community engagement which fosters mutual respect and enhances public safety.

POLICY

It is the policy of the Office that every employee is responsible for strengthening relationships and building opportunities for open communication and partnership between the Office and the community. By enhancing communication and increasing community participation when dealing with people fairly, honestly, and courteously, the Office will better respond to the community's concerns, proactively address public safety issues, address community tensions, reduce complaints, and develop greater public support and cooperation. The Office shall continue to strive towards developing juvenile programs and continuously update policies through the solicited input of the community, social services, and other community-based outreach programs.

DEFINITIONS

Comment and Complaint Form: An official Professional Standards form, printed in English and Spanish, used by the public to notify the Maricopa County Sheriff's Office of a concern regarding the performance of any Office employee.

Employee: A person currently employed with the Office in a classified, unclassified, contract, or temporary status.

Volunteer: A person who performs hours of service for civic, charitable, or humanitarian reasons, without promise, expectation, or receipt of compensation for services rendered. An employee may not volunteer to perform the same, similar, or related duties for the Office that the employee is normally paid to perform.

PROCEDURES

1. **Responsibilities of the Community Outreach Unit:** The Community Outreach Unit of the Enforcement Support Division shall be responsible for outreach programming, including the following:
 - A. Establishing programs which maintain positive relations between the Office and the community it serves. Programs implemented by the Office must focus upon humanizing encounters between employees and community members, thus fostering the understanding of its law enforcement actions, services, and providing individuals the opportunity to be heard.

- B. Ensuring the public has direct access through the Community Outreach Unit for communication and questions regarding the Office. The hours and contact information of the Community Outreach Unit shall be made available to the public on the Office Website www.mcso.org under the Community Outreach page. The Community Outreach Unit shall have the following duties:
 - 1. Providing support for the quarterly community meetings;
 - 2. Attending community meetings designated by the Community Outreach Commander/Director and may preserve the meeting through audiovisual media;
 - 3. Distributing *Comment and Complaint Forms* at designated locations; and
 - 4. Accepting and forwarding *Comment and Complaint Forms* to the Professional Standard Bureau (PSB).
 - C. Facilitating, coordinating, and reporting on community outreach programs and events.
 - D. Receiving and forwarding suggestions from members of the community to the appropriate commander.
 - 1. Input from the community may be solicited from community contacts through attendance at community meetings, involvement in community groups, attendance at Office public events, and receipt of comments or written correspondence.
 - 2. After a review of the input from the community by the chain of command, suggestions and recommendations may be forwarded to the appropriate division for consideration, or to the Policy Development Section for implementation or revision of Office Policy.
2. **Duties of the Community Outreach Unit Commander/Director:** The Community Outreach Unit Commander/Director shall be responsible for the following:
- A. Establishing liaisons with community organizations and soliciting input from the community from community contacts through attendance at community meetings, involvement in community groups, attendance at public events, and receipt of comments or written correspondence;
 - B. Publicizing objectives, problems, and noted successes through community relations programs, including social media platforms;
 - C. Facilitating the engagement of community members, groups, and businesses by developing, organizing, and implementing community policing programs which create opportunities to strengthen relationships, promote communication and collaboration between members of the Office and members of the public;
 - D. Periodically reporting on community engagement activities as determined by the Office; and
 - E. Conveying information from the public up through the chain of command.
 - 1. *Comment and Complaint Forms* in both English and Spanish shall be made widely available and maintained at locations around Maricopa County including, but not limited to, the websites of MCSO, Maricopa County government buildings, and in locations clearly visible to members of the public, including the reception desk at MCSO Headquarters and at all district substations. In addition, all deputies shall carry *Comment and Complaint*

Forms in their vehicles, as specified in Office Policies EA-2, *Patrol Vehicles* and GE-4, *Use, Assignment, and Operation of Vehicles*.

2. MCSO Comments, Complaints, or Suggestions placards in English and Spanish shall be posted and maintained clearly and simply describe the complaint process. These placards shall be visible to the public at all hours and shall include relevant contact information, including telephone numbers, email addresses, mailing addresses, and internet sites.
 3. The Office shall accept all complaints from members of the public, whether submitted verbally or in writing, in person, by phone, by mail, or online, by a complainant, someone acting on the complainant's behalf, or anonymously, and with or without a signature from the complainant.
 4. The Office shall make reasonable efforts to ensure that complainants who speak other languages (including sign language) and have limited English proficiency can file complaints in their preferred language. The fact that a complainant does not speak, read, or write in English, or is deaf or hard of hearing, will not be grounds to decline to accept a complaint.
 5. *Comment and Complaint Forms* initiating a complaint, received by a member of the Community Outreach Unit or a volunteer working with Community Outreach Unit, shall be entered into Blue Team and forwarded to PSB for further processing, as specified in Office Policy GH-2, *Internal Investigations*.
 6. All suggestions or comments received on the *Comment and Complaint Form*, for revising, adding, or deleting programs shall be entered into Blue Team and forwarded through the chain of command to the Community Outreach Unit, the Enforcement Support Division Commander, or other appropriate commander for further action.
- F. *Comment and Complaint Forms* in both English and Spanish shall be made available at community presentations.
3. **Duties of the Enforcement Support Division Commander:** The Enforcement Support Division Commander shall be responsible for annually reviewing youth policies and programs within the commander's area of responsibility. Review considerations include, but are not limited to, the program's effectiveness and impact on community youth, the cost effectiveness of the program, and the need for revisions in the program.
 4. **Patrol Community Relations:** District division commanders will coordinate with the Community Outreach Unit to implement community policing approaches and activities which emphasize interpersonal communication and collaboration between patrol deputies and members of the public within their patrol areas.
 5. **Youth Programs:** Youth programs are designed to mentor youth, improve youth welfare, reduce and prevent juvenile delinquency, and child victimization. The Community Outreach Unit Commander/Director and the Enforcement Support Division Commander shall be responsible for the development and administration of youth recreation programs, educational programs, and school programs. Office youth programs include, but are not limited to, the following:
 - A. TAKE F.L.I.G.H.T (Freedom, Lessons, Interventions, Goals for Higher Thinking): A proactive cognitive behavioral intervention and diversion program focusing on young men and women, between the ages of 12 and 24 years old, and family dynamics to increase pro-social thinking and actions in the community. This program is designed to help youth understand the consequences of

their choices and gives them a true reality of life as an alternative to jail. This program is a law enforcement based initiative designed to work in collaboration with other community partners including, but not limited to, juvenile probation and parole, workforce development programs, not for profit agencies, employers, other law enforcement agencies, and schools to make a positive impact on the communities.

- B. **MCSO Cadet Program:** A community-based policing program which is designed to educate and engage young men and women, between the ages of 14 and 18 years old, who may be interested in an eventual career in law enforcement. The MCSO Cadet Program provides instruction in various law enforcement functions, instills ethical development within youth participants, and teaches the understanding of leadership, responsibility, accountability, and other fundamental concepts which enable youth to be successful in their life endeavors.