

NEW PERSPECTIVES ON COMMUNITY POLICING ELEARN COURSE OVERVIEW & OUTLINE

VCPI eLearn

MISSION **VISION** **VALUES** **GOALS**

New Perspectives on Community Policing
THE NEW ERA OF COMMUNITY POLICING



New Perspectives on Community Policing

Overview

For over three decades, the principles of community policing have been a driving force in American law enforcement. Yet for all of its past successes, community policing may never have been as vital to law enforcement and the well-being of our communities as it is today. *New Perspectives on Community Policing* is a free, web-based training course that examines how change, emerging issues, and threats are necessitating a reinvigorated commitment to the key components of community policing: community partnerships, organizational transformation, and problem solving.

This course introduces this new perspective on community policing and offers an overview of the dramatic shifts and challenges that are faced by law enforcement agencies and the communities they serve. *New Perspectives on Community Policing* also offers problem-solving tools, examples of successful police and community partnerships, and numerous community policing resources.

New Perspectives on Community Policing is the product of a joint partnership between the Virginia Center for Policing Innovation (VCPI), the Western Community Policing Institute (WCPI), and the U.S. Department of Justice, Office of Community Oriented Policing Services (COPS).

Scope

New Perspectives on Community Policing delivers a comprehensive, blended-learning training program designed to provide participants with an overview and broad familiarization with key concepts and principles of community policing in the 21st century.

Target Audience

Flexible, interactive, and relevant, this course offers participants an outstanding opportunity to gain new insights on community policing and its role in today's complex world. It is ideal for all law enforcement and criminal justice professionals, as well as any community stakeholders.

This no-cost training is supported by the U.S. Department of Justice, Office of Community Oriented Policing Services (COPS). An unlimited number of participants from any given agency may participate in VCPI's eLearn programs.

Prerequisites/Requirements

Although there are no prerequisites, participants with a fundamental knowledge of community policing principles and practices are encouraged to participate.

Participants will need access to a computer with reliable internet access and speakers. The course utilizes technology-enhanced training that includes on-screen text, graphics, narration, and video segments in an interactive and user-friendly eLearn environment.

Course Length

New Perspectives on Community Policing has been developed as a modular online training that will require an absolute minimum of 4 hours to complete. However, its technology-enhanced design allows participants to start, stop, and resume the training based on the demands of their schedule.

Testing/Examination

The *New Perspectives on Community Policing* course utilizes a standalone exam (post-test) based on the program's curriculum content. VCPI does not have a pass/fail requirement for eLearn participation. Upon submission of the exam, participants may print a transcript of the exam that includes marked questions and the participant's score. The following questions are used by the VCPI eLearn center to generate the eleven (11) question post-course exam.

1. According to estimates, what percentage of children ages 8 – 16 have seen online pornography?
 - a. 90%
 - b. 80%
 - c. 70%
 - d. 50%
2. Developing the ability to create and sustain organizational change is a valuable strength for law enforcement agencies engaged in community policing.
 - a. True
 - b. False
3. Emerging immigrant communities may be especially challenging to effectively police because of a variety of social issues. These issues may include:
 - a. All of these
 - b. Distrust of institution
 - c. Cultural differences

- d. Group isolation
- 4. New perspectives on the practice of Community Policing are necessitated by:
 - a. All of these
 - b. Changing communities
 - c. Changing organizations
 - d. Emerging threats
- 5. One difference between virtual and traditional communities is that virtual communities such as social media sites and discussion forums do not necessarily require “real-time” interaction of its members.
 - a. True
 - b. False
- 6. Perhaps for the first time in the history of modern policing, it is conceivable that law enforcement agencies may have as many as four distinct generations simultaneously in the work place.
 - a. True
 - b. False
- 7. The Intelligence Cycle described in the course is comprised of the following phases:
 - a. Planning, collection, reporting, analysis
 - b. Assessing, approaching, eliminating, identifying
 - c. Interviewing, interrogating, arresting, prosecuting
 - d. All of these
- 8. The *New Perspectives on Community Policing* course completely redefines the concept of community policing.
 - a. True
 - b. False
- 9. What role does community policing have in addressing new and emerging crime and threats?
 - a. Community policing facilitates timely exchanges of information and intelligence.
 - b. Community policing establishes communication within communities.
 - c. Community policing provides law enforcement and public safety professionals with an opportunity to earn and establish trust within the community.
 - d. All of these
- 10. Which era of modern policing is typically associated with widespread corruption?
 - a. Post 9-11 era
 - b. Community policing era

- c. Professional era
 - d. Political era
11. Which generation is also known as the “me” generation?
- a. Generation Y
 - b. Generation X
 - c. Traditionalist
 - d. Baby Boomer

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Course Design Matrix

Course Modules

- Module 1 – Course Introduction
- Module 2 – New and Emerging Communities
- Module 3 – Changing Organizations
- Module 4 – New and Emerging Threats
- Module 5 – Applying the R.O.A.R. Model

Module 1 – Introduction to *New Perspectives on Community Policing*

Introduction:

Module 1 provides users with an overview of *New Perspectives on Community Policing*. The module explains the relevance and timeliness of the initiative, introduces the R.O.A.R. perspective as a practical problem solving approach, previews the course modules, and provides a tutorial on navigating through the online training environment. Module 1 also provides information and links that will assist users with accessing community policing materials and resources.

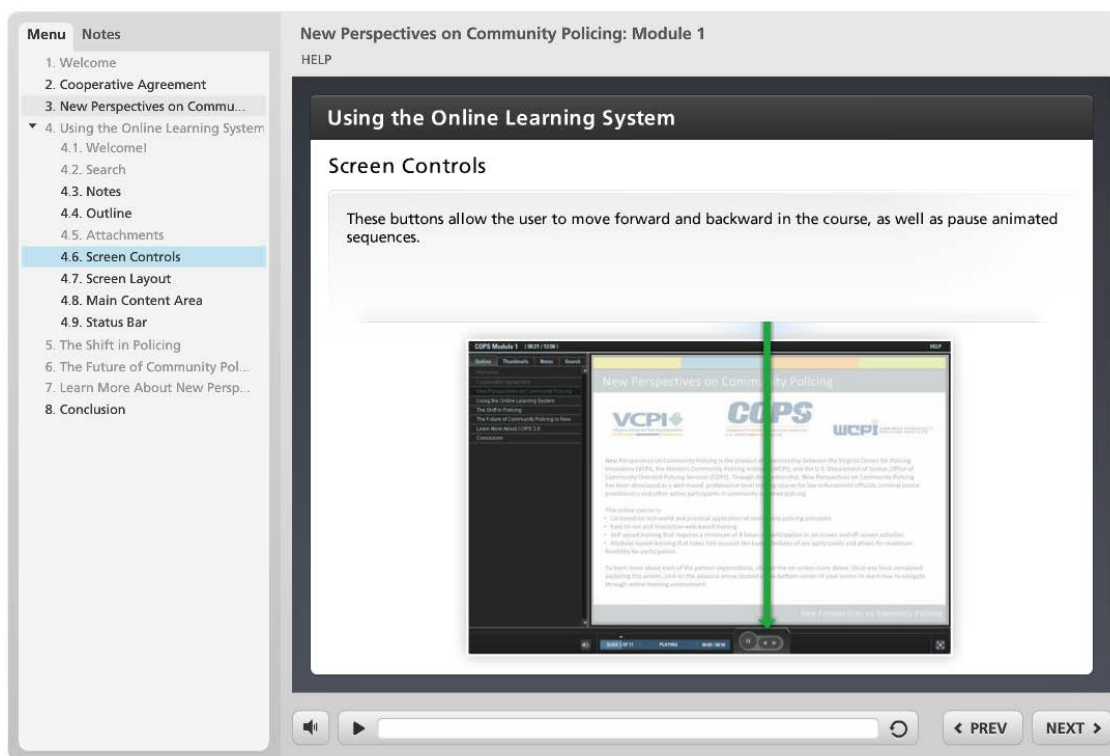


Figure 1. Module 1 includes a short overview of how to use the eLearn system.

Topic Outline:

- I. Welcome
- II. Cooperative Agreement
- III. New Perspectives on Community Policing
- IV. Using the Online Learning System
 - a. Welcome!
 - b. Search
 - c. Notes
 - d. Outline

- e. Attachments
- f. Screen Controls
- g. Screen Layout
- h. Main Content Area
- i. Status Bar
- V. The Shift in Policing
- VI. The Future of Community Policing
- VII. Learn More About New Perspectives on Community Policing
 - a. Why New Perspectives on Community Policing
 - i. Changing Communities
 - ii. Changing Organizations
 - iii. Emerging Threats
 - iv. References and Additional Resources
 - b. Module Previews
 - c. The R.O.A.R. Perspective
 - i. Reason
 - 1. Introduction
 - 2. Applying Reason
 - 3. Food for Thought
 - ii. Opportunity
 - 1. Introduction
 - 2. Applying Opportunity
 - 3. Additional Resources
 - 4. Food for Thought
 - iii. Results
 - 1. Introduction
 - 2. Applying Approach
 - 3. Food for Thought
 - iv. Approach
 - 1. Introduction
 - 2. Applying Results
 - 3. Food for Thought
- VIII. Conclusion

Module 2 – New and Emerging Communities

Introduction:

Module 2 examines the fundamental changes and shifts that have occurred in American communities. Specifically, the module provides an overview of factors, such as the exponential growth in technology, and how these factors have redefined the very concept of community.



Figure 2. Each screen has different ways of making the experience dynamic and interactive for the VCPI eLearn user.

Learning Objectives:

Upon completion of this module, participants will be able to:

- Define new and emerging communities
- Identify community dynamics and structures related to new and emerging communities
- Understand the implications that new and emerging communities have on policing

Topic Outline:

- I. Welcome
- II. Cooperative Agreement
- III. New and Emerging Communities

- a. Learning Objectives
- IV. Defining Community
 - a. Did You Know?
 - i. Standard Definitions of Community
 - ii. Theoretical Perspective
 - iii. Policing Perspective
- V. Communities of the Past
- VI. The Implications of New and Emerging Communities
 - a. Social Media
 - i. Social Media Overview
 - ii. Evolving Environments
 - iii. Policing Virtual Communities
 - iv. The Realities of Cyber Crime
 - v. Additional Resources
 - 1. Office for Victims of Crime
 - 2. Child Pornography on the Internet – POP Guide
 - 3. Identity Theft on the Internet
 - 4. Wired Safety
 - 5. Operation Blueridge Thunder
 - b. Social Networking as a Resource
 - c. Evolving Immigrant Communities
 - i. Language Barriers
 - ii. Culture Difference
 - iii. Religious Conflicts
 - iv. Distrust of Institutions
 - v. Group Isolation
 - vi. Additional Resources
 - 1. Overcoming Language Barriers
 - 2. Policing in New Immigrant Communities
 - 3. Building Strong Immigrant-Police Relations
 - d. Fostering Positive Interactions in New Immigrant Communities
 - i. Opportunities
 - ii. Key Considerations
 - e. Transient Populations and Communities
 - i. Transient Communities Overview
 - ii. Staffing
 - iii. Relationships and Partnerships
 - iv. Additional Resources
 - 1. Crimes Against Tourists
 - 2. Campus Safety
 - 3. Vacation/Holiday Safety
 - f. Proactive Policing of Transient Communities
 - g. Developing Partnerships

VII. Conclusion

Module 3 – Changing Organizations

Introduction:

Module 3 considers change from the perspective of organizations involved in community policing. The module briefly explores the evolution of policing agencies and their organizational structures. However, the module’s main focus is the current-day issues, such as generational and cultural diversity and economics that will require organizational change and a reinvigorated commitment to community policing.

New Perspectives on Community Policing: Module 3
HELP

Training

Introduction

As organizations face budget cuts and receive less financial assistance from their respective states, training is often one of the first areas cut. Initially, cutting training may seem like a reasonable response to diminished resources. However, with the passing of each day, the detrimental impact of training cuts grows in significance and begins to deteriorate organizational capacity.

Interestingly, not all agencies facing diminished resources and budgets have resorted to abandoning training. Click on each of the segments of the on-screen diagram to learn about some innovative approaches to keeping training intact.

Learn More

Segmente...
Training ...
Public-Priv...
Federal R...
On-Line T...
In-house ...

PREV NEXT

Figure 3. A variety of interactive figures are used to engage VCPI eLearn users.

Learning Objectives:

Upon completion of this module, participants will be able to:

- Define new and emerging organizational challenges facing law enforcement agencies
- Identify the implications that organizational change may have on law enforcement agency functions and capacities
- Identify strategies and philosophies that may simultaneously promote successful organizational transformation and the practice of community oriented policing

Topic Outline:

- I. Welcome
- II. Cooperative Agreement
- III. Modern Policing and Organizational Change
 - a. Learning Objectives
- IV. Is Organizational Change Necessary?
 - a. Did You Know?
 - i. Political Era
 - ii. Professional Era
 - iii. Community Policing Era
 - iv. Post 9-11
- V. Why is Organizational Change Necessary?
 - a. Leadership Challenges
 - i. New Ideas
 - ii. New Employees
 - iii. Leadership Challenges in a Challenging Profession
 - iv. Additional Resources and References
 1. Offender Re-Entry: Exploring the Leadership Opportunity for Law Enforcement Executives and Their Agencies
 2. Protecting Civil Rights: A Leadership Guide for State, Local, and Tribal Law Enforcement
 - b. Generational Changes
 - i. Traditionalists
 - ii. Baby Boomers
 - iii. Generation X
 - iv. Generation Y
 - v. Additional Resources and References
 1. Generational Challenges
 2. Mixing and Managing Four Generations of Employees
 - c. Cultural Diversity Challenges
 - i. Case 1
 - ii. Case 2
 - iii. Case 3

- iv. Did You Know?: Racially Biased Policing
- v. Additional Resources and References
 - 1. Community Policing and the Challenge of Diversity
- d. Economic Challenges
 - i. Recruitment and Retention
 - 1. Retirees
 - 2. Lateral-Entry Program
 - 3. Military Recruiting
 - 4. Pre-Qualification and Self-Paid Training of Candidates
 - ii. Training
 - 1. Segmented In-Service Training
 - 2. Training Mutual Aid
 - 3. Public-Private Partnerships
 - 4. Federal Resources
 - 5. On-Line Training
 - 6. In-House Training
- VI. Sustaining Organizational Ability to Change
 - a. Traditional Learning
 - b. Learning Organization Model
 - i. Systems Thinking
 - ii. Personal Mastery
 - iii. Learning Mastery
 - iv. Mental Models
 - v. Shared Vision
 - vi. Additional Resources and References
 - 1. Advanced Community Policing Through Community Governance: A Framework Document
 - 2. Community Governance: Resource Kit
 - 3. Community Policing: Looking to Tomorrow
 - 4. From Terrorism Response to Software Project Management: The Importance of Personal Mastery
 - 5. Problem Orientation, Problem Solving, and Organizational Change
- VII. Conclusion

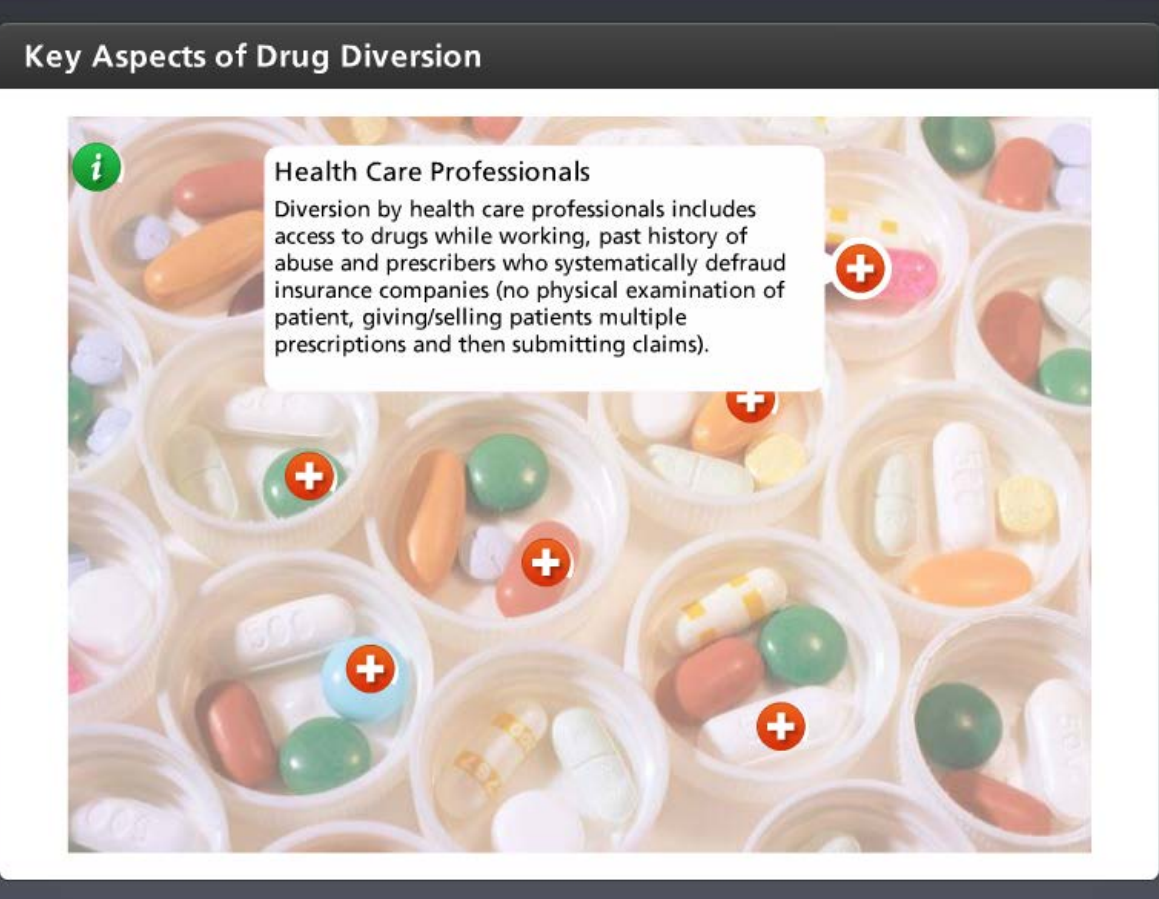
Module 4 – New and Emerging Threats

Introduction:

Module 4 looks at the emerging issues and threats that are faced by our law enforcement agencies and the communities they serve. The module examines a variety of issues that are proving to be significant challenges for American policing. The module considers the role that community policing may play in maximizing resources and effectively addressing these and other emerging issues, while sustaining public trust.

New Perspectives on Community Policing: Module 4
HELP

Key Aspects of Drug Diversion



Health Care Professionals
Diversion by health care professionals includes access to drugs while working, past history of abuse and prescribers who systematically defraud insurance companies (no physical examination of patient, giving/selling patients multiple prescriptions and then submitting claims).

< PREV NEXT >

Figure 4. Each module makes use of interactive learning tools to engage to user.

Learning Objectives:

Upon completion of this module, participants will be able to:

- Provide an overview of several emerging issues which impact community policing
- Provide insight to non-traditional threats to the community through examples of crime and disorder
- Reinforce the importance of community partnerships and problem solving elements of the Community Policing principles as they pertain to issues and threats.

Topic Outline:

- I. Welcome
- II. Cooperative Agreement
- III. 21st Century Change
 - a. Learning Objectives
- IV. What are the New and Emerging Threats?
 - a. Did You Know?
 - i. The Intelligence Cycle – the Collection and Use of Intelligence
 - ii. Additional Resources
- V. The Implications of New and Emerging Threats
 - a. Human Trafficking
 - i. Human Trafficking Overview
 - ii. Human Trafficking Defined
 - iii. Human Trafficking vs Human Smuggling
 - iv. Cycle of Victimization
 - v. Additional Information and Resources
 - 1. Finding Victims of Human Trafficking
 - 2. Law Enforcement Response to Human Trafficking and the Implementations for Victims
 - 3. The Exploitations of Trafficked Women
 - b. Combating Human Trafficking
 - c. Drug Diversion
 - i. Drug Diversion Overview
 - ii. Drug Diversion Defined
 - iii. Drug Diversion and Community Policing Partnerships
 - iv. Additional Information and Resources
 - 1. Prescription Fraud
 - 2. The Problem of Prescription Fraud
 - 3. Council of State Government – Trends in America
 - d. Key Aspects of Drug Diversion
 - e. Crimes Against Seniors
 - i. Crimes Against Seniors
 - ii. Additional Information and Resources
 - 1. The National Association of Triads: Communities Working to Keep Older Adults Safe
 - f. Combating Crimes Against Seniors
 - g. Technology Crimes
 - i. Identify Theft and Fraud
 - ii. Sexting
 - iii. Prostitution Facilitated by the Internet
 - iv. Cyber Terrorism
 - v. Social Networking
 - vi. Additional Information and Resources

1. The Problem of Identity Theft
 2. Justice Resource Update
 3. US Federal Trade Commission: Identity Theft Site
 4. Preventing Identity Theft: A Guide for Consumers
 5. Tips for Preventing Sexting
 6. Sexting – Wisconsin Crime Prevention Practitioners Association
 7. Center for Missing and Exploited Children
 8. FBI's Innocence Lost National Initiative
 9. AMBER Alert
 10. Code Adam
 11. Critical Infrastructure Protection: Sector Specific Plans' Coverage of Key Cyber Security Elements Varies
 12. Local Law Enforcement Response to Terrorism
 13. Policing Terrorism: An Executive's Guide
 14. Tips for Ensuring Successful Technology Implementation
 15. Social Network Sites: Definition, History, and Scholarship
- h. Combating Technology Crimes
- VI. Conclusion

Module 5 – Applying the R.O.A.R. Perspective

Introduction:

In Module 5, participants are encouraged to apply some of the key principles and concepts covered throughout *New Perspectives on Community Policing* by engaging in a series of virtual interactions and decision-making activities. Guided through each step of R.O.A.R., participants encounter a realistic scenario, gather information, and then make a series of critical decisions and assessments based on the concepts discussed throughout the course.

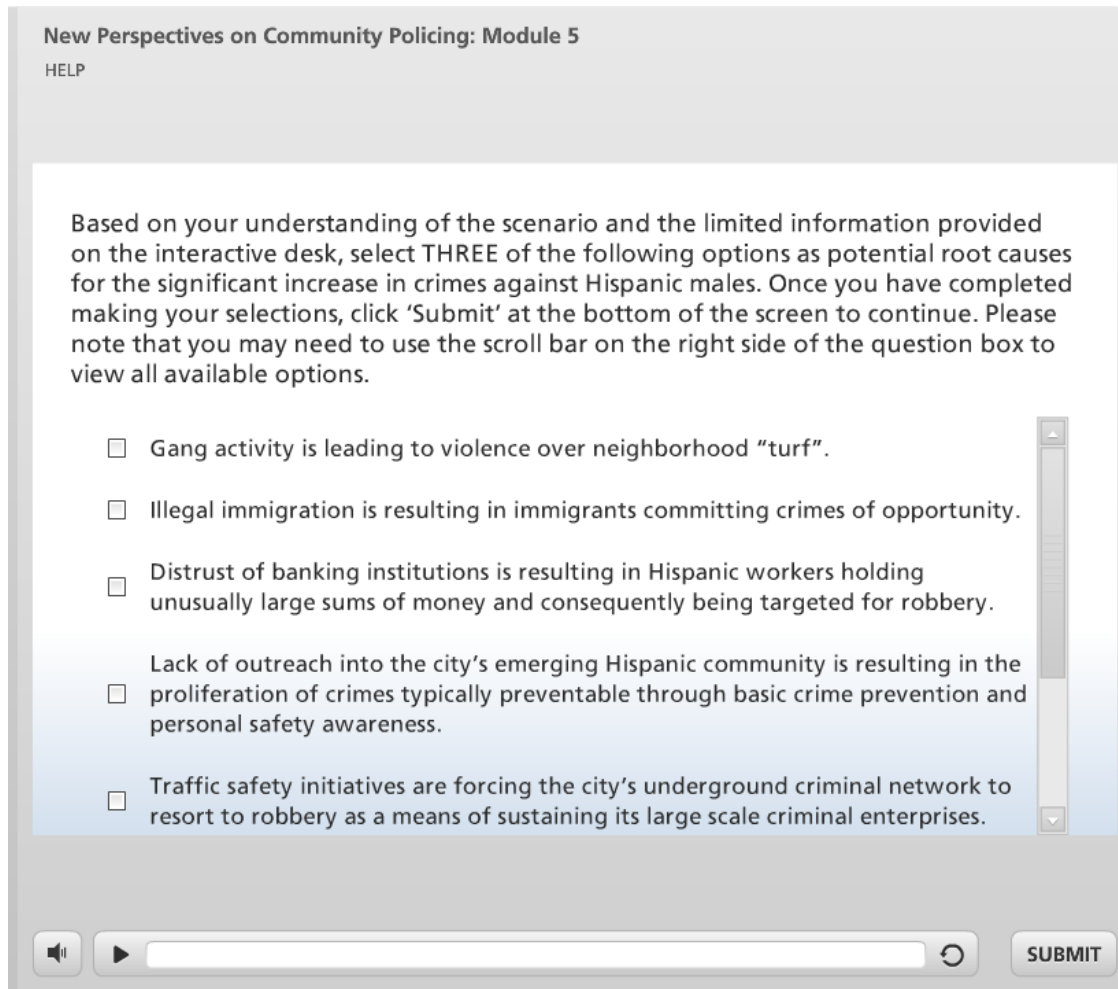


Figure 5. In Module 5, participants have the opportunity to follow the steps of the R.O.A.R perspective of problem solving to work through a realistic scenario.

Learning Objectives:

Upon completion of this module, participants will be able to:

- Identify the fundamentals of community policing and how they apply to change management
- Identify the role of perspective in proactive problem solving
- Apply R.O.A.R. to the module's interactive exercise

Topic Outline:

- I. Welcome
- II. Cooperative Agreement
- III. The Need for Community Policing

- a. Learning Objectives
- IV. Perspective Matters
 - a. The R.O.A.R. Perspective
 - i. Reason
 - ii. Opportunity
 - iii. Approach
 - iv. Results
- V. R.O.A.R. Exercise
 - a. Introduction
 - b. You Get the Call!
 - c. Reason Overview
 - d. Finding Reason
 - i. Overview
 - ii. Test Your Knowledge
 - e. Opportunity
 - i. Overview
 - ii. Test Your Knowledge
 - f. Approach
 - i. Selecting Your Approach
 - ii. Testing Your Knowledge
 - g. Results
 - i. Results Overview
 - ii. Results and Qualitative Data
 - iii. Using Results to Gauge Community Policing
- VI. Course Summary and Conclusion