Police Role in the Community

CJ

Chapter 3
Citizens as Clients/Customers

• Past practice has been to rely on the police providing services based on their professional assessment of what is needed and necessary.

• Public officials often dictated policy.

• This created a sense of dependency.

• Citizens as clients are controlled by the servants. This is counterintuitive.

• Good clients makes, bad citizens. Good citizens make strong communities.
• Citizens today are a part of this process, not apart from it.
• This creates an empowerment of the citizenry.
Communitarianism & Volunteerism

- Communitarianism – suggests that we have gone too far toward extending rights to our citizens and not far enough in asking them to fulfill responsibilities to the community as a whole. (Etzioni)

- One way to move beyond this is to stress the need for volunteerism.

- Although Americans volunteer over 20 billion hours of their time, less than 10% of that time is dedicated toward “human services.”

- Volunteering builds a sense of community, breaks down barriers & raises the quality of life.
The four R’s

- Research
  - ID needs
  - Develop job descriptions

- Recruit
  - Looking in the right place
  - Proper background check

- Retain
  - Demonstrate value and need of program

- Recognize
  - Awards, notice, etc.
The Four Cs

- Police-community relations involve four levels of relationship:
  - Communication
  - Coordination
  - Cooperation
  - Collaboration

- Collaboration is the most involved, difficult, and critical of the P/C relationships.
Collaboration

- Occurs when there are common, long-term goals, there is a commitment to working together as a team, and the goal cannot be achieved efficiently with independent entities.

- Collaboration becomes critical for many COPPS endeavors.
Collaboration & Problem Solving

• Build a relationship
  – ID the problems and then determine who is involved.

• Define the problem
  – Can the problem be influenced or controlled?

• Who is affected by the problem?

• What are short-term and long-term goals?

• Take action

• Assess
Customer Service & TQM

- TQM is a philosophical concept that provides a practical means of meeting challenges.
- Key characteristics include:
  - Customer focus
  - Alignment
  - Total involvement
  - Leadership commitment
- The important part of TQM in COPPS is decentralization and delegation.
Partnering in Community Justice

- Community justice is a new way to think about the CJ system.
- It is a systematic approach to public safety.
- It emphasizes problem solving and focuses on community service.
- Community justice helps to mediate community problems through community-wide participation and cooperation.
Restorative justice

- Closely related to community justice.
- Includes the element of repairing harm.
  - Take of the victim
  - Help the offender become a better citizen
- Look to reduce risk
  - Manage the offender to prevent re-offending
- Build community
  - Taking responsibility for members behavior
Prosecution

- Community prosecution works with the police to identify problems and develop the best responses to mitigate the problems.
- Can be accomplished through the courts or administratively.
Other practices

- Defense – an experiment in Harlem sough to develop and test new ways of organizing and deploying public defenders that can solve problems of justice.

- Courts – the use of community courts assume a problem-solving role of the community, bringing people together and helping to craft solutions to problems facing the community.
• Corrections – community corrections officers and police officers are working as teams with the community as a partner to provide a range of prevention, intervention, and support services to offenders.