

**PowerDMS**<sup>®</sup>  
by **NEOGOV**

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*Welcome*

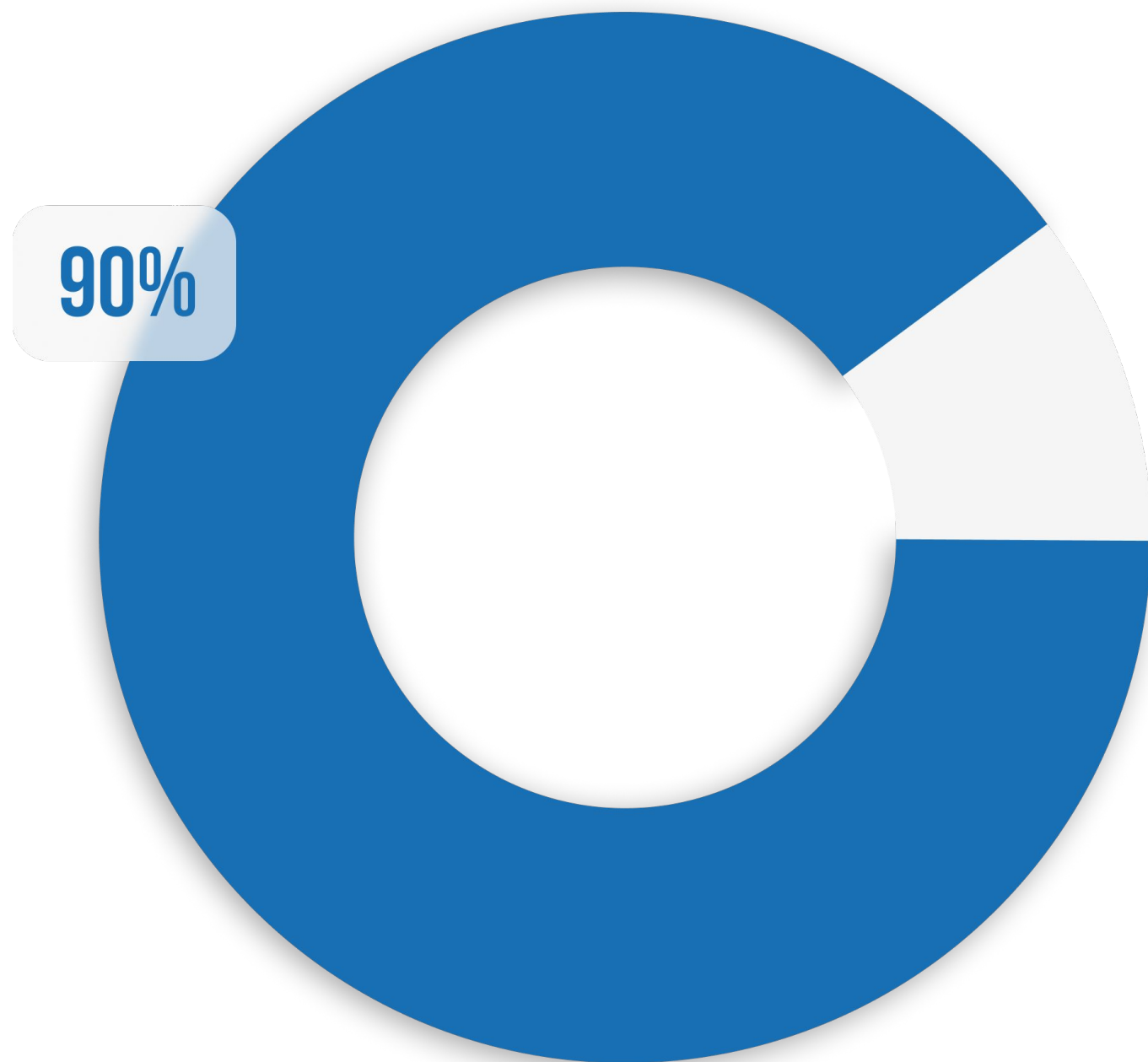
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**Top Law Enforcement  
Challenges of 2023**

# Webinar Notes

- If you have any **questions**, please navigate to the GoToWebinar chat panel
- A link to the presentation **recording and slides** will be emailed to you tomorrow
- Questions after the webinar is over? Reach us at **[sales@powerdms.com](mailto:sales@powerdms.com)**





Source: [Police Executive Research Forum](#)

# Improving Officer Wellness

In a survey of **8000** officers, **90%** reported **negative stigma** as the main barrier to getting support.

**Because of this, *less than 1 in 5* seek support**

## Presenters



**Chief Chris Debbie**

Former Chief of Police, Union County,  
NJ



**Chief Paul Pazen**

Former Chief of Police, Denver, CO



**Scott MacDonald**

General Manager of Public Safety  
at NEOGOV

Co-founder/CEO of CueHit

# Overview

**01. Improving Officer Wellness**

**02. Low Morale and Burnout**

**03. The Community Relationship**

# Best practices for officer wellness



- **Leadership** sets the tone
- **Initiate conversations** around officer wellness
- **Provide resources** officers feel comfortable using
- **Strategies to manage stress** on and off the job.
- **A comprehensive wellness approach** including physical fitness, nutrition, and sleep.

# Managing stress on the job



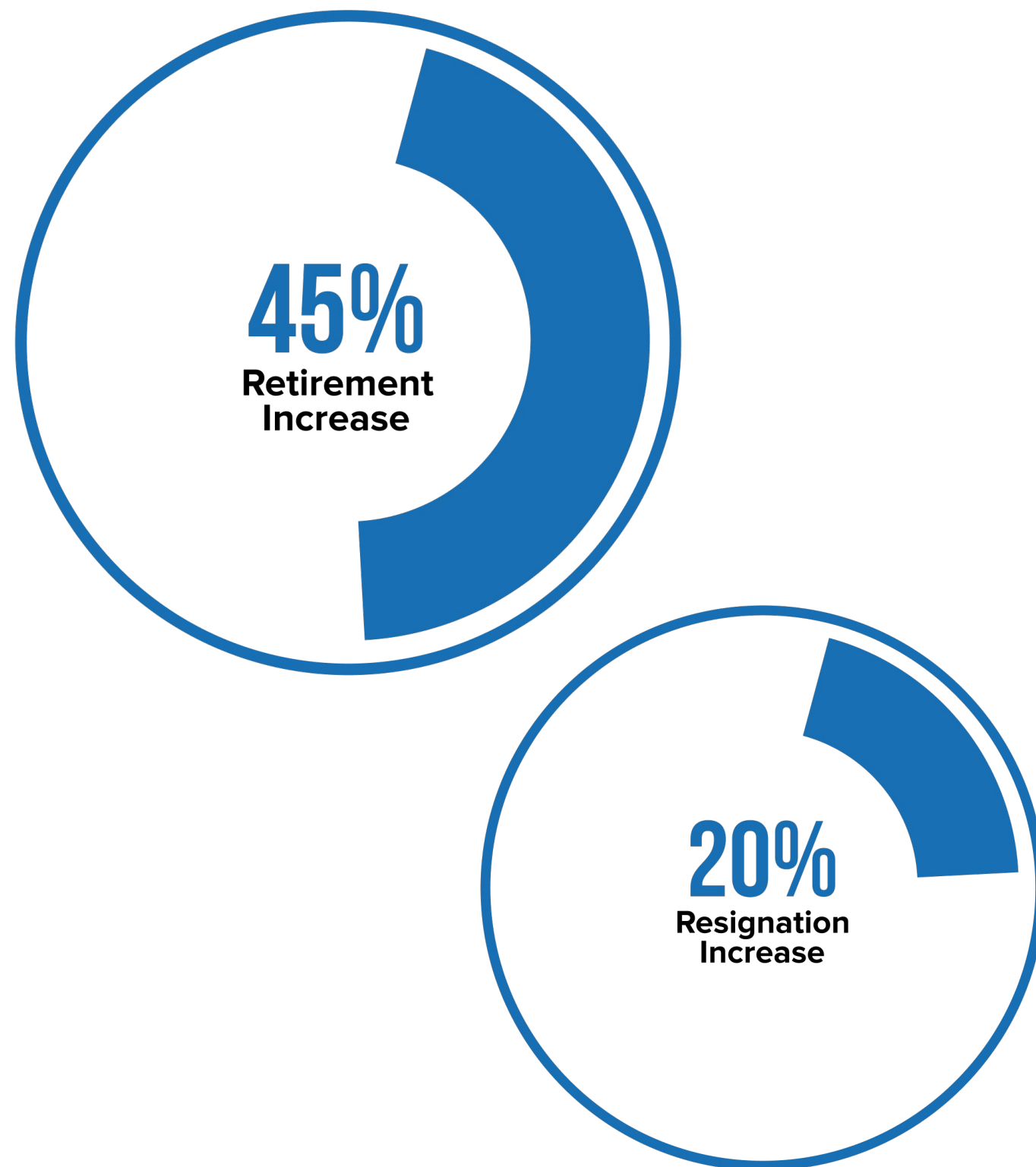
## Preventative measures to help avoid officer burnout:

- Stress management
- Exercise and diet
- Sleep habits
- Connect with other officers
- Engage in personal time





# *Question #1*



Source: [Police Executive Research Forum](#)

## Low Morale & Officer Burnout

Dallas PD is running an incentive program offering a **\$40,000 payout** to officers that complete 30 years of service.

Over the past several years, law enforcement has seen up to a **45% increase in retirements** and a **20% increase in resignations** in surveyed agencies.

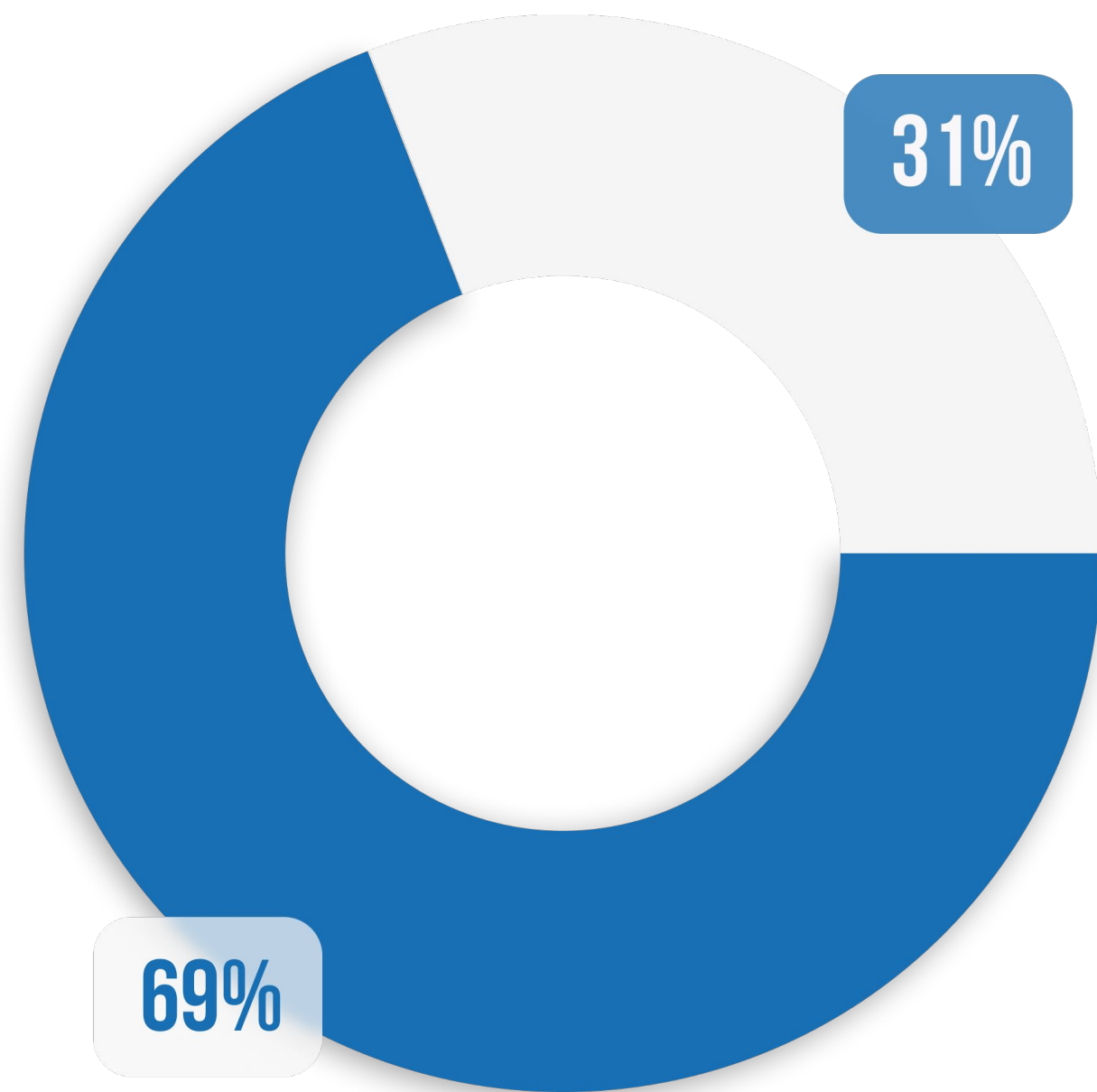
# Best practices to improve morale



- Positive Reinforcement
- Praise in public, critique in private
- Open up communication channels
- Provide tools to manage stress and anxiety
- Share community appreciation



# *Question #2*



Source: [Pew Research Center](#)

# Building the Community Relationship

In a survey of nearly **15,000 U.S. adults**, **69%** reported they have a fair amount of confidence in the police.

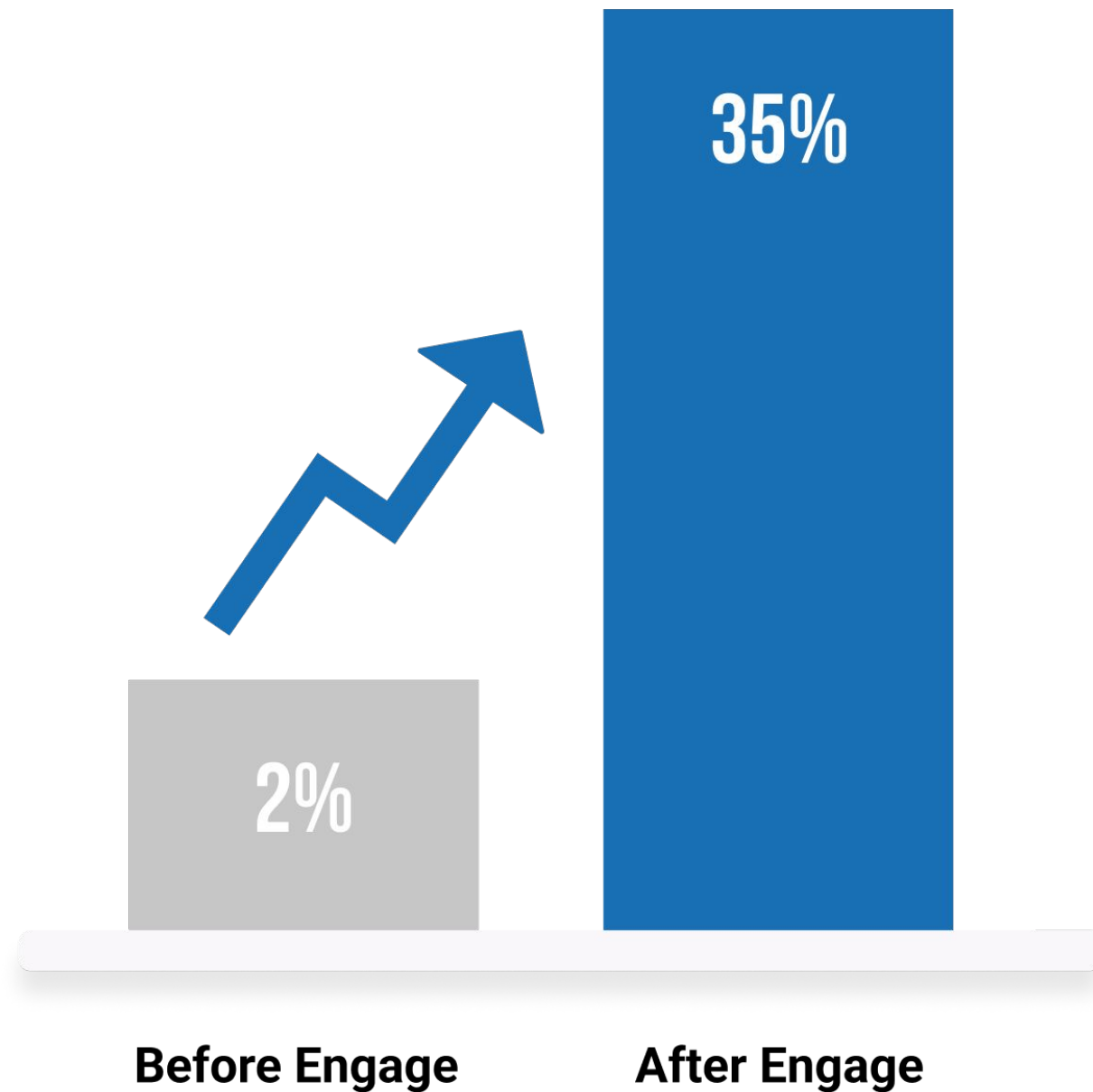
**31%** reported they don't have much confidence at all.

# Best practices to improve the community relationship



- **Effective** citizen engagement
- **Be visible** in the community in a non-enforcement capacity
- **Discuss the challenges** you're facing with your community
- **Be transparent** and accountable
- **Take steps** to improve cultural competency

## Survey Response Rate



Lake Worth PD Results

# Effective citizen engagement tools

Lake Worth PD was able to go from a **2% response rate** using paper and online surveys to a **35% response** rate with Engage.



J.T. Manoushagian, ...  
Chief of Police || FBINA 283

+ Follow

The new text message feedback tool [Lake Worth Police Department](#) is using is LIVE, and the results have been incredible.



"Explained what she could do thoroughly, gave us a card, also very professional."

"The officer was great, arrived in a timely manner and was very helpful"

# Effective citizen engagement tools

PowerEngage receives an average **37% survey response rate (3x the average)**

**90%** of PowerEngage customers receive a **90%+ citizen positive satisfaction score.**





***Question #3***

**Q&A**



# Resources

- [PowerLine Resource Center](#)
- [PowerEngage Resource Center](#)
- Free Ebook: [How to Address the Top 10 Law Enforcement Challenges of 2023](#)
- Free Guide: [Exercises that Help Officers Manage Stress and Avoid Burnout](#)

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*Thank you*

