



Department of Public Safety Act 413 of 2021 Report

[Who is DPS?](#)

Division Updates

Commission of Law Enforcement Standards and Training (CLEST) Annual Report

CLEST has partnered with federal, state, and local leaders to deliver law enforcement training. CLEST has partnered with several DPS Divisions to make their training more widely accessible to law enforcement officers on CLEST's online learning management platform. CLEST has also partnered with DPS Division ASP to conduct Mobile Field Force, Crowd Control, and EVOC training. CLEST's partnership with the DPS LESO section has allowed CLEST to secure federal surplus property, at little to no cost, to enhance CLEST's facilities and training capabilities. CLEST has also partnered with the Bureau of Justice Assistance to include its Officer Safety and Wellness curriculum on CLEST's learning management platform; U.S. Attorney's Office; FBI; Department of Corrections; Arkansas Game and Fish; CJI; North Little Rock Police Department; and various other agencies to coordinate and conduct law enforcement training across the state. In 2021, CLEST conducted a comprehensive review and cleanup of agency rosters to ensure accurate employment records. As part of its regular efforts to ensure compliance with reporting requirements, CLEST continues to conduct regular onsite agency audits and assist agencies in ensuring accurate and complete training and employment records.

Arkansas State Police (ASP) Annual Report

The American Association of State Troopers recently selected ASP Trooper James Ray as the National Trooper of the Year following his heroic acts related to a wrong way driver on I-40. In one year, The ASP Interstate Criminal Patrol Team seized 41.4 lbs. of Heroin, 132 lbs. of Methamphetamine, 169.4 lbs. of Cocaine, 3,281 lbs. of Marijuana and \$1.4 million in US Currency, resulting in a nomination, and subsequent award of, the National Award for ONDCP for Highway/Railway Interdiction and Appreciation National Award. ASP personnel were also awarded 45 County Officer of the Year Awards at the most recent Attorney General Award ceremony. ASP has purchased 400 Automated External Defibrillators (AED) (total cost: \$500,796) and provided mandated training for the AEDs. 363 AED's were issued to Highway Patrol personnel with the remaining devices being strategically placed at ASP facilities to serve the public and employees in the event of sudden cardiac arrest. Through the implementation of readily available AEDs, ASP has been able to increase the safety of citizens, particularly those residing in rural counties. The Crimes Against Children Division of ASP implemented a new tool to assist in achieving a more consistent system for reports of child maltreatment. ASP has also implemented an online scheduling system for driver's license examination that ensures more efficient and consistent delivery of services to Arkansas citizens.

Arkansas Crime Information Center (ACIC) Annual Report

ACIC maintains 21 different databases including criminal history records; the sex offender registry; files of missing and wanted persons; stolen property; scrap metal; pseudoephedrine sales; crime statistics; and victim information. With limited exception, these databases are designed to assist law enforcement in its day-to-day operations. ACIC has updated the message switch, the means by which information is requested by and sent to law enforcement agencies.

Arkansas State Crime Laboratory (ASCL) Annual Report

The ASCL works diligently to ensure that it promotes efficiency, quality, teamwork, and an employee-centered culture utilizing the Lean Six Sigma program. Arkansas, like many states, faces continuous challenges related to the opioid crisis, timely services, advancements in forensic science and technology, and the necessary infrastructure to support the demands of its citizenry. Through a partnership with DPS Division ACIC and critical legislation in the 2021 Legislative Session, the ASCL was able identify and establish additional resources for the retention and recruitment of critical Forensic Pathology staff.

Arkansas Division of Emergency Management (ADEM) Annual Report

As the state's Homeland Security and Preparedness Agency, ADEM works in all areas of preparedness, mitigation, response, and recovery. Through a partnership with FEMA, ADEM's COVID-19 response efforts are ongoing, including working with potential applicants who might submit projects for Federal Public Assistance

funding. In addition to COVID-19 response, ADEM has worked to respond to the needs of Arkansas citizens as a result of 2 federal disaster declarations for natural disasters and 1 state-declared disaster. As of the end of the FY21, there are 13 open federal disasters for staff to monitor and assist, and 8 open state disasters.

Crime Victims Reparations Board (CVRB) Annual Report

The CVR program provides financial compensation to victims who have suffered personal injury or death as the result of violent crime. Victims may qualify for compensation for medical care, counseling, lost wages, funeral expenses, crime scene clean up, and loss of support. Victims are eligible for reparations regardless of whether there has been an arrest or conviction related to the crime. The sexual assault reimbursement program ensures that victims of sexual assault do not bear the financial burden for medical treatment following the assault. These programs are funded by fees collected from criminal offenders, state appropriations, and the federal Victims of Crime Act (VOCA) grant administered by the U.S. Department of Justice.

Significant Department Projects

CLEST: As a result of the recommendations by the Task Force to Advance the State of Law Enforcement, CLEST is updating critical training curriculum and working to implement task force recommendations into CLEST Rules.

ASP: ASP has been awarded grant funding to obtain a licensing system that will provide a unified licensing experience for Arkansans and self-service management tools for ASP/DPS employees.

ASCL: Following the 2021 Legislative Session, the ASCL has recruited a Chief and Associate Medical Examiner using salary negotiations and medical school tuition reimbursement. ASCL is also conducting a Laboratory Feasibility Study to assess the existing facility and workflow challenges and opportunities.

ADEM: Upgrades to the 911 system, including the implementation of a statewide ESSInet system are underway. ADEM is also currently upgrading the AWIN system through a bond from the Public Safety Trust Fund. Both projects have an expected completion date in Fall 2023.

CVRB: CVRB has been awarded grant funding to develop and implement a more efficient, automated, system for receiving, processing, and tracking reparations claims.

ACIC: ACIC is currently working to develop and implement a new Sex Offender Application MAP RFP program. The new program will allow ACIC to update the technology for automation of initial registration and subsequent verification, changes of information, notices to law enforcement agencies, transmission of Registry data to the National Sex Offender Registry, and an improved website for public information.

Transformation Examples

- CLEST continues to develop and foster partnerships with other DPS Divisions, including receiving more than \$100,000 in equipment and materials in 2021 through the LESO program.
- ASP has utilized Lean Six Sigma resources from the Crime Lab and the Public Safety Liaison Colonel Eggenberger. As a result, ASP identified efficiencies and opportunities to streamline processes for AFIS/ID Bureau in the Regulatory section of ASP.
- ASCL, in order to overcome specific recruitment obstacles, partnered with DPS Division ACIC to receive approximately 1 million dollars to assist in Forensic Pathologist recruitment and retention.
- ACIC assisted the AFIS Division of ASP with data entry when they were short of staff, exemplifying interdivisional collaboration and dedication to Arkansas citizens.
- ADEM and ASP have developed a plan to ensure that Mobile Communication Vehicles have interoperable equipment and staff that will train alongside each other so that all vehicles may be utilized to support a unified command.
- DPS, in an effort to unify all Divisions under one set of policies, utilized more than 100 DPS team members to create and implement a comprehensive DPS policy manual consistent with the DPS mission and core values.

- DPS merged staff from agency Fiscal and HR operations to improved Internal Controls, share Expertise and consolidated Processes, including the uniform delivery of services across the Department.
- DPS Legal, Office of Professional Standards, and Fleet sections were merged into Shared Services to provide excellent legal support to Divisions, employees and the citizens of Arkansas; strengthen ties with State and Federal partners; continue to ensure significant, verifiable, cost savings; and share resources across Divisions.
- The DPS Wellness Team has held three Peer Training Sessions around the state and trained approximately 90 Peer Team Members. The initial goal was to have 100 trained members by the end of the calendar year, however, due to overwhelming interest in the program, the Department anticipates having approximately 150 Peer Team Members trained by the end of the year. The DPS Mentoring Program will assist newly promoted supervisors and new hires during their first year of employment.
- IT: Efforts have been underway since January 2021 to place a second state data center within Troop L – Lowell. This is a significant partnership with DPS and TSS in the sharing of state resources towards a significant accomplishment for the state. Utilizing existing state resources, the state will be able to house a second data center to provide critical data redundancy for state data and state systems (rather than contracting with a private entity or other states) ensuring reduced operational costs and increased effectiveness, security, and efficiency. This effort involves a strong partnership with TSS.
- IT: DPS has been in the process of migrating DPS Divisions to the arkgov.net tenant and deploying O365. This will enhance operational efficiencies and collaborative efforts in the sharing of DPS resources. While there will be an increased cost overall, the ability to increase the security and sharing of data is vitally important to all DPS operations. Also, within Q2 of 2021 DPS will be migrating a majority of backend infrastructure to DCW as part of the overall Data Center Optimization state initiative. This migration effort involves a strong partnership with TSS.
- Prior to transformation, ACIC invoicing for data circuits and transactions was billed manually. Billing is now completed in AASIS, improving transparency and agency operations.
- The Department created a stronger, more robust website and additional online platforms to coordinate and deliver messages to public safety personnel and the public. Joint Information Center (JIC) is made up of communications officers across DPS as well as other federal, state, and local partners. The JIC is administered through ADEM's Emergency Operations Center. The JIC is the central hub for information collection and operates as the message distribution point for federal, state, and local communication issues. It is also the primary communication source for Arkansas citizens. Websites and internet platforms play a vital role in the success of these information systems.
- The DPS Communications Team implemented a DPS weekly newsletter as part of its Communications Strategic Plan. To increase awareness of the Department of Public Safety's mission, goals, and Core Values, the strategic plan includes both public facing and internal facing strategies. The DPS Weekly includes introductions of new employees and sections titled "DPS Did You Know," "Weekly Wellness Tip," and "Mission Moments." Each week the "Mission Moment" celebrates a DPS employee who reaches over and beyond the mission of DPS and honors their hard work, dedication, and commitment to public service.
- DPS created a robust website with a successful Chat Bot service for the public. After monitoring collected data, it became clear that DPS would benefit greatly from expanding the Chat Bot to increase our ability to support the public while reducing the burden on staff. Moving the chat bot to a new platform with more capabilities will support complex "assistant" flows and data integrations. This will dramatically increase the public's engagement with the bot by embedding domain specific bots in different parts of the DPS website.
- As part of the DPS Strategic Plan, the DPS Transformation Action Team was tasked with identifying an effective means of distributing a customer service satisfaction survey to DPS stakeholders and customers. Following extensive discussion, the TAT determined that surveys should be linked on the DPS website, with emails sent to stakeholders and customers. Anyone taking the survey would land on a page, choose the applicable Division, then be re-directed to another page with specific questions related to the services provided.
- Act 786 of 2021 created the Public Safety Equipment Grant program to be administered by the DPS. A \$40 million appropriation was added to the DPS Appropriation Act (Act 995). While this was not originally funded, our DPS Team has drafted the program rules in the event funding was ever received. On September 1, 2021, Attorney General Rutledge donated \$500,000 to the Public Safety Equipment Grant Program. This gracious donation will be utilized to assist Arkansas law enforcement agencies.

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- Act 415 permits a retired Tier I member to serve on the ASPRS Board; increases employer contributions to the ASPRS; decreases years of service required for Tier I and Tier II participants; and ensures that the earlier retirement date will not affect the amount of the retirement benefit.
- Act 360 allows the ASCL to attract, recruit, and retain Forensic Pathologist by offering a student loan repayment incentive program.
- Act 747 concerns critical incident debriefing for law enforcement officers.
- Act 792 requires training concerning a law enforcement officer's duty to intervene when the law enforcement officer observes the use of excessive force by another law enforcement officer.
- Act 398 reinstates the position of "Senior Corporal" for Arkansas State Police Troopers.
- Act 341 modified some circumstances of allowable felony records that may be sealed.
- Act 390 modified some circumstances of allowable felony-controlled substance convictions that may be sealed.
- Act 71 amends the language of 12-76-202 Emergency Management Assistance Compact (EMAC) to align the Arkansas EMAC program with the National Standards adopted by each State and Territory.
- Act 70 moves the administration of the ACOOP plan from DIS to ADEM. It also added language that outlines ADEM's responsibilities in the administration of ACOOP.
- Act 218 requires all law enforcement agencies to notify CLEST when an employee separates from employment for excessive use of force or dishonesty or untruthfulness. It also reduces the amount of time that an agency can be "inactive" as a law enforcement agency before having to request permission from CLEST to reestablish the department; requires newly established agencies to have a full-time chief of police; and changes the allowable number of part-time officers that a law enforcement agency is authorized to employ.
- Act 499 added restrictions on a sex offender residing with a minor. ACIC has added this restriction to the Verification Form that registered sex offenders must sign every time they verify their residency. The Verification Form contains all of the prohibited activities and residence restrictions that apply to registered sex offenders.
- Act 550 allows for administrative subpoenas by the Division of ASP in an investigation concerning an internet crime against a minor.
- Act 841 created an income tax credit for retired law enforcement officers who work cold cases for the Division of ASP.
- Act 147 allows for the drawing of a person's blood when a person was operating or in actual physical control of a motorboat or motor vehicle while intoxicated.
- Act 274 increased the lookback period for prior convictions of boating or driving while intoxicated for the purpose of sentence enhancement.
- Act 722 increased the penalties for the offense of fleeing in a vehicle or a conveyance.