MULTICULTURAL LAW ENFORCEMENT
STRATEGIES FOR PEACEKEEPING IN A DIVERSE SOCIETY

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Dedication

This book is dedicated to police officers and other law enforcement professionals who are building collaborative partnerships, based on trust and mutual respect, with the communities they serve.
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One of the most profound social changes to impact American law enforcement is the changing nature of our country’s diversity. Police agencies across America have struggled for many years with issues of race and ethnicity. Over the last 50 years, these struggles have become even more complex and challenging as large numbers of non-English-speaking immigrants, both documented and undocumented, have come to America seeking economic, religious, or political freedom. The barriers of language, culture, ethnicity, and social expectations have added significantly to the challenges of policing a heterogeneous society. Law enforcement professionals frequently encounter cultural and racial tensions, as well as strongly held suspicion and fear of the police that immigrants bring with them from their countries of origin. Clearly, effective policing of multicultural communities remains an enormous challenge.

As an Arab-American Police Chief in Dearborn, Michigan, a highly diverse city, I am acutely aware of the need to emphasize cultural awareness, including bias-free training and education in law enforcement. Having served on several committees for the U.S. Department of Homeland Security, I can attest to the need for community understanding, accompanied by effective communication and rapport building with people of all backgrounds. Much of the text’s message reflects what I have strived to convey in educational projects with local, national, and global law enforcement professionals—the more people trust us in law enforcement, the safer it is for those of us who have chosen to serve.

By embracing the philosophy of community partnerships and community policing strategies, law enforcement agencies, together with citizens, have created some safer towns and cities. To be effective, police officers cannot operate alone; they require the active support and assistance of citizens in their jurisdictions. Central to maintaining that support is the recognition that law enforcement agencies must reflect the diversity of the communities they serve. Every day, officers encounter individuals from different cultural backgrounds, socioeconomic classes, religions, sexual orientations, as well as differing physical and mental abilities. Each of these groups brings a different perspective to police community relations and, as a result, our officers must be prepared to respond appropriately to each group. Failure to recognize and adjust to community diversity can foster confusion and resentment among citizens, quickly leading to a breakdown in the critical bond of trust between a law enforcement agency and its community.

Policing has changed dramatically since the publication of the first edition of this book. There has been a generational shift within the law enforcement community, both in terms of age and diversity. Nevertheless, the challenge of policing an increasingly complex society remains. The need to find ways to address this challenge helps explain the continued interest in this work.

Thus, readers are fortunate now to have access to this seventh edition. Since its first publication in 1995, this work has established itself as a classic in the criminal justice field. The fact that the text has been adopted by and used in police and corrections academies, advanced officer courses, and criminal justice courses is testimony to its far-reaching acceptance.

Multicultural Law Enforcement’s major sections effectively address the key cultural needs of law enforcement as practitioners, in increasing numbers have discovered for themselves. The practical contents of the book provide critical information and insight that will improve police performance and professionalism. The subject matter herein, especially the cultural-specific information, continues to be on the leading edge. This edition of Multicultural Law Enforcement enables agencies and departments to prepare officers to form partnerships for successful community policing practices within our multicultural communities. It delves into other related topics too, such as gangs, victims of human trafficking, the homeless, the mentally ill as well as international events and their impact on policing in America.

The authors’ diversity and collective competence are quite impressive. The three coauthors, collectively, have many years of professional work, including active state and local law enforcement experience and years of conducting training, teaching criminal justice
Foreword

College classes, and consulting. Each author has sought additional cultural information and input from criminal justice professionals and cross-cultural experts from the diverse backgrounds about which they write. I feel confident in recommending this text, and I encourage all who use it to put into action the strategies and tools of this exceptional work for the betterment of your agencies, communities, and the larger society.

Chief Ronald Haddad
Chief of Police, Dearborn, Michigan
Retired Deputy Police Chief, Detroit Police Department
Former Deputy Chief of Homeland Security (Detroit)
PREFACE

This seventh edition of Multicultural Law Enforcement: Strategies for Peacekeeping in a Diverse Society is a continuing tribute to all our readers who enthusiastically received the first six editions. It is a textbook designed for use in police departments and academies as well as college and university criminal justice programs; it is used in a wide range of agencies for in-service training programs and advanced officer courses. While the text’s focus has primarily been on police officers, in addition to law enforcement, the content applies to other criminal justice professionals, emergency service personnel, correctional officers, border patrol agents, marshals, federal agents, and campus and military police.

Multicultural Law Enforcement, with accompanying instructional tools, is a complete learning package designed to assist users in understanding the pervasive influences of culture, race, ethnicity, gender, and sexual orientation in the workplace and in multicultural communities.

The seventh edition contains updated and expanded information for leaders, officers, managers, supervisors, new recruits, and instructors. It is based on research of current issues facing law enforcement professionals and the communities they serve. For some new sections, authors have conducted interviews with criminal justice professionals and cross-cultural experts from diverse backgrounds. The content revision includes:

- Updated demographics from the latest census, FBI and DOJ statistics
- New section on police–community mutual stereotypes
- Updated examples of police–community outreach programs
- Expanded information on the type of refugees and immigrants police encounter
- Key research findings on implicit bias and its relationship to law enforcement
- New section on the importance of verbal de-escalation
- Updated examples of law enforcement workforce diversity and workplace inclusion
- New content on LGBTQ issues in law enforcement
- New and updated coverage of federal laws pertaining to crimes motivated by hate/bias
- New appendices

Throughout the text, we stress the need for understanding of cultural differences and respect toward those of different backgrounds. We encourage readers to examine preconceived notions they may hold of specific groups. We outline why agency executives and managers should build awareness and promote cultural understanding and tolerance within their agencies.

An increasing number of leaders in law enforcement and criminal justice agencies and their employees have accepted the premise that greater cross-cultural competency and improved cross-racial and interethnic relations must be a key objective of all management and professional development. Demographic changes have had a tremendous impact not only on the types of crimes committed, but also on the composition of the workforce and the people with whom officers make contact. To be effective, executives must understand and be responsive to the diversity in their workforces and in their changing communities. Professionalism today includes the need for greater consideration across cultures and improved communication with members of diverse groups.

In an era when news is accessed and streamed instantaneously, the public can witness cross-cultural and interracial contact between law enforcement agents and citizens, as events are occurring or seconds after interactions occur. Community members have become increasingly sophisticated and critical regarding the treatment of members of diverse cultural and
racial groups. Police departments, criminal justice and emergency services agencies are now serving communities whose members carefully observe them and hold them accountable for their actions.

With cross-cultural knowledge and sensitivity, those who are charged with the responsibility of peacekeeping and public safety will improve their image while demonstrating greater professionalism within the changing multicultural workforce and community.

We offer instructors and trainers using Multicultural Law Enforcement: Strategies for Peacekeeping in a Diverse Society a complete learning package, including an Instructor’s Manual, PowerPoint slides, and chapter quizzes. We hope our readers will find our revised and updated text an enhancement to their law enforcement, criminal justice, and public safety programs.

**INSTRUCTOR SUPPLEMENTS**

*Instructor’s Manual with Test Bank.* Includes content outlines for classroom discussion, teaching suggestions, and answers to selected end-of-chapter questions from the text. This also contains a Word document version of the test bank.

*TestGen.* This computerized test generation system gives you maximum flexibility in creating and administering tests on paper, electronically, or online. It provides state-of-the-art features for viewing and editing test bank questions, dragging a selected question into a test you are creating, and printing sleek, formatted tests in a variety of layouts. Select test items from test banks included with TestGen for quick test creation, or write your own questions from scratch. TestGen’s random generator provides the option to display different text or calculated number values each time questions are used.

*PowerPoint Presentations.* Our presentations offer clear, straightforward outlines and notes to use for class lectures or study materials. Photos, illustrations, charts, and tables from the book are included in the presentations when applicable.

To access supplementary materials online, instructors need to request an instructor access code. Go to [www.pearsonhighered.com/irc](http://www.pearsonhighered.com/irc), where you can register for an instructor access code. Within 48 hours after registering, you will receive a confirming e-mail, including an instructor access code. Once you have received your code, go to the site and log on for full instructions on downloading the materials you wish to use.

**ALTERNATE VERSIONS**

*eBooks.* This text is also available in multiple eBook formats. These are an exciting new choice for students looking to save money. As an alternative to purchasing the printed textbook, students can purchase an electronic version of the same content. With an eTextbook, students can search the text, make notes online, print out reading assignments that incorporate lecture notes, and bookmark important passages for later review. For more information, visit your favorite online eBook reseller or visit [www.mypearsonstore.com](http://www.mypearsonstore.com).
ACKNOWLEDGMENTS

We sincerely thank our spouses, Midge Shusta, Michael Lipsett, and Susan Olson, for their unending patience and support during the revision and update of this seventh edition. We are grateful for their understanding of our need to spend innumerable hours at the computer over many months.

We also thank the many experts and reviewers who contributed to this edition. Cultural resources and specialists read and checked our chapters for accuracy. Other contributors provided us with written, up-to-date material that we incorporated in our revisions. Still others provided invaluable editorial and research assistance, enhancing the overall quality of this edition. For this seventh edition, we express our thanks, in particular, to the following individuals, some of whom have also contributed to previous editions:

- Nicole Doctor, Ivy Tech Community College
- Hilda Kogut, Dominican College - Grangeburg, NY
- Rex Scism, Columbia College
- Ken Carlson, Sergeant, Concord (California) Police Department
- Teresa Ewins, Captain, San Francisco (California) Police Department
- Lorie Fridell, PhD., National Expert on Biased Policing; former Director of Research at the Police Executive Research Program (PERF);
- Ronald Haddad, Chief of Police, Dearborn (Michigan) Police Department;
- Ron Hampton, retired Police Officer, DC Metropolitan Police Department; former Executive Director of National Black Police Association; and former Adjunct Criminal Justice Professor, University of the District of Columbia;
- Megan Hustings, Director of National Coalition for the Homeless, Washington D.C.;
- Karina Ioffee, Editor and research assistant;
- Lubna Ismail, President, Connecting Cultures, Washington, D.C.;
- Kay Jones, Intercultural Specialist, Editor and research assistant;
- Howard Jordon, retired Chief of Police, Oakland (California) Police Department;
- Shira Levine, Immigration Attorney, Centro Legal De La Raza, Oakland, California;
- Ilana Lipsett, Director of Social Impact for Tidewater Capital and Community Manager at the Hall;
- Susan Olson, Editor and research assistant;
- Skipper Osborne, former President, Portland Branch NAAC, Civil Rights Advocate;
- Katherine Spillar, Co-founder of the National Center for Women and Policing and Executive Director, Feminist Majority Foundation;
- Glen Ujifusa, Deputy District Attorney, Multnomah County District Attorney’s Office, Portland, Oregon.

We continue to be grateful to contributors to previous editions for valuable input upon which we have developed further material. We owe appreciation to the following people for their helpful cross-cultural wisdom and its application to law enforcement and criminal justice as well as to those who assisted with our chapter development: Judi Lipsett, editorial assistant; Humera Khan, Executive Director at Muflehun, Washington, D.C.; Christopher Martinez, former Program Director— Refugee and Immigrant Services of the Catholic Charities of San Francisco; Mitchell Grobeson, Sergeant (retired), Los Angeles Police Department; Anthony Pan, Asia Cross-Cultural Consultant; James Johnson, PhD, Social Science Analyst, Administrative Office of the U.S. Courts; Thomas Kochman, Founder and COO of KMA Associates, internationally known diversity specialist; Lieutenant Matt Nemeth, Executive Director of PAL in Jacksonville, Florida; Larry Becker, Deputy Chief of S’Kiallum Tribes in Kingston, Sequim, and Port Angeles, Washington; Betsy Brantner-Smith, Sergeant (retired), Naperville Police Department, Illinois; Kathy Bierstedt, Sergeant (retired), Metro Dade, Florida Police Department; and Steven P. Wallace, PhD, UCLA Chair and professor, Department of Community Health Sciences, Los Angeles, California; Kim Ah-Low, Georgia; Chung H. Chuong, California; Ondra Berry, retired Assistant Police Chief, Reno, Nevada Police Department; Jim Cox, retired Police Chief, Midwest City Police
Department, Oklahoma; Captain S. Rob Hardman, USCG (retired), Virginia; Wilbur Herrington, Massachusetts; Jim Kahue, Hawaii; Chief Susan Jones (retired), Healdsburg, California Police Department; Charles Marquez, Colorado; Mohammed Berro, (retired) Corporal, Dearborn Police Department, Michigan; Sarah Miyahira, PhD, Hawaii; Margaret Moore, Washington, D.C.; Jason O’Neal, Police Chief Chickasaw Nation Lighthorse Police, Ada, Oklahoma; Jim Parks, J.D., Criminal Justice Department Chair, Portland Community College, Portland, Oregon; JoAnne Pina, PhD, Washington, D.C.; Eduardo Rodela, PhD, Washington, D.C.; Darryl McAllister, Chief, Union City (California) Police Department, Hayward, California; (late) George Thompson, Founder of Verbal Judo Institute, Inc.

The following additional individuals provided important input to past editions: David Barlow, PhD, Professor and Interim Dean, Fayetteville State University, North Carolina; Danilo Begonia, JD, Professor, Asian American Studies, San Francisco State University, San Francisco, California; Peggy Bowen-Hartung, PhD, Assistant Professor of Criminal Justice, Alvernia College, Reading, Pennsylvania; John Brothers, Executive Director, Quincy Asian Resources, Inc., Quincy, Massachusetts; Patricia DeRosa, President, ChangeWorks Consulting, Randolph, Massachusetts; Ronald Griffin, Pastor and Community Leader, Detroit, Michigan; Sari Karet, Executive Director, Cambodian American Foundation, San Francisco, California; Marilyn Loden, Organizational Diversity Consultant with Loden Associates, Inc., Tiburon, California; Paula Parnagian, World View Services, Revere, Massachusetts; Oscar Ramirez, PhD, Police and Court Expert Consultant, San Antonio, Texas; Jose Rivera, retired Peace Officer, Education Director—Native American Museum, Sausalito, California; Greg Patton, Criminal Justice Cultural Diversity Instructor at Portland Community College; Lourdes Rodriguez-Nogues, EdD, President, Rasi Associates, Boston, Massachusetts; Helen Samhan, Executive Director, Arab American Institute Foundation, Washington, D.C.; Margaret D. Shorter, Sergeant, Royal Canadian Mounted Police and officer of the International Association of Women and Policing; Victoria Santos, President, Santos & Associates, Newark, California; Michael Stoops, Executive Director of the National Coalition for the Homeless, Washington D.C.; Reverend Onasai Veevau, Pastor and Pacific Islander Community Leader, San Mateo, California; Norita Jones Vlach, PhD, Professor, School of Social Work, San Jose State University, San Jose, California; James Zogby, PhD, Director, Arab American Institute Foundation, Washington, D.C.; John Zogby, PhD, President, Zogby International, New York, New York; Brian Withrow, Professor, School of Community Affairs, Wichita, Kansas.
ABOUT THE AUTHORS

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Deena R. Levine, MA, has been providing consulting and training to organizations in both the public and the private sectors for nearly 30 years. She is the principal of Deena Levine & Associates, LLC, a firm specializing in multicultural workplace training as well as global cross-cultural business consulting. She and her associates, together with representatives from community organizations, have provided programs to law enforcement agencies, focusing on cross-cultural and human relations. Ms. Levine has also consulted with and provided training to social service agencies, educational institutions and corporations. She began her career in cross-cultural training at the Intercultural Relations Institute, formerly at Stanford University, developing multicultural workforce understanding for managers and supervisors. She has published additional texts on the cultural aspects of communication, including Beyond Language: Cross-Cultural Communication (Regents/Prentice Hall).

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