

NEW HAVEN POLICE OFFICER APPLICANT GUIDE



2025 Entry-Level Continuous Recruitment Process

Karl Jacobson
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CITY OF NEW HAVEN
DEPARTMENT OF POLICE SERVICE
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Dear Applicant:

On behalf of the Board of Police Commissioners and the New Haven Department of Police Service, we encourage you to begin the process that is required to join the ranks of the department.

Our mission is to provide pro-active, community police services to the public by furthering the partnership with our community to protect life and property, prevent crime and resolve problems.

We are looking for committed individuals to assist us in fulfilling our responsibilities to the people of New Haven. We hope you'll join us!

Very truly yours,
Police Chief Karl Jacobson

APPLICATION PROCESS for POLICE OFFICER

- It is strongly suggested that you read this entire Applicant Guide **before applying**.
- This opportunity has several requirements for eligibility. Please ensure that you meet all minimum requirements for this position before applying. These minimum requirements include, but are not limited to:
Required at time of application:
 - Have graduated from high school or possess State Equivalency Diploma (GED).
 - Possess a valid driver's license.
 - Must be a United States citizen.
 - Must be at least 21 years of age.
 - Candidate must not have been convicted under federal or state law for any felony, or Class A or Class B misdemeanor, or domestic violence, or have committed an act which would constitute perjury or false statement.
 - Must have already taken a CHIP Test no more than 6 months prior to application with a minimum passing score of 35%.
- If you do not meet the requirements as stated in the Police Officer job announcement, do not apply for this opportunity! Applicants not meeting the requirements will be disqualified, and unfortunately, the application fee is non-refundable.
- If you are a New Haven resident as of the date of your application, you may apply for New Haven Domiciled Preference Points, to have 10 points added to your passing score of the examination for this position. You will be required to complete the Application for Preference Points, and provide documentation as described on the form. To learn more, please see the **PREFERENCE POINTS** section later in this guide.
- Honorably discharged war-time veterans may also have up to 10 points added to their score. See the **PREFERENCE POINTS** section later in this guide for more information.
- The application fee for this position is \$35, due at the time you submit your online application. You may only submit your secure payment by debit or credit card via the PoliceApp.com site. The application fee is non-refundable, regardless of whether you meet the minimum requirements, or if you complete any or all of the of the phases of the application, testing, and/or hiring process.
- The application fee may be waived in cases of hardship. See section titled **APPLICATION FEE WAIVER** on the next page of this Guide for instructions on how to request a waiver of the application fee.
- All correspondence and information concerning the application/testing/hiring process will occur by email through PoliceApp.com. Please be sure to login to your PoliceApp.com account regularly during the application / testing / hiring process and check your email to ensure receipt of critical information. Unfortunately, applicants will not be able to use the PoliceApp.com system to communicate directly with Human Resources. However, applicants can contact Human Resources directly by email to NHPDJobs@newhavenct.gov. All applicants are responsible for adjusting their email settings to accept emails from NHPDJobs@newhavenct.gov and from PoliceApp.com.

The information in this Handbook is a general description of the application and testing process. Please note that any and/or all the components of this process may be changed by the City of New Haven with or without notice. Additionally, the City of New Haven reserves the right to modify the order sequence of testing as may be appropriate.

APPLICATION FEE

PoliceApp charges a registration fee. The application fee is **NON-REFUNDABLE** regardless of whether applicants complete all phases of the application, testing, and/or hiring process.

The non-refundable application fee must be paid at the time the application is submitted online through PoliceApp.com.

APPLICATION FEE WAIVER

In cases of financial hardship (based on 130% of HHS Poverty Guidelines), eligible applicants may request a waiver of the application fee.

To request an application fee waiver, you will complete that section within the online Employment Application. Please ensure that you are eligible for a fee waiver **BEFORE** requesting one. *You will not be able to undo the fee waiver request once you select it and submit your application.*

The following are the Eligibility Thresholds for requesting a waiver of the application fee. If you are eligible, you may select the Waiver of Application Fee when submitting your application.

2025 Police Officer Fee Waiver Eligibility Thresholds

If your annual income is below the corresponding figure in Column C, you may elect to utilize the Fee Waiver option. The figures in Column B are the 2024 HHS poverty guidelines published in the *Federal Register* January 2024, effective through at least June 30, 2025. The Waiver Eligibility Threshold is calculated at 130% of the HHS Poverty Guideline.

A	B	C
Persons in family / household	HHS Poverty guideline	Waiver Eligibility Threshold
1	\$15,060	\$19,578.00
2	\$20,440	\$26,572.00
3	\$25,820	\$33,566.00
4	\$31,200	\$40,560.00
5	\$36,580	\$47,554.00
6	\$41,960	\$54,548.00
7	\$47,340	\$61,542.00
8	\$52,720	\$68,536.00
For families/households with more than 8 persons, add \$6,994 to Column C for each additional person.		

For all states (except Alaska and Hawaii).

Source: <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

The Department of Human Resources, in concert with PoliceApp, will waive the application fee(s) in cases of financial hardship based on HHS Poverty Guidelines. If you do not meet these income guidelines, you will not be eligible for this waiver. Note that one of the phases of the hiring process will include a thorough background investigation. If the Department learns at that time that an applicant did not meet the eligibility guidelines, had the ability to pay the application fee, and that a request to waive the fee was fraudulent, that candidate will be disqualified from further consideration in the selection process.

CHIP TEST & FEE

Individuals who apply for the position of Entry-Level Police Officer for the New Haven Department of Police Service must have already taken a Complete Health & Injury Prevention (CHIP) Test and have obtained at least a minimum passing score of 35%.

I am already CHIP-Tested:

- For those who have already taken a CHIP Test, we will accept CHIP Test results from applicants who achieved New Haven's minimum passing score of 35% no more than 6 months before submitting their application for New Haven entry-level police officer.
- CHIP Test results achieved earlier than 6 months ago will **not** be accepted.
- When you submit your application for employment for the New Haven Department of Police Service through the PoliceApp portal, your application will automatically pull your CHIP Test results. The uploading of your CHIP Test result is not necessary.

I need CHIP Testing!

- For those needing to take the CHIP Test, you can register for an upcoming CHIP Test at www.CertifyFit.com. The CHIP Test is currently offered on a monthly basis. Visit the website to find out more.
- Note that the fee for the CHIP Test is currently \$85.
- However, The City of New Haven will subsidize the CHIP Test fee for New Haven residents once per year. As such, the CHIP Test fee for New Haven residents is available at the reduced rate of \$40, **once per year**.
 - In order to receive this benefit,
 - Complete the Application for New Haven Domiciled Preference Points.
 - Return the completed form with your online Employment Application submission.
 - Return copies of all required documentation as indicated with your online Employment Application.
 - **Applicants who are unable to provide proof of domicile/residency in the City of New Haven are not eligible to receive a reduced fee for the CHIP Test.**
- For those experiencing financial hardship, the City of New Haven offers a CHIP Test Fee Waiver Voucher to cover the full cost of the CHIP Test expense for eligible applicants. See information below.
- **IMPORTANT**
 - You **must** be medically cleared by your physician to be capable of safely performing the CHIP Test.
 - Print and take the "**Medical Approval Form**," (located below the Apply Now button on PoliceApp.com) to your physician for their signature.
 - **You must bring the physician-signed Medical Approval Form to the CHIP Test.**
 - **If you arrive at the CHIP Test without a Medical Approval Form signed by your physician, you will not be allowed to test.**
 - This form is also available at: <https://www.certifyfit.com/serve-fit/>

To request a CHIP Test Fee Waiver:

In cases of financial hardship (based on Waiver Eligibility Thresholds on page 4) eligible applicants can request a CHIP Test Fee Waiver Voucher.

- Print and complete the **Request for CHIP Test Fee Waiver Voucher** located below the Apply Now button on PoliceApp.com.
- You must have your completed form notarized.
- Email your completed notarized form request to: NHPDJobs@newhavenct.gov as a pdf or a jpeg attachment. Please type "**CHIP Fee Waiver Request**" in the subject line of your email.
- The City of New Haven will then issue the Voucher that you must submit at the CHIP Test.

Be advised that in all cases you need to continue to improve your physical fitness so that if you receive a conditional offer of employment as an NHPD entry-level police officer, you will be able to achieve the Pre-Academy pass score of 40%. This is the final physical ability score required before entering the Police Academy.

PREFERENCE POINTS

You should be aware of the opportunity for preference points. Below are the current preference points that may be applicable to you.

Veteran's Preference Points:

If you are an honorably discharged war-time veteran, you can have five (5) points added to your passing score. If you are an honorably discharged disabled war-time veteran, you can have ten (10) points added to your passing score.

To claim veteran's preference points:

- Attach a copy of your DD-214 to your online Employment Application submission.
- Attach a copy of your VA-issued rating letter if applicable to your online Employment Application submission.
- Failure to attach these items to your Employment Application submission will result in ineligibility for veteran's preference points.

Domiciled (Residency) Preference Points: (New Haven Domiciled Only):

If you are domiciled (reside) in New Haven, you can have ten points (10) added to your passing score.

To be eligible for these Domiciled Preference Points:

- Complete the Application for New Haven Domiciled Preference Points.
- Return the completed form with your online Employment Application submission.
- Return copies of all required documentation as indicated with your online Employment Application.
- Failure to attach these items to your Employment Application submission will result in ineligibility for domiciled preference points.

If you live in New Haven and you are a war-time veteran, you can apply for both. No claims for preference points of any kind will be honored without documented proof of eligibility. You must follow the prescribed procedures and provide applicable proof as stated on the Preference Points Form. Please note the highest combined maximum preference points are **15** additional points, and the highest score for any civil service exam is **100%**. Preference points are applied to passing scores, up to the maximum score only.

IF REQUESTING an ADA ACCOMMODATION in the TESTING PROCESS

The Americans with Disabilities Act (ADA) enables qualified applicants with substantial impairments that affects one or more major life activities the opportunity to request a reasonable modification to the City's policies, practices, and procedures to enable them to apply and/or test for a position with the City.

To apply for an ADA accommodation

- Accommodation requests must be filed with the Department of Services for Persons with Disabilities **immediately upon submission of your on-line application.**
- Complete and submit an ADA Accommodation Request Form online at <https://newhaven.seamlessdocs.com/f/NHADAFORM1>.
- On the form, when prompted for JOB TITLE, enter "Applicant – Police Officer"

NEW HAVEN POLICE DEPARTMENT TESTING & SELECTION PROCESS

TENTATIVE TIMELINE - 2025 CONTINUOUS RECRUITMENT

The City of New Haven's Civil Service testing process for the position of entry-level Police Officer will include written and oral tests. Applicants must meet all prerequisites and minimum requirements and submit all applicable fees (or waivers) to participate in the Civil Service testing process. It is the applicant's responsibility to adhere to the City's testing schedule. Unless otherwise stated, there will be no make-up tests or alternate test dates. Any and/or all the components of this process may be changed by the City of New Haven, and the City of New Haven reserves the right to modify the order sequence of testing as may be appropriate.

- **Written Exam Phase: – Dates Ongoing / Anticipated Quarterly**
 - Applicants meeting all prerequisites and minimum requirements will be invited to participate in a written exam. The invitation will contain information regarding the exam process. Information will be communicated via the PoliceApp.com portal.
 - Your written exam score will be valued at 25% of your total score. It is expected that candidates pass the written exam portion in order to be invited to the oral examination phase.
 - A passing score in the written exam phase is considered 60 points on a 100-point scale.
 - Candidates that fail any phase of an examination are prohibited from reapplying to the same position for a period of six months.
 - After you take the written examination, this score will be imported to your PoliceApp profile, typically within 7-10 days of the exam.

- **Oral Exam Phase: Dates Ongoing / Anticipated Quarterly**
 - Only candidates that have passed the written phase with a score of 60 points or higher are eligible to proceed to the oral exam phase.
 - Applicants meeting all prerequisites and minimum requirements will be invited to an oral exam process. The invitation will contain the date, time, and location of the oral exam, and typically takes place shortly after the Written portion (in most cases, within two weeks of the written).
 - Your oral exam score will be valued at 75% of your total score.
 - A passing score in the oral exam phase is considered 60 points on a 100-point scale.
 - If a candidate is invited to the oral but does not attend, this will result in a score of 0 points in the oral phase, and an overall failing score in the entire process.
 - Candidates that fail any phase of an examination are prohibited from reapplying to the same position for a period of six months.

- **Scores and Results (dates ongoing)**
 - You may receive notification of your various exam component scores via PoliceApp.com within days of your exam(s).
 - These score values may not reflect your final score for the New Haven Recruitment Process, as the final score is not assessed until the City of New Haven calculates the value of the written (25%) + oral (75%) + any applicable preference points.
 - Note also that these final results are not available to candidates until reviewed and certified by the Civil Service Commission.

- **Certification of Results (dates ongoing; Board meets each month)**
 - Final score results will be certified by the Civil Service Commission, establishing the official employment lists for the position of Police Officer. In addition to Commission certification, Eligibility Lists must be signed by the Commission Chair or proxy prior to publication.
 - All candidates who pass all phases of the testing process will appear on an Eligibility List ranked by order of final score.
 - The Civil Service Commission typically meets on the 4th Wednesday of a month (once per month), therefore, communication of final results to candidates may be delayed.

- Once certified by the Civil Service Commission, candidates are notified by email through the PoliceApp.com portal of their final score results and rank on the corresponding Civil Service Eligibility List. This notification typically occurs within 48 hours of certification.
 - Additionally, Eligibility Lists are posted online [HERE](#). The Department of Human Resources makes every effort to have these updated within 24 hours of Chair signature.
- **Conditional Job Offers Issued** (*Tentatively within 15 days of Certification of Results*)
The Board of Police Commissioners will meet and vote on the action of sending conditional offer letters. Candidates in the highest ranks on the Eligibility Lists may then be extended a conditional offer of employment through email correspondence. This correspondence will contain important instructions and documents that must be completed and returned by the deadline(s) specified.
- **Conditional Job Offer Actions Begin** (*After Conditional Job Offer extended*)
Specific actions occur after conditional offers of employment are extended. They include:
 - Completion of supplemental questionnaire & submission of requested items (not available to candidate until the conditional offer process has begun)
 - Extensive Background Investigation
 - Psychological Examination
 - Comprehensive Medical Examination, including a drug test for controlled substances
 - Additional interview(s)
- **Start of Police Academy Classes** (*dates to be determined*)
The Board of Police Commissioners will again meet and appoint candidates to begin training at the New Haven Police Academy or a neighboring Police Academy; candidates are notified of status via the PoliceApp.com portal.

**STATE OF CONNECTICUT
POLICE OFFICER STANDARDS & TRAINING COUNCIL (POST)
Requirements for Police Officer**

(New Haven Police Department Candidates Must Meet These Requirements)

The following are current standards mandated by the Police Officer Standards and Training (POST) Council for entry to the police academy:

- Candidate must be a United States citizen, be at least 21 years of age at the time of application and possess at least a high school diploma or GED.
- Candidate must successfully complete a validated written test designed to evaluate predictors of job-related skills and behaviors.
- Candidate must appear for an oral interview before a panel which includes one or more POST-certified law enforcement officers who will evaluate predictors of job-related skills and behaviors, including interpersonal and communication skills.
- Candidate must be fingerprinted and investigated for the existence of a criminal history record in Connecticut and in any other state in which the candidate has resided.
- Candidate must not have been convicted under federal or state law for any felony, or Class A or Class B misdemeanor, or domestic violence, or have committed an act which would constitute perjury or false statement.
- Candidate must be the subject of a background investigation by the appointing authority to include a personal history, motor vehicle record, and polygraph examination (administered after a conditional offer of employment).
- Candidate must undergo psychological examination by licensed psychologist or psychiatrist who will provide a written opinion of the candidate's overall profile to their psychological stability to be a law enforcement officer.
- Candidate must be screened for controlled substances and not test positive on the controlled drug screen.
- Candidate must sign a statement acknowledging that the candidate understands that the falsification of any part of the information required during the application process constitutes grounds for termination whether discovered prior to or after appointment.
- Candidate must pass each component of a physical ability test, consisting of sit-ups, 300-meter run, push-ups, and 1.5 mile run.

For additional information on selection standards (including those relating to the physical ability test), you are encouraged to visit POST's website at <http://www.ct.gov/post/site/default.asp>