Oregon Accreditation Alliance User Guide in PowerDMS

The Oregon Accreditation Alliance (OAA) has teamed up with PowerDMS to provide OAA Standards in an electronic format through PowerDMS Standards. These are best practice recommendations and, if followed, can enhance the review process for both the agency and OAA Assessors.

The OAA Standards Manual

Your OAA Standards Manual must be downloaded to your PowerDMS site. This is a two-step process. You must download the manual before you can build your first assessment.

Step 1:

a. Navigate to your Administrative Menu, located in the "Welcome, Name" drop down menu.

b. Locate "Standards Manual Communities" in the list of items in the Administrative Menu.

c. Click "Standards Manual Communities" and locate OAA Standards Manual (you may need to navigate through the pages. All accrediting bodies are in alphabetical order).

d. Click "Request Membership"

A representative from OAA will approve your access request to the OAA Standards Manual, which will trigger an email informing you that your request for membership has been approved. Please allow up to 24 hours or the next business day for completion of Step 1.

Step 2:

a. Navigate to Your Administrative Menu, located in the "Welcome, Name" drop down menu.

b. Locate "Standards Manual Communities" in the list of items in the Administrative Menu.

c. Click "Standards Manual Communities" and locate OAA Standards Manual (which will now be at the top of the list on the first page)

d. Identify the green and white arrow to the right of the manual, and click on it

e. Click "Subscribe" next to the manual you wish to download.

Please allow at least an hour for the manual to download to your PowerDMS site.

Click HERE for a Video on Subscribing to your Standards Manual or HERE for an article.

Click HERE for how to open a new assessment.

Naming of Assessments

When naming your assessment, add the manual acronym and the start *and* end month/year of your assessment cycle.

Examples: OAA Initial Assessment 07/2020 – 07/2023

OAA Reaccreditation 07/2020 – 07/2023

Naming Conventions, Definitions, and Labels

1.   Attachments

All attachments should have a prefix and a brief description of the document. Prefixes act as "keywords" that benefit you as you build your assessment. First, they inform your assessors about the type of document they are reviewing. Second, they simplify searching, filtering, and copying attachments from one assessment cycle to the next. Agencies should select a prefix for their documents that guide practices (i.e., policy and procedures) and a prefix for those documents that prove compliance to the standards (i.e., annual report). The key is to be consistent in how you use prefixes throughout your assessment. To assist you, OAA has developed the following attachment prefixes:

- WD – Written Directive
- PROOF – Proof of Compliance

Prefixes for Simple Notes make searching, filtering, and copying these simple notes easier. OAA recommends using the following prefixes for Simple Notes:

- INT – Interview
- OBSV – Observe
- NO – Non-occurrence
- NA – Not Applicable by Size / Function

2.   Definitions

- Written Directive – A written directive can be a policy, plan, procedure, rule or regulation, general or special order, training directive, contracts, City / County personnel rules, Oregon Administrative Rules (OAR), Oregon Revised Statutes (ORS) or other document that is binding upon agency personnel. The objective of a written directive standard is to require written policy. The form of that written policy can be what the agency has determined best fits its written directive system.

- Proof – A proof can be Intra-departmental memorandum, computer printouts, screen shots, job descriptions, letters from citizens, photographs, videos, rosters, forms, investigative reports, newspaper clippings, budget documents and logs. Care should be taken to redact confidential names, date of birth or social security numbers.

  NOTE: The agency should provide one proof for each standard and each bullet during the

three-year accreditation period. Exceptions to this are the following:

> *1.2.5 (h)   Bias-Based Policing "annual training"*
>
> *1.3.7   Use of Fort Reporting "annual analysis"*
>
> *1.7.1 (j)   Personnel Complaint Process "annual analysis"*
>
> *2.1.2 (n)   Vehicle Pursuit Driving "annual analysis"*
>
> *3.3.10   Property and Evidence Audits*

These standards require annual reports or training.   For agencies in their initial accreditation period only one annual report is required for each standard. For agencies in re-accreditation, the agency will need one annual report for each of the three accreditation years.

- <u>Purpose Statement</u> – In PowerDMS, the purpose statement (located below the *italicized* language of the standard) identifies the specific intent, or the spirit, of the standard. The purpose statement is intended to provide you with guidance on <u>how to comply</u> with the standard.   It is important to understand that your agency is responsible for proving compliance with the standard, not the purpose statement.

3. Order of Presentation

The order of presentation should be in a logical order in terms of attachment types *and* the year of the assessment cycle.

TIP: Present WD documentation first then PROOFS (by year with most recent on top) then Simple Notes.

Order of Document Presentation

1. Written Directive

2. Proofs of Compliance

3. Simple Notes

4. Labels

- Label attachments with the agency's preferred prefixes and a brief description of the document.

Example of a Written Directive (without bullets):

Example of a Written Directive (with multiple bullets):

Example of a Written Directive (with multiple written Documents):

WD 1015 Personal Appearance Standards
Accreditation Manager
- Bullet a

WD 1016 Uniform Regulations
Accreditation Manager
- Bullet b

WD 1004 Smoking and Tobacco_Use
Accreditation Manager
- Bullet c

WD 1002 Drug and Alcohol Free Workplace
Accreditation Manager
- Bullet d

WD 1001 Reporting of Employee Convictions
Accreditation Manager
- Bullet e

WD 1006 Outside Employment
Accreditation Manager
- Bullet f

- Labels for Proofs of compliance should include the assessment year of the documentation, and Labels for bulleted standards should include the bullet point letter.

Example of a standard proof (without bullets):

PROOF Y2020 Form
Accreditation Manager
- Signed Oath of Office

Example of a standard proof (with multiple bullets):

WD 203 Training
Accreditation Manager
- Bullet a
- Bullet b
- Bullet c
- Bullet d
- Bullet e

PROOF Bullet a Y2018 Email
Accreditation Manager
- Legislative Updates

PROOF Bullet b Y2020 Screen Shot
Accreditation Manager
- State mandated training

PROOF Bullet c Y2020 Memorandum
Accreditation Manager
- PREA Training Schedule

PROOF Bullet d Y2020 Form
Accreditation Manager
- DPSST F6 Firearms Training

PROOF Bullet e Y2020 Screen Shot
Accreditation Manager
- Lexipol Policy Update

- Label highlights with language that informs the assessor what information is contained in the highlighted material.

- For bulleted standards, the WD should have highlight labels with the bullet letter. Proofs should have a brief description of highlighted material.

- Label Simple Notes with a prefix identified above and any justifications or additional information that the assessor may need.

5. Bulleted Standards

PowerDMS recommends attaching a document **only once** to the standard. When you add the attachment, you will see checkboxes next to the standard root *and* each bullet point. You must select at least one box to "map" the attachment to the standard. PowerDMS recommends mapping the document to all applicable bullet points of a bulleted standard. This "anchors" the attachment and will cause highlight mapping to default to the select bullet points.

You may change any highlight mapping as needed to ensure correct highlights are mapped to correct bullet points.

6.   Best Practice for Attaching Uploaded Files

PowerDMS allows for any file type (i.e., Word, Excel, PowerPoint, PDF, PNG, etc.) to be attached to a standard as an "Upload File" attachment type. However, Word, Excel, and PowerPoint file types will not be viewable as documents in the assessment. In fact, your assessor will see:
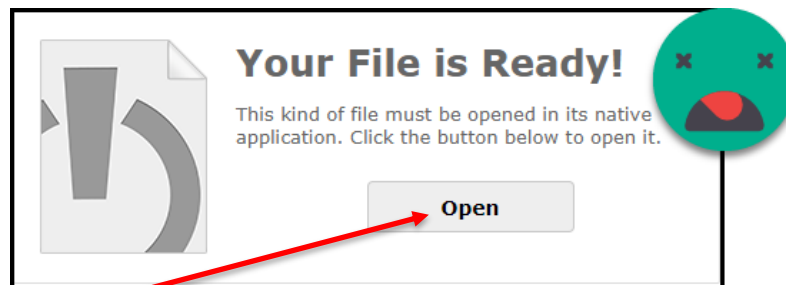
Clicking the "open" button will launch the computer's Word, Excel, or PowerPoint application and open the document. You will not be able to use PowerDMS' highlighting tool, and you risk the assessor downloading your proprietary and possibly a confidential document.

PowerDMS and OAA recommend you convert these file types to a PDF format as you attach them to the assessment by following these steps.

1.   Click "Add New Attachment"

2.   Select "Upload File" from the dropdown list

3.   Select the file by browsing your computer files or dragging and dropping the file into the box indicated

4.   If a Word, Excel, or PowerPoint file is uploaded, a pop-up box appears. Select "Convert to PDF" as seen in the pop-up box below. When you select "Convert to PDF," the box

will expand and "I Agree" appears at the bottom in blue lettering. You MUST select "I Agree" to continue.

5.   Select "I Agree"

6.   If the title of the document needs editing to adhere to the OAA best practices for prefixes and labeling, edit the text that appears in the **NOTES** field, directly below the conversion pop-up box.

7.   Ensure the uploaded file is attached to the standard statement (see section 5. Bulleted Standards).

8.   Click "**Save**"

Your Word, Excel, or PowerPoint document will now display correctly and allow you to use the PowerDMS highlight tool.

7.   Best Practices for Simple Notes

In PowerDMS, a simple note is an attachment type that can be used to provide OAA Assessors with additional information about the WD or PROOFs used to document compliance with the standard.

OAA approves the use of Simple Notes in lieu of Memoranda for:

- Not Applicable by Function
- A Non-Occurrence of the standard during an assessment year
- Guidance for OAA Assessors on Interviews (i.e., phone numbers / email addresses)
- Guidance for OAA Assessors on key Observations during the onsite visit

Simple notes allow accreditation managers to explain, justify, or detail anything they wish to communicate to the Assessor. If a standard is Not Applicable by Size or Function or a Non-Occurrence, the accreditation manager must provide a full explanatory justification why the prefix (NA/NO) was selected.

8. Helpful Links

- How to [Highlight documents](#)
- How to [Archiving past assessments](#)
- How to [Copy attachments](#) and [tasks](#) to a new assessment

Best Practice for Assessment Roles

PowerDMS has three Roles for use in an OAA assessment: Accreditation Manager, Accreditation Team, and OAA Final Assessor. These Roles provide you with the ability to create "show or final files" and "working or dummy files" in a single location. When you add attachments to your assessment, you MUST select a Role before PowerDMS will save the attachment. We do this so you can control which attachments you want your OAA Final Assessor to review during your assessment.

Note: Roles are not job titles or agency job functions! A good way to understand assessment roles is to think of them as a set of files. Each role is an imaginary set of files that you build for your assessment (i.e., show files, working files).

When you assign users, OAA Final Assessors, or yourself to an assessment, you select a Role and participation rights to that Role. This means you are granting these individuals permission to either add or observe attachments in that Role.

To assist you with understanding Roles, we have provided the following definitions:

1. Accreditation Manager Role ("show" or "final" files): Attachments made to the Accreditation Manager role are attachments that you want your OAA Final Assessor to review during a final assessment.

2. Accreditation Team (working files): Attachments to this role are not reviewed by the OAA Final Assessor, but act as a repository for compliance documentation that *may* be used to show compliance during the assessment. Below are some reasons to use this role:

    a. You have other people collecting documentation for you and you will need to review the compliance document before approving it for the assessment,

    b. You collect extra documentation for your final assessment, just in case the assessor asks for another proof of compliance

    c. You do not want other users assigned to the assessment to access the documentation your Final OAA Assessors will review.

Ultimately, the use of Roles is your choice. However, PowerDMS recommends the following:

1. Select *Accreditation Manager* role for all written directive attachments you want your OAA Finall Assessors to review.

2.   Only assign agency users who are responsible for the agency's assessment to the *Accreditation Manager* role. You may wish to give Observe rights to other agency personnel so they can see which attachments will be shown to the OAA Final Assessors. Your OAA Final Assessor MUST have observe rights to the *Accreditation Manager* role.

3.   Have agency users who help you collect documentation add attachments to the *Accreditation Team* role. Once you review the attachments and approve them for the assessment, change the role of the attachment to the *Accreditation Manager* role.
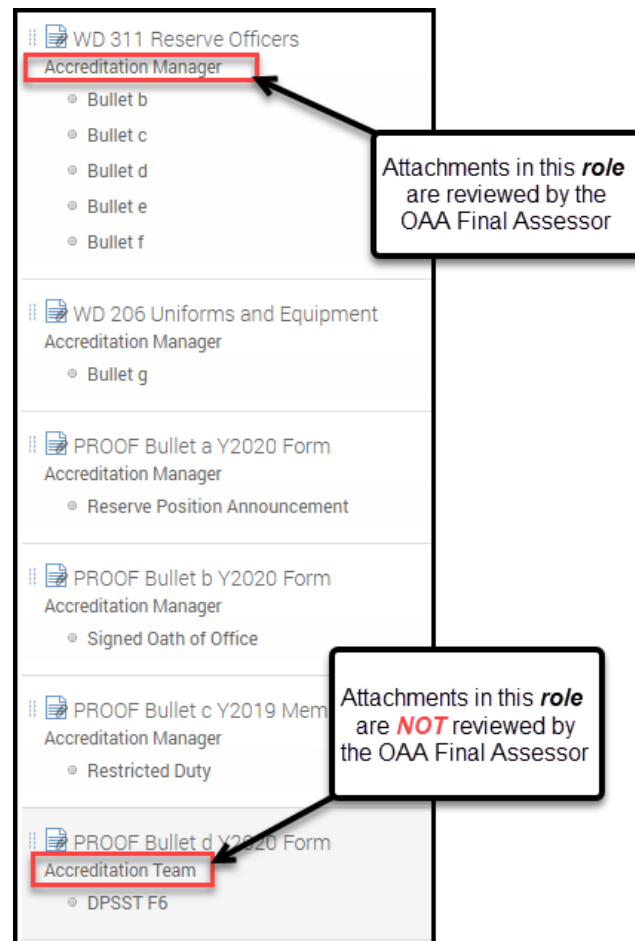
Preparing for Assessments

To prepare for your OAA final assessment, you will need to add your OAA Final Assessors to your PowerDMS assessment. You will need to add the person assigned to conduct your OAA final assessment to your PowerDMS site. In PowerDMS, it is also a best practice to use groups to manage your users, even users that will be in your site temporarily (i.e., mock or final assessors).

To add a new user for the OAA final assessment:

- Create a group for your final assessors (if one has not been created already). The name of the group is your agency's decision. Navigate to the **NEW** create dropdown menu at the top of your homepage and select *Group*. Give the Group a name and click SAVE.

  Example: OAA Assessor

- Using the triple dot menu to the right of the group's name, select *Add User* from the dropdown menu.
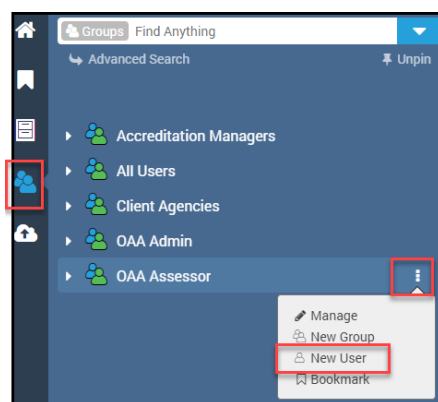
- Complete the required fields on the New User page. Required fields include First Name, Last Name, and Username. You will need to create a password for your OAA assessor. You also have the option of entering an END DATE. The end date will archive the user automatically, freeing up a user license. These steps will create the user directly into the appropriate group.

- You will need to email the OAA assessor and provide the login credentials (Username and

password) as well as your agency's PowerDMS site key.

The following steps outline best practices for adding your OAA Final Assessor to your assessment. These best practices are necessary to ensure the assessor can review your final proofs of compliance while having the ability to add simple notes and set a final compliance status to your assessment.

Step 1: Navigate to your assessment and click on the root of the manual.
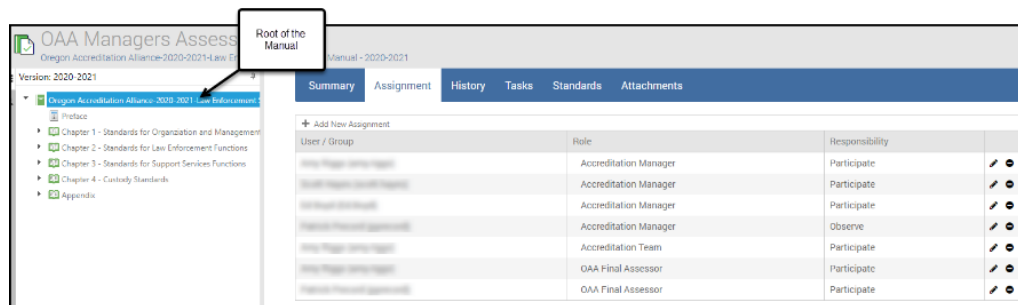
Step 2:   Click on the "Assignments" tab

Step 3:   Click **Add New Assignment**

Step 4:   In the **User / Group** dropdown field, type the group name you created for your OAA assessor and select the group from the dropdown menu to populate the field.

Step 5:   In the **Role** dropdown field, select *OAA Final Assessor* from the list.

Step 6:   In the **Responsibility** dropdown field, select *Participate* from the list.

Step 7:   Click **SAVE**

Step 8:   Click **Add New Assignment**

Step 9:   In the **User / Group** dropdown field, type the group name you created for your OAA assessor and select the group from the dropdown menu to populate the field. This is the *same* group you added to the OAA Final Assessor role in steps 4 – 6 above.

Step 10:   In the **Role** dropdown field, select *Accreditation Manager* from the list.

Step 11:   In the **Responsibility** dropdown field, select *Observe* from the list.

Step 12:   Click **SAVE**

Your OAA Assessors MUST have the ability to participate in their role to set status, clear tasks, and add simple notes. Your OAA Assessors MUST have the ability to OBSERVE the role all your attachments are in, which is the Accreditation Manager's role.

For more information on adding your OAA Final Assessors to your assessment is found in the article, _Preparing for Mock and Final Assessments_, located within the PowerDMS Success Community.

Archiving the Assessment

Do not archive the assessment until the final report is delivered from OAA. If your agency has only one assessment license, consider using your folders to house your compliance documents until you can archive your assessment and open a new assessment.

To Archive and Assessment refer to the article, _Archiving your Assessment_, in the PowerDMS Success Community.