

# Maine Law Enforcement Accreditation Program

## User Resource Guide in PowerDMS

The Maine Chiefs of Police Association (MCOPA) has teamed up with PowerDMS to provide Maine Law Enforcement Accreditation Program (MLEAP) Standards in an electronic format through PowerDMS Standards. These are **recommendations** and, if followed, can enhance the review process for both the agency and MLEAP Assessors.

### The MLEAP Standards Manual

Your MLEAP 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 MLEAP Standards Manual (you may need to navigate through the pages. All accrediting bodies are in alphabetical order).
- d. Click “Request Membership”

*A representative from PowerDMS will approve your access request to the MLEAP 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 the MLEAP 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: MLEAP Initial Assessment 07/2020 – 07/2021

MLEAP 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, MCPOA and PowerDMS have 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. MCOPA and PowerDMS recommend 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, state and federal laws, 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.
- Discussion – In PowerDMS, the discussion (located below the language of the standard)

identifies the specific intent, or the spirit, of the standard. The discussion is intended to provide you with guidance on how to comply with the standard. It is important to understand that your agency is responsible for proving compliance with the standard, not the discussion.

**2.03 Oath of Office**
Print

(E)

The Agency has a written directive that requires every employee who is a peace officer, under law, to take and sign an oath of office before conducting law enforcement duties for the Agency.

Discussion: This requires a department written directive which requires that officers take the Oath of Office prior to performing any law enforcement duties.

Article 9 Section 1 of the Maine Constitution prescribes the specific wording of both the officer's statement and Oath of Office. Agencies may add to the Oath of Office but the basic requirements which are stated in the Maine Constitution must be met.

Proof of Compliance:

1. Copy of written directive, and
2. Copies of signed Oaths of Office (and Statement of Appointed Officer)

Language of Standard

Clarifies the *intent* of the Standard





### 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

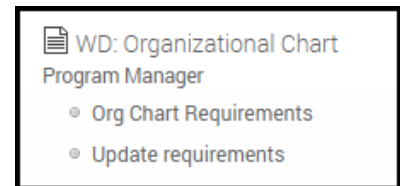
1. Written Directive
2. Proofs of Compliance
3. Simple Notes

<div>            WD: Organizational Chart            Program Manager           <ul style="list-style-type: none"> <li>• Org Chart Requirements</li> <li>• Update requirements</li> </ul> </div>
<div>            PROOF Y1 Organizational Chart            Program Manager           <ul style="list-style-type: none"> <li>• 2017 - 2018 (Y)</li> </ul> </div>
<div>            PROOF Y2 Organizational Chart            Program Manager           <ul style="list-style-type: none"> <li>• 2018 - 2019 (Y2)</li> </ul> </div>
<div>            PROOF Y3 Organizational Chart            Program Manager           <ul style="list-style-type: none"> <li>• 2019 - 2020 (Y3)</li> </ul> </div>

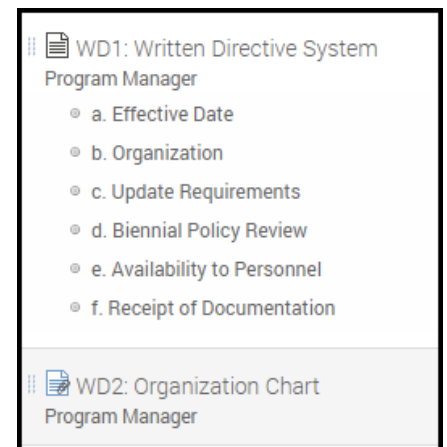
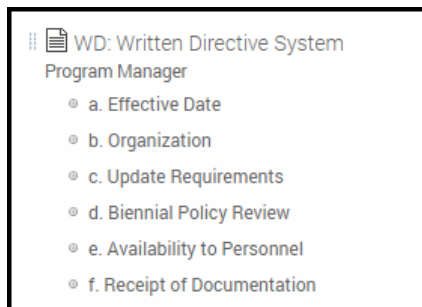
#### 4. Labels

- 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):*



- Labels for Proofs of compliance should include the assessment year of the documentation, and a brief description of the document.

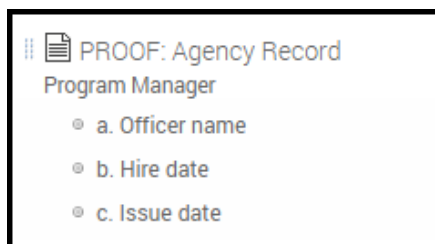
*Example of a standard proof (without bullets):*



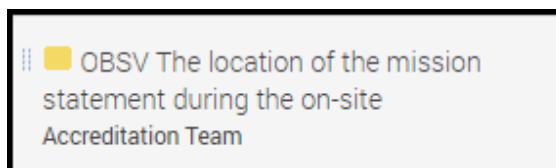
*Example of a standard proof (with multiple bullets):*



- Label highlights with language that informs the assessor what information is contained in the highlighted material.
- For bulleted standards, the WD and PROOFs should have highlight labels with the bullet letter and 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 statement *and* each bullet point. You must select at least one box to “anchor” the attachment to the standard. PowerDMS recommends anchoring the document to the standard statement (or standard root).

You may map highlights to corresponding bullet points by checking the box next to the bulleted statement.

Summary Assignment History

... / Chapter 1 - Stand... / Section 5 - Perso... / 1.5.11 - Reserve ...

### 1.5.11 - Reserve Officers

If the agency has a reserve officer program, a written directive defines the organization of the function and, at a minimum, includes the following:

- a. Pre-appointment procedures and processes that are equivalent to regular, full-time officers;
- b. Administration of Oath of Office;
- c. Restrictions to duties and authority;
- d. Training that is comparable to regular, full-time officers, if performing like functions;
- e. Duties and authority of the person designated to supervise the reserve officer program;
- f. Description and requirements of any differing reserve levels; and
- g. Reserve officer uniforms and equipment.

**Purpose:** That the reserve officer program be reduced to writing and to ensure that agencies employing reserve officer programs meet statutory requirements as outlined in Oregon Revised Statutes, and as established by best practices.

Tasks (1) Statuses Attachm

Add New Attachment

Filters: None Applied

WD 203 Hiring of Personnel Accreditation Manager

- Bullet a

WD 311 Reserve Officers Accreditation Manager

- Bullet b
- Bullet c
- Bullet d
- Bullet e
- Bullet f

WD 206 Uniforms and Equipment Accreditation Manager

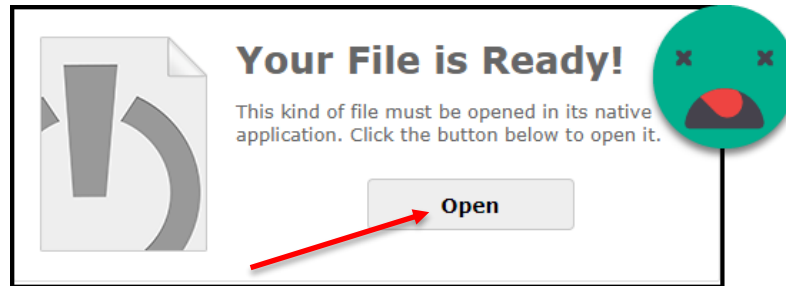
- Bullet g

Example: One attachment that applies to only one bullet point

Example: One attachment that applies to multiple bullet points

## 6. Best Practice for Attaching Uploaded Files

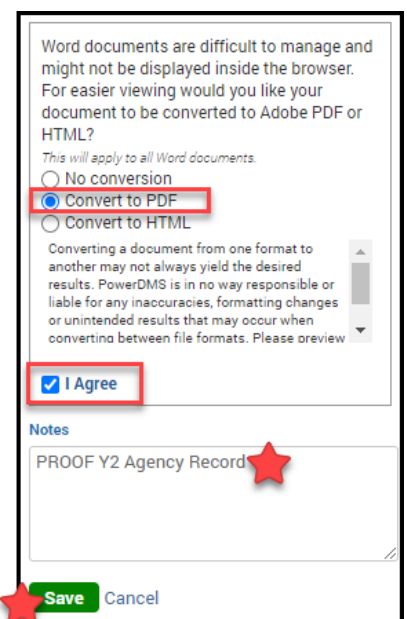
PowerDMS allows for any file type (i.e., Word, Excel, PowerPoint, PDF, PNG, etc.) to be attached to a standard as an “Upload File” attachment type. However, Word, Excel, and PowerPoint file types will not be viewable as documents in the assessment. In fact, your assessor will see:



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 MCOPA 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 MLEAP recommendations 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

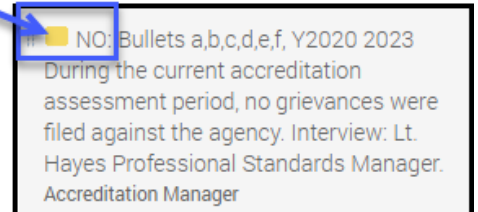
In PowerDMS, a simple note is an attachment type that can be used to provide MLEAP Assessors with additional information about the WD or PROOFs used to document compliance with the standard.

MCOPA 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 MLEAP Assessors on Interviews (i.e., phone numbers / email addresses)
- Guidance for MLEAP 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.

The Prefix  
"NO"  
represents a  
Non-Occurrence



## 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 four Roles for use in an MLEAP assessment: Program Manager, Accreditation Team, Mock Assessor, and 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 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).**

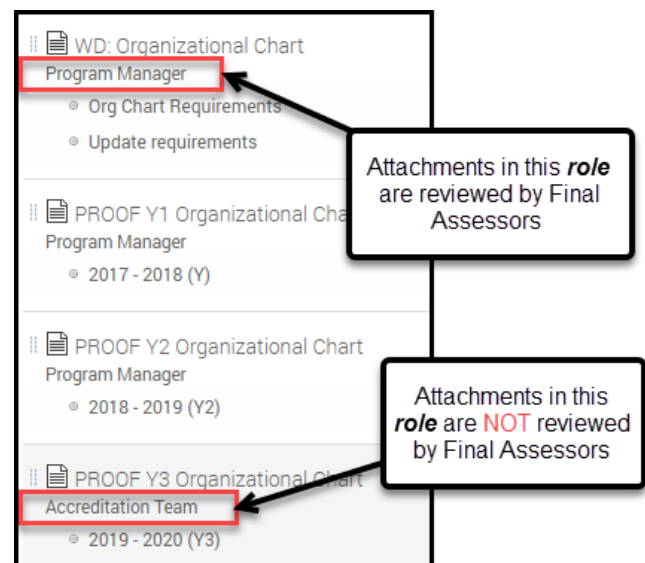
When you assign users, Final Assessors, or yourself to an assessment, you select a Role and participation rights to that Role. This means you are granting these individuals permission to either add or observe attachments in that Role.

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

1. Program Manager (“show” or “final” files): Attachments made to the Program Manager role are attachments that you want your Final Assessor to review during a final assessment.
2. Accreditation Team (working files): Attachments to this role are not reviewed by the 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 Assessors will review.

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

1. Select *Program Manager* role for all written directive attachments you want your Final Assessors to review.
2. Only assign agency users who are responsible for the agency's assessment to the *Program Manager* role to participate. You may wish to give **Observe** rights to other agency personnel so they can see which attachments will be shown to the Final Assessors. Your Final Assessor **MUST** have observe rights to the *Program 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 *Program Manager* role.





## Preparing for Assessments

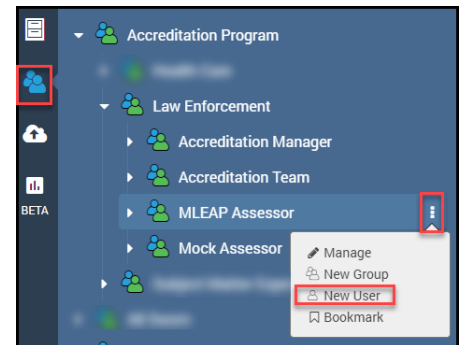
To prepare for your final assessment, you will need to add your Final Assessors to your PowerDMS assessment. You will need to add the person assigned to conduct your final assessment to your PowerDMS site. In PowerDMS, it is also a best practice to use groups to manage your users, even users that will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

To add a new user for the 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: MLEAP Assessors

- Using the triple dot menu to the right of the group's name, select *Add User* from the dropdown menu.



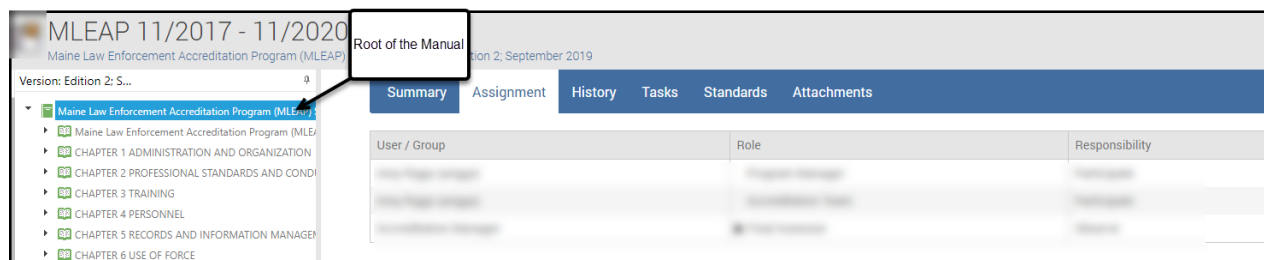
- Complete the required fields on the New User page. Required fields include First Name, Last Name, and Username. You will need to create a password for your final assessor. You also have the option of entering an END DATE. The end date will archive the user automatically, freeing up a user license. These steps will create the user directly into the appropriate group.

A screenshot of the 'New User' form in PowerDMS. The form includes fields for First Name, Last Name, Username, Password, Job Title, Location, Start Date, and End Date. There are also checkboxes for 'Inbox Sign All' and 'Send Welcome Email'. The 'Save' and 'Save & New' buttons are at the bottom.

- You will need to email the 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 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**

+ Add New Assignment			
User / Group	Role	Responsibility	
Amy Riggs (ariggs)	Program Manager	Participate	 
MLEAP Assessor	Program Manager	Observe	 
Amy Riggs (ariggs)	Accreditation Team	Participate	 
MLEAP Assessor	 Final Assessor	Participate	 

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

For more information on adding your 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 MCOPA. 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.

## Tips for Empowering Assessment Continuity

One of the most difficult job functions within an agency is to establish continuity for an accreditation program. As agency accreditation managers change, the accreditation process used to achieve an award of accreditation changes. PowerDMS has the tools, regardless of the modules your agency purchased, to establish continuity for your accreditation process. Use the PowerDMS features below as suggestions to maintain continuity for your agency's accreditation program.

1. **Folders**. You have the freedom to build a folder structure not only to house your policy manual but also to house your proofs of compliance. Housing your proofs of compliance within PowerDMS serves many functions to promote accreditation program continuity. Below are a few examples:
  - a. Encourage agency personnel upload the proof as a document into an assigned folder in lieu of email or using a shared drive. *ALL* PowerDMS agencies have access to house as many documents as desired in PowerDMS!
  - b. Create historical records for your compliance documentation using folders. This will enable users to reference previous compliance documentation without providing administrative rights to an archived assessment.
2. **Certificates**. Use this versatile feature to track equipment, driver's license, fleet vehicles,

etc. Or use them as a reminder to document a time sensitive standard.

3. **Review Workflows**. Review workflows not only remind policy writers to review documents for validity but also remind accreditation managers of time sensitive standards.
4. **Courses**. Accreditation Manager training can be built specific to an agency's accreditation program using PowerDMS courses. These courses may be assigned to any user. You can also create trainings on how to upload a proof to a folder and how to identify a good proof of compliance.
5. **Survey**. Surveys are great instruments for gathering input for policy development.
6. **Tests**. Tests may be attached to a policy to test document knowledge. Tests promote policy knowledge and are another step for agency indemnification when faced with complaints or legal action.