Utah Law Enforcement Professional Standards User Resource Guide in PowerDMS

The Utah Accreditation Alliance (UAA) has teamed up with PowerDMS to provide Utah Law Enforcement Accreditation Professional (ULEA) 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 UAA assessors.

The ULEA Standards Manual

Your ULEA Standards Manual must be downloaded to your PowerDMS site. Only one PowerDMS user needs to download the manual for the agency, and the download only needs to occur one time. 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 Utah Accreditation Alliance (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 ULEA 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 Utah Accreditation Alliance (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: ULEA 07/2020 – 07/2023 (Initial Assessment)
ULEA 07/2020 – 07/2025 (Reaccreditation)

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 under review. 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, PowerDMS has developed the following attachment prefix examples:

- WD – Written Directive *(i.e., policy, procedures, training curricula, laws, statutes, etc.)*
- PROOF – Proof of Compliance *(executed documentation, reports, pictures, etc.)*

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

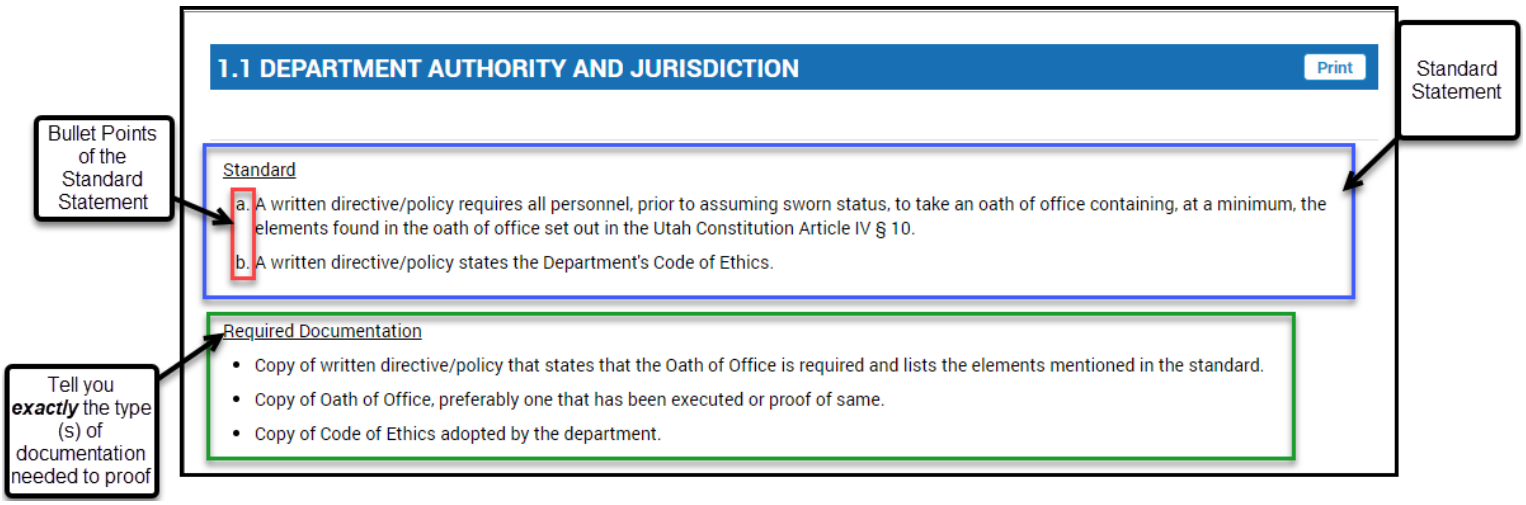
- INT – Interview
- OBSV – Observe
- NO – Non-occurrence
- NA – Not Applicable by Size / Function

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, Utah Laws and Statutes, or other documents that are 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.

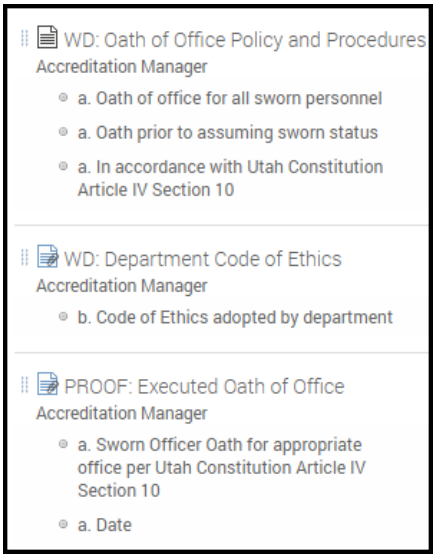
- Proof – A proof can be Intra-departmental memorandum, computer printouts, screen shots, job descriptions, letters from citizens, photographs, videos, rosters, forms, investigative reports, newspaper clippings, budget documents and logs, and any proof that the agency practices the procedures outlined in the written directive system. Care should be taken to redact confidential names, dates of birth, or social security numbers.

NOTE: The agency should refer to the Required Documentation for each standard to determine the WDs and PROOFs need for each 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.

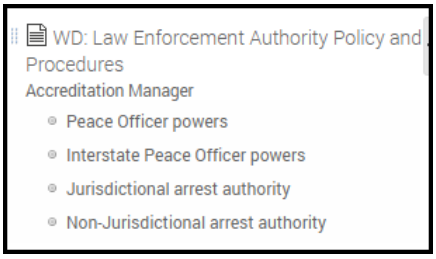
Order of Document Presentation

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

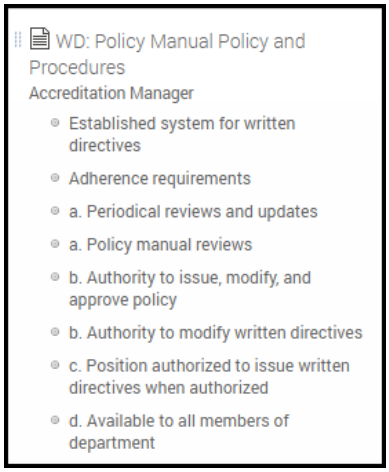
4. Labels

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

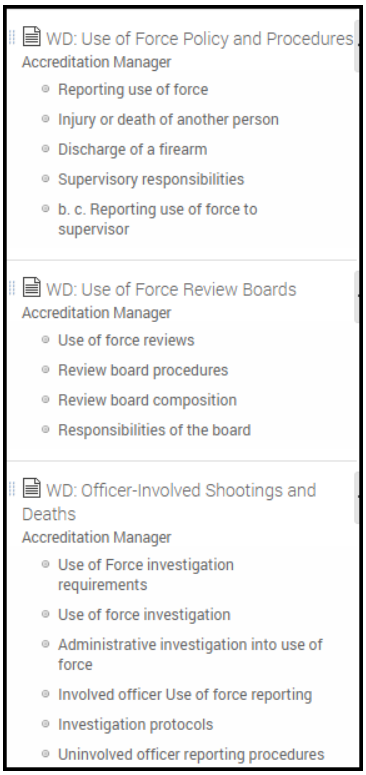
Example of a Written Directive (without bullets):



Example of a Written Directive (with multiple bullets):

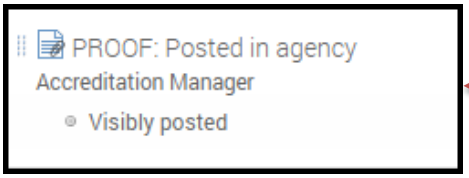


Example of a Written Directive (with multiple written Documents):

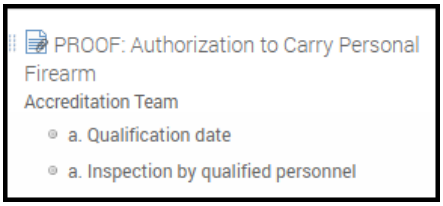


- Labels for Proofs of compliance should include the assessment year of the documentation, and Labels for bulleted standards should include the bullet point letter.

Example of a standard proof (without bullets):



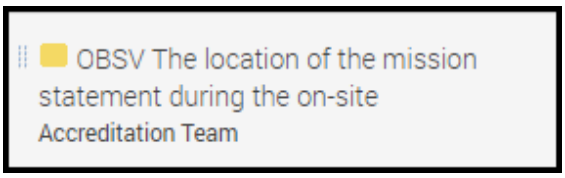
Example of a standard proof (with multiple bullets):



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

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

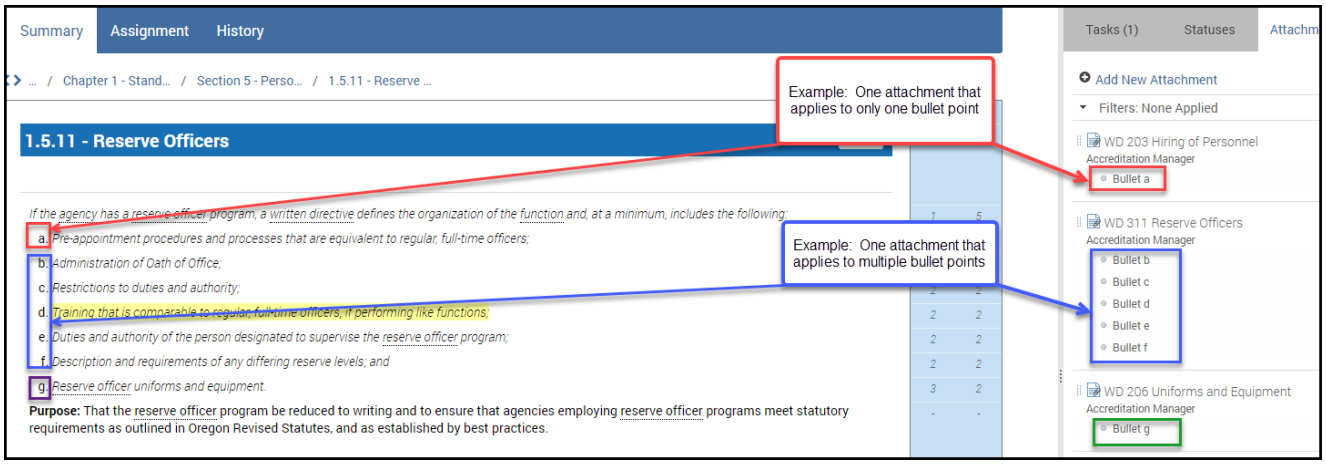
- Label Simple Notes with a prefix identified above and any justifications or additional information that the assessor may need.



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 and “mapping” applicable highlights to each applicable bullet point of a bulleted standard.

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



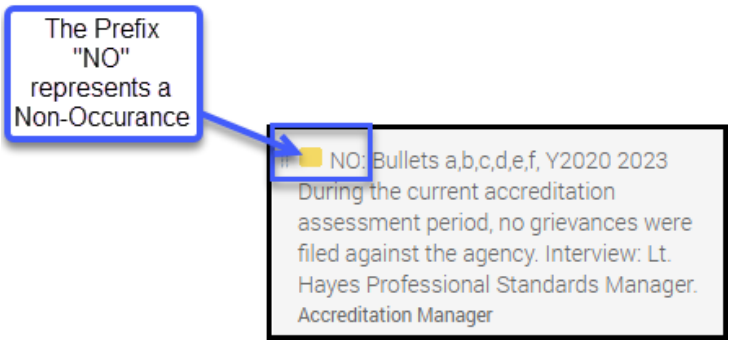
6. Best Practices for Simple Notes

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

Use Simple Notes In lieu of Memoranda for:

- Not Applicable by Function
- A Non-Occurrence of the standard during an assessment year
- Guidance for UAA Assessors on Interviews (i.e., phone numbers / email addresses)
- Guidance for UAA 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 has a Non-Occurrence, the accreditation manager must provide a full explanatory justification why the prefix (NA/NO) was selected.



7. 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 a ULEA assessment: Accreditation Manager, Accreditation Team, Mock Assessor, and UAA 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 Utah Accreditation Alliance 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 a virtual set of files that you build for your assessment (i.e., show files, working files).

When you assign users, Mock or UAA 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 ("show" or "final" files): Attachments made to the Accreditation Manager role are attachments that you want your UAA Final Assessor to review during a final assessment.

2. Accreditation Team (working files): Attachments to this role are not reviewed by the Mock or UAA Assessors, 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

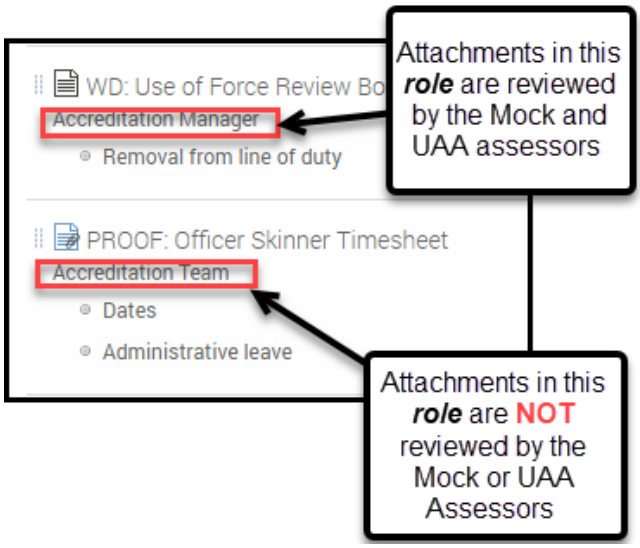
    c. You do not want other users assigned to the assessment to access the documentation your Mock or UAA Assessors will review.

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 Mock or UAA Assessors to review.

2. Only assign agency users who are responsible for the agency's assessment to the *Accreditation 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 Mock or UAA Assessors. Your Mock and UAA Assessors 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

You will need to add your Mock and/or UAA Assessors to your assessment for the file review. The instructions for adding these assessors are 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 UAA. 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.