Pennsylvania Law Enforcement Accreditation Resource Guide in PowerDMS

The Pennsylvania Chiefs of Police Association (PCPA) has teamed up with PowerDMS to provide Pennsylvania Law Enforcement Accreditation (PLEAC) Standards in an electronic format through PowerDMS Standards. This document contains ***recommendations*** developed in conjunction with PCPA and PLEAC assessors to establish consistency during file reviews, and, if followed, can enhance the review process for both the agency and PLEAC Assessors. These recommendations can establish consistency in the agency's accreditation program.

The PLEAC Standards Manual

Your PLEAC 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 PLEAC Standards Manual (you may need to navigate through the pages. All accrediting bodies are in alphabetical order).

d. Click "Request Membership"

A representative from PCPA will approve your access request to the PLEAC 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 PLEAC 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.

NOTE: You only have to download your manual one time. Any updates to the manual will be pushed out to your downloaded manual within PowerDMS.

Naming of Assessments

When naming your assessment, add the manual acronym and the start year of your assessment cycle.

Examples: PLEAC Initial Assessment 07/2020

PLEAC Reaccreditation 07/2020

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, PLEAC has developed the following attachment prefix recommendations:

- WD = Written Directive
- P = Proof of Compliance (P1 = Proof #1)
- Y = Year (Y1 = First year of cycle)

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

- INT = Interview
- OBS = Observe
- NO = Non-occurrence
- MTF = Memo to file
- N/A = Not Applicable by Size / Function

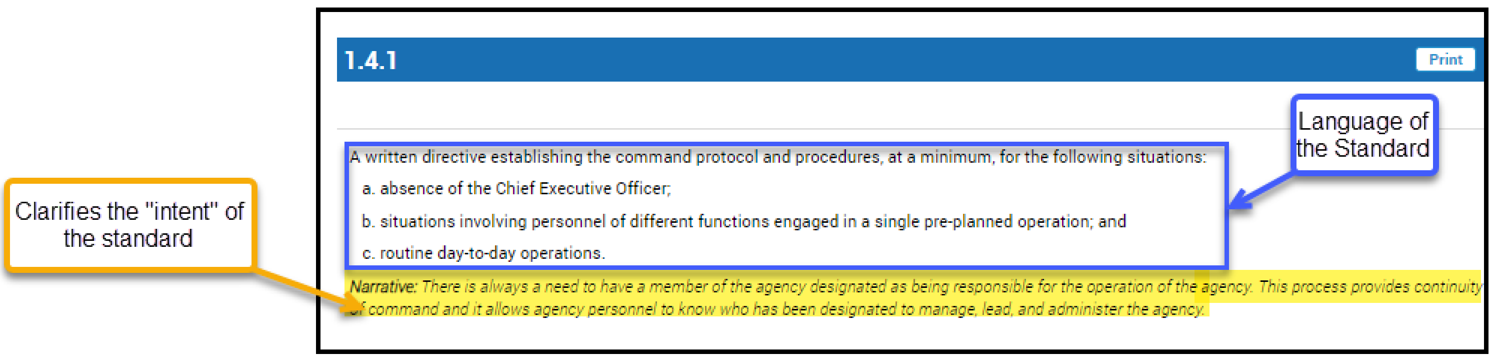
2. Definitions

- 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, memoranda, laws and ordinances (International, Federal, State, or Local), or other document that is binding upon agency and affects the performance or conduct of 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 memoranda, computer printouts, screen shots, job descriptions, letters from citizens, photographs, videos, rosters, forms, investigative reports, newspaper clippings, budget documents and logs, or other material that demonstrates process indicators. Care should be taken to redact confidential names, date of birth, and social security numbers.

- Year – PLEAC prefers referencing the year of the proof using Y1, Y2, Y3…for reaccreditations. The use of the calendar year is discouraged.

- Narrative – In PowerDMS, the narrative (located below the language of the standard) is *italicized* and identifies the specific intent, or the spirit, of the standard. The purpose statement 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 narrative.



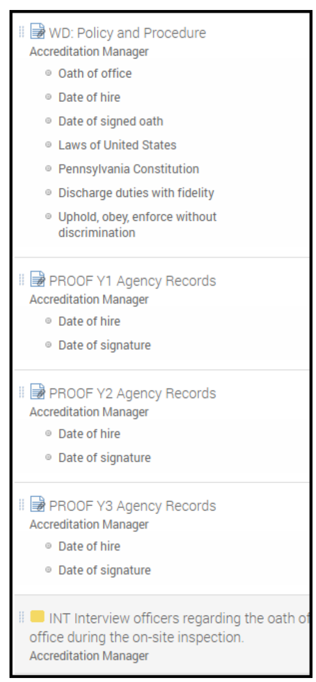
3. Order of Presentation

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

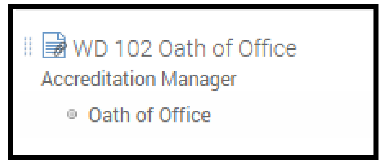
1. Written Directive
2. Proofs of Compliance (use a logical order for bulleted standards).
3. Simple Notes



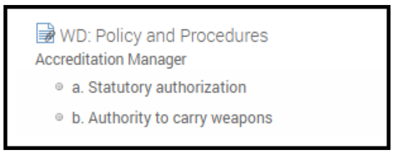
4. Labels

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

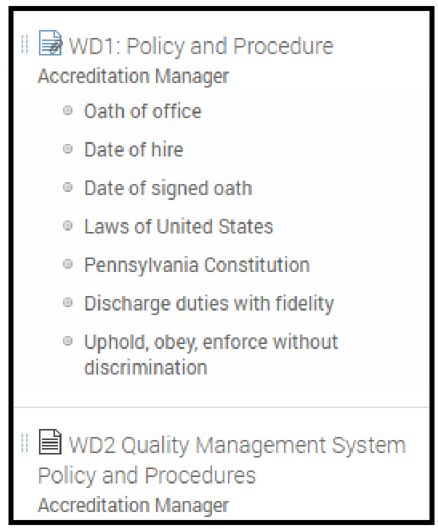
  Example of a Written Directive (without bullets):

  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.

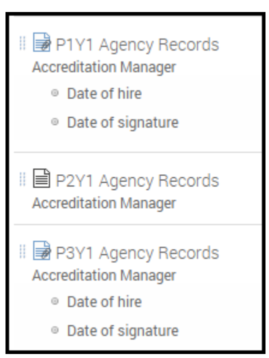
  Example: P1Y1

  If more than one document exists for a year, number the document: P1Y1; P2Y1

  Example of a standard proof (without bullets):

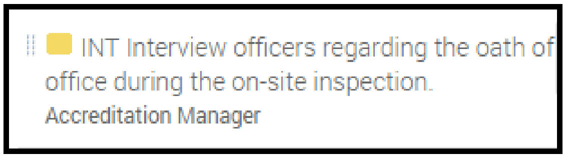
  Example of a standard proof (with multiple bullets):

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

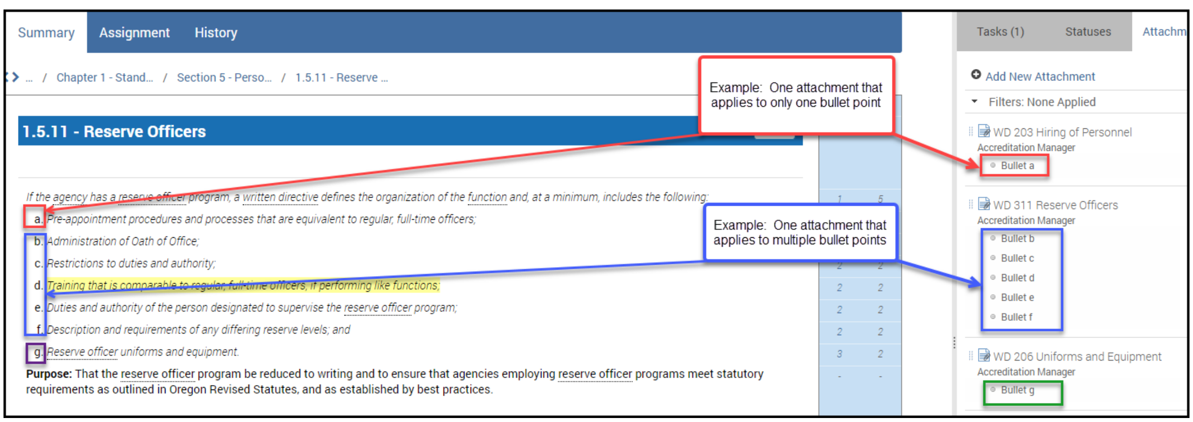
- For bulleted standards, the WD should have highlight labels with the bullet letter. Proofs should have a brief description of highlighted material.

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



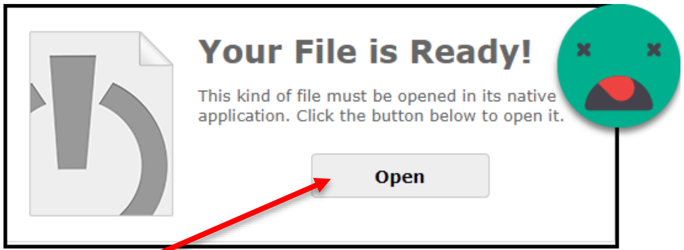
5. Bulleted Standards

PowerDMS and PCPA 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 (where applicable). 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 highlights to applicable bullet points.



6. Best Practice for Attaching Uploaded Files

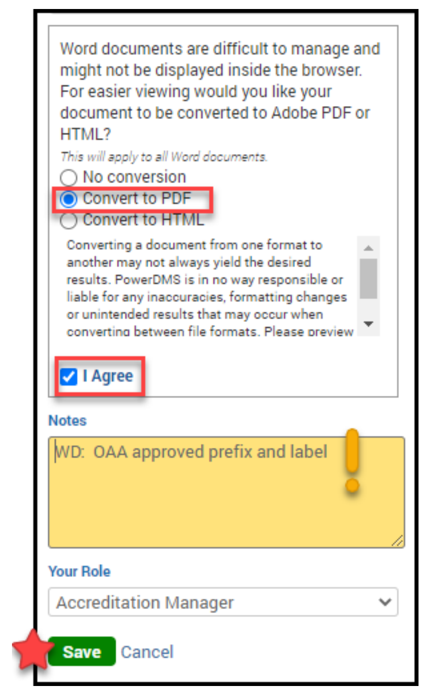
PowerDMS allows for any file type (i.e., Word, Excel, PowerPoint, PDF, PNG, etc.) to be attached to a standard as an "Upload File" attachment type. However, Word, Excel, and PowerPoint file types will not be viewable as documents in the assessment. In fact, your assessor will see:



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 the PowerDMS' highlighting tool, and you risk the assessor downloading your proprietary (and possibly confidential) document.

PowerDMS and PCPA 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 example. 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 PLEAC 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 anchored to the standard statement (see section 5 of Bulleted Standards).
8. Click "**Save**"



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

NOTE: **If using naming conventions outside the recommendations of this document, be sure to provide a "cheat sheet" to your PLEAC Assessors so they are familiar with your naming conventions**.

THE KEY IS TO BE CONSISTENT WITH YOUR PREFIXES AND LABELS THROUGHOUT YOUR ASSESSMENT!

7. Best Practices for Simple Notes

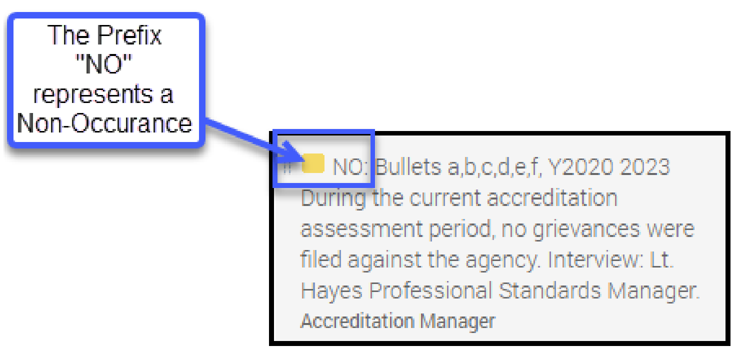
In PowerDMS, a simple note is an attachment type that can be used to provide PLEAC Assessors with additional information about the WDs or PROOFs used to document compliance with the standard.

PCPA 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 PLEAC Assessors on Interviews (i.e., phone numbers / email addresses)
- Guidance for PLEAC Assessors on key Observations during the onsite visit

NOTE: You are not required to have a physical signature on non-occurrence simple note or any other simple notes constructed within PowerDMS assessments. However, uploaded memoranda will be audited for signature or initial where appropriate. *Example: A memorandum from the Chief to the Accreditation Manager for a non-occurrence should bear the signature of the Chief.*

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 five Roles for use in a PLEAC assessment: Accreditation Manager, Accreditation Team, Consultant, Mock Assessor, and PLEAC 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 Mock and PLEAC Assessors to review.

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) and control who you want to give access to.

When you assign users, consultants, Mock or PLEAC 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 for that will be audited. In other words, these attachments are those that you want your PLEAC Assessor to review during a final assessment or your Mock Assessor to review during a mock assessment.

2. Accreditation Team (working files): Attachments to this role are not audited either by the PLEAC or Mock 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

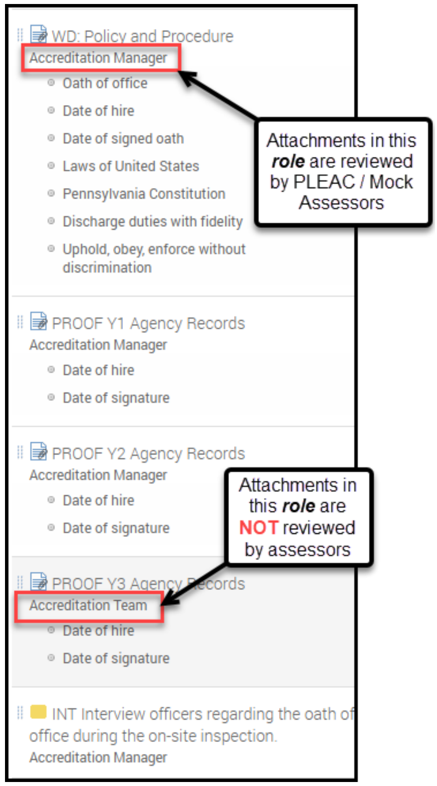
    c. You do not want other users assigned to the assessment to access the documentation your PLEAC Assessor will review.

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 PLEAC and/or Mock 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 PLEAC or Mock Assessors. Your PLEAC and Mock 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.



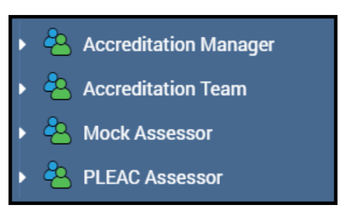
Preparing for Mock or Final Assessments

To prepare for your mock or final assessment, you will need to add your Mock or PLEAC Assessors to your PowerDMS assessment. First, you must add the person assigned to conduct your mock or final assessment to your PowerDMS site as a user. 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).

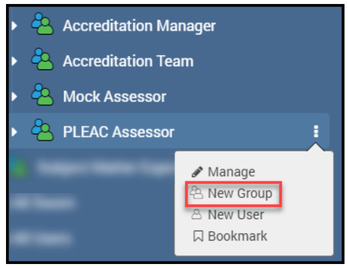
To add a new user for the for a mock or final assessment:

- Create a group for your mock or final assessors (if these groups have 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: PLEAC Assessor
  Mock Assessor



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

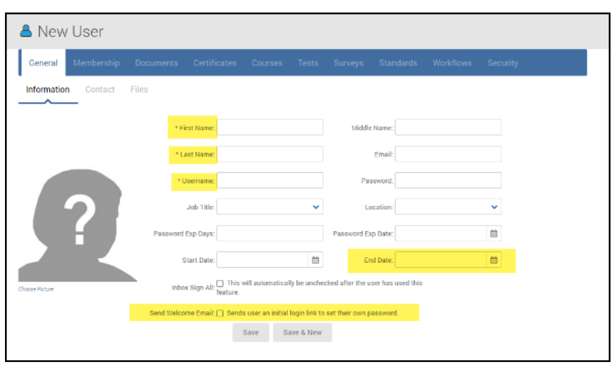


- Complete the required fields on the New User page. Required fields include First Name, Last Name, and Username.

- You have the choice of creating a password for your assessor or allowing your assessor to create his or her password. If you create the password, be prepared to communicate the username and password to your assessor. If you allow the assessor to create the password, check the box immediately above the "Save" button. This will send a Welcome Email to your assessor. This email will provide a direct link to your PowerDMS site, the assessor's username, and a link where he or she will create a password.

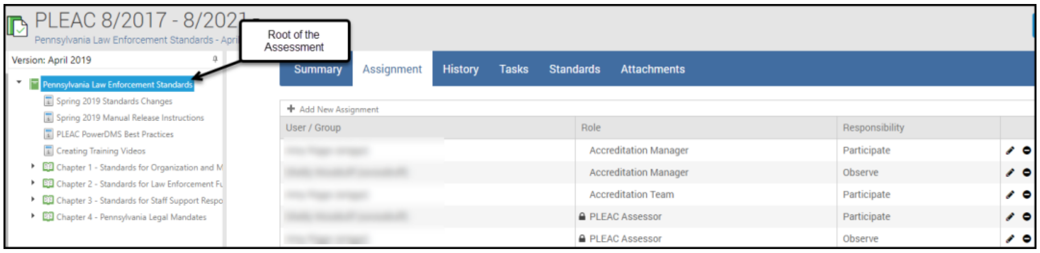
- You also have the option of entering an END DATE. The end date will archive the user automatically, freeing up a user license. Check with PCPA to determine how long your assessor(s) will need to access your proofs of compliance before archiving him or her in your PowerDMS site.

- These steps will create the user directly into the appropriate group.



The following steps are required to add your PLEAC and/or Mock Assessor to your assessment. These steps ensure the assessor can review your final compliance documentation while having the ability to add simple notes and set a compliance status to your assessment.

Step 1: Navigate to your assessment and click on the root of the assessment.



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 *PLEAC Assessor or Mock 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 PLEAC or Mock assessor and select the group from the dropdown menu to populate the field. This is the *same* group you added to the PLEAC or Mock 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
PLEAC Assessor	Accreditation Manager	Observe
Accreditation Manager	Accreditation Manager	Participate
Accreditation Manager	Accreditation Team	Participate
PLEAC Assessor	PLEAC Assessor	Participate
Accreditation Manager	PLEAC Assessor	Observe

Your PLEAC or Mock Assessors ***MUST*** have the ability to participate in their role to set status, clear tasks, and add simple notes. Your PLEAC or Mock 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 PLEAC or Mock 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 PCPA. 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 an 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.