New Mexico Counties

PowerDMS
USER GUIDE

April 2022

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New Mexico Counties
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The New Mexico Counties (NMC) has teamed up with PowerDMS to provide NMC 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 NMC Assessors.

The NMC Standards Manual

Your NMC 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 NMC 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 NMC 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 NMC 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.

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Open a New Assessment

Once your standards manual is downloaded to your PowerDMS site, you will need to open your assessment so you can document compliance with the standards.

Opening an assessment is the same process regardless of whether the assessment is for an initial accreditation or a reaccreditation assessment.

To create an assessment:

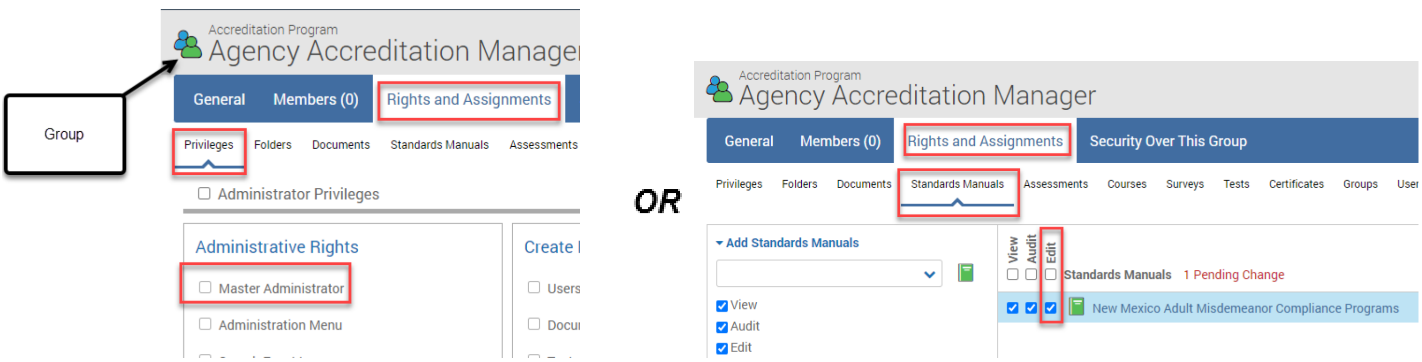
Step 1: Navigate to the NMC Standards Manual

Step 2: Click 

in the upper right corner of the screen

Note: *You must either be a Master Administrator or have edit rights to the Standards Manual on your group or user profile to create an assessment.*

- *Edit rights to the standards manual* ***does not*** *give you the ability to edit the standards.*
- *Edit rights permit the user to create and archive assessments built using the standards manual.*
- *Edit rights to the standards manual* ***does not*** *give you the ability to add attachments, set status, or review proofs of compliance within your assessment. See the section on [Best Practices for Assessment Roles] for more information on assigning users to the assessment for adding attachments.*



Step 3: Complete the fields:

a. **Name your assessment**. Follow the recommended pattern in the section [Naming Assessments]

b. **Enter the start date for your assessment cycle**. The start date is necessary for copying attachments from one assessment to the next and from one standard to another standard within the same assessment.

c. **Enter the Due Date**. The due date *is not* the ending date of your assessment cycle. The due date *is* the ***first day*** of the ***last year*** of your assessment cycle. The due date is a required field if you will be creating recurring reminders to document standards. A good practice is to backdate this entry one year from the end date of your assessment cycle (i.e., if your assessment end in December 2023, the Due Date should be December 2022).

d. **Select the version of your standards manual to work from.** By default, the most current version of the standards manual appears in the dropdown menu. If you have question on which version of the manual to use, contact the [NMC Program Director].

e. **Click** 

More information is available to you in the article, Creating Assessments

When you open an assessment, PowerDMS copies the standards manual into the assessment for you. You will attach your compliance documentation to the assessment, not the standards manual. So, be sure to select the assessment from the Assessment root in the blue menu when working on your NMC assessment.

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Updating an Assessment to the Latest Version of the Standards Manual

The NMC reviews and updates the NMC standards on a regular basis. When updates occur, you will need to update your assessment to the latest version of the standards manual. You do not have to re-download the latest version of the manual, but to minimize errors, it is a good practice to create a copy of any open assessment and update the copy to the latest version of the manual. This extra step provides "insurance" for your assessment by allowing you to archive a "snapshot" of your assessment built on the older version of the standards manual.

To create a copy and update the copy of your assessment to the latest version of the standards manual:

Step 1: Bookmark your existing assessment using the triple dot menu to the right of the assessment's name within the blue menu and select "Bookmark"

Step 2: Archive your existing assessment. Using the triple dot menu to the right of the assessment's name within the blue menu, select "Manage" Click Archive

Step 3: Navigate to the standards manual in your blue menu

Step 4: Follow Steps for Opening a New Assessment until you reach *Step 3 sub-step d*. Instead of selecting the latest version of the standards manual to build the copy of your assessment, select the same version of the manual that you have been using from the dropdown menu. Then click Save.

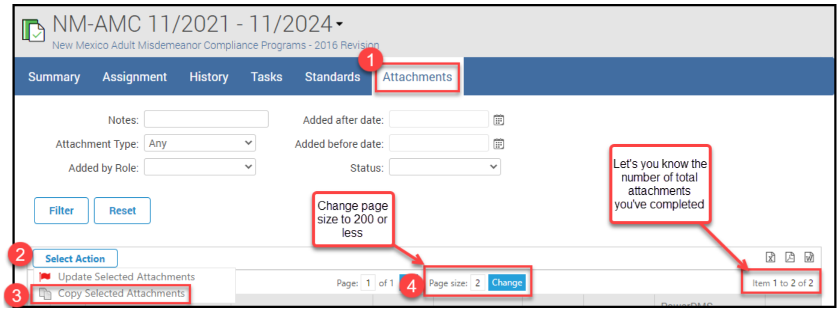
Step 5: Navigate to your archived assessment using your bookmark icon in the left pane of the blue menu.

Step 6: Click on the attachments tab.

Step 7: Change the page size to "200" or less depending on the number of attachments you've made to your assessment.

Step 8: Check the checkbox in the gray row

Step 9: Click Select Action and select “Copy Selected Attachments”



Step 10: Select the newly opened assessment from the dropdown menu

Step 11: Select the Role you want your attachments to copy to

Note: You must be assigned to the archived assessment in each role you want to copy your attachments from. You must also be assigned to the open assessment to each role you want to copy your attachments into.

Step 12: Click Copy and then Click Close when the Close button appears.

Step 13: Navigate to the next page.

Step 14: Repeat Steps 8 – 12 until all pages of attachments have been copied

Step 15: Navigate to the open assessment

Step 16: Click **New Version Available** in the upper right corner of the screen.

Step 17: Click the *Upgrade* link

	Version	Publish Date	Expiration Date	Upgrade
☐	2020-2021	10/12/2020 2:51 PM	-	Upgrade

Step 18: Review the list of updates to the manual and scroll to the bottom of the page.

Step 19: Click **Next**

Step 20: Leave the default check boxes selected. This will create a task for each role to review the attachments for validity. If you do not want to create this task, deselect the checkboxes. Click **Next**

Step 21: Scroll to the bottom of the page and click **Finish & Upgrade**

Check with your NMC Program Director for questions on when you should upgrade your assessment when a new revision to the standards manual is available.

Refer to Updating an Assessment to a Newer Standards Manual for more information on how to update your assessment to a newer version of the manual.

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Naming of Assessments

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

Examples: NMC Initial Assessment 07/2020 – 07/2023
NMC Reaccreditation 07/2020 – 07/2023

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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, NMC has developed the following attachment prefixes:

- WD – Written Directive
- PRO – Protocol
- PROOF – Proof of Compliance
- PI – Process Indicator

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

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

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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, 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.

- Protocol – See the definition for Written Directive.

- 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.

- Process Indicator – See the definition for Proof.

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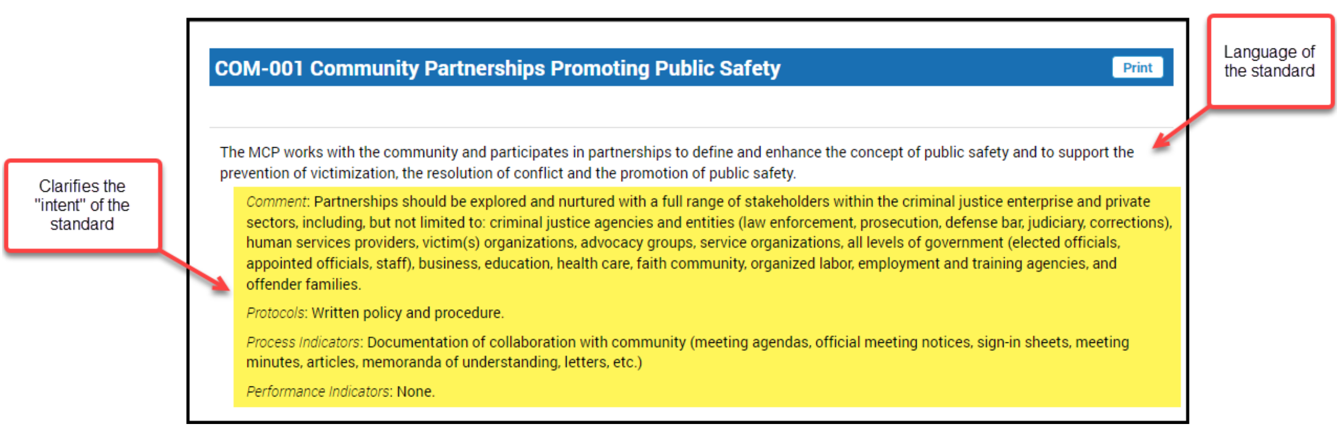
- Comment – In PowerDMS, the comment (located below the language of the standard) identifies the specific intent, or the spirit, of the standard. The comment is intended to provide you with guidance on how to comply with the standard. It is important to understand that your agency is responsible for proving compliance with the standard, not the comment.



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3. Highlighting Attachments

Highlighting attachments is a vital part of an assessment process. Highlights draw attention to the section of the WD / PRO and the PROOF / PI that demonstrates compliance with the standard.

Highlights should:

a. Be succinct. You should limit your highlights to the material in the WD / PRO and PROOF / PI that shows compliance with the standard. Refrain from highlighting entire sections of a document if only a sentence or two applies to the standard.

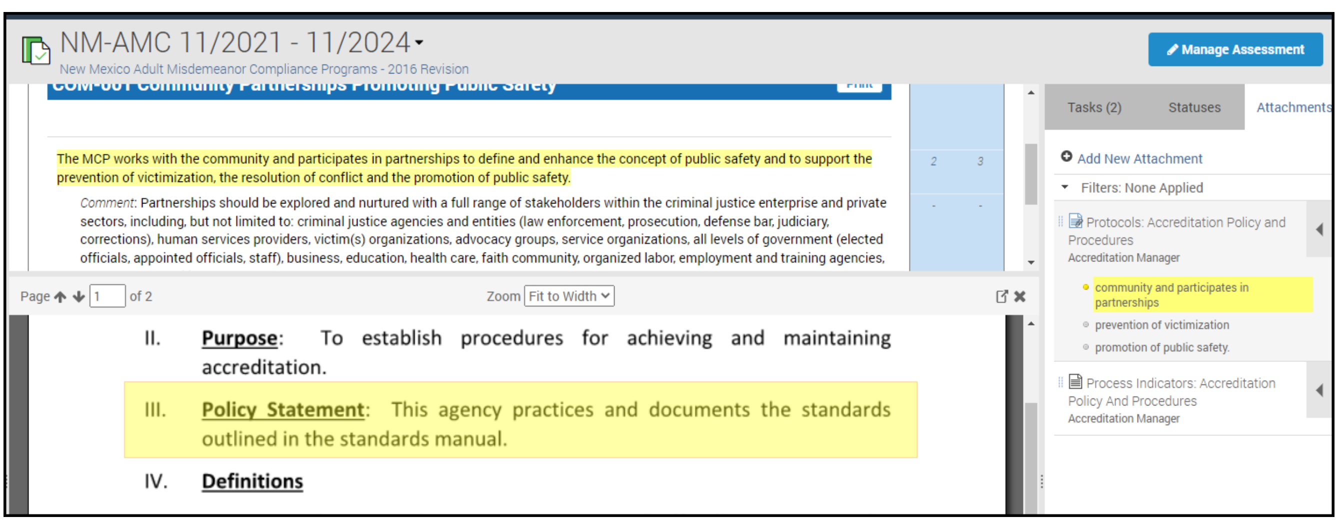
b. Be pertinent. You should highlight material in the WD / PRO that shows your agency performs the action required by the standard. You should highlight material in the PROOF / PI that shows your agency performed the action following the procedures outlined in the WD.

c. Have a label. Labeling your highlights in PowerDMS allows you to eliminate the guesswork that comes along with auditing files during an assessment. Highlight labels uses the power of suggestion to inform the assessor what the highlighted material represents. Consider using the language of the standard in your highlight labels to ensure clarity for your assessor.

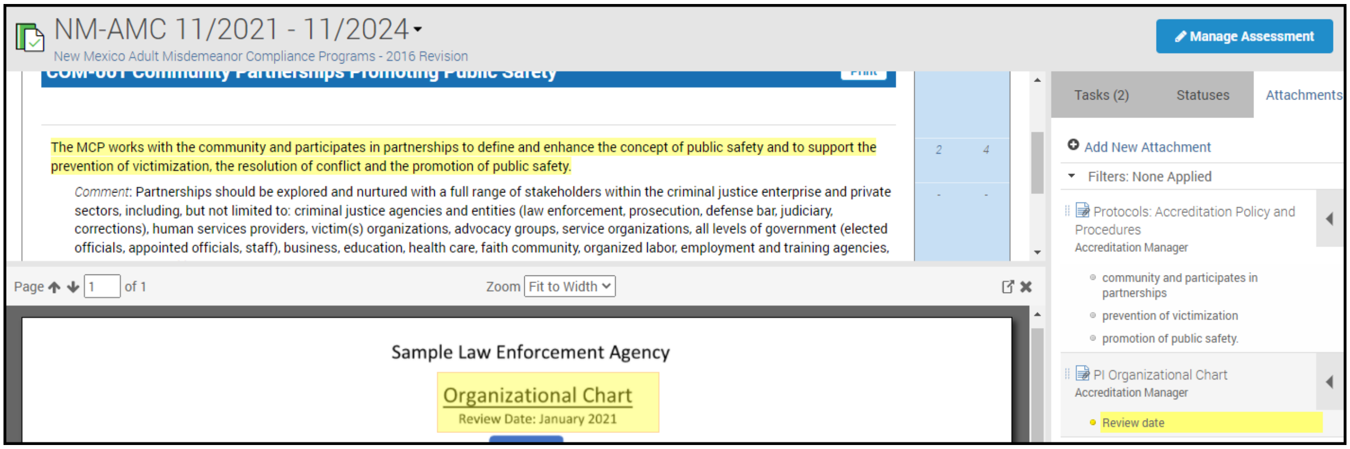
d. Be labeled consistently across your WD / PRO and PROOF / PI.

e. Be included on the WD / PRO ***AND*** the PROOF/ PI.

WD / PRO Highlights



PROOF / PI Highlights



Note: Both the WD / PRO and the PROOF / PI are highlighted succinctly and purposefully. Each highlight is labeled so the assessor will know what to expect when reviewing the highlighted material.

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4. 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 / PRO documentation first then PROOFS / PI (by year with most recent on top) then Simple Notes.

Order of Document Presentation

1. Written Directive / Protocol
2. Proofs of Compliance / Process Indicators
3. Simple Notes

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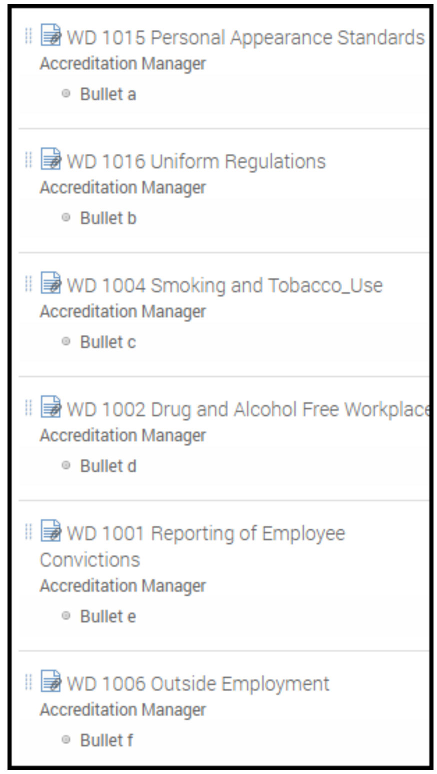
5. Labels

- 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):

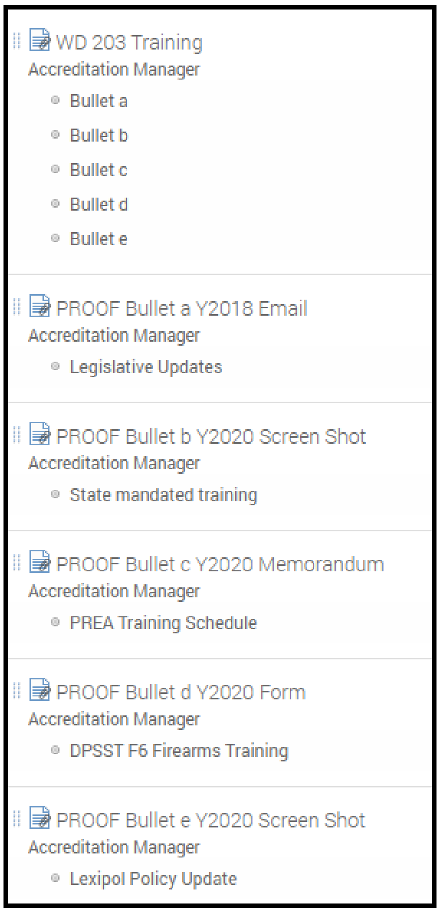
Example of a Written Directive (with multiple written Documents):



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

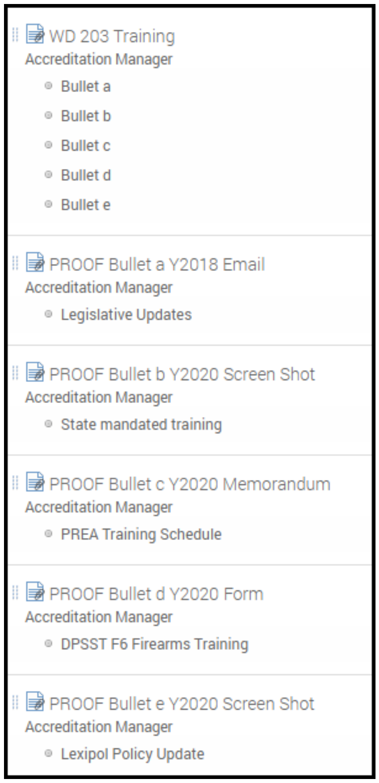
Example of a standard proof (without bullets):

Example of a standard proof (with multiple bullets):

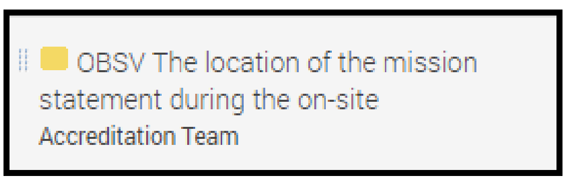


- Label highlights with language that informs the assessor what information is contained in the highlighted material.

- For bulleted standards, the WD should have highlight labels with the bullet letter. Proofs should have 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.



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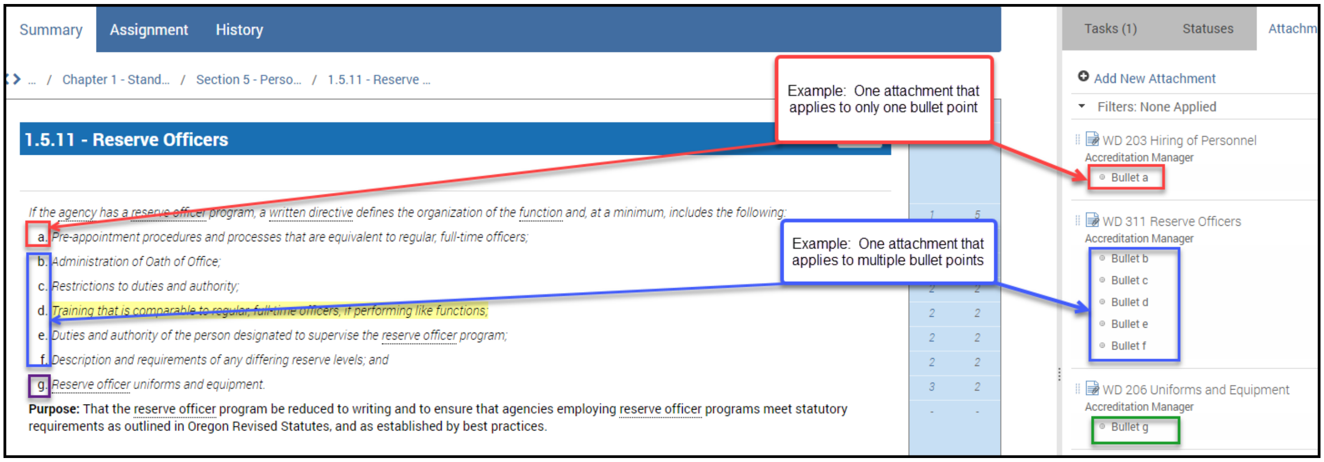
6. Bulleted Standards

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.



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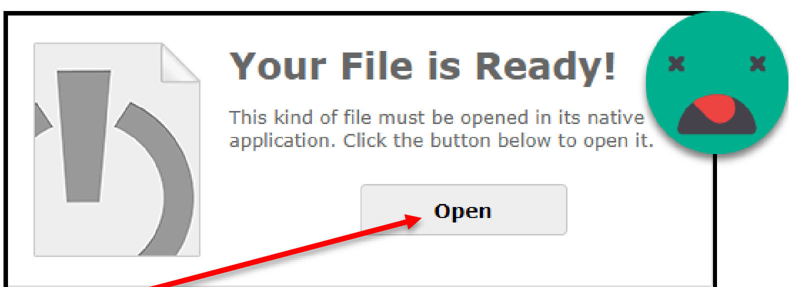
7. Best Practice for Attaching Uploaded Files

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 NMC 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

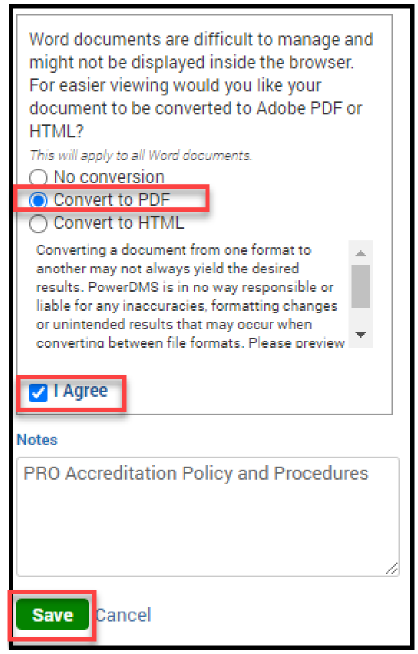
4. If a Word, Excel, or PowerPoint file is uploaded, a pop-up box appears. Select “Convert to PDF” as seen in the pop-up box below. When you select “Convert to PDF,” the box will expand and “I Agree” appears at the bottom in blue lettering. You MUST select “I Agree” to continue.

5. Select “I Agree”

6. If the title of the document needs editing to adhere to the NMC 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.

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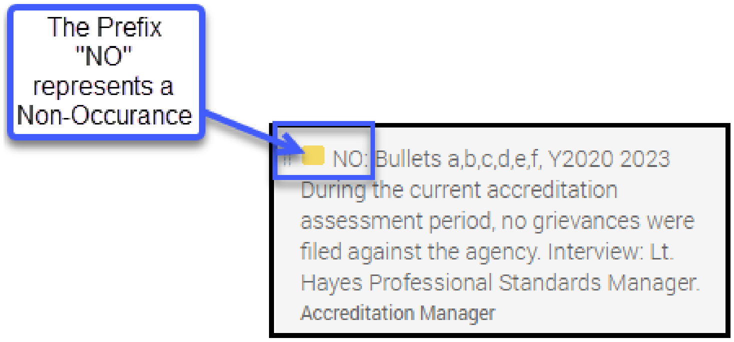
8. Best Practices for Simple Notes

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

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



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9. Helpful Links

- How to [Highlight documents]
- How to [Archiving past assessments]
- How to [Copy attachments] and [tasks] to a new assessment
- How to [Open a New Assessment].

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Best Practice for Assessment Roles

PowerDMS has four Roles for use in a NMC assessment: Accreditation 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, mock, 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 Final Assessor to review during a final assessment.

2. Accreditation Team (working files): Attachments to this role are not reviewed by the NMC 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

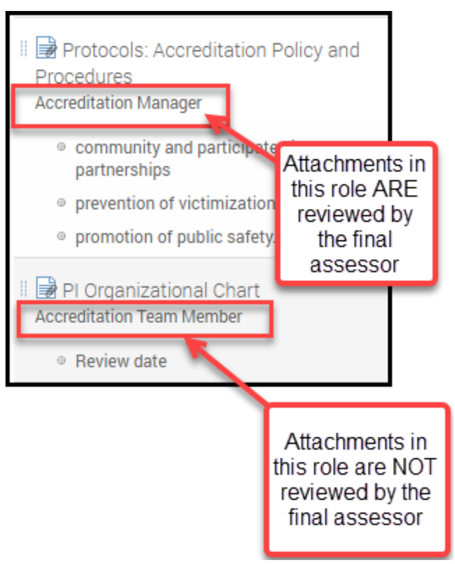
   c. You do not want other users assigned to the assessment to access the documentation your Final Assessors will review.

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

1. Select *Accreditation 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 *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 Final Assessors. Your 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.



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Preparing for Assessments

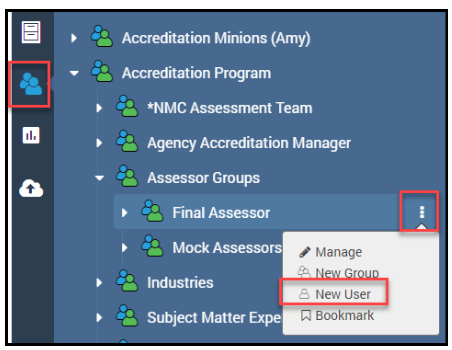
To prepare for your mock or final assessment, you will need to add your mock or Final Assessors to your PowerDMS assessment. You will need to add the person assigned to conduct your mock or final assessment to your PowerDMS site. In PowerDMS, it is also a best practice to use groups to manage your users,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

To add a new user for the final assessment:

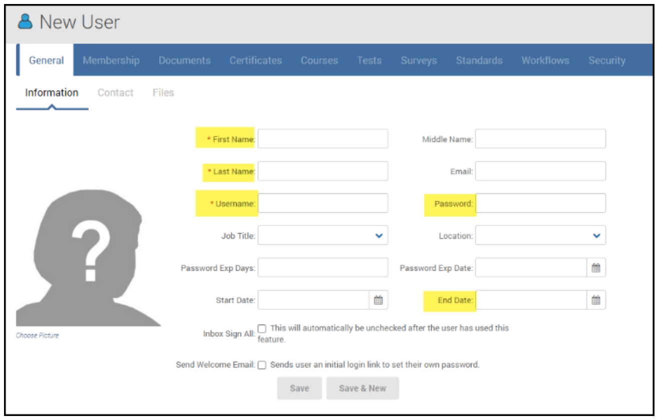
- Create a group for your final assessors (if one has not been created already). The name of the group is your agency's decision. Navigate to the **NEW** create dropdown menu at the top of your homepage and select ***Group***. Give the Group a name and click SAVE.

  Example: NMC Assessor

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



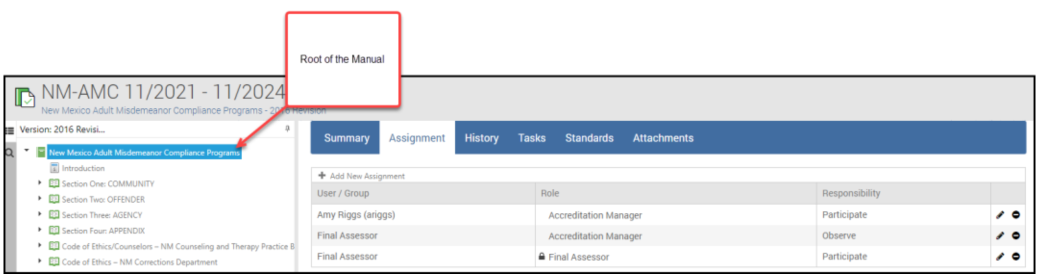
- Complete the required fields on the New User page. Required fields include First Name, Last Name, and Username. You will need to create a password for your mock or final assessor. You also have the option of entering an END DATE. The end date will archive the user automatically, freeing up a user license.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



- You will need to email the mock or final 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 mock or 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 mock or final assessor and select the group from the dropdown menu to populate the field.

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

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

Step 7: Click **SAVE**

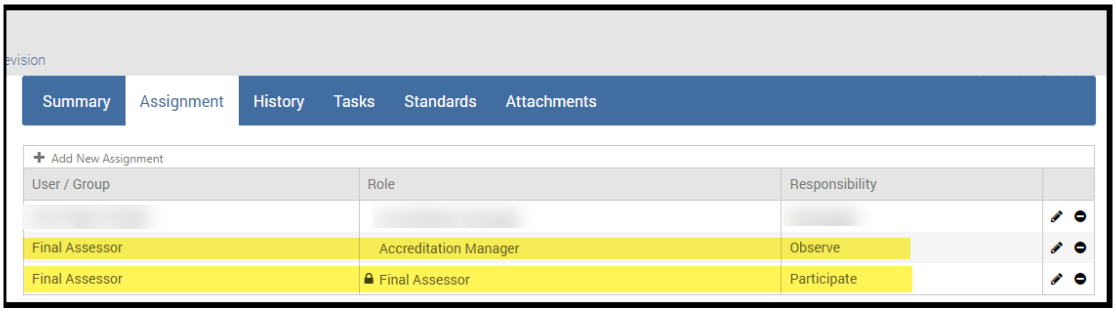
Step 8: Click ***Add New Assignment***

Step 9: In the **User / Group** dropdown field, type the group name you created for your mock or final assessor and select the group from the dropdown menu to populate the field. This is the *same* group you added to the mock or 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 mock or final Assessors MUST have the ability to participate in their role to set status, clear tasks, and add simple notes. Your mock or final 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.

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Archiving the Assessment

Do not archive the assessment until the final report is delivered from NMC. 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.

Once your assessment is archived, you are ready to open a new assessment for your next assessment cycle. For your next cycle, you have the option to copy your previous attachments to the new assessment, which is recommended for any WD you attached that has been maintained in PowerDMS. For example, if your agency manages policy and procedures in PowerDMS, or any other documentation used as written directives (i.e., training curricula, SOP, etc.), copying these attachments to the new assessment will ensure the most recent version of the document is added to the standard, complete with highlighting and labeling. This will save you time and effort as you only need to add new proofs of compliance for the new assessment dates.

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Your Reaccreditation Assessment and Copying Attachments

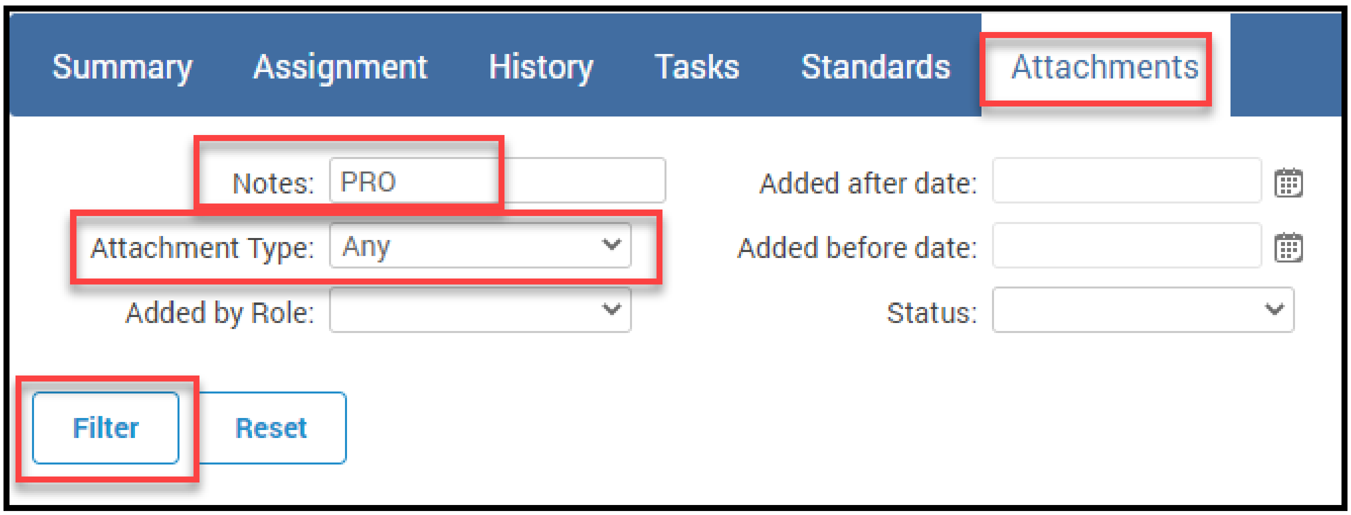
To start your next assessment cycle, follow the steps for [Opening a New Assessment]. Once you have created the assessment for your reaccreditation cycle, you are ready to copy your WD / PROs to the new assessment.

To copy WDs to the new assessment:

Step 1: Navigate to your recently archived assessment

Step 2: Click on the Attachments tab

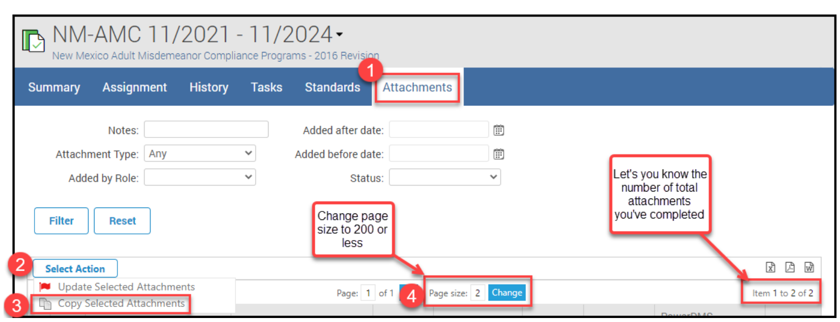
Step 3: Use the filter features to filter for WD / PRO attachments



Step 4: Change the page size to “200” or less depending on the number of attachments you’ve made to your assessment.

Step 5: Check the checkbox in the gray row

Step 6: Click Select Action and select “Copy Selected Attachments”



Step 7: Select the newly opened assessment from the dropdown menu

Step 8: Select the Role you want your attachments to copy to

Note: You must be assigned to the archived assessment in each role you want to copy your attachments from. You must also be assigned to the open assessment to each role you want to copy your attachments into.

Step 9: Click Copy and then Click Close when the Close button appears.

Step 10: Navigate to the next page.

Step 11: Repeat Steps 7 – 10 until all pages of attachments have been copied

Step 12: Navigate to your reaccreditation assessment

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Last Update: April 5, 2022