THE 5 STEP PROCESSS TO GETTING STARTED
Agenda

- CALEA Process – Getting Started

- CEO and Accreditation Manager Roles

- Self-Assessment Planning
  - Initial Self-Assessment
  - Reaccreditation Self-Assessment
CALEA Process - Pre-Enrollment & Enrollment
Regional Program Managers (RPM)

Contact the Regional Program Manager:

**REGIONAL PROGRAM MANAGERS**

Regions:

- Southwest
- Northeast
- North Central
- Great Lakes
- Southeast & Caribbean
- Pacific/Pacific Northwest, Rocky Mountain
- Mid-Atlantic
- Mexico/Latin America

https://www.calea.org/interactive-regional-map
Pre-Enrollment Steps

Download Enrollment documentation

https://www.calea.org/enrollment
CALEA Process - Getting Started
CALEA Process

ACCREDITATION PROCESS

1. ENROLLMENT
   - Contact RPM
   - Submit application
   - Sign contract
   - **Initial fees

2. SELF-ASSESSMENT
   - Create, modify, and evaluate written directives
   - Verify compliance
   - Consult w/RPMs
   - Attend CALEA conference
   - Identify network and internal/external contacts to support the process
   - Utilize with local PAC
   - Monitor standards for updates
   - PowerDMS™ access/training
   - *Initial informal accreditation review
   - Contact RPM when ready to conduct assessment

3. ASSESSMENT
   - Coordinate key assessment events
   - Submit assessment agenda
   - CSM web base standard review
   - CALEA Assessors will determine compliance, view operations, conduct a public info session, and report findings to CALEA
   - **Onsite Fees

4. AWARD
   - Attend CALEA conference to include the Saturday Hearing and Awards Banquet
   - Transition to reaccreditation model
   - Promote achievement to community

5. Transition REACCREDITATION
   - Maintain files
   - Maintain compliance
   - Submit annual reports to CALEA
   - Coordinate with RPM for annual assessment review
   - **Annual Fees

Continuous maintenance of files and proofs of compliance

36 months for LE agencies to start self assessment
24 months for Communications, Training Academy and Campus Security agencies to start self assessment

When in doubt contact your Regional Program Manager (RPM) or contact us through the CALEA website at: www.calea.org

*Suggested, not required
**Fees can be paid in installments
Post Enrollment / Step 1

- Complete Agency Profile Questionnaire
- “Getting Started” call with the RPM
  - Determine level of accreditation
  - Determine time-frame
- Payment of fees
Support Networks

Accreditation Support Networks (PAC’s)

Campus Security Accreditation Coalition (CSAC)
Public Safety Communications Accreditation Support Network (PSCASN)
Latin American Police Accreditation Coalition (LAPAC)
Midwest Police Accreditation Coalition (MW-PAC)

Canadian Police Accreditation Coalition (CANPAC)
Access to PowerDMS – subscribe to standards manuals (manual for your process and the CGSAM manual) – create electronic assessment

Begin process
Help on the top toolbar:

University includes self-paced instructional resources

Success Community includes:
• Getting Started
• Articles
• Videos
• Webinars
Resources

PowerDMS Resources – Success Community

Type in the search bar

Featured Topics

- Getting Started
- Administration
- Document Management
- Accreditation Management
- Training Management
- Partners
- Releases
- Feature Products

Helpful Resources

Getting started with PowerDMS

Trending Articles

- PowerDMS Overview for Basic Users
- What is My Site Key?
- How can I tell if my MP4 video has h.264 codec?
- Running Reports with PowerDMS Analytics
- Removing Fields from Word Documents

Need further assistance? Contact support at 888-959-5158 or email support@powerdms.com.
Resources

- CALEA’s Guide to Successful Accreditation Management (CGSAM)
- Appendices
- Chapter Introductions
- CALEA Website (*create account*)
- Regional Program Manager
- Accreditation Support Networks (PAC’s)
- Training Opportunities – **Online** and **Conference**
- PowerDMS Resources (Help: Success Community & University)
Learn the Language

PROOFS
PAC/Accreditation Support Network

CIMRS
MOCK ASSESSMENT

STANDARDS ISSUE
SITE-BASED ASSESSMENT
Staff Roles

CEO AND ACCREDITATION MANAGER ROLES
Role of the CEO

What does it take to be a successful CEO in the accreditation process?

CALEA®
THE GOLD STANDARD IN PUBLIC SAFETY
Role of the Accreditation Manager

What are the key qualities that make a good accreditation manager?

A sample Accreditation Manager Job Description can be found in CGSAM Chapter 3, Role of Agency Personnel
Self Assessment

Planning
Initial Self-Assessment
Reaccreditation Self-Assessment

2
SELF-ASSESSMENT
- Create, modify, and evaluate written directives
- Verify compliance
- Consult w/RPMs
- Attend CALEA conference
- Identify network and internal/external contacts to support the process
- Utilize w/local PAC
- Monitor standards for updates
- PowerDMS™ access/training
- *Initial informal accreditation review
- Contact RPM when ready to conduct assessment
Self-Assessment
Self-Assessment Purpose

Self Assessment has 4 basic purposes

- Achieve compliance with applicable standards
- Establish proofs of compliance for those standards
- To prepare for the assessment review
- Institutionalize the processes and best practices for the current operations and future growth of the agency

There is always room for improvement throughout each year of the process as you review those best practices and operations and how they apply to your organization.
Review the Standards

- Will you need to plan for facility updates?
- Equipment updates?
- Do you have written directives in place?
- Can you document compliance with those written directives?
Self-Assessment Plan

- Establish your Timeline
  - CALEA Agreement Timeframes
  - CALEA Assessment Cycles
  - Agency or “Community Calendar”
  - Available Resources
  - Backward Scheduling
Backward Scheduling

Site-based Assessment
- Written Request by CEO Required
- Recommended to make request 6 months in advance

Remote Web-based Assessment
- 40 days prior to Site-based Assessment

Pre-Assessment Review/Mock Assessment
- Recommend AT LEAST 6 months prior to Site-based Assessment (consider longer)

Should be before CEO’s Request for Site-Based
Self-Assessment Plan

Budgetary Considerations

- Facility changes in central records, property/evidence, communications, holding facility
- Equipment such as body armor, play back recording capabilities or other agency needs
- Recruitment activities or brochures
- New programs (e.g. Early Warning System, Employee Assistance Program)
- Increased training requirements

Refer to CGSAM Chapter 3 Self Assessment, Budgetary Considerations
Create Management System
Self Assessment Plan

Establish Written Directive System

- General Orders
- Rules and Regulations
- Policy and Procedure
- Standard Operating Procedures
- Standard Operating Guidelines
- Personnel Orders
- Special Orders
- Memoranda

Refer to CGSAM Chapter 3, Written Directive System
Self-Assessment Plan

Conduct “Gap Analysis”

- GAP
- CURRENT STATE
- KEY FACTORS
- SELF-ASSESSMENT PLAN
- DESIRED STATE
A written directive requires all personnel to abide by a code or canon of ethics adopted by the agency and mandates that ethics training be conducted for all personnel at a minimum biennially.

Commentary
Sworn and non-sworn employees should receive instruction that concerns their position, dilemmas, temptations, and duties. The Code of Ethics of Police or the Code of Ethics of the Office of the Sheriff adopted by the National Sheriffs’ Association, ICMA Code of Ethics adopted by the International City Manager Association or APCO Telecommunicator Code of Ethics adopted by APCO will satisfy partial intent of this standard.

LE1 and CS1 agencies indicates Mandatory standards

(Refer to chapter 2 of the CALEA Guide to Successful Accreditation Management)
Agency Size

Position represents size

Law Enforcement Standards
There are four agency-size categories: A (1-24 personnel), B (25-74), C (75-299), and D (300 or more). (ABCD) Levels of compliance may be the same for all agency sizes, e.g., (M M M M), or may vary according to size, e.g., (O O M M).

Public Safety Communications Standards
There are three agency-size categories: A (1-15 personnel), B (16-75), and C (76+). (A B C) Levels of compliance may be the same for all agency sizes, e.g., (M M M), or may vary according to size, e.g., (N/A O M).

Public Safety Training Academy Standards
There is one size category for all agencies, (M) or (O).

Campus Security Standards
There are four agency-size categories: A (1-24 personnel), B (25-74), C (75-299), and D (300 or more). (A B C D) Levels of compliance may be the same for all agency sizes, e.g., (M M M M), or may vary according to size, e.g., (N/A O O M).

45.1.1
(O O M M) Crime Prevention Activities

45.1.2
(O O O O) Organizing Community Groups

45.1.3
(O O O O) Prevention Input
Proofs of Compliance: Demonstrate you follow your written directives *(CGSAM Chapter 3 Accreditation Electronic Documentation)*

**Proof of Compliance (Proof)**

Since most standards are written directive oriented, the directives typically require a myriad of activities and tasks that lend themselves to other written documentation to prove compliance. This includes log entries, reports, audits, inspections, or other documental activity.

Proofs of Compliance are best prepared by attaching a copy of the document(s) to the file so an individual can see the entire directive and consider the highlighted text in context with other text in the document. When attaching a document, video file, PowerPoint, etc. as a proof of compliance, it is suggested that agencies title the document with the prefix of "Proof" to indicate it is a proof of compliance and then the year it represents. Subsequent highlights should also be titled in a similar manner; however, for bulleted standards, the bullet letter being address should be listed first (i.e. "A.Proof.2013", "B.WD.2014", etc.).

The accreditation manager should supply a sufficient number of proofs to ensure the tasks or activities described in a written directive are actually completed and the methods used are effective for the agency. Appendix G in the standards manual must be used to determine the number of proofs in each file.
Collect documents to verify compliance

- Incident / CAD Reports
- Completed Forms *(can redact if needed)*
- Analysis, Reviews, Audits, Evaluations
- Photographs
- Video & Audio
- Screen shots
Proof collection periods

- **Initial Self Assessment**
  - Enrollment Date (already in compliance)
  - Effective Date (upon coming into compliance)

- **Reaccreditation**
  - Follow CALEA Best Practices for Continued Compliance
  - End of Site Based Assessment to Start of next Site Based Assessment
Accreditation Focus

- Initial Accreditation = “A Promise Made”
- Re-Accreditation = “A Promise Kept”

Appendix G

Initial Accreditation

For the initial accreditation assessment the accreditation manager should emphasize, through documentation, those “systems” the agency uses for organization, management, operations, and support services. This will allow the Compliance Service Member (CSM) and assessors to make objective judgments concerning the relative effectiveness of agency systems or how well the agency is likely to perform in certain areas, particularly when agency procedures may be relatively new. Agencies are encouraged to include documentation of periodic reports such as plans, analyses, formal reports, etc., based on the data available. It is understood by CSM or assessors that the information contained in the report may be abbreviated to reflect only the relevant proof of compliance. If the complete document is requested by the CSM or assessor the agency will need to provide the resource.

Re-accreditation

The accreditation manager preparing files for a reaccreditation assessment should focus on the “performance” of the agency. This is particularly true for any standards identified during the previous assessment as a compliance issue. Preparation of appropriate documentation for all time sensitive reports or activities is the key to a successful reaccreditation assessment. Accreditation Managers are provided guidelines for file maintenance minimums in the Standards Manual (see File Construction). The chart states minimums only and assumes that the proofs offered in the file adequately address the intent of the standard or standard bullet being reviewed. As with all proofs of compliance, the key to adequate compliance rests with the quality of the information offered for review.

It is understood the nature and volume of some proofs of compliance prohibits placing them in the actual file. The accreditation manager may choose to provide larger documents as an electronic resource and/or in a resource area during the assessment. Documents of a sensitive nature may need redaction and remain in a secured work area during the site-based assessment.
Commentary
The intent of this standard is twofold. First, it ensures that all employees are familiar with accreditation and what it entails during the self-assessment process. Second, familiarizing new employees with the process will provide a historical perspective and emphasize the importance of accreditation to the organization. It is recommended that familiarization include the history and background of accreditation and the agency's involvement in the process, the accreditation process, the goals and objectives of accreditation, and the advantages of accreditation and its impact on the agency. Familiarization may be achieved by such means as classroom instruction, newsletter, memo, and periodic attendance by command staff at conferences of the Commission on Accreditation for Law Enforcement Agencies, Inc.
Conclusion

- Participate in training
- Use the resources available to you
- Do not wait to ask questions
- Check in with your Regional Program Manager often