Introduction to Accreditation

WILEAG

WILEAG ACCREDITED LAW ENFORCEMENT AGENCY

WI-PAC

WISCONSIN POLICE ACCREDITATION COALITION WI-PAC

Training Outline

- Accreditation Overview
- WILEAG & WI-PAC
- Benefits of Accreditation
- The Accreditation Process
- File Construction
- Self-Assessment & Mock
- On-Site Assessment

What is Accreditation?

- Accreditation is a progressive and time-proven way of helping institutions evaluate and improve their overall performance.

- Voluntary process in which an agency is evaluated on the existence of prescribed standards and demonstrated compliance with those standards.

- Accreditation is an on-going process and requires the agency to be evaluated on a regular basis.

- Standards are developed from best practices in law enforcement.

WILEAG Accreditation

- The 4th Edition of the WILEAG Standards requires agencies to comply with state-of-the-art standards in four basic areas: policy and procedure, administration, operations, and support services.

- The program consists of 235 standards, containing 579 separate dimensions, that incorporate the best police practices and are specifically tailored to the needs and capabilities of Wisconsin agencies.

- Agencies are evaluated every three years.

WILEAG

- Wisconsin Law Enforcement Accreditation Group
- Authority over the development of standards, requirements of the accreditation process and the awarding of accreditation status.
- Formed as an initiative of the Wisconsin Chiefs of Police Association to provide a high quality, affordable alternative to national accreditation.
- Tailored to meet the needs and capabilities of Wisconsin agencies.

WILEAG

- Original standards developed by CALEA and adopted by WILEAG in 1995.

- Governing Board consists of 15 members who come from leadership roles in Wisconsin law enforcement agencies as well as professionals from related disciplines.

- Currently there are 20 accredited agencies with additional 14 agencies in self-assessment. Program continues to grow stronger every year.

- www.wileag.info

WI-PAC

- Wisconsin Police Accreditation Coalition
- Resource for agencies involved in the accreditation process.
- Provides guidance in file construction and Standards interpretation.
- Network for communication, support and sharing of resources.
- Works in cooperation with WILEAG to enhance accreditation through standards review and process recommendations.

WI-PAC

- Provides training and mentoring in achieving accreditation.

- Resource for sample policies and proofs of compliance.

- Assists with mock assessments to member agencies.

- www.wi-pac.org

Benefits of Accreditation

- Promotes excellence and professionalism within law enforcement through voluntary compliance with recognized best practices.

- Basis for enhanced sense of professionalism and pride for agencies and agency personnel.

- Confidence that your agency is in functional compliance through an independent review and evaluation of agency operations.

Benefits of Accreditation

- Security in the knowledge that agencies are well managed.
- Confidence that enforcement operations and personnel are consistent and well directed.
- Policies and procedures following best practices can help reduce liability and may increase savings on insurance costs.
- Network and collaboration with other professional agencies and organizations.

The Accreditation Process

- Agency adopts and implements the standards.

- Develops required policies and gathers proofs of compliance.

- Agency does an in-depth self-assessment to determine readiness for the on-site assessment. A mock assessment is highly encouraged.

The Accreditation Process

- The WILEAG assessment team conducts an on-site review and presents their findings and recommendations to the WILEAG Governing Board.

- The WILEAG Governing Board grants accreditation status to the agency or counsels the agency on the steps necessary to achieve accreditation.

- Agencies are evaluated every three years, begin process for re-accreditation.

The Accreditation Process

- Standards identify what needs to be addressed but doesn't dictate how you do it.

- Accreditation is not just a paper process – requires functional compliance throughout agency.

- Make accreditation work for you, not you work for accreditation.

- Compliance demonstrated on an annual basis.

- Agency must comply with all standards except NAF (Not Applicable by Function).

File Construction

- Electronic or paper system, format is the same.
- Selection of Accreditation Manager.
- Organization, clarity and consistency are key to a successful file system.
- 235 standards / 579 separate dimensions.
- Each standard requires a separate folder containing all documentation relevant to that standard. (235 folders)

File Construction

- Standard vs. Context – the context serves as a guide to clarify the intent of the standard and is not binding. Need to prove the standard, not the context.

- Written Directives and Proofs of Compliance must directly address the standard / dimension.

- Each standard and dimension requires individual documentation of compliance.

File Construction

- ACR (Accreditation Compliance Report)
- ACR / Written Directive / Proofs of Compliance
- All items in file must be in the order listed on ACR
- Highlight & Identify documents
- Redacting names & sensitive information
- Keep documents limited to relevant pages needed to prove standard.

File Construction

- Four Methods of Assessing Agency Compliance:

- Written Directives
- Written Documentation
- Observation
- Interview

File Construction

- Written Directive – Policy, Rule, Directive, etc. Authoritative document – "Says what you do"
- If the standard states "written directive" the agency must have a written policy or procedure
- Written Documentation – Proof of Compliance Documentation / demonstrate that you comply with the standard – "Shows that you do what you say"
- Observation & Interview

File Construction

- "If" Standards – if the agency performs that function then must comply with the standard. Ex. 1.2.5 - Locker Room Privacy

  3.2.4 - Pre-Employment Polygraphs

- NAF (Not Applicable by Function) standards – if the agency does not perform that function then does not need to comply with standard/dimension. Ex. 2.7.1 – Part-time Officers

File Construction

- NAF does not apply to required standards where there were no occurrences during accreditation cycle. Ex 6.3.8 – Officer Involved Shooting

- Agency Comments – used to document missing proofs (no occurrences in a given year) and other relevant information regarding compliance.

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Accreditation Compliance Report
(4th Edition)

Chapter 1
Organization and Management
Section 1
Agency Role
Standard 2
Goals and Objectives

Standard #: **1.1.2**	
Assigned to:	
Prepared by:	

WILEAG Assessor Use Only		
☐ Compliance Verified	☐ Non Compliance	☐ Not Applicable by Function
Assessor Comments:		
Assessor Signature:		Date:

Scope and Dimension(s)
The agency has written goals and objectives that are reviewed and updated at least annually and are available to all personnel.

Agency Compliance Information
☐ Written Directive:
☒ Written Documentation: 2014 Goals & Objectives, 2013 Goals & Objectives, 2012 Goals & Objectives
☒ Observation of: Goals & Objectives posted on Department web site
☐ Interview with:
☒ Agency Comments: Goals & Objectives posted on web site and available to all personnel through supervisory staff
☐ **Not A**pplicable by **F**unction: Explain:

Accreditation Compliance Report
(4th Edition)

Chapter 1
Organization and Management
Section 2
Employee Conduct
Standard 5
Locker Room Privacy

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Standard #:	**1.2.5**
Assigned to:	
Prepared by:	

WILEAG Assessor Use Only

☐ Compliance Verified ☐ Non Compliance ☐ Not Applicable by Function

Assessor Comments:

Assessor Signature: Date:

Scope and Dimension(s)

If the agency has a locker room, a written directive addresses privacy in the locker room, as required by §175.22, Wis. Stats.

Agency Compliance Information

☒ Written Directive: Policy 101, Locker Room Privacy

☒ Written Documentation: 2012 Discipline report for policy violation

☒ Observation of: Policy/warnings posted in locker rooms

☐ Interview with:

☒ Agency Comments: There were no locker room issues or policy violations in 2013 & 2014

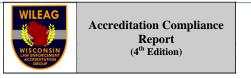☐ **Not Applicable by Function**: Explain:

Accreditation Compliance Report
(4th Edition)

Chapter 1
Organization and Management
Section 4
Command Authority
Standard 2
Command Protocol

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Standard #:	**1.4.2**
Assigned to:	
Prepared by:	

WILEAG Assessor Use Only
☐ Compliance Verified   ☐ Non Compliance   ☐ Not Applicable by Function
Assessor Comments:
Assessor Signature: Date:

Scope and Dimension(s)

A written directive requires that at a minimum there are command protocols for the following situations:

1.4.2.1	Normal day-to-day agency operations.
1.4.2.2	Exceptional situations.
1.4.2.3	Situations involving personnel of different organizational components engaged in a single operation.
1.4.2.4	Absence of the chief executive officer.

Agency Compliance Information

☒ Written Directive:
1.4.2.1 Rules & Regulations 3.2
1.4.2.2 Rules & Regulations 3.1.1
1.4.2.3 Rules & Regulations 3.3
1.4.2.4 Rules & Regulations 3.1

☒ Written Documentation:
1.4.2.1 Shift Assignment rosters
1.4.2.2 Special Events plans
1.4.2.3 Special Events plans
1.4.2.4 Organizational Chart, Out-of-Office emails

☐ Observation of:

☐ Interview with:

Accreditation Compliance Report
(4th Edition)

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Chapter 2
Personnel Services
Section 7
Part-time Officers
Standard 1
Part-time Officers

Standard #:	**2.7.1**
Assigned to:	
Prepared by:	

WILEAG Assessor Use Only
☐ Compliance Verified   ☐ Non Compliance   ☐ Not Applicable by Function
Assessor Comments:
Assessor Signature: Date:

Scope and Dimension(s)
Agencies that utilize part-time officers have a written directive that describes duties and responsibilities, delineates authority and discretion and specifies the amount of and types of supervision part-time officers are to receive.

Agency Compliance Information
☐ Written Directive:
☐ Written Documentation:
☐ Observation of:
☐ Interview with:
☐ Agency Comments:
☒ **Not A**pplicable by **F**unction: Explain: Agency does not utilize part-time officers

Proofs of Compliance

- Standards require 1 proof per year.
- Dimensions – all dimensions must have at least 1 proof and proofs must cover all 3 years of cycle.
- Wet Ink – newly implemented policy where there was inadequate time to develop proofs to support policy compliance
- For initial accreditation only need 1 proof in file per standard/dimension.
- Time Sensitive Standards.

Self-Assessment

- Reviews standards and determines agency's current level of compliance.

- Begin policy development and file construction.

- Determine which standards are NAF.

- Agency assess if they believe they are in compliance with each standard.

- Gathers appropriate proofs of compliance.

Mock Assessment

- Not required but highly encouraged.
- Informal review of files to identify any file maintenance or compliance issues.
- Conducted by accreditation managers from outside agencies – WI-PAC.
- Schedule 3-6 months prior to formal on-site.
- Contact WILEAG before making any significant changes.

On-Site Assessment

- Agency schedules on-site dates with WILEAG Program Manager.

- Completes Public Information Plan, disseminates public notices, and completes required forms.

- On-site lasts 3 days and conducted by a team of 3 trained assessors.

- Agency responsible for costs associated with assessor's meals, lodging and mileage.

On-Site Assessment

- Agency has a designated Assessor work area that is a confidential and uninterrupted workspace.

- Work area contains the files, required forms, non-recorded telephone line and file review items for assessors.

- Accreditation Manager, Command Staff and any necessary personnel should be available during entire on-site.

On-Site Assessment

- Day 1

  - Tour / Static Display / Observable Standards
  - Scheduled Interviews
  - File Review

On-Site Assessment

- Day 2

  - File Review

  - Informal Interviews / Ride-Alongs

  - Public Telephone Contact

  - Public Information Hearing

On-Site Assessment

- Day 3

  - File Review

  - Agency completes any outstanding file repairs

  - Exit Interview

On-Site Assessment

- Assessment team report delivered to WILEAG Governing Board.
- Governing Board determines if agency is awarded accreditation status.
- Accreditation status is for 3 years.
- Formal accreditation award presented at WCPA conference.