



CALLEA[®]

THE GOLD STANDARD IN PUBLIC SAFETY





Assessment Services & Support Transition

“Adding Value for Participating Agencies”

Accreditation Coalition Presidents' Update
February 2, 2015

Process of Change

- Use of Assessment Modeling Working Group
- Appointed by Chairperson in Early 2014
- Reviewed Strengths and Weaknesses of Current Model
- Considered Technological Opportunities
- Focused on Client Return on Investment and Support

Noted Strengths

- Gold Standard Assessment having Positive Impacts
- About half of Clients Using PowerDMS
- Off-site File Review Effective Use of Resources
- Transitioning from Review to Support Philosophy

Noted Weaknesses

- Complaints about Limited Staff Contact
- Assessor Inconsistencies in Standards Interpretations
- Compliance Concerns found to Late for Recovery
- Expense of On-site Activities
- No Ongoing Feedback for Clients
- Inaccuracies in Reporting Concerns by Agencies

Client Centric Solutions

Transition to PowerDMS

- Becomes integrated for all new client agencies
- Becomes integrated for all current clients following awards after November 1, 2015
- CALEA collects and Remits to PowerDMS for basic Access (Manuals, Standards and Policy - Three Licenses - Up Sales at Agency Discretion)
- Funded through Assessment Fees (Overages Invoiced and Overpayments Refunded)

Review Cycles

- No Change for Initial Accreditation
- Transition to Four Year Cycle following Initial Award
- Reaccreditation Cycles include Annual Remote Reviews by Part-time Compliance Services Members through PowerDMS portal
- In Fourth Year of Reaccreditation Cycle Onsite GSA Style Assessment with Assessors - Fewer Days Onsite - Focused on Interviews and Practice Reviews

Components of Assessment Services Product

Comprehensive
Assessment
Summary

Year One CSM
Review

Year Two CSM
Review

Year Three CSM
Review

Year Four CSM
Review

Onsite Process and
Practices Review

Agency Controls & Support

- Annual Reviews Designed to Support Agencies
- Will Provide Advanced Notice on Files to Be Reviewed - Especially first Year
- Designed to Prevent Perpetual Noncompliance and Provide Recovery Opportunities
- Brings the Value recognized through Mocks
- Don't Limit Access to Standards - this is for Agency

New Reporting

- Client Self-Service Portals - Agency Information and Data Tables
- Annual Review Sections for Compliance Services Members
- Web-Based for Easy Access
- More Professional Report with Client Input Sections

Comparisons

- Really only Changing Order of Assessment Process
- All Components Remain
- Provide PowerDMS with Limited Increases in Costs, if Any...with Reductions in Costs for Some
- Provides Mock Benefits without Mock Costs
- Prevents Hardcopy File Mail-Offs
- Yield Greater File Review Consistency
- Provide Agencies Opportunity to Get Agency Information Right
- Leverage Technology in Process Management & Reporting

Why Change

- Process has to Leverage Contemporary Opportunities or Risks Irrelevance through Market Positioning
- Failure to Change reduces value of technologies already used by Client Agencies
- Focus progressively changing to Supporting Agency Compliance and Improvements

Transition Process

- Starts for Enrolled Agencies for Awards After November 1, 2015.
- First Annual Review to Occur in Third / Fourth Quarters of 2016.
- First Onsite under New Model to Occur in Second / Third Quarter of 2019.
- Gradually bring all Agencies into new Process

Training and Support

- Working now to Revise CPPG
- Likely see a Quick Reference Guide
- Monthly Communiques on Change
- Conference Training and Overviews
- Webinars and RPM lead Discussions

What CALEA Needs from “The Presidents”

- Leadership and encouragement for agencies
- Explain the logic and support
- Provide grounded information
- Help control for change frustration
- Ensure understanding of Client Focused Approach
- Remind others of Leveraging Resources



Mission:

Improve the delivery of Public Safety Services through a standards-based credentialing program, thereby promoting professional excellence and community trust.

