



GENERAL ORDER ADM-58 ACCREDITATION POLICY

EFFECTIVE JULY 6, 2020

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I. POLICY

The Howard County Department of Police (HCPD) is committed to delivering the best law enforcement services to the community. To increase transparency, professionalism, and cooperation with the community, the HCPD shall voluntarily seek continued advanced accreditation by The Commission on Accreditation for Law Enforcement Agencies (CALEA).

II. DEFINITIONS

- A. Accredited: The status achieved by a law enforcement agency through successfully demonstrating compliance with a set of comprehensive professional standards.
- B. Accreditation Coordinator: A member of the HCPD who is responsible for the day-to-day maintenance, organization, and preparation of the agency's accreditation files.
- C. Accreditation Manager: A member of the HCPD designated to oversee all administrative facets of the accreditation process. The Accreditation Manager will have direct access to all commanders on accreditation-related matters.
- D. Accreditation Team: Designated members of the HCPD tasked with ensuring applicable standards remain in full compliance. Team members will monitor written directives and collect supporting documentation related to their assigned standards. Team Members, along with all supervisors and Commanders, will provide alerts regarding needed policy and practice modification to ensure the HCPD operates within the spirit of all applicable standards.
- E. Assessor: A CALEA contractor assigned to apply their professional knowledge and experience, along with CALEA training and reference materials, to determine compliance with standards and issues directly relating to agency performance. Assessors, working in teams, will perform site-based assessments to determine an agency's compliance with applicable standards based on available documentation, interviews, or observations.
- F. CALEA Information Management and Reporting System (CIMRS): An online system used to collect information and data on the agency. The reporting system will be updated annually as part of the remote assessment.
- G. Chesapeake Region Law Enforcement Accreditation Alliance (CRLEAA): A local organization of law enforcement professionals supporting accreditation through communication, cooperation, and shared resources. CRLEAA assists the HCPD by providing information on accreditation standards, performing mock assessments, and assisting with accreditation-related training.
- H. Client Service Member (CSM): A CALEA employee who conducts remote assessments of accreditation files and provides reasonable assistance to the agency in arriving at solutions without sacrificing the integrity of the accreditation process.

- I. The Commission on Accreditation for Law Enforcement Agencies (CALEA): The credentialing body for law enforcement agencies through which the HCPD seeks and maintains accreditation. Also referred to as the Commission.
- J. Mock Assessment: The HCPD-managed review on the adequacy of accreditation files. This type of review is typically performed by members of the HCPD and/or members of CRLEAA. The goal of a mock assessment is to review and adjust accreditation files prior to a remote or on-site assessment performed by CALEA. Also known as a pre-assessment review.
- K. Proof of Compliance: Verification that the Department fully complies with a CALEA standard that may include various forms of written documentation, photographs, interviews, or observations. Referred to as “proofs”.
- L. Remote Assessment: The annual review of accreditation files performed by CSMs through PowerDMS that includes review of written directives and proofs to determine if an agency is in compliance with applicable standards. Also known as a web-based assessment.
- M. Site-Based Assessment: The final review of an agency by the CALEA assessors.
 - 1. The site-based assessment occurs every four (4) years with the goal of verifying that the agency’s practices are consistent with the files presented during remote assessments and that the agency has remained in compliance with all applicable standards.
 - 2. A site-based assessment may include building tours, interviews, ride-alongs, a public hearing, public call-in session, and the examination of CALEA files, including written directives and proofs of compliance. The results of the site-based assessment will be compiled into a final report that the Commission reviews to determine an agency’s accreditation status.
- N. Site-Based Interviews: Interviews with HCPD members to measure the accountability of policies, procedures, and systems the agency uses for compliance with CALEA standards. Assessors may interview members individually or in groups to better understand how well the agency is performing in various areas.
- O. Written Directive: Any written document as defined in General Order ADM-01, Written Directives.

III. ACCREDITATION BENEFITS

- A. Accreditation publicly assures that the HCPD is delivering a high level of service to the citizens of Howard County.
- B. Accreditation demonstrates a commitment to professionalism in adherence to recognized standards of excellence.
- C. Accreditation promotes community cooperation and understanding and positive relationships with neighboring law enforcement agencies and other members of the criminal justice system.
- D. Accreditation reduces the likelihood of vicarious liability lawsuits and helps provide a solid defense in a court of law.
- E. Accreditation helps provide neutral guidelines for developing strong budget justifications, especially for personnel and their allocation across functions and activities.
- F. Accreditation assures that HCPD policies and procedures are in written form, regularly updated, and available to all Department members, and assures that the Department follows its written policies and procedures.

IV. COMPLIANCE WITH STANDARDS

- A. The Department shall comply with all current standards deemed mandatory by CALEA unless the standard is related to a function not performed by HCPD, such as court security.
- B. The HCPD shall comply with at least 80% of the standards deemed other than mandatory by CALEA.
 - 1. At the beginning of each four-year cycle the Accreditation Manager shall review the other than mandatory standards and make recommendations to the Chief of Police on which standards are practical for the HCPD. It is recommended for agencies to comply with more than 80% of the other than mandatory standards, as standards may be added or subtracted over the accreditation cycle.
 - 2. The Chief of Police will make the final determination on which of the other than mandatory standards the agency will demonstrate compliance with. If the chief determines the agency should meet a standard, it will be considered mandatory for HCPD.

V. RESPONSIBILITIES

- A. The Accreditation Manager shall:
 - 1. Receive specialized accreditation manager training within one (1) year of being selected.¹
 - 2. Supervise the Accreditation Coordinator and review his work to ensure the agency meets all CALEA standards and the documentation in the PowerDMS assessment is presented accurately.
 - 3. Be the point of contact with CALEA when setting up site-based and remote assessments. The Accreditation Manager will ensure that the agency is fully prepared for both types of review.
 - 4. Update the Chief of Police and Command Staff on the Department's accreditation status, new standards, timelines, and any compliance issues that arise.
 - 5. Review CALEA standards and identify positions within the department that should be a part of the Accreditation Team. The Manager should consult appropriate commanders when making determinations about the Accreditation Team assignments.
 - 6. Ensure the members of the Accreditation Team are trained on the accreditation process and fully understand the standards for which they are responsible.²
 - 7. Complete the annual reporting required by CALEA through the CIMRS system.
 - 8. Maintain membership in CRLEAA and attend quarterly meetings and training classes when practical.
 - 9. Remain informed of all changes in the CALEA process by attending CALEA conferences, working with CALEA representatives, and maintaining an active membership in CRLEAA.
 - 10. During the extended absence or vacancy of the Accreditation Coordinator the Accreditation Manager will fulfill those duties.
 - 11. Oversee the administrative facets of the accreditation process including but not limited to:
 - a. Preparing the agency for the site-based assessment;

¹ CALEA 33.5.4

² CALEA 33.5.4

- b. Managing mock assessments;
 - c. Providing training to newly hired members;
 - d. Reviewing proofs and directives uploaded to the PowerDMS assessment; and
 - e. Communicating any accreditation issues to HCPD or CALEA personnel, as needed.
- B. The Accreditation Coordinator shall:
- 1. Receive on-the-job training from the Accreditation Manager on the HCPD accreditation process when starting the position and will, as soon as practical, receive formal accreditation manager training.
 - 2. Monitor and review all new and revised CALEA standards. The Coordinator will ensure the HCPD is compliant with applicable standards within one (1) year of adoption by the Commission and will notify affected Accreditation Team members of any changes to their assigned standards.
 - 3. Assist the Accreditation Manager with the planning and execution of mock assessments, remote assessments, and site-based assessments.
 - 4. Assist the Accreditation Manager with any accreditation training needed for department members. This will include training Accreditation Team members on program changes.
 - 5. Work with the Accreditation Manager to identify members of the department for the Accreditation Team and ensure each member of the accreditation team understands the standards assigned to them and the documentation required for each proof.
 - 6. Ensure all required proofs, periodic reports, reviews, and other activities mandated by the accreditation standards are completed.³ This includes:
 - a. Maintaining a list of all CALEA standards relevant to the Department and which position is responsible for each standard.
 - b. Sending reminders to the Accreditation Team when reports or other documents are due. This includes documentation required by the adoption of a new standard or the revision of an existing standard.
 - c. Collecting and tracking the delivery of each proof.
 - d. Verifying proofs reflect the agency's best practices and fully comply with CALEA standards.
 - 7. Review all written directives to ensure they comply with CALEA standards and provide footnotes to passages of the directives that are related to CALEA standards. Any issues or conflicts will be reported to the Policy Coordinator and the Accreditation Manager immediately.
 - 8. Collect data for the CIMRS report.
 - 9. Maintain membership in CRLEAA and attend quarterly meetings and training classes when practical.

³ CALEA 11.4.3
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10. Manage the PowerDMS Assessment including but not limited to:
 - a. Uploading and highlighting proofs and written directives;
 - b. Managing users and user rights within the assessment; and
 - c. Updating assessment versions within one (1) year of Commission approval.
11. During the extended absence or vacancy of the Accreditation Manager the Accreditation Coordinator will fulfill those duties.

C. Members of the Accreditation Team shall:

1. Maintain familiarity with all accreditation standards directly relevant to their position.
2. Collect appropriate proofs for standards assigned to them and deliver the proofs to the Accreditation Coordinator within the timeline published.
3. Review all relevant HCPD written directives associated with accreditation standards to ensure they reflect current HCPD practices and that HCPD practices are compliant with CALEA standards.
4. Keep the Accreditation Coordinator and the Accreditation Manager informed of any policy and/or programmatic changes to determine if they meet accreditation standards.
5. Attend training on accreditation when offered by the Education and Training Division and/or the Accreditation Manager. This training may occur as on-the-job training with the Accreditation Manager or the Accreditation Coordinator.⁴
6. Work with the Accreditation Coordinator, Accreditation Manager, and Chain of Command to swiftly resolve accreditation concerns that may arise.

D. Division and Bureau Commanders shall:

1. Be responsible for the continued compliance and monitoring of all accreditation standards applicable to their commands.
2. Assist the Accreditation Coordinator and Manager with the selection of the Accreditation Team by identifying members to be responsible for assigned accreditation standards. In the event of changes regarding the duties or responsibilities within an organizational component, the appropriate Commander will request the Accreditation Manager to reassign accreditation standard(s) responsibility as appropriate.
3. Periodically review the component's CALEA files and the submissions of proofs.
4. Assist the Accreditation Manager and the Accreditation Coordinator in gathering proofs that demonstrate compliance with CALEA standards.
5. Review standards related to their command that have been listed as not occurring during a cycle to verify that status.

E. All members shall:

1. Receive information about the accreditation process within thirty days of their employment or within thirty days of completing the recruit academy.⁵

⁴ CALEA 33.5.4

⁵ CALEA 33.5.3a

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2. Participate in the accreditation process directly or indirectly by maintaining familiarity with HCPD written directives and best practices.
3. Promptly provide proofs when requested in accordance with applicable standards.
4. Report concerns regarding compliance with accreditation standards to the Accreditation Manager via the Chain of Command.

VI. CANCELLATION

This General Order cancels and replaces General Order ADM-58, Accreditation Policy, issued November 15, 2004.

Authority:


Lisa D. Myers
Chief of Police