


FLORIDA HIGHWAY PATROL POLICY MANUAL

	SUBJECT	POLICY NUMBER
	LAW ENFORCEMENT ACCREDITATION	1.02
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1.02.01 **PURPOSE**

To provide procedures and guidelines for the Florida Highway Patrol’s attainment and maintenance of desired law enforcement accreditation.

1.02.02 **AUTHORITY**

Section 943.125, Florida Statutes

1.02.03 **POLICY**

The Florida Highway Patrol will strive to demonstrate its commitment to law enforcement excellence and professionalism through the attainment and maintenance of appropriate accreditation awards.

1.02.04 **DEFINITIONS**

- A. **ACCREDITATION** – The process of coming into compliance and demonstrating continued compliance with standards of operations established and accepted by members of the profession.

- B. **ACCREDITATION MANAGER** – A position assigned to oversee the accreditation process for the agency or a component of the agency.

- C. **COMPONENT** – An organizational unit within the Division of Florida Highway Patrol.

- D. **CRITICAL ACTIVITIES** – Those activities that are identified as essential to maintaining accreditation. Critical activities shall include, at a minimum, those activities identified by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) as “time sensitive standards,” similar Commission for Florida Law Enforcement Accreditation, Inc. (CFA) standards, and all standards that mandate training in a specific area.

- E. **INTERVIEW WITH** – A method of demonstrating compliance with an accreditation standard that entails a discussion between an assessor and an agency employee responsible for the tasks required by the standard.
- F. **OBSERVATION OF** – A method of demonstrating compliance with an accreditation standard by virtue of the assessor observing the proof of compliance. Usually used for standards that deal with equipment.
- G. **ON-SITE ASSESSMENT** – A formal review conducted by accrediting bodies to verify that agencies are complying with applicable standards.
- H. **PANEL REVIEW** – A method of demonstrating compliance with a(n) accreditation standard(s) in which an employee makes an oral presentation to assessors regarding the agency's policies and procedures.
- I. **STANDARD** – A statement that compels an agency to perform specific tasks or have specific directives in place.
- J. **WRITTEN DIRECTIVE** – A written document used to guide or affect the performance or conduct of agency personnel. The term encompasses policies, procedures, rules and regulations, general orders, special orders and notices. Training materials, instructional materials, checklists and other printed material may constitute written directives when so designated by the appropriate authority.
- K. **WRITTEN DOCUMENTATION** – Reports, reviews, analyses, etc., that substantiate that specific tasks have been completed.

1.02.05 OBJECTIVE

To ensure that the Patrol's operations meet or exceed recognized standards established by various law enforcement accrediting bodies.

1.02.06 RESPONSIBILITIES

- A. The Director is responsible for:
 1. Determining which accreditations the Patrol will pursue and maintain.
 2. Providing overall management of the accreditation processes.
 3. Assigning an employee to serve as Accreditation Manager for each process pursued. The same employee may be designated as Accreditation Manager for more than one process.
 4. Ensuring that a newly appointed Accreditation Manager attends Accreditation Manager training within one year of the appointment.

- B. The Accreditation Manager is responsible for:
1. The day-to-day management of the accreditation process(es) for which he or she has been designated Accreditation Manager.
 2. Ensuring that directives are revised as necessary to attain and maintain accreditation.
 3. Requesting written documentation needed in the preparation of accreditation files.
 4. Preparing and maintaining a list of critical activities.
 5. Preparing the official accreditation files as required by the accrediting body.
 6. Scheduling and facilitating on-site assessments.
 7. Assisting other components with accreditation related matters.
 8. Providing accreditation familiarization information to agency employees as required by accreditation standards.
 9. Assisting other components with component specific accreditation.
- C. The commander of each component is responsible for:
1. Appointing one employee to serve as liaison to the Accreditation Manager(s).
 2. Ensuring that requested written documentation is provided to the Accreditation Manager in a timely manner.

1.02.07 PROCEDURES

- A. THE ACCREDITATION PROCESS
1. Law enforcement accreditation is provided by two separate entities, the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and the Commission for Florida Law Enforcement Accreditation, Inc. (CFA).
 2. CALEA accredits law enforcement agencies throughout the United States, Canada and other countries. CALEA provides accreditation processes for:
 - a. The entire agency.
 - b. Communication centers.

c. Training academies.

Agencies may elect to participate in all three accreditation processes.

3. CFA accredits law enforcement agencies in the State of Florida. CFA only accredits an entire agency. For agencies accredited through CALEA, CFA offers a comparative compliance process that involves demonstrating compliance with those CFA standards not included in the CALEA process.
4. Accreditation is not simply an accomplishment, it is an ongoing process. CALEA and CFA use essentially the same accreditation process with only minor variations. Accreditation is divided into two processes; initial accreditation and reaccreditation. The initial accreditation and reaccreditation processes consist of the following steps:
 - a. Application – the agency applies to the accrediting body. During this step, the agency completes an Agency Profile Questionnaire. Reaccreditation does not include this step.
 - b. Self-Assessment – the agency conducts an extensive internal evaluation and revises its policies to meet accreditation standards. For reaccreditation, the agency must ensure that they are in compliance with new or revised standards.
 - c. On-Site Assessment – the accrediting body sends assessors to the agency to verify that the agency's policies and procedures comply with accreditation standards. The assessors prepare a report detailing their findings. On-site assessments are conducted every three years.
 - d. Commission Review – the accrediting commission conducts a hearing with the Agency where the commission reviews the assessors' report and receives testimony from the agency. The commission decides whether to grant accreditation to the agency.
5. To demonstrate compliance with accreditation standards, agencies must prove that they are performing required tasks. This is referred to as accreditation maintenance. Agencies are expected to maintain compliance with accreditation standards throughout the intervening three-year period between on-site assessments.

B. NEW OR REVISED ACCREDITATION STANDARDS

1. The Accreditation Manager shall review new or revised accreditation standards to determine whether current written directives are sufficient to demonstrate compliance with the standard.

2. If current written directives are not sufficient, the Accreditation Manager shall work with the component affected by the standard to draft language to correct the deficiency.
3. The position responsible for the maintenance of the manual that contains the new or revised written directive shall ensure that the directive is adopted by the date required by the accrediting body.

C. CRITICAL ACTIVITIES FILES

1. The Accreditation Manager shall prepare and distribute a list of critical activities. This list shall be updated as required by changes in accreditation standards.
2. Each component shall maintain a set of files containing copies of ALL written documentation on the critical activities list.
 - a. For Patrol Operations, these files shall be maintained in the respective Troop Commander's, or designee's office.
 - b. The Chiefs of Special Services, Commercial Vehicle Enforcement and Patrol Operations shall maintain the files specific to the components within their respective commands.
 - c. Components that report directly to the Director shall maintain the files specific to that component's function.
3. Critical activity files shall be maintained as a separate set of files. This does require that the files be physically separated or the use of a separate file cabinet.
 - a. A file shall be created for each critical activity. Some activities may produce multiple documents, such as the annual audit of evidence and property facilities in a troop with multiple E/P facilities. If this is the case, a separate file shall be created for each E/P facility that shall contain all required reports for that facility.
 - b. Written documentation shall be filed chronologically within each file.
4. Critical activity files shall be maintained for the three-year period between on-site assessments.
5. Critical activity files may be purged following the awarding of reaccreditation by the accrediting body(ies).

D. REQUESTS FOR WRITTEN DOCUMENTATION

1. At least annually, the Accreditation Manager shall request samples of written documentation needed for the accreditation files.
2. Such request shall include the critical activities and other documents used to demonstrate compliance with accreditation standards.
3. Each request shall contain a response due date and components shall provide the requested documentation within the time frame listed in the request.

E. PREPARATION AND MAINTENANCE OF ACCREDITATION STANDARD FILES

1. Accreditation standard files shall be maintained in the software program(s) designated by the accrediting body.
2. Accreditation standard files shall be setup in the designated software in accordance with the guidelines provided by the accrediting body.

F. ON-SITE ASSESSMENTS

1. The Accreditation Manager shall act as liaison between the Patrol and the accrediting body for the scheduling of an on-site assessment.
2. Assessors shall be afforded access to any employee, area or file they desire to speak with or review.
3. All employees shall cooperate with assessors and answer any questions posed by the assessors.
4. The Accreditation Manager shall prepare an on-site schedule of the assessment and provide the schedule to all FHP components.
5. The Public Affairs Office shall assist the Accreditation Manager with preparation and dissemination of public notices of the on-site assessment.
6. The Accreditation Manager shall make corrections to any accreditation file returned by assessors including:
 - a. Drafting new or revised written directive language when necessary.
 - b. Providing additional documentation.
 - c. Explaining the Patrol's approach to compliance to the standard.

- d. Scheduling interviews with employees that are responsible for the tasks required by the standard.

G. INTERIM REPORTS

The Accreditation Manager shall prepare interim reports required by the accrediting body and ensure that the reports are forwarded to the accrediting body by the required due date.

H. ACCREDITATION TRAINING

1. The Accreditation Manager, with the assistance of the Chief Training Officer, shall ensure that all employees are familiar with accreditation and what it entails during the re-assessment process. To that end, information regarding the accreditation process shall be disseminated as follows:
 - a. All newly hired employees shall receive accreditation training, within thirty days after their employment begins.
 - b. All employees shall receive accreditation training prior to the on-site assessment process.
2. Training may be achieved by iLearn, classroom instruction, newsletter, brochure, memo, video or similar media.

The information contained in the training shall include, but not be limited to:

- a. A historical perspective of accreditation and its importance to the Florida Highway Patrol.
 - b. The goals and objectives of the accreditation process.
 - c. The advantages of accreditation and its impact to the Florida Highway Patrol.
3. The Chief Training Officer shall ensure recruits are provided the required training during their stay at the Florida Highway Patrol Training Academy.
 4. Troop Commanders will have access to the most recent accreditation training aids to distribute to field personnel during troop, district, or squad meetings, and to all newly hired personnel within thirty (30) days after their employment begins.
 5. Except when required accreditation training is documented using a system which automatically records the users' training transcript (such as iLearn), documentation of the training shall be forwarded to the FHP Training Academy with copies retained in field offices.