



PAC-Chat



President's Corner

Sgt. Juliane Day

The **Treaty Oak** is a beautiful octopus-like Southern live oak (*Quercus virginiana*) in Jacksonville, Florida. The tree is estimated to be 250 years old and may be the single oldest living thing in Jacksonville, predating the founding of the city by Isaiah Hart during the 1820s. The majestic tree's trunk is over 25 feet in circumference, it rises to height of 70 feet, and its crown spreads over 145 feet with twisting branches that bow to the ground and curl back up. The oak shades a roughly circular area, about 190 feet in diameter. It is an impressive sight.



The tree reminds me of an old proverb; "*If and When* were planted, and nothing grew."

Kate is an accreditation manager for a large city police department. She has just experienced her initial on-site. The review team advised her that her policies needed to be clarified to reflect the practice of the department. Kate thought to herself, "*If* I get some recognition for this, I will." The next two years flew by, as they often do, and before she knew it, Kate's re-accreditation was approaching. Kate said to a co-worker, "*When* I get some free time, I

really should work on our policies."

Kate scheduled her mock assessment about eight weeks before her on-site. The mock team found the same issues with the policies as the initial team. Kate thought to herself, "*When* they appreciate what I do around here and *If* they would get me some help, these things would not happen".

Kate realized that she had to get the policies up to par. The next eight weeks were incredibly stressful to Kate. Her relationships both at work and home were strained.

The sad part about this fictional story is that Kate

had a lot of stress in her life that she could have taken action to reduce. But, she defeated herself by thinking "*if*" or "*when*". Life is too short for "*if's and when's*".

The next time you are in a stressful situation and you find yourself saying or thinking - "*if or when*" - remember the saying, "**If and when were planted, and nothing grew!**" Change your thinking and take action, so that you can reduce your stress right now!



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- Sgt. Juliane Day
- Sandra Shields
- Christine Goracke
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FCAC Accreditation Recap – Summer 2009

At the June/July, 2009, conference in Bonita Springs, Florida, three agencies were evaluated for initial accreditation.

Congratulations to the **Miami-Dade Corrections and Rehabilitation Department Metro West Detention Center and Women's Detention Center**, the **Miami-Dade Corrections and Rehabilitation Pre-Trial Services Unit**, and the **Lee County Pre-Trial Services Agency** for their achievement and dedication to the accreditation process!

In addition, congratulations to the **Sumter County Sheriff's Office** and the **Marion County Sheriff's Office** for your successful reaccreditation!



Agencies up for Review—Fall 2009

9 agencies will be evaluated for accreditation or reaccreditation in October, 2009, at the conference in Ponte Vedra, Florida.

Good luck to the **Clay County Sheriff's Office Detention Bureau**, the **Broward County Sheriff's Office Department of Detention**, the **Monroe County Sheriff's Office Bureau of Corrections**, the **Collier County Sheriff's Office Corrections Department**, the **Jacksonville Sheriff's Office Department of Corrections**, the **Palm Beach County Sheriff's Office Department of Corrections**, the **Sarasota County Sheriff's Office Corrections Bureau**, the **Escambia County Sheriff's Office**, and the **Polk County Sheriff's Office Department of Detention**.



CFA Accreditation Recap – Summer 2009

Ten agencies were reviewed for reaccreditation by the Commission for Florida Law Enforcement Accreditation in Bonita Springs, Florida, in July, 2009. Congratulations to the **Cocoa Police Department**, the **Gulfport Police Department**, the **Hernando County Sheriff's Office**, the **University of Florida Police Department**, the **Gainesville Police Department**, the **Martin County Sheriff's Office**, the **Palm Beach County School District Police Department**, the **Palm Beach Shores Police Department**, and the **West Palm Beach Police Department** on their achievement and their continued dedication to promoting law enforcement standards statewide!



Agencies up for Review—Fall 2009

A total of 20 agencies will be reviewed by CFA for accreditation or reaccreditation in Ponte Vedra, FL, in October, 2009.

Four agencies will be presented for their initial accreditation: the **Inspectors General of the Department of Children and Families**, the **Department of Environmental Protection**, and the **Department of Transportation**, as well as

the **Surfside Police Department**.

Up for reaccreditation will be the **University of South Florida Police Department**, the **Bradenton Police Department**, the **Orlando Police Department**, the **Oviedo Police Department**, the **Satellite Beach Police Department**, the **St. Petersburg Police Department**, the **Venice Police Department**, the **Winter Springs Police Department**, the **Divi-**

sion of Alcoholic Beverages and Tobacco, the **DOT Office of Motor Carrier Compliance**, the **Putnam County Sheriff's Office**, the **Fernandina Beach Police Department**, the **Jupiter Inlet Colony Police Department**, the **Monroe County Sheriff's Office**, the **North Miami Police Department**, and the **Palm Beach County Sheriff's Office**.

Surfside Police Department—Initial Accreditation

The Surfside Police Department is led by Chief David Allen and Assistant Chief John DiCenso. The agency's Accreditation Manager is Sergeant Richard Williams.

Surfside Police Department serves a community of approximately 5,838 residents in South Florida. The agency employs 43 employees and is responsible for the town's parking meter system.

Among other accomplishments, Surfside Police Department lists their **Citizens Police Academy**, **Elderly Reassurance Program**, **Moonlight MADDness Parade and Beach Party**, and **Neighborhood Resource Officer Programs** as initiatives that allow them to connect in unique ways with their service community.

Welcome to the Accreditation Community!



*Surfside Police Department
Chief David Allen*

Certified Accreditation Professional—CAP

The Certified Accreditation Professional Program (CAP) was established by the FLA-PAC Executive Board at the June, 2009 conference.

The certification focuses exclusively on the individual and is an indication of current proficiency in a particular criminal justice field. Accreditation professionals who become CAP designees will be distinguished as individuals who have reached one of the highest levels of achievement and recognition in their field.

Certification will be awarded on accumulated points for documented achievements in five categories: **Accreditation Experience, Education and Training, Leadership, Services, and Awards/Recognition.** The achievement recognizes services performed within the three years prior to the awarding of the designation.

Candidates for this designation must accumulate a minimum of 750 points in the categories, broken up as follows:

1. Accreditation Experience—300 points maximum (200 points required)

- Three years active, continuous assignment to Accreditation when agency was accredited or reaccredited—100 points
- Five years active, continuous assignment to Accreditation when agency was accredited or reaccredited—addl. 50 points.
- Every five years over the initial five years assigned to Accreditation when agency was accredited or reaccredited—25 points.
- Active assessor (2 per year with one as an onsite) - 100 points.
- Assessor—15 points per onsite or mock after the first two.
- Assessor Team Leader—10 points
- Technical Assistance Visits—10 points

2. Education and Training—300 points maximum (200 points required)

- Accreditation Manager Training—25 points
- Reaccreditation Workshop—10 points
- Assessor Training—25 points
- Team Leader Training—25 points
- Conference classes—10 points each
- Attend FCAC/CFA Commission Meetings—5 points each
- Class presented by an accrediting organization—10 points each.
- Class presented by Corrections Accreditation Managers Association—5 points.
- Other courses on the approved list—1 point per class/seminar hour

3. Leadership—100 points maximum (75 points required)

- FLA-PAC Board Member—100 points for each completed elected period
- FLA-PAC Committee Chair—50 points for each committee
- FLA-PAC Committee Member—25 points each committee
- CFA/CFAC Commissioner—100 points each appointment period



CAP Committee presents the program.

4. Services—100 points maximum (100 points required)

- PAC-Chat Article—10 points each, maximum of 50 points
- Host Committee—25 points per conference
- Conference Onsite Activities—25 points per conference
- Teaching a Class at a Conference—50 points
- File Reviewer—10 points per conference
- Assisting other agencies—10 points per letter
- CFA/CFAC/FMJS Standards Review Committee—25 points
- CFA/CFAC Committee Member—15 points per committee



5. Awards / Recognition—100 points maximum (25 points required)

- CFA/FCAC Accreditation Manager of the Year—25 points each award
- CFA/FCAC Assessor of the Year—25 points each award
- CFA/FCAC Distinguished Service Award—25 points each award
- FLA-PAC Awards / Recognition—25 points each award
- Awards by other accrediting bodies—15 points each award
- Agency awards / recognitions for accreditation related activities—5/10 points depending on award
- State Awards—10 points each award
- Community Service—10 points each award/organization

6. Electives—50 points maximum

- Additional points may be granted based on extra services, activities, or awards not specifically defined in other categories. Complete justification must be submitted. Example: The File Review Committee Chair may submit request for additional points for file reviewers when extra time is required to complete file review.

Candidates must submit a completed application and documentation of all activities, along with a fee of \$175.00, to the CAP Committee chairperson for consideration no later than 30 days prior to each conference.

- December 31, 2009 for the February, 2010 conference
- May 28, 2010 for the June, 2010 conference
- September 20, 2010 for the October, 2010 conference

During the initial implementation of this program, experienced accreditation professionals who can document compliance with the program criteria over a period that exceeds the three and five year requirements and who are currently and actively involved in the accreditation process will be considered upon submission of a completed application package. The initial implementation phase will end on **September 20, 2010**.

At the end of the three year certification period, candidates may apply for recertification. Total points required for recertification is 525 points. Points are required in each category.

For more information, including more information on points and submission of information, visit the FLA-PAC website at www.fla-pac.org and look for “Certified Accreditation Professional” under the “members only” tab.

Congratulations to...

Maria Marino (Delray Beach Police Department) has graduated from Nova Southeastern University with a Master's Degree in Criminal Justice. Ms. Marino is also a member of the prestigious Alpha Phi Sigma honor society.

The **Seminole County Sheriff's Office** was found in 100% compliance with nearly 500 standards in its recent CALEA audit. The Sheriff's Office was also recognized as a CALEA Flagship Agency for the second time in July!

Joe Capuano was promoted to Lieutenant at the City of Sunrise Police Department.

Sgt. Michael West is the new accreditation manager at the Sunrise Police Department.

Captain **Brett C. Railey** was selected as the Chief of Police for the Winter Park Police Department in May, 2009.

The **Manatee County Sheriff's Office** completed its 5th CALEA reaccreditation on August 25th, 2009!



Maria Marino receives her Master's Degree

FCAC Yearly Awards

Congratulations to the recipients of the FCAC Annual awards—**Captain Amy Barnell** (Osceola County Corrections Department) was selected as the Accreditation Manager of the Year, **Master Deputy Jason Wheeler** (St. Lucie County Sheriff's Office) was selected as the Assessor of the Year, and **Ms. Debbie Moody** (Florida Accreditation Office) was selected for the FCAC Distinguished Service Award.



Left to Right: FCAC Executive Director Kim Bogart, Capt. Barnell, Ms. Moody, Dep. Wheeler, Sheriff David Harvey.

CFA Yearly Awards



Left to Right: Ms. Cheryl Turner, Ms. Tammy Jacobs, Lt. Andy Wagner, CFA Executive Director Peg Gant.

Ms. Cheryl Turner (Altamonte Springs Police Department) and **Ms. Tammie Jacobs** (North Port Police Department) were selected as the CFA Accreditation Managers of the year, and **Lt. Andy Wagner** (University of Florida Police Department) was selected as the CFA Assessor of the Year. Congratulations on the recognition for all your hard work!

Spotlight On....



“Spotlight On...” is designed to showcase the “heavy lifters” in the Accreditation community that often fly under the radar or go unrecognized. In this edition, we recognize...!



Ana Guerra

Village of Key Biscayne Police Department

Ana Yanira Guerra graduated from William H. Turner Technical Arts High School in 1999 and was a Miami-Dade finalist for the Silver Knight Award in Journalism. In 2005, she graduated with a Bachelor's Degree with a double major in Business Management & Finance.

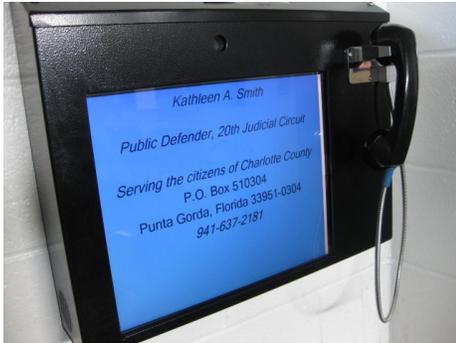
Ana began her law enforcement career with the City of Miami Police Department as an Administrative Assistant. One of her major accomplishments during her tenure of six years was to assist the Commander for the F.T.A.A (Free Trade Area of the Americas). Her responsibilities included the preparation and coordination of resources as well as ensuring all after action requirements were met. She was a recipient of the Employee of the Year Award and the Employee of the Month award.

Ana was hired by the Village of Key Biscayne Police Department in April, 2006, to assist in the accreditation process. In addition, she was named the training coordinator, personnel evaluations coordinator, grant writer and assigned a myriad of other administrative duties.

Ms. Guerra became an Assessor for the Florida Commission for Law Enforcement Accreditation in July 2006. She conducted several on-site assessments for the Commission and, as a result of her performance, was invited to become a Team Leader by the Commission Staff in November, 2007. She has conducted additional on-sites in her “team leader” capacity and is very highly regarded in the Accreditation community. These stated accomplishments were realized while serving her other assigned duties and assisting with the reaccreditation process of the Department.

Ms. Guerra was selected as the Key Biscayne Police Department Employee of the Quarter and the 2007 and 2008 Employee of the Year, among other letters of commendation. She enjoys serving the Key Biscayne Police Department, the Citizens of Key Biscayne and the accreditation community with dedication and professionalism.

The CCSO Corrections Division has created a new advertisement program that offers great potential for attorneys and other services of interest for inmates and visitors. A few months ago the jail added video visitation for inmates in a separate building so inmates can have video contact with their friends, loved ones, and professionals. Visitors no longer go into the main jail building for visitation.



Video Monitor with ad for the Public Defender's Office

According to Assistant Bureau of Corrections Commander **Captain Earl Goodwyne**, "These video terminals offer the opportunity to place advertisements that will be viewed by inmates and visitors. The ads have potential for over 500 viewers per day from the in-custody audience and an additional 25 screens available for visitors. There are six video visitation hours daily offering 150 potential, non-custody viewers. We believe it may be a first in the nation."

"Advertisements will have a potential audience of over 55,000, non-custody, viewers annually. The ads will be a still-frame shot that will air for 2 minute intervals. The frame will repeat 24 hours per day; however, the prime viewing hours for the visitors will be from 6:30 a.m. to 7:30 p.m. Pricing for the ads are based on these prime viewing hours and will offer a minimum of seven showings.

"The ad cost is 60¢ per two minute time frame for 365 days of advertisement, or a total cost for one looped ad will be \$1,533 per year. Currently there are 50 available ad spaces available and ad spaces will be sold on a first come priority. Funds collected from this ad program are returned to the Inmate Welfare Fund."

The CCSO Jail video visitation building has 25 viewing screens for visitors and four private rooms for attorneys to talk to their inmate clients. Ads on screen now also include addiction services, public defender, jail information, and are available to other services of interest for inmates and visitors. Those wanting more information on terms and conditions of the contract should contact **Lt. Norm Wilson** at 941-833-6366.



Nine of the twenty-five video monitor stations.

From the Second Vice President....

Troy Bettencourt, Punta Gorda Police Department

The new Certified Accreditation Professional (CAP) program has generated a lot of buzz and interest among our FLA-PAC membership and has driven more people to the FLA-PAC website than ever before. The recent surge in website traffic has brought to light the fact that many people are unfamiliar with how the website and the email discussion list work.

As the board member responsible for the maintenance of both the website and the email discussion list, I thought I would take the opportunity to use this issue of the PAC-Chat to answer some of the more commonly asked questions. Should you ever have any questions, do not hesitate to contact me at 941-575-5563 or tbettencourt@ci.punta-gorda.fl.us. So, here goes:

Aren't the FLA-PAC website and email discussion list the same thing?

No. The FLA-PAC website is like any traditional website. We use it to post conference information, job listings, CAP program information, etc. to all of our registered users. In order to have access to the website, your agency must be a current, dues-paying member of FLA-PAC.

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FLA-PAC: A Glance Back to Humble Beginnings

Sandra Shields, Volusia County Sheriff's Office

Wow! It's hard to believe that this fantastic odyssey all began 25 years ago when in 1984, the Mount Dora Police Department became the very first law enforcement agency in the Nation to be officially recognized and awarded National Accreditation status by the Commission on Accreditation for Law Enforcement Agencies, Inc. That became the catalyst for a statewide quest of advancing professionalism and excellence in policing two years later.

In the early stages of the accreditation program, few if any resources existed to help agencies develop even basic strategies on how to go from the "Yellow Book" of "best practices" to a completed, fully documented set of files with written directives, proofs of compliance & agency training. Most agencies were skeptical of its merits and very cautious about committing valuable resources to achieving such a lofty goal.

In 1986, after Hillsborough County Sheriff's Office received accredited status, they hosted a workshop for agencies in the area that might be interested in checking out the process without too much commitment. It then began to sink in that maybe there was something truly beneficial to this program after all. From that workshop, a handful of pioneering agencies, and the poor souls designated as their respective Accreditation Managers (a mega-assignment and burgeoning career path not yet fully understood!), began the process of reaching out and networking with one another...they talked over the phone and visited each other's agencies to brainstorm ideas, share common pitfalls & encountered resistance, develop strategies, and simply provide overall support for each other. As the many challenges and frustrations were shared and solutions emerged, it didn't take long to realize that as different as each agency was in size, demographics and philosophy, there were in fact, many common threads in the operational and executive level challenges faced by each one. The small group of 7-10 members determined that it would be beneficial to meet on a consistent and more formal basis, offering a forum for others in trouble shooting, problem solving, training, reviewing file development & maintenance ideas, and overall information exchange.

Of course, one of the big hurdles that agencies had to face immediately upon entering self-assessment was the development and adoption of a formal written directive system. Unlike today, it was not uncommon in the mid 80's for most agencies to function without a documented set of policies, never mind standardized step by step "procedures"! In many agencies, procedures were shared verbally or written in various formats within individual components, shifts and squads. This made information sharing even more difficult because it wasn't documented and/or easily accessible even to the individual within that agency.

So get this - even if email had existed at the time (which it did not - OMG!!), there were very few documents to share and many of those that did exist were very dated and did not comply with newly established national standards. If you could find an agency with written directives it took about 7-10 days to get a copy by snail-mail. Usually, it involved a road trip to the agency so that you could become the beneficiary of their knowledge!!



Conference Activities—After Hours

The Agencies around these parts want to show you just why we are called the **First Coast**.



We have a terrific schedule arranged for you. There will be plenty of food and beverages available in the Information Sharing Suite so you don't have to worry about venturing out for dinner every night. Here's a sneak peek into our agenda...

Monday evening is Benevento! Buon La Sera Appetito! Italian Night featuring gourmet pizza from a local landmark from the beaches area.

Tuesday evening is Fantasy of Flight. Yes, there will be chicken wings but the assortment will appeal to all tastes.

Wednesday evening is Cross Creek night featuring barbeque beef, pork and chicken, beans, coleslaw and fresh home made key lime and sweet potato pies with southern sweet or un-sweet ice tea to drink. The meats will be slow cooked on location—how's that for fresh!!



Thursday evening... well let's just say that on the First Coast, we are doing Halloween first rate, so make sure to wear a costume. The ghoulish (seafood) feast might disappear if you wait for the great pumpkin, so don't delay! Prizes have been seen lurking in the crystal ball. Merlin the Magician will challenge even the most skeptical of minds.

The Information Sharing Suite is Villa #1500. See you ALL there

... if you dare !!!!!.



FLA-PAC Conference Training Agenda October 26th—October 31st, 2009

	TIME	CLASS	INSTRUCTOR
Monday			
10/26/2009	1300-1500	FCAC SRIC	FCAC SRIC Committee
Registration—1200 to 1800	1500-1700	FCAC Executive Workshop	
Tuesday			
10/27/2009	0800-1000	FCAC Panel Reviews	
Registration—0700 to 1200	0900-1000	FLA-PAC First Timer Orientation	Lt. Steve Harrelson
	1030-1200	FCAC Commission Meeting	
	0900-1200	FSIA Business Meeting and Training	
	1400-1530	CFA SRIC	CFA SRIC Committee
	1330-1500	ADA Issues	ADA Team Attorney Phoebe Ball
	1530-1700	File Review	Mrs. Dianne Hill
Registration—1600 to 1800	1600-1730	CFA Executive Workshop	
Wednesday			
10/28/2009	0800-0930	CFA Panel Review A	
Registration—0700-1200	0900-0930	CFA Panel Review B	
	1000-1200	CFA Commission Meeting	
	1000-1200	FCAC Round Table	Sgt. Juliane Day
	1330-1630	9 Principles of Effective Leadership	Captain Phelps
	1400-1600	Assessor Refresher	Ms. D. Moody and Ms. J. Paulk
	1400-1530	Accreditation Florida Style	Ms. Zoi Montero
	1400-1700	CALEA Round Table & Communications	Ms. Christine Goracke
Registration—1600 to 1800	1530-1700	FLA-PAC Executive Board	
Thursday			
10/29/2009	0830-0930	FLA-PAC Committee Meetings	
Registration—0730-0830	0930-1200	FLA-PAC Business Meeting	
	1330-1630	New CALEA Accreditation Manager, Analysis, and CACE	Ms. Christine Goddard
	1330-1430	Communication with the Deaf	Director Rick Lewis
	1500-1700	CAP 101	Ms. Wanda White
Friday			
10/30/2009	0830-1200	Becoming Extraordinary in an Ordinary World	Chief Royce Decker

Training agenda is tentative—please verify the time and location of your class prior to the start of the class to ensure your attendance!

First Timers Tracks

New to Accreditation? Use one of these recommended class lists to plan your conference experience.

- Corrections
- Law Enforcement
- All Disciplines
- Staff Inspections



www.fla-pac.org

FLA-PAC EXECUTIVE BOARD

President—Sgt. Juliane Day
1st Vice President—Lt. Steve Harrelson
2nd Vice President—Troy Bettencourt
Recording Secretary—Sgt. Suzanne Kirkpatrick
Corresponding Secretary—Jody Bloomer
Treasurer—Deputy Chief Jose Monteagudo
Immediate Past President—Chief Cheryl DeGroff



From the Second Vice President....

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The email discussion list (also called the listserv by some) is entirely different and is a service provided to us by a different company. It allows registered individuals to send an email request for information to one email address (flapac@list.fla-pac.org) and reach all of the list users. It is one of the most valuable benefits we offer our members.

Okay, enough of that, how do I get access to the website and the email discussion list?

Each agency is given an agency login and password for the FLA-PAC website. With that, they can create individual user accounts for agency members. The agency is responsible for maintaining their list of individual users (e.g. adding, changing, or deleting members). FLA-PAC board members do not approve or disapprove individual user accounts, that is the agency's responsibility.

Once you have been given an individual user account to the FLA-PAC website by your agency, log in to the website and then click on "Email Discussion List" on the left side menu.

If you are a new subscriber to the list, follow the instructions for "New Subscribers". If you would like to remove yourself from the list, follow the "Want to Unsubscribe?" instructions. Additions to the list require approval by a FLA-PAC board member (currently me). This is to prevent unauthorized people from having access to the list and its benefits.

