



July 2013

The Standard

President's Message

from Greg Peterson, Chief, Grand Chute Police Department



Greetings everyone!

I always enjoy using this forum to share success stories, and I'm pleased to report there has been no shortage of successes on the accreditation front.

During our May 20 meeting, three agencies were reviewed by the Governing Board - West Allis, Oshkosh, and Watertown. Veterans of the accreditation process, West Allis and Oshkosh, clearly demonstrated their commitment to professional excellence and were reaccredited by the Board. The Watertown Police Department, a first-time candidate for accreditation, impressed the assessors with a notable array of outreach efforts that reinforced the quality of police service they deliver to the community, as well as their readiness for the distinction of becoming accredited. Congratulations to all three agencies!

In addition to recognizing the achievement of these three organizations during our May 20 meeting, the Board took an important step toward expanding the opportunity for agencies to partner with WILEAG in pursuit of law enforcement excellence. The Board agreed to a plan for the development of a "core standards" program that would enable an agency to earn recognition from WILEAG for demonstrating compliance with a reduced number of critical standards. Under consideration for the program are those standards that focus on the Wisconsin mandatory policies and additional ministerial duties imposed upon agencies by state statute, as well as operational and administrative issues that create the highest probability for liability for a law enforcement organization.

The abbreviated list of standards has already being compiled and is undergoing a risk management assessment and legal review by experts in the field of police liability for the purpose of validating their inclusion on the list. Our hope is this program will offer important assurances to agencies that might not be ready to pursue full accreditation, while significantly strengthening those agencies that have achieved, or are pursuing, fully accredited status.

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President's Message Continued:

Speaking of achieving “fully accredited status,” you may recall I mentioned in the last newsletter that my department had committed to completing the self-assessment process, after evaluating our progress over the past two years. Whether we are truly ready will be determined in the months leading up to our December onsite, but as we begin assembling proofs of compliance, a clear picture of our organizational improvement is already starting to emerge. We discovered and corrected deficiencies involving two of the state’s mandatory policies and uncovered another deficiency with respect to complete fulfillment of our obligations regarding the Crime Victims’ Bill of Rights. Important updates have been made to our domestic abuse and public records policies, and these examples only scratch the surface of the many positive changes that have been implemented in the organization.

The search for proofs of compliance has, at times, been challenging, but also very rewarding. I don’t think I’m exaggerating when I say that the discovery of an incident report in which one of my officers made an inquiry regarding anatomical gifts, as required by §157.06(12), Wis. Stats., was somewhat akin to winning the lottery. I was certainly pleased to

be able to drop that proof into the file. But, while there is reward in locating a challenging proof of compliance, it doesn’t compare to the reward of witnessing the organizational transformation underway.

The pursuit of excellence and the move to adopt best practices have clearly been impactful and are having a positive effect on the department. While confirmation of our efforts by the WILEAG Governing Board is what we’re seeking to achieve, there can be no denying the real benefit of accreditation. I mused in the last newsletter, “That, which does not kill us, makes us stronger.” I can say unequivocally, the axiom is true.

I will say, in closing, our effort has definitely given me a deeper appreciation for the accomplishments of those agencies that have achieved accredited status. It has also better prepared me for explaining to an uncertain chief the value of the program.



2013 Calendar of Events



August 7	WI-PAC Meeting
August 11-14	WPLF Police Chiefs Conference in Green Bay
September 24-26	Port Washington Police Department On-Site
September 26	Accreditation Manager Training
September 30	WILEAG Board of Directors Meeting
October	Baraboo Police Department On-Site
November 6	WI-PAC Meeting
November 19-21	Evansville Police Department On-Site
December	Grand Chute Police Department On-Site
December 20	WILEAG Board of Directors Meeting





Featured Agency

Oshkosh Police Department

Winnebago County
Population 66,325 99 Sworn Personnel



The City of Oshkosh has a population of 66,325, encompasses 24 square miles and is the seventh largest city in Wisconsin. Known as the Wisconsin Event City, Oshkosh hosts several large gatherings. It is the home of the UW-Oshkosh and three extended campus locations for Appleton based Fox Valley Technical College.

The Oshkosh Police Department has 99 sworn officers and 35 full and part-time civilian staff and operates on an \$11.3 million dollar annual budget. The agency is structured into three bureaus each commanded by a Captain that reports directly to the Chief of Police. The department has been continuously accredited by CALEA since 1994 and WILEAG soon after.

Scott Greuel has been on the department since 1985 and became Chief in 2007. He was the department's accreditation manager for the 2002 and 2005 re-accreditation cycles. He earned a BS degree in Criminal Justice Administration and is a graduate of the Southern Police Institute Command Officers Development Course. He offered the following observations about accreditation:

As a longtime accredited agency, what is the biggest challenge to sustaining the commitment to accreditation?

Our commitment to the accreditation process is continuous and we improve as an organization with each successful process. The best practices and high standards of operation have become institutionalized within the organization because we have been an accredited department for so long. Obviously the staff time and cost of the accreditation process are challenges, but the benefits outweigh those challenges. The commitment to the accreditation process centers around leadership belief in the benefits achieved by being accredited and the marketing of those benefits internally to our personnel as well as externally to the citizens and political figures.

What is your response to the frequently voiced concerns about costs— both direct and indirect?

That the annual administrative and personnel costs are relatively small in comparison to the liability costs associated with not policing under the best practices

and with high standards that limit or reduce the potential liabilities. By fielding a competent force, it builds confidence in us by the community and thereby helps to enhance police community relations.

How have you benefited as CEO from the agency being accredited?

Being a past accreditation manager opened my eyes and understanding to the more global aspects of the criminal justice system and in my preparation and readiness to become a Chief of Police. Behaving or conducting business according to established standards of excellence and professionalism, and in adherence to the best practices helps to be recognized by our peers and community as a professional organization and an example for others to follow. Understanding and being a direct part of the accreditation process has made me more marketable in terms of leading a police agency.

As a college town, has accreditation enhanced your relationship with that segment of the community?

I think accreditation carries with it a recognition or credibility of achieving excellence or something that is meaningful, and is a familiar kind of recognition by institutions of higher education. It signifies a certain amount of credibility to the constituents and stakeholders that we serve. Accreditation in and of itself hasn't enhanced our relationship with the university, but the way we go about our business from a partnership building focus has enhanced the collaboration and day to day operations as needed.

If you were to serve as mentor/advisor to a CEO considering accreditation for his/her agency, what words of wisdom would you share?

Believe in the process and commit personnel and resources to the process that is unwavering. Model the behavior that you want your personnel to act according to and do not try to RUSH the process. I would suggest trying to earn WILEAG accreditation before trying to earn CALEA accreditation.



WILEAG Staff - Program Manager Rick Balistreri

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Website: <http://www.wileag.info/>



On May 23rd, 2013, WILEAG produced its first webinar sponsored by Cities and Villages Mutual Insurance Company (CVMIC). Presenters were Board members Tami Mayzik (City Administrator - South Milwaukee), Lisa Otterbacher (Chief of Police - Whitewater) and me, your WILEAG Program Manager.

This webinar was geared toward entry level agencies and those seeking clarification of how the accreditation process works. Tami Mayzik explained from a City Administrator's perspective, the value of a law enforcement agency achieving accredited status; Lisa Otterbacher discussed the chief's perspective and value of WI-PAC membership, I explained the process from application to awards issued at the WPLF Chiefs Conference.

I encourage you to take 37 minutes to listen to the production, it may provide you with a greater understanding of the value and process of Wisconsin law enforcement accreditation. Feel free to share this link with other agencies that may be interested in achieving law enforcement excellence.

Webinar Link:

<http://cvmic.adobeconnect.com/p16krm230m3/>

Additional webinars will be produced in the upcoming months as WILEAG moves forward with an increase in training and guidance in the Wisconsin law enforcement accreditation process.

WPLF & WILEAG Chiefs Conference Special

Are you considering
accreditation?

Visit me at the Chiefs Conference
August 11-13 in the vendor area
(booth #505). Sign on with
WILEAG and I can waive your
\$250 application fee!

Tips for Accreditation Managers

Electronic Files?

- Scan and link only the applicable language. Don't scan a 17 page policy for the language on page 10... scan only page 10 and highlight the applicable language.
- Make sure your electronic system is READ ONLY for assessors.
- Provide each assessor (typical on-site involves 3 assessors) with a computer that has file access.
- The electronic system must allow you, the A.M., to modify files while the assessors continue to conduct their online assessment... file repairs that shut down the system during an on-site are not acceptable.

On-Site Meals for Assessors?

Assessors receive a per diem of \$34 per day. As an agency undergoing an on-site, please do not provide meals to assessors. Please DO supply lunch menus and arrange delivery when possible. It is perfectly acceptable to provide assessors with water, soda, coffee, snacks, etc.

The screenshot shows the WILEnet website interface. At the top, it says "WILEnet" and "Welcome, GLENN A REHBERG". Below that is a navigation bar with links: Home, Training & Standards, DOJ, Legal Drawer, Resources, Training Events, eTIME, WSIC, SPET. The main content area is titled "WI Law Enforcement Accreditation Group" and features a "TS" logo. Underneath, there are sections for "Information and Training" (with a link to "Webinar Recording - Accreditation Process"), "Meeting Agenda and Minutes" (with links for "January 2012"), and "The Standard" (with links for "April 2013" and "January 2013"). A pink callout box at the bottom of the screenshot reads: "Thanks to T & S, you will now find WILEAG publications and links to board meeting agendas, meeting minutes, past issues of 'The Standard' newsletter and webinar links on WILEnet." The footer of the website includes "TOP OF PAGE | CONTACT | LOG OFF |".



Featured board Member

Rick Bayer

Loss Control Manager

Cities and Villages Mutual Insurance Company - CVMIC

Rick has been the Manager of Loss Control for Cities and Villages Mutual Insurance Company (CVMIC), a WI specialty insurer of municipalities, for over 15 years. He is responsible for risk management, loss control and loss prevention services for CVMIC's 45 members. His major focus is on municipal operations and employment practices liability.

He has conducted over 2000 training programs for local government. In addition to his role as a trainer, he has staff which does field audits of member operations and practices.

Prior to joining CVMIC he spent 20 years in the field of human resources and risk management, 18 years with the City of Appleton and 2 years with Rock County. He has a B.S. in Business Administration and Psychology from UW – Stevens Point. He was appointed as an at-large member of the WILEAG Board in 2008.

Rick's thoughts on WILEAG accreditation

“Law enforcement is a complicated and highly challenging profession. As we all know, a split second decision can become an expensive law suit that is replayed and analyzed in minute detail over and over again in a court of law. Experience shows that typically the best defense to a suit is when the actions taken by the officer are supported by sound, up-to-date policies that have been disseminated to all staff, trained on regularly and consistently enforced in the workplace.

The reality is when officers are confronted with a “critical incident” they rely on their training. A well-trained officer is better able to deal with a situation and is able to articulate a policy based-reason for his/her response. This is an essential element in the successful defense of most claims.

At CVMIC we believe WILEAG accredited status demonstrates an agency's commitment to achieving and maintaining excellence across all facets of its operations. That belief is the foundation for our financial support for our members who seek and achieve accreditation.

WILEAG is a key resource for law enforcement. WILEAG and the accreditation process is very important to CVMIC's mission and to ensuring the continued advancement of law enforcement at the highest level.”



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Next Generation Public Safety Software

**WILEAG
Gold Sponsor**

2013 Significant Program of the Year Award ProPhoenix Recognition goes to...

The Milton Police Department

ProPhoenix Next Generation Public Safety Software became the first exclusive "gold" level sponsor of WILEAG. The WILEAG Governing Board chose to recognize ProPhoenix support by annually awarding an innovative program developed by a WILEAG agency that supports the vision of both ProPhoenix and WILEAG.



The Milton Police Department is the 2013 Program of the Year recipient. The Milton community and surrounding jurisdictions had been experiencing issues of fraudulent on-line transactions and even robberies as a result of Craigslist and other online sales. The Milton Police Department's Craigslist Safety Exchange Program, instituted in March of this year, opened the police department lobby for transactions in a safe environment for both the seller and the buyer.

Milton's innovative program has been utilized by the public many times since it was created. Citizens making on-line exchanges feel safe and the agency can confidently claim a win as they expend less time and resources investigating internet related crimes.

We have all facilitated child custody exchanges in our agency lobbies, thus providing a safe place for all involved. The Milton Police Department has expanded the "safe haven" approach to ensure the safety of the on-line sales community.

Chief Dan Layber and the Milton Police Department will receive the ProPhoenix Program of the Year Award at the WPLF Chiefs Conference on August 13th, 2013. The award will be on display in the ProPhoenix booth located next to the WILEAG booth in the vendor area.

Who is eligible for this award consideration? Any WILEAG agency - accredited or in the self-assessment phase.

What type of program is considered? An innovative or intervention type program that your agency created and utilizes to benefit the community you serve.





WILEAG Member Update



Agency	CEO	Accreditation Manager
* Baraboo	Mark R. Schauf	Sgt. Ryan Werner
Bayside	Bruce K. Resnick	Scott McConnell
Beaver Dam (City)	Ronald M. Smith	Lt. John Kreuziger
* Beloit (City)	Norm Jacobs	Jillian Peterson
Beloit (Town)	Steven J. Kopp	Sgt. Laura Palmer
* Brown Deer	Steven C. Rinzel	Lt. Lisa Kumbier
* Cedarburg	Thomas J. Frank	Same as CEO
Cudahy	Thomas Poellot	Capt. Christopher Kraker
Evansville	Scott A. McElroy	Officer Patrick Reese
* Glendale	Thomas Czarnyszka	Lt. Don Haffner
Grand Chute	Greg I. Peterson	Lt. Colette Jaeger
Hartland	Robert J. Rosch	Viki Dobbortin
* Jackson	Jed M. Dolnick	Same as CEO
* Janesville	David J. Moore	Lt. Rick Larson
* La Crosse	Ron Tischer	Lt. Patrick Hogan
Menasha – Town	Rodney V. McCants	Sheri del Plaine
* Menomonee Falls	Anna M. Ruzinski	Capt. Terry Hansen
Middleton	Brad J. Keil	Capt. Noel Kakuske
Milton	Dan Layber	Sgt. Brad Smith
Milwaukee	Edward Flynn	Capt. Paul L. Felician
* Muskego	Craig A. Moser	Sgt. Peter Lynkiewicz
* Oshkosh	Scott D. Greuel	Lt. Kevin Konrad
Pewaukee - Village	Timothy Otto	Sgt. Mark Garry
* Port Washington	Kevin Hingiss	Capt. Michael Keller
Reedsburg	Timothy M. Becker	Sgt. Patrick Cummings
* South Milwaukee	Ann M. Wellens	Capt. Jill Kallay
Superior	Charles F. LaGesse	To be announced
* UW Madison	Susan Riseling	Lt. Clark Brunner
* Watertown	Timothy J. Roets	Capt. Curt Kleppin
Waukesha PD	Russell P. Jack	Specialist Erin Christensen
* Waukesha Sheriff	Daniel J. Trawicki	Deputy Jennifer Wallschlaeger
Wausau	Jeffrey G. Hardel	Deputy Chief Bryan Hilts
* West Allis	Charles Padgett	Deputy Chief Robert Fletcher
* Whitewater	Lisa Otterbacher	Capt. Brian Uhl
Winnebago Sheriff	John F. Matz	Lt. Greg Cianciolo

* Indicates CURRENTLY ACCREDITED (18 agencies).

There are 35 WILEAG member agencies.



Wisconsin Law Enforcement Accreditation



ON-SITE ASSESSMENT SCHEDULE

Month	2013	2014	2015	2016	2017
JANUARY	-	MIDDLETON 4 th Edition	OSHKOSH	OPEN	MIDDLETON
FEBRUARY	GLENDALE	MENOMONEE FALLS	MENASHA (Town)	GLENDALE	MENOMONEE FALLS
MARCH	WEST ALLIS	JANESVILLE 3rd Edition	BELOIT (City)	WEST ALLIS	JANESVILLE
APRIL	WATERTOWN	LA CROSSE	UW-MADISON	WATERTOWN	LA CROSSE
MAY	OSHKOSH & WAUKESHA SHERIFF	SOUTH MILWAUKEE 4th Edition & BAYSIDE	BROWN DEER 3rd Edition	WAUKESHA SHERIFF	SOUTH MILWAUKEE
JUNE	CEDARBURG	WAUKESHA	WHITEWATER	CEDARBURG	WAUKESHA
JULY	Historically Avoided	Historically Avoided	Historically Avoided	Historically Avoided	Historically Avoided
AUGUST	Historically Avoided	Historically Avoided	Historically Avoided	Historically Avoided	Historically Avoided
SEPTEMBER	PORT WASHINGTON	MUSKEGO 4th Edition	OPEN	PORT WASHINGTON	MUSKEGO
OCTOBER	BARABOO	MILTON	BELOIT (Town)	BARABOO	MILTON
NOVEMBER	EVANSVILLE 4 th Edition	HARTLAND 4 th Edition	OPEN	EVANSVILLE	HARTLAND
DECEMBER	GRAND CHUTE 4 th Edition	SUPERIOR	WINNEBAGO SHERIFF	GRAND CHUTE	SUPERIOR

Agencies with WORK IN PROGRESS - not yet scheduled for an on-site assessment:

Beaver Dam (City)	Cudahy	Milwaukee
Pewaukee (Village)	Reedsburg	Wausau

Training Announcements



Accreditation / Policy Manager Training September 26th, 2013

This course is truly Accreditation Manager Training 101

Note: This training is not about the 4th Edition Standards

In order for an organization to realize the best law enforcement practices it takes the commitment, support and hard work of many agency members. While the process is challenging, it is far less daunting when an agency has a skilled and knowledgeable Accreditation / Policy Manager or a trained individual in charge of the policy process.

Accreditation / Policy Manager Training, developed by the Wisconsin Police Accreditation Coalition (WI-PAC) and the Wisconsin Law Enforcement Accreditation Group (WILEAG), provides an agency with a sound understanding of policy development and the accreditation process. Accreditation / Policy Manager Training provides an opportunity for an agency to develop and enhance the skills of the Accreditation or Policy Manager.

This policy development course will benefit EVERY law enforcement agency, not just those seeking accredited status.

Accreditation / Policy Manager Training will provide guidance in policy development, file construction, policy compliance (proofs), policy writing resources, an explanation of WI-PAC and WILEAG, the newly released (January 1st, 2013) 4th Edition Standards and an explanation of the WILEAG accreditation process.

The morning format will be lecture based; interaction encouraged. The afternoon format will provide participants with an opportunity to review files from established agencies and discuss the content / format with the agency's author or file manager.



Webinars to be Announced



Cities and Villages Mutual Insurance Company (CVMIC) is sponsoring and producing WILEAG webinars to be published throughout 2013.

The next webinar, specific to the 4th Edition Standards, will be released in Oct—Dec.

WILEAG members will receive email notifications in advance of all webinars. Webinar links, for later viewing, will be posted on the WILEAG, WI-PAC, CVMIC and WILEnet websites.

Accreditation Manager Resource Guide

Resources	Contact Info	Expectations
Custom Service Information-LLC - CSI -	Tim Kriz Email: csi-llc@hotmail.com	Policy writing, organization, guidance with proofs and/or role of Accreditation Manager. 2013 fees range from \$500 to \$3000. CVMIC agencies get up ½ half of that fee paid by CVMIC (up to \$1500).
Cities and Villages Mutual Insurance Company -CVMIC-	http://www.cvmic.com/	Model Policies that have been reviewed by legal counsel Attorney Gregg Gunta of Gunta & Reak SC.
 DEER CREEK TECHNOLOGIES	Tom Frank Email: tfrank@deercreektech.com http://www.deercreektech.com	Deer Creek Technologies provides software applications for: Document Management/ Training/Testing/Review/Compliance Employee Early Warning System provides complete reporting and review functionality. Pricing is affordable for every budget.
International Association of Chiefs of Police	http://www.theiacp.org/	Free Model Policies
Lexipol	http://www.lexipol.com/index.php	Policy writing. Note: Lexipol is working with WILEAG to ensure that Wisconsin mandates are included in their policy development and policies meet State Accreditation Standards. Fee based.
 PROPHOENIX Next Generation Public Safety Software	Email: sales@prophoenix.com http://www.prophoenix.com	ProPhoenix has a singular vision to shift the paradigm of the public safety industry by creating and delivering leading application software through the use of state of the art technology and techniques. They are achieving this goal by providing competitively priced solutions, employing best practices and lessons learned, and most of all by listening to the needs and ideas of our clients in the evolution of the Phoenix software.
WI-PAC	http://www.wi-pac.org/	Organization of Accreditation & Policy Managers who have proven to be an outstanding network of support. \$50 annual membership fee, quarterly meetings.
WILEAG	Rick Balistrieri Program Manager 414-813-0005 Email: wileag@sbcglobal.net http://www.wileag.info/	WILEAG staff member providing guidance, forms and templates while serving as a liaison to the Wisconsin Law Enforcement Accreditation Group Governing Board.





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Next Generation Public Safety Software

In January 2012, **ProPhoenix** became our first corporate exclusive “**GOLD**” sponsor. The WILEAG Governing Board wishes to thank them for their support of law enforcement accreditation.

ProPhoenix Corporation www.prophoenix.com is a public safety and security software company, created in 2004, with headquarters in Moorestown (Burlington County), New Jersey. For the 18 months following its inception, ProPhoenix had the opportunity to literally re-invent the way Public Safety Software was designed, delivered, and maintained by utilizing the latest technologies available. By developing software from a “clean slate”, ProPhoenix could implement lessons learned over the past 20 years, as well as best practices, to achieve the industry’s leading application.

ProPhoenix was formed with a team of experts consisting of IT industry professionals and former Public Safety practitioners and Subject Matter Experts.

- ProPhoenix is recognized as a dominant vendor in providing high end enterprise level critical solutions to public safety agencies.
- ProPhoenix considers customers as the most valuable asset; demonstrates loyalty and respect on every encounter.
- ProPhoenix continuously improves employee quality of life, employees are proud to be a part of them.
- ProPhoenix is managed with integrity; fiscally responsible and profitable.
- ProPhoenix contributes to society by providing innovative solutions that save lives and provide security for citizens.



The Wisconsin Chiefs of Police Association

Leadership Foundation continues to support WILEAG as a “**SILVER**” sponsor. Their ongoing support is greatly appreciated.



CITIES & VILLAGES
MUTUAL INSURANCE
COMPANY

The CVMIC Executive Board continues to support WILEAG and State Accreditation as a “**SILVER**” sponsor while encouraging the agencies it serves to pursue accreditation. CVMIC support includes:

- CVMIC contributes up to \$500 **toward** the cost of the on-site process for any CVMIC member seeking accreditation or re-accreditation.
- Any member that is WILEAG or CALEA accredited is allowed to opt out of the CVMIC Law Enforcement portion of the Risk Assessment process.



Rural Mutual Insurance Company is a **New** sponsor of WILEAG in 2013. The WILEAG Board of Directors welcomes Rural Mutual’s support of law enforcement excellence.

WILEAG is a 501(c)(3) non-profit organization. If you are interested in sponsorship or have questions please email Editor Jim Scrivner, WILEAG Governing Board Secretary at jbscriv@aol.com