



PowerDMS
by NEOGOV



How to Address the *Top 10* Law Enforcement Challenges of 2023

Actionable steps that will benefit your agency today.

PowerDMS Law Enforcement Ebook

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Introduction

Law enforcement agencies are facing significant challenges in 2023.

The past several years of the COVID pandemic, incidents of civil unrest, calls for defunding the police, and waves of resignations have contributed to staff shortages and an ongoing wellness crisis in law enforcement.

As an officer, command staff, or chief, you may be facing these challenges firsthand. In this report, we combine data, SME insights, and research to identify actionable solutions and strategies to benefit you and your agency.

We'll examine officer recruitment and retention, morale, burnout, officer wellbeing, and more, as well as provide tools you can begin using today.

Despite industry-wide challenges seeming insurmountable, making positive changes within your agency and community always remains within reach.

The goal is that the tools and strategies presented in this report will help you confidently meet the challenges of 2023.



Chapter 1

Officer Wellness

Preventative Measures and Targeted Support

The bravery and resilience officers demonstrate in serving the greater good can often come at a personal cost.

Between dealing with violent offenders, the mentally ill, homelessness, drug addiction, and more, officers can be exposed to more stress and trauma in a single shift than a civilian will experience in their entire lifetime.

In a survey of 8000 officers, 79% reported that they had experienced critical stress at some point during their law enforcement duties. 69% of the same respondents said that stressful experiences while on duty had caused unresolved and lingering mental wellness issues.¹

Officer safety is about more than equipment and training while on the job. It's a set of practices that keep individuals safe, healthy, and productive in their professional and personal lives.

Despite officers reporting much higher rates of depression, anxiety, and PTSD than the general population, less than 1 in 5 seek help and support.² It's a number that must change.

Less than 1 in 5 officers seek help and support.

The traditional method of dealing with the stresses of the job has been to tough it out. But we've learned that toughing it out has grave consequences. At best, it results in burnout. At worst, it results in depression, critical incidents, and suicide.³

Officer wellness is fast becoming the new measure of department health because it affects many different aspects of your department. Morale, burnout, performance, turnover, absenteeism, and career growth are directly affected by officer wellness.

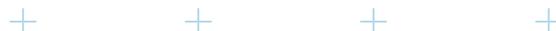
But officers have been understandably wary of seeking help. Stigma, judgment, and worry about negative consequences have prevented many officers from getting needed support. Support that could have contributed to long and healthy careers.

Here are strategies and practices to overcome these barriers and help keep your officers safe and healthy in 2023.

1. Leadership sets the tone

Out of 8000 surveyed officers, a staggering 90% reported negative stigma as a barrier to getting support.⁴

The first step in ensuring officers get the help they need is to create a culture that encourages them to seek it out. Leadership sets the tone. Agency leaders who initiate conversations surrounding mental and physical wellness, and who encourage officers to explore available options, help normalize getting support.



If leaders encourage it, their officers will follow.

No officer wants to be the only one admitting they could use support, but if leaders encourage it, their officers will follow.

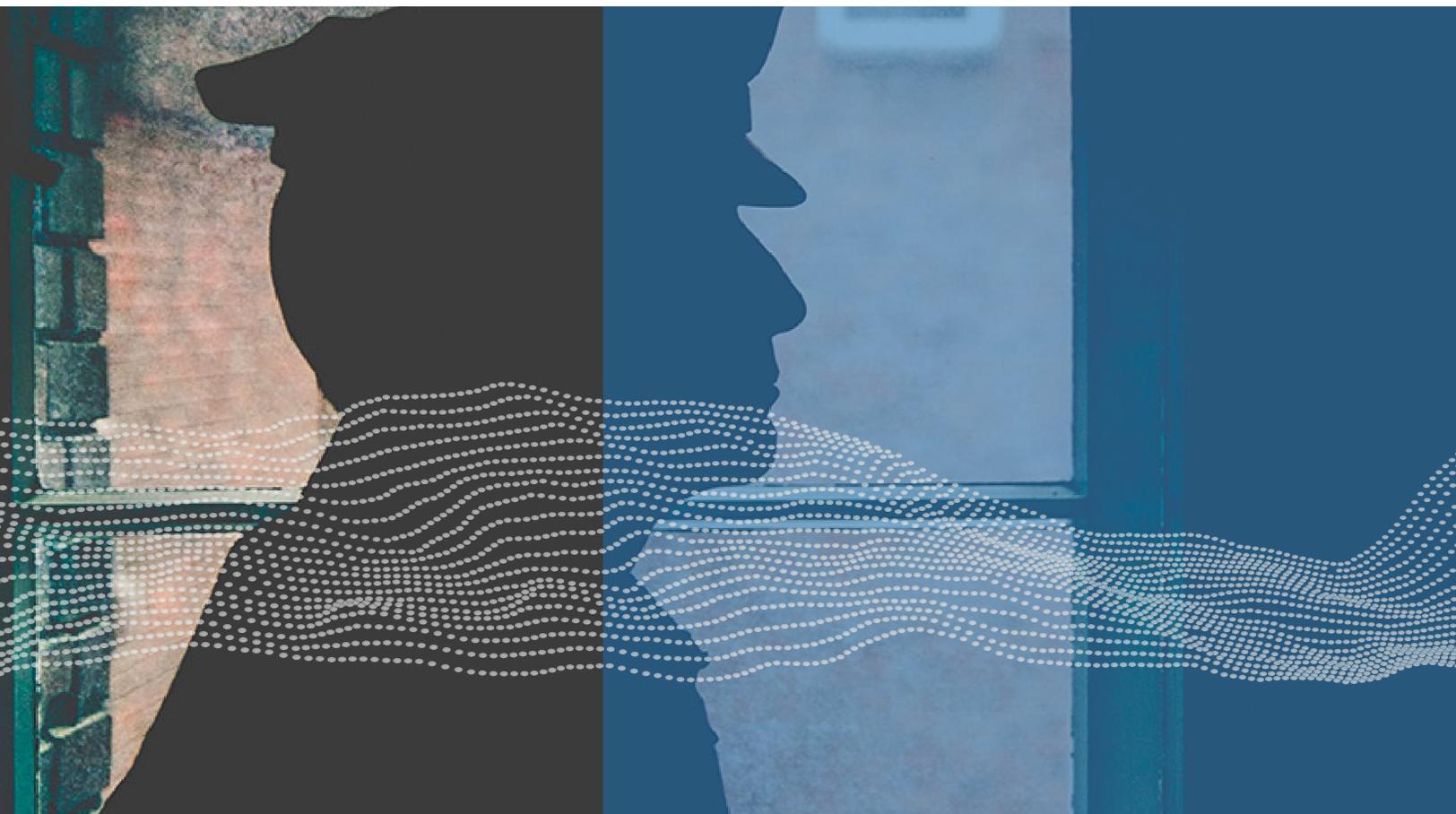
Surveys are a great way to reduce stigma and to know where to focus your resources. With the survey tool in [PowerEngage](#), or other options like [Google Forms](#), you can send agency-wide surveys to gauge areas in your agency that need attention. Where do officers need focused support? What are particular areas of difficulty? With their feedback, you can formulate an agency-specific plan.

2. Effective stress management tools

Law enforcement is a high-stress profession, making stress management tools paramount to officer wellness.

Equipping officers with effective tools for stress management can help prevent manageable issues from spiraling into negative incidents. Cognitive Behavioral Therapy, commonly referred to as CBT, can be a simple yet powerful start. CBT is an evidence-based practice clinically shown to help address anxiety, depression, trauma, substance abuse, and eating disorders, amongst other things.

Officers can use simple but effective CBT exercises throughout a shift to relieve stress. [This free downloadable guide](#) from PowerDMS demonstrates three easy-to-follow CBT exercises officers can use on their own at any time.



3. Strategies for better sleep

A study of 5000 law enforcement officers found over 40% suffered from a sleep disorder.⁵ With police work requiring high alertness and critical decision-making, the repercussions of lack of sleep are far greater for police officers than civilians. Shift work and confronting high-stress situations are realities of a career in law enforcement. If officers suffer from consistently poor sleep, it's important they meet with a health professional and develop a plan to get proper rest.

Best practices for healthy sleep:

- ✔ Use stress management tools
- ✔ Eat a healthy diet
- ✔ Limit alcohol and caffeine

No one would dream of taking coffee away from law enforcement. But even a simple step like limiting caffeine toward the end of a shift and replacing coffee with a healthy snack or water bottle in the cup holder can be very effective in helping regulate sleep schedules.

4. A comprehensive approach

A comprehensive wellness program covers everything from physical fitness, nutrition, and sleep strategies to trauma-induced stress reduction and suicide prevention. It's a set of tools that helps officers perform at their best.

It can be challenging to know where to begin. [Destination Zero](#), from The National Law Enforcement Officers Memorial Fund, highlights examples of the best officer safety and wellness programs across the country. It can provide valuable insight into the best way to begin or refine a wellness program in your agency.

With the unpredictability of police work, it's important that officers can access resources at any time. Officers should know they can anonymously access the support and resources they need on their own time, at their own pace.

Factors to consider

Change won't happen overnight. Officers have had long-standing concerns regarding privacy and judgment when it comes to utilizing support resources.

It doesn't matter how effective a tool is if an officer isn't comfortable using it.

Technology can help. PowerLine is an app built specifically to support officer wellbeing and address concerns that have previously prevented officers from getting help. It's anonymous, provides 24/7 access to confidential resources and support, and gives officers access to a nationwide network of peer volunteers.

PowerLine provides support that officers can access on their terms and in their own time. With exercises to help with stress management, anger, anxiety, better sleep, and more, PowerLine can be a powerful tool to support officer wellbeing in your agency.

Chapter 2

Low Morale

The Importance of Recognition and Appreciation

The best law enforcement officers are brave, selfless people who want to protect and serve their communities. It's more than a job. It's a calling.

For these exemplary officers, the past few years have been particularly difficult. Positive public perception of law enforcement has dropped, and negative headlines dominate the news cycle.

Headlines like, "Officer Morale at an All-Time Low,"⁶ greet officers as they dress in body armor and prepare to place themselves in harm's way for the good of their communities. Morale is suffering. It's easy to feel, but hard to measure.

Nicoletti-Flater Associates, specialists in police and public safety psychology, describes the importance of high morale: "High morale is the state of mind and willpower to perform a job with the greatest effort, to take setbacks in stride by pressing through challenges and holding out with positivity. When morale is high within a department, there is a built-in buy-in to the goals and overall mission."

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They also describe the effects of low morale: "Low morale promotes a negative environment of complacency by doing the bare minimum, slowing intrinsic motivation and creating feelings of ambivalence toward law enforcement goals."

In a recent survey of Colorado law enforcement agencies, 80% of Chiefs labeled morale as "very important."⁷ Chiefs know the consequences of low morale are far-reaching. Low morale negatively impacts recruitment, retention, officer wellness, agency productivity, and community interactions.

Morale is the glue that holds everything together. It allows your agency to do its best work. And that makes it particularly worth investing in and taking the time to build.

The best law enforcement officers are brave, selfless people with the desire to serve their communities and make the world a better place.

It's more than a job. It's a calling.

Everyone in your agency contributes to morale, but leadership plays the most important role. Here are strategies to boost morale in your agency:

1. Positive reinforcement

Studies show that positive reinforcement is one of the most powerful tools leaders possess to inspire employees in the workplace.

Show appreciation for good decision-making. For initiative. For a job well done. Creating a culture of positive reinforcement in your agency is one of the cheapest and easiest ways to instantly boost performance and morale.

2. Praise in public, critique in private

Being recognized for good performance encourages future good performance. Being chastised in a group setting breeds contempt and does the opposite.

The simple act of leaders voicing sincere appreciation when their field officers do good work can have a significant positive impact on your agency as a whole.

3. Open up communication channels

Field officers that feel heard, valued, and respected by superiors will go the extra mile for your agency. Finding opportunities to bridge the communication gap can provide a significant morale boost.

Providing officers with the tools they need to perform, avoiding micromanaging, and keeping open communication channels is a winning combination for good morale.

4. Provide tools to manage stress and anxiety

Officers will have difficult days, that's the nature of the job. But a lack of support can have a devastating effect on morale. Tools that officers can use on their own time, and before they're in crisis, can prevent them from sinking into low morale.

These tools don't have to be complicated to be effective. They can be introductory stress relievers like **basic CBT exercises** or more comprehensive tools like those in PowerLine's content library that help officers work through specific and traumatic events.

5. Share community appreciation

Lost in the negative mass media coverage of law enforcement are all the incredible things officers do in communities across the country every single day.

Counteract this by showing your officers how much the community appreciates the work they do. Citizen engagement solutions are an effective way to strengthen the community relationship while providing a significant morale boost for officers.

Chief Chris Debbie of the Union County Police Department served a county of over 500,000 citizens. Concerned about morale, he made the decision to adopt PowerEngage, the complete citizen engagement and feedback solution from PowerDMS.

"I was worried because the last thing we wanted was to add more negativity with the potential for bad feedback," Chief Debbie shared, "But we got instant buy-in from the community. The feedback was so positive, and really appreciated by our officers. We put up screens in our department so they could see positive feedback coming in each day and it got so good that the night and day dispatchers started to have competitions to see who could get the best feedback!"

Morale improves when officers feel recognized and appreciated. Your agency and your community reap the benefits. High morale keeps you afloat during challenging times and thriving when times are smoother. It's worth taking the time to build.



Union County Police Department

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-Chief Chris Debbie

Chapter 3

Staff Shortages and Burnout

The Importance of Schedule Management

Law enforcement agencies across the nation are struggling with staff shortages.

Agencies are making difficult decisions on how to allocate limited staff. The Merced Police Department in California recently disbanded its specialized Disruptive Area Response Team just to have enough officers for patrol. The DART Team was a proactive policing measure that supplemented the Patrol Division by addressing the community's quality of life and specific problems like illegal gambling, blight, and human trafficking.

Phoenix PD were 400+ officers down from their authorized cap. To help with officer caseloads, they identified job functions being performed by sworn personnel that civilians could also perform. This resulted in them adding 33 non-sworn officers to their ranks in order to free up detective caseloads.⁸

Staffing shortages put agency leaders in the difficult position of trying to maintain service levels while not contributing to staff burnout. With limited staff, attempting to keep up with the same caseloads can become a vicious cycle, with officers working themselves into extended states of stress and fatigue.

Fatigue, while minimally consequential in civilian life, can carry serious consequences in law enforcement. It quickly becomes an officer safety issue and can lead to burnout. Understaffing is also a direct contributor to low morale, making it imperative for department leaders to take steps to minimize the damage.

What steps can agency leaders take to ease the burden on limited staff?

1. Consider alternative schedules

Shift scheduling is a delicate balance between sufficient coverage and overworked officers. Operating with limited staff can make this even more of a challenge.

Could making improvements be as simple as changing the pattern of your schedule rotations? Many agencies are experimenting with shift lengths with surprising results. In a study done by the National Institute of Justice, researchers found “potential cost saving for agencies that offer alternative work schedules, especially 10-hour shifts in which officers worked an average of 4.78 hours less per two-week period than those on eight-hour shifts.”⁹ It’s important to explore options that will work best for your agency’s unique community and staffing needs.

2. Leverage technology

The right technology can automate time-consuming manual processes that distract officers from more pressing tasks.

It can improve your scheduling transparency and automate communication, helping department leaders balance proper staffing with available resources. [This PowerDMS article](#) explores how technology can help your agency avoid overscheduling and prevent burnout.

3. Check in often

Understaffing is devastating for morale. Officers can end up feeling overworked, underappreciated, and like the work they’re doing isn’t making a difference.

Leadership checking in more often with officers can help them spot officers needing assistance, boost morale, and remind them they’re appreciated.

4. Encourage officers to utilize wellness resources

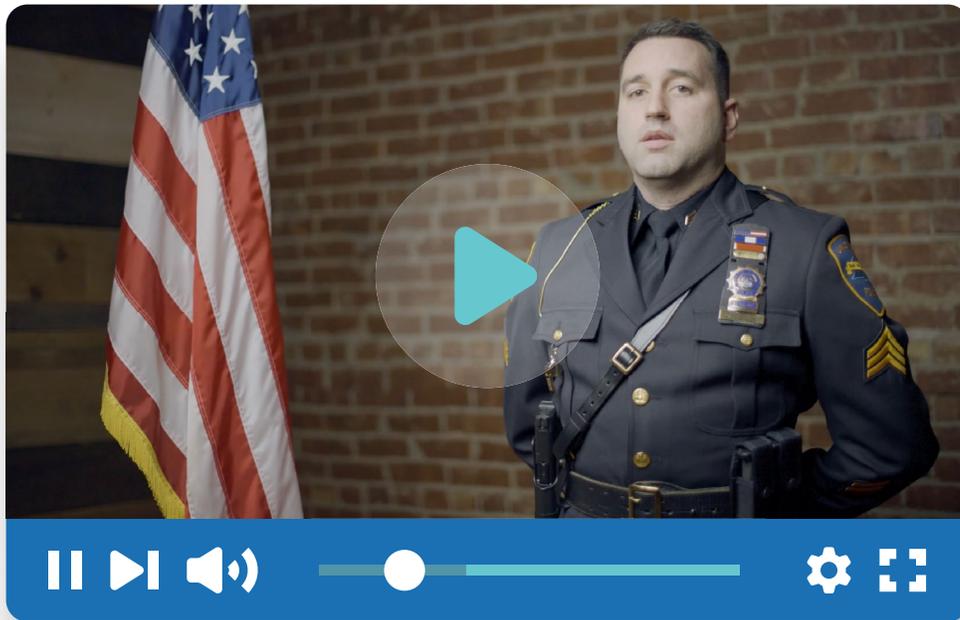
Often, officers either aren’t fully aware of available wellness resources or don’t feel comfortable using them.

Educating and encouraging staff to use what’s available in your department can be the difference-maker in helping officers manage the stresses that come with understaffed departments.

What steps can departments take to prevent and alleviate burnout?

Officers in understaffed agencies are particularly susceptible to burnout.

Sergeant Brian Evans, a former marine and now a sergeant with the Union County Police Department, shares four ways to prevent and get rid of burnout in this video.



The above video is from PowerLine's resource library. PowerLine's resource library is full of content officers can anonymously access at any time to support their wellbeing. If you'd prefer to read an article on the strategies Sergeant Evans discusses, you can find [one here](#).

How can a personnel scheduling tool benefit your department?

A personnel scheduling tool can significantly improve operational efficiency and help optimize the utilization of staffing resources.

Mitigating and managing fatigue is critical to officer health, safety, and performance. High levels of fatigue have been shown to contribute to absenteeism, degraded performance, long-term health consequences, and a higher risk for injury.¹⁰

Shift work and long hours are realities of a law enforcement career, making preventing officer fatigue wherever possible a crucial part of department success. A personnel scheduling tool can help.

Mitigating and managing fatigue is critical to officer health, safety, and performance.

High levels of fatigue have been shown to contribute to absenteeism, degraded performance, long-term health consequences, and a higher risk for injury.

Some key benefits:

- ✓ Balance proper staffing with the constraints of limited resources to help reduce officer fatigue from working too many hours
- ✓ **Automate time-consuming manual processes**
- ✓ Communicate critical updates and schedule changes with automated messaging
- ✓ **Improve scheduling transparency with real-time views of schedules across your agency**

A personnel scheduling tool gives your staff 24/7 access to changes, and the ability to request coverage and swap shifts. It gives a clear overview of the entire agency so you can make informed and quick decisions regarding staffing. Most importantly, it helps you make the best use of the resources at your disposal.

PowerTime, our scheduling tool, makes every aspect of your scheduling process more efficient. The time saved can be used for more pressing tasks, and in an understaffed agency, any time saved makes a big difference.

Chapter 4

Retaining Quality Officers

What does it take to retain officers in 2023?

Retention is top of mind for police departments across the country in 2023. There are extreme examples, like Seattle PD losing 400 officers between 2020 and 2022, resulting in a 30-year low for officers in the department.¹¹ And there are less extreme examples, like officers deciding to jump departments for a pay bump or a more appealing work schedule.

Wherever your agency might land between these extremes, it's important to incorporate best practices that help retain officers.

What makes officers want to stay with your agency long-term?

Other than factors like raises and bonuses, what are the biggest drivers of retention?

Commander Kim Harris of the Arlington Police Department and Sergeant Erik Welling of the Toledo Police Department can provide some insight. These two officers **shared a powerful conversation** on what it takes to sustain a career in law enforcement. Their insights can help department leaders know what to prioritize and help drive retention.

Michael Goldsmith, Chief of Police with the Norfolk Police Department, believes recognizing wellness challenges and providing solutions is directly related to retention. With their wellness program recently **approved by the city council**, Goldsmith said, "We believe this is a tremendous piece of our retention strategy to keep officers and be able to hold onto them."

Citizen engagement is also directly connected to retention. Bill Johnson, Executive Director of The National Association of Police Organizations, said, "As for retention, it is critical to show that officers of all ranks are valued. We need to recognize exceptional service and do more officer appreciation activities."¹²

Officers who feel connected to their citizens and community will want to continue making a positive impact each day. To counteract negative news cycles and their effect on officer morale, citizens need a way to share their appreciation for officers in their community. **A citizen engagement tool** can help.



The National Association of Police Organizations

"As for retention, it is critical to show that officers of all ranks are valued. We need to recognize exceptional service and do more officer appreciation activities."

-Bill Johnson | Executive Director

Effective strategies to boost retention in your department include:

1. Develop a complete wellness program

Implementing a complete wellness program demonstrates to officers that your agency cares about their long-term health. It also provides officers with access to continuous support that can help them better manage stress and develop habits that sustain long careers.

Interested in developing a wellness program but don't know where to begin? Get started [with this article](#).

2. Highlight what's unique about your agency

Organizational culture significantly impacts retention. [A Columbia University study](#) revealed that 48% of employees at low culture organizations were likely to leave.

What can your agency offer that's unique to officers? A certain program? Benefits specific to your city/town/municipality? An emphasis on wellness and work-life balance? Emphasize the factors that make your organizational culture unique.

3. Start leadership development early

Reward initiative and provide opportunities to junior recruits. A leadership development program can help officers picture their long-term future with your agency and give them specific goals to work toward.

Offering clear opportunities for advancement and growth keeps employees engaged, motivated, and ready to perform.

4. Connect with the community

Strong community connections help officers see the benefits of the work they do each day. Knowing they're making a difference helps officers through difficult stretches of the job and improves morale.

Get buy-in from your community by [keeping them informed and engaged](#) and build goodwill that extends to the officers in your department.

Wellness, good organizational culture, leadership development, and a strong community connection are best practices that will always benefit your agency. **But with the retention challenges ahead, they are particularly significant and worth focusing on in 2023.**

*Wellness,
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POLICE

Chapter 5

Building the Community Relationship

Foundations of Trust and Hope

A law enforcement/community relationship built on mutual trust is the foundation for effective policing. It's a partnership. The cooperation of community members continues to be one of the most valuable tools that police have in fighting crime. In turn, citizens feel comfortable voicing the needs of their community to the police.

The past few years have put significant strain on the relationship between law enforcement and the communities they serve. The national media narrative doesn't help, choosing to focus on the negative (opposed to the positive) police/community relationship in many communities. But building community trust isn't a one-size-fits-all approach. Political affiliation, race, gender, and age all play a part in an individual's relationship with law enforcement.

Bridge the gap

Game Changer, a nonprofit that began in partnership with the San Diego Police Department, is dedicated to unique ways of improving the relationship between police and the community. Game Changer brings together community members, current and retired law enforcement, elected officials and judges, and young people who don't have a good relationship with law enforcement – all to discuss problems and devise solutions.

"We bring in youth who believe the police are their mortal enemy. After spending three hours talking and then hanging out at a game, participants find themselves enjoying each other's company – like friends would do," Sam Sheppard, Game Changer founder.

Practices to build the community relationship:

- ✔ Be visible in the community in a non-enforcement capacity
- ✔ Discuss the challenges you're facing with your community
- ✔ Be transparent and accountable
- ✔ Take steps to improve cultural competency
- ✔ Promote internal diversity



Game Changer

"We bring in youth who believe the police are their mortal enemy. After spending three hours talking and then hanging out at a game, participants find themselves enjoying each other's company – like friends would do."

-Sam Sheppard | Game Changer founder

Balance the national narrative

Balance the negative national narrative with the positive reality in your community by [using citizen engagement tools](#). Building trust means giving your community a voice. Meeting their needs lets them know you're listening. Software solutions can help you do exactly that by providing powerful tools for strengthening the agency/community relationship.

PowerEngage allows you to automatically conduct surveys, provide case updates, and measure satisfaction. Use it as a clear communication channel to provide your citizens with critical information about their cases in real-time.

Chief Chris Debbie, of the Union County Police Department, used PowerEngage to obtain instant buy-in from his community of 500,000 citizens. Their positive feedback not only gave officers a morale boost but strengthened the relationship with the people they serve.

Accessible policies build trust

Members of your community shouldn't have to dig through endless pages or links to find the information they need. Build trust and transparency by making your policies and other critical content easy for your community to find with PowerPolicy's public-facing documents feature.

Software solutions provide you with data to better meet the needs of your community. Take advantage of these solutions to strengthen your agency/community relationship today.

Chapter 6

Recruiting Top Candidates

Ensure Your Officers are Prepared

Negative public perception, increased scrutiny, lack of appreciation, and low morale have contributed to significant recruiting challenges in law enforcement.

Recruiting quality candidates in 2023 requires a purposeful, targeted approach and a willingness to try new strategies. [According to a NEOGOV public sector trends survey](#), agency culture, fulfillment at work, development opportunities, and better benefits are four of the top six priorities for candidates.

Here are strategies to leverage those findings into steps you can take today:

Target the community you serve

Building a strong community relationship through preventative and proactive policing demonstrates to potential recruits what they can expect when they join your department. Emphasize growth within the department and being a valued part of the community.

✔ **Commit to officer wellness**

A robust officer wellness program demonstrates to candidates you care about their long-term wellbeing. It helps build organizational culture by providing officers with ongoing support that helps them perform at their best in their personal and professional lives.

✔ **Better engage candidates**

The right software can help **demonstrate your commitment to officer morale** and a positive community relationship. Engage tech-savvy candidates with QR codes that automatically connect them to a chat with a recruiter.

✔ **Youth law enforcement experience programs**

Positive mentors have a profound impact on career decisions. **Utilize programs** that expose young people to law enforcement professionals and that focus on the positives of the profession.

✔ **Reach traditionally underrepresented groups**

A more diverse group of officers in your agency means everyone is represented and can help lead to fairer and more effective policing. Ensure the entire community is represented by making a conscious effort to find recruits who have been traditionally underrepresented.

Studies show there is double the number of female officers in the UK, Canada, and Australia compared to the United States. ¹³

✔ **Emphasize what's unique**

What's unique about where you are? A certain lifestyle? Access to nature? Culture? Is it affordable? A good place to raise a family? Your community offers something special. Find it and emphasize it in your recruiting messaging.

The current challenges in recruiting are significant. But by targeting your community, creating opportunities for better representation, and offering clear paths for growth, you can ensure your agency is helping lead the way to a more equitable future in law enforcement.

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Chapter 7

Choosing the Right Technology

Modernizing in an Effective Way

Technology has transformed the way we live, work, and communicate. It has also introduced a new era of cybercrime and forced law enforcement agencies to adopt new technologies at a rapid pace.

Technology is in our lives to stay. But there is no consistency in how it's utilized or implemented across law enforcement agencies. Some agencies still use file cabinets and paper, and others have transitioned entirely to cloud-based systems. Many exist somewhere in the middle

The last thing understaffed law enforcement agencies want is to introduce complicated technology that requires extra manpower to operate. Here are strategies to avoid that scenario and obtain technology that operates effectively behind the scenes, giving you the benefits without the headache..

Products and strategy

What are the two most important considerations when introducing new technology to your agency? Choose products that fit your specific needs, and create a strategy to implement them. By doing so, you will save your agency time, money, and unnecessary stress.

The right software will be streamlined and intuitive. The right implementation strategy will be clear, thorough, and leave staff prepared and comfortable.

Questions you should ask yourself when considering software options:

- ✔ **Is it user-friendly?** The best software is designed for ease of use.
- ✔ **Will you receive onboarding and ongoing support?** Reliable companies will offer it and work to make sure you're comfortable throughout the process.
- ✔ **Is it a good fit for your agency's needs?** It should be versatile and able to be customized for you.
- ✔ **Is it easy to maintain once set up?** You shouldn't have to work hard to maintain it.

Questions to consider when deciding on an implementation strategy:

- ✔ **Is the training thorough enough?** Staff should feel prepared.
- ✔ **Is training scheduled during times that won't add stress to staff?** An important consideration to ease any anxiety that might already be present.
- ✔ **Does training account for different comfort levels with technology?** Understanding individual comfortability among your staff will help decide who needs extra attention.
- ✔ **Are the benefits of this new product clear to staff?** It's common for staff to be apprehensive. Keep them focused on the benefits they will receive.



Common obstacles

Resistance to change, low comfort levels with technology, and budgetary concerns are all common issues when considering new technology.

Leadership can set the tone by showing buy-in and support. With leadership buy-in, staff will be more encouraged to take part and maximize the positive impact of new technology in your agency.

To get leadership buy-in, stay focused on the **benefits to come**. **Technology has the power to automate tedious, time-consuming processes that are a waste of staff resources**. If leadership has a low comfort level with technology, adjust your implementation strategy to be more user-friendly.

Budget is the most common agency-wide hurdle when introducing technology solutions.

Budget is the most common agency-wide hurdle when introducing technology solutions. But often, technology is an initial investment that provides significant long-term savings. Use our [ROI calculator](#) as an example. In two quick steps, you can see how much you'd save with our policy management solution.

Costs vary widely depending on the size and particular needs of your agency. A lot of flexibility exists for customizing solutions to fit a budget.

Funding and/or discounts through state accreditations, risk pools, and **grants** provide options to assist with the costs of technology. Making the transition to a cloud-based system is a proven way to save your agency significant time, money, and stress. It is one of the best investments you can make.

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PowerDMS Platform

PowerDMS is the only public safety platform designed to train, equip, and protect first responders across their entire careers.

Powerful, comprehensive, and boasting unrivaled customer support, it's your one-stop workforce management platform. **Consider us for your agency's needs.**

Chapter 8

Liability and Accountability

In the Face of Constant Policy Changes

Law enforcement agencies are under more scrutiny now than at any other time in history.

The number of new bills and pieces of legislation being introduced is leaving law enforcement agencies scrambling to keep up. During one six-month period in 2020, **37 states introduced over 700 pieces of legislation** addressing policing policy.

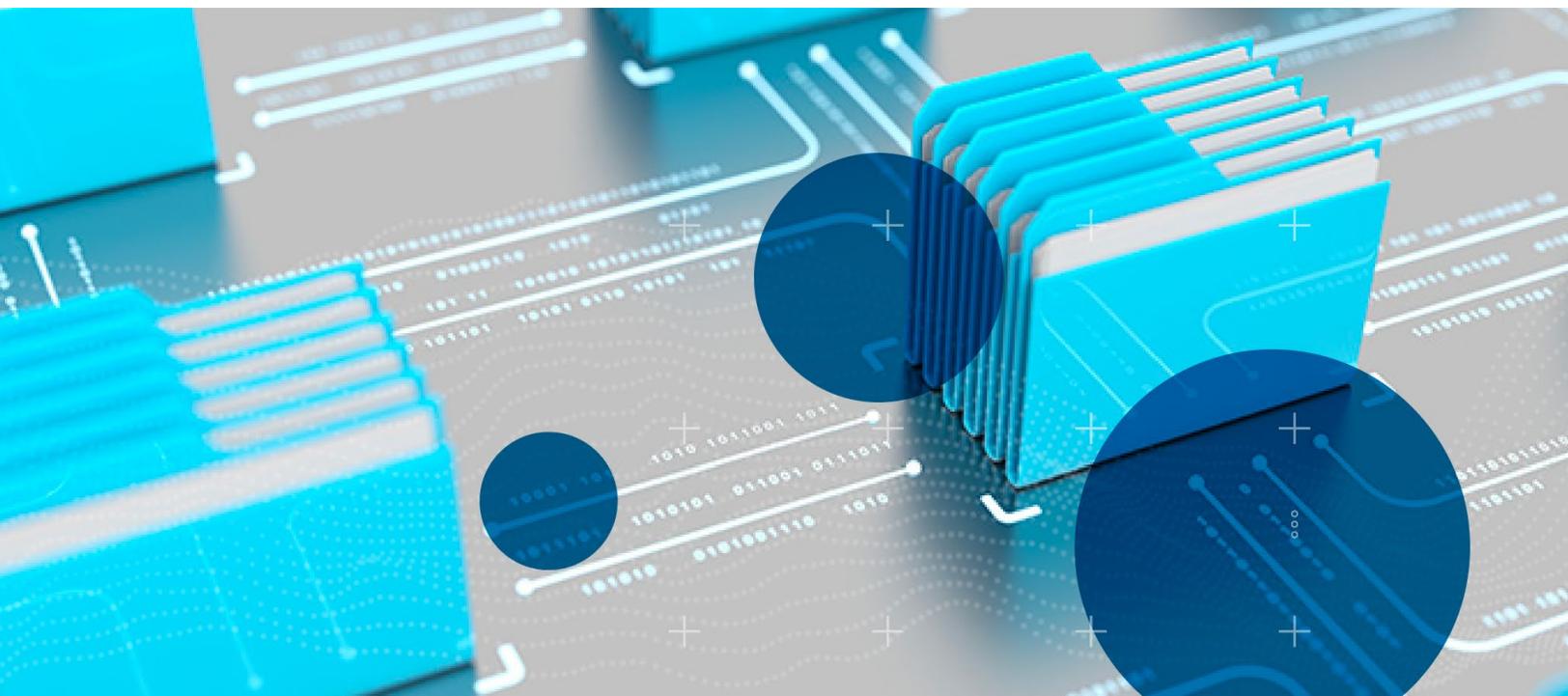
With new legislation being introduced all the time, your agency needs a reliable way to limit liability and **develop accountability**. With policy changes happening so rapidly, having a way to **quickly update**, distribute, track, and access policies has become a modern necessity. By standardizing your policy management processes, you'll protect your agency against liability. And it all starts with policy management software.

Policy management software performs three crucial functions for you.

- ✔ It protects officers by providing them with the latest, job-critical information that can be accessed 24/7 from any device.
- ✔ It protects communities by holding officers accountable and ensuring they are following industry standards and federal, state, and local regulations.
- ✔ It protects agencies by creating an audit trail of who edited and approved every policy update, as well as who did and didn't sign or complete training on each policy.

Policy management software can also help save your officers time while building trust with your community. Keeping your policies easily accessible helps maintain transparency and trust with citizens while also cutting down on the number of public records requests.

Policy management software is fast becoming a necessity in the modern world. Consider **PowerPolicy**, our flagship product, for your policy management needs.



Chapter 9

Evolving and Standardizing Training

Ensure Your Officers are Prepared

Effective training is the lynchpin to positive and proper policing. But managing an efficient, consistent training system is a challenge for law enforcement agencies of every size.

Documenting progress, knowing **everyone has been trained under the same standards**, and defining expectations that provide consistent outcomes remain challenges throughout every level of the department.

Trainers need a way to document progress and easily convey that information to supervisors. Supervisors need to know everyone under their watch has been properly trained and is ready for the job. Department heads need to know they are consistently delivering the highest level of service while not opening up the agency to liability.

Your agency needs a solution to manage all of these needs at once.

That's where PowerFTO comes in. Your complete onboarding and field training solution. It provides you with a central, standardized system for tracking and documenting field training, recruit onboarding, and employee performance.

PowerFTO provides a clear and complete overview of your training program so you can get it right the first time. It's easily customizable, so you can **develop training programs for every need in your department**. From new recruits to officers transitioning into leadership roles, you can make sure everyone receives the specific training they need to succeed.

Additional benefits of PowerFTO for your training program:

- ✓ Save significant time on documentation
- ✓ Easily view trainee progress
- ✓ Easily evaluate trainer effectiveness
- ✓ Immediately recognize areas that need improvement and attention
- ✓ Protect yourself from liability with a documented training record
- ✓ Standardize training across your agency
- ✓ Ensure field training has been completed and documented for risk management
- ✓ Develop agency-specific courses, tests, certificates, and surveys

PowerFTO is a powerful tool designed to be easy to use by even the least tech-savvy person in your agency. **Maintain standards of excellence in your agency with the help of PowerFTO today.**

Chapter 10

A Commitment to Excellence

Accreditation Gives Your Department and Community Peace of Mind

In times of sweeping policy change, reform, and increasing accountability, how can you better protect your agency?

Accreditation is a way to protect your agency and add tremendous value to it. Becoming accredited helps you meet current challenges and becomes **a point of pride** for your agency and community.

The benefits of accreditation include:

- **Improved relationship with the community**
Accreditation builds trust with the community by providing evidence you hold your agency to the highest standard. Law enforcement and citizens work together to confront community challenges and discuss expectations.
- **Support from local government**
Accreditation provides clear evidence you are committed to excellence. Government officials are confident in an accredited agency's ability to meet community needs and operate efficiently.
- **Save money on liability insurance**
Police accreditation keeps you operating by keeping you insured. Accreditation also provides savings on liability insurance.
- **Defense against civil lawsuits**
The ability to prove compliance with accreditation standards provides significant protection against civil lawsuits. It protects your officers and your agency.

- **Accountability within your agency**

Accreditation standards provide leaders in your agency with a proven system of management that stays on the cutting-edge of best practices in training, routine reports, resource allocation, and more.

We've partnered with accrediting bodies across the international, national, and state level. These include CALEA, IACLEA, Cley, ISO 17025, ANAB 17025, and more. Find a full list on **the integrations page of our website**. Access these standards manuals on the PowerDMS platform, and map your policies and proofs of compliance to them to simplify the accreditation process.

Our software eliminates traditional headaches associated with obtaining and maintaining accreditation. **Reduce your accreditation prep time by 50%**. Assess your accreditation readiness to determine if you're ready for an onsite. And streamline the management of policies and compliance documentation to save significant time and effort.

Gaining accreditation requires an upfront cost of money and time. But the long-term benefits you'll receive in your agency are significantly more valuable.

We've compiled **a list of tips and tricks** from accreditation managers to help guide you through the accreditation process. We've also compiled a list of **funding resources** that can help with the cost of accreditation.

Conclusion

Law enforcement attracts some of the bravest and brightest among us. People with an extraordinary ability to adapt, push forward in the face of fear, and make the best of challenging circumstances.

There is no denying law enforcement agencies are facing formidable challenges in 2023. But if any group can rise to meet these challenges, it's the brave folks in law enforcement.

At PowerDMS, a NEOGOV company, our mission is to provide valuable tools that immediately make a positive impact on your officers and the community you serve.

***You protect and serve the people.
We feel honored to serve you.***

See the PowerDMS platform in action

Join over 5,000 law enforcement agencies using our products to train, equip, and protect their officers.

Contact us for a free consultation to learn more about all the different benefits PowerDMS can bring your agency today.



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Endnotes

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