



The Commission on Accreditation for Law Enforcement Agencies (CALEA®)

1. The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA®) was created in 1979 as a credentialing authority for law enforcement, public safety communications, public safety training and campus security.
2. The Purpose of CALEA is to improve the delivery of public safety services by:
 - ✓ Maintaining a wide range of up-to-date public safety standards; and
 - ✓ Recognizing professional excellence.
3. The Goals of CALEA are to :
 - ✓ Strengthen public safety communications capabilities;
 - ✓ Formalize essential management procedures;
 - ✓ Ensure nondiscriminatory personnel practices;
 - ✓ Solidify interagency cooperation and coordination; and
 - ✓ Increase community and staff confidence in the agency.
4. 2002 - CRESA was the second 911 center in Washington State to be CALEA Accredited.
5. Some Practical Benefits of CALEA:
 - ✓ Keeps what we say we do (*policies and procedures*) and what we do (*actual practice*) current.
 - ✓ Ensures our actual practice meets industry standards and best practices.
 - ✓ Encourages Strategic planning
 - ✓ Requires annual agency goals and objectives
 - ✓ Mitigates agency liability through reporting, analysis and changes in training and/or procedures
 - ✓ Ensures employee performance issues are addressed through an early warning system
 - ✓ Requires a formalized external complaint investigation process
 - ✓ Requires formalized grievance procedures
 - ✓ Ensures recruitment planning meets EEO objectives
 - ✓ Requires that property is properly inventoried
 - ✓ Requires a training committee, lesson plans for courses, maintenance of training records, training officer requirements and a new hire training program.
 - ✓ Requires back up communications systems
 - ✓ Requires an agency emergency operations plan for significant event planning, response and recovery.