SMARTFORCE®

Release Notes

v2020.2/v2020.3

Good news everyone,

We want to close this year and start 2021 with a new version full of features in the hope that they will help you with the incredible work that you do.

For this new version of SmartForce®, we developed a unique way to gain insights on officer wellness from professional standards reports filed so supervisors can intervene and take action with officers reaching a tipping point of risk called Early Intervention. Also, we redesigned the way you write comments with rich text and add attachments in your operational discussions, and many more features based on your feedback.

We hope this document serves as a first look at what is coming.

The SmartForce® Team.

Early Intervention System

We want to give you a user-friendly experience every time you need to supervise the reports that show all the officers at risk.

You will see the main dashboard where you can view all the employees sorted by risk based on the open or closed reports from the last 90 days.

As you can see in the image on the left, we divided the interface into three tabs that will be described later in this document.
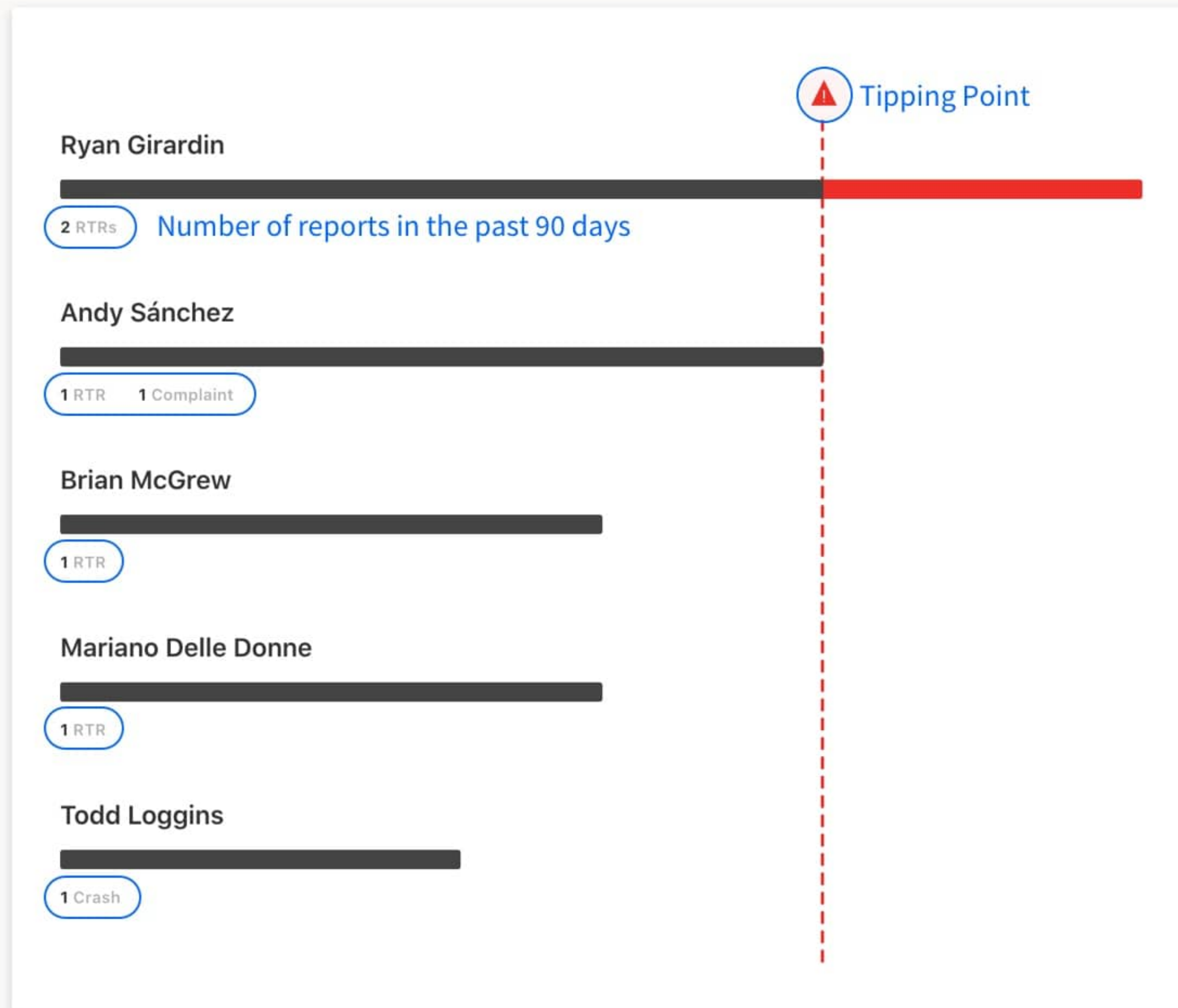
Let's dig into the new features.

Early Intervention System

Risk | Timeline | Intervention

Sorted by risk

Tipping Point

Ryan Girardin

(2 RTRs) Number of reports in the past 90 days

Andy Sánchez

(1 RTR   1 Complaint)

Brian McGrew

(1 RTR)

Mariano Delle Donne

(1 RTR)

Todd Loggins

(1 Crash)

EIS | Risk

We developed an algorithm that sorts all the officers who have a report during the past 90 days. Every agency can configure the presets in order to adjust the parameters to their needs. To change these presets check the Settings panel.

Each officer is listed with a bar that indicates how much at-risk he/she is. Below the bar, you will see the number of reports of each type.

Once the officer was not involved in any reports during the past 90 days, he/she is not going to be shown in the application.

EIS | Tipping Point

Every agency can establish a threshold in order to determine which officers are beyond the expected amount of reports based on their circumstances. To change these presets check the Settings panel. This threshold is represented with a red line as you can see in the image.

Early Intervention

Early Intervention System

Sorted by risk

Ryan Girardin
2 RTRs

Andy Sánchez
1 RTR   1 Complaint

Brian McGrew
1 RTR

Mariano Delle Donne
1 RTR

Todd Loggins
1 Crash

Set your Risk

What risk level does your agency consider for these reports?

Complaint
Low risk — High risk

Crash
Low risk — High risk

Pursuit
Low risk — High risk

RTR
Low risk — High risk

Set your Tipping Point

What number of reports in the past 90 days does your agency consider a tipping point?

Complaint
1

Crash
0

Pursuit
0

RTR
1

Note: These changes will affect the entire agency.

Cancel   Save

EIS | Settings | Risk

Every agency can change the importance assigned to each type of report. This value goes from "Low risk" to "High risk". The higher the risk, the higher the value that will be represented in the dashboard.
The image on the left shows an example where, for this agency, an RTR is the most important report, followed by a Crash, then a Pursuits, and lastly a Complaint.

EIS | Settings | Tipping Point

This threshold is calculated based on the scenario your agency sets as a tipping point. Once your agency has established the conjunction of factors that suits your needs, the algorithm calculates other combinations.
The image on the left shows an example where the value of one Complaint and one RTR is the tipping point.

Once you save, these settings affect the entire agency.

Early Intervention System

Sorted by risk

Ryan Girardin

Andy Sánchez

1 RTR
Mon Nov 30 2020

Brian McGrew

Mariano Delle Donne

Todd Loggins

Last 90 days   Last 60 days   Last 30 days   Today

‹   ›

EIS | Timeline

The second tab contains a dashboard where the events are represented on a timeline.

Each point represents a day and can contain more than one report depending on the circumstances.

The timeline is divided into 30-day periods.

In the same way, as in the risk tab, the list of officers is sorted by risk. Likewise, the Settings panel is available to change preferences at any time.

Early Intervention System

Risk	Timeline	Intervention

Sorted by risk

⚠ **Ryan Girardin**

In the last 90 days: **2 RTRs**

This employee has not been intervened yet. If you want to start, click on the button below.

[Start intervention]

⚠ **Andy Sánchez**

In the last 90 days: **1 RTR 1 Complaint**

Fri Dec 11 2020 at 08:50 pm

2 RTRs 1 Complaint

Todd Loggins comment

Ofc. Sanchez has been working a high crime area as part of an IMPACT team. After reviewing the events that he has been involved in, I've determined that no action is required. Since the risk threshold was triggered, Ofc. Sanchez has been offered reassignment to a lower risk area and was offered counseling. Both were declined at this time with the ability to re-evaluate if circumstances were to change.

💬 Reply

[Add comment]

EIS | Intevention Management

In this section, you can keep track of the officers who should need to be intervened. To do this, we have developed a comment system where you can start an intervention by writing down what you could discuss with the officer or the actions to take next. Furthermore, you can take notes of the reasons why the intervened officer had this behavior.

If necessary, other members of the command staff can respond to your comments.

Each comment contains the number of reports that the intervened officer was involved at that time.

Once the intervened officer was not involved in any report in a period of 90 days, he/she will not be displayed on this dashboard but all the related information will be saved. In case he/she would be involved in any new report, the entire history of the interventions will appear again.

Rich text for Discussions, Operations Discussions and Calendar.
We redesigned the way discussions were managed. This way, it's really easy to type and add some style to your comments/replies.

Attachments for Discussions, Operations Discussions and Calendar.
Now you can upload files with different extensions such as **JPG, GIF, PNG, CSV, TXT, XLS, XLSX, DOC, DOCX, MP4**, and **PDF**.
Files from previous versions will be shown in the same way as the new ones.

Community Requests | Watch

We moved all the features from the Watch app to Community Request. Watch is now deprecated.
Therefore, in Community Request, when you create a new item, the column **Received From** now has two new values.

Community Requests | Watch

In accordance with **Received From**, we added two values in the **Category** field to incorporate the Watch app. To facilitate address filling, we added a list called "Known Addresses" connected to the **Known Address** field.

Districts ⌄   Community ⌄

Operations

➕ New   ⊞ Edit in grid view   ↗ Share   ⟱ Export

Community Requests

Assignment ⌄	Received From ⌄	Cat
District 1	Call In	Noi:
Investigations	Call In	Oth

💾 Save   ✕ Cancel   🔗 Copy link   ✏ Edit form ⌄   ✕

New item

⊘ **Assignment** *

Special Investigations   ⌄

⇄ **Received From** *

| Business Owner   ✕ |

⇄ **Category** *

Select an option

Business Watch
Drugs
Gang
Human Trafficking
Municipal Code Violation
Noise Complaint
Nuissance Abatement
Other
Problem Location
Residential Watch

🔤 **Address**

Enter value here

⇄ **Known Address**

Training Officer | Daily Observation Report

We added DOR Number.

Save ✕ Cancel   Copy link   ✏ Edit form ⌄   ✕

g Officer

New item

+ New   ⊞ Edit in

👤 **Recruit Officer ***

Daily Observation Re

| JC | John Carpenter | ✕ | Enter a name or email address |

Date ⌄

👤 **Training Officer ***

| MB | Mark Brown | ✕ | Enter a name or email address |

📅 **Date**

12/29/2020   📅

[Abc] **DOR Number**

1234

⇄ **Phase ***

| 1 | ✕ |

⇄ **Shift**

| Day | ✕ |

☰ **Reason For No Evaluation**

Enter value here

Training Officer | DOR
Assign Supervisor workflow

✏ Edit   ▦ Edit in grid view   ⬈ Share   🔗 Copy link   💬 Comment   🗑 Delete   ⬆ Submit   ···   ✕ 1 selected   ☰ All Reports ⌄   ▽

2

Daily Observation Reports

	Recruit Officer ⌄	Date ⌄	Training Officer ⌄	Phase ⌄	Supervisor ⌄	Acknowledgement ⌄	Status ⌄
✓	John Carpenter	12/29/2020	Mark Brown	1			

1

▦ Edit in grid view   ⬈ Share   🔗 Copy link   💬 Comment   🗑 D

Submit

Supervisor

👤 SJ **Steve Jacks...** ✕

3

servation Reports

Recruit Officer ⌄	Date ⌄	Training Officer ⌄	Pha
ohn Carpenter	12/29/2020	Mark Brown	1

Submit   Cancel

4

Training Officer | DOR
Acknowledgement workflow

	Date	Training Officer	Phase	Supervisor	Acknowledgement	Status	+ Add column
✓	12/29/2020	Mark Brown	1	Steve Jackson	None	Submitted	

Edit | Edit in grid view | Share | Copy link | Comment | Delete | **Conformity** | ··· | ✕ 1 selected | My Reports ∨ | ▽ | ⓘ

2

Daily Observation Reports

1

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Edit | Edit in grid view | Share | Copy link | Comm

Daily Observation Reports

	Date	Training Officer	Phase
✓	12/29/2020	Mark Brown	1

Conformity

Conformity *

Agree ∨

3

Comments

Put some comments here...

4

Save   Cancel

Training Officer | DOR
Approve / Reject / Forward

Training Officer | DOR
Log

2

Daily Observation Reports

⊘	Recruit Officer ⌄	Date ⌄	Training Officer ⌄	Phase ⌄	Supervisor ⌄	Acknowledgement ⌄	Status ⌄	+ Add colu
⊘	John Carpenter	12/29/2020	Mark Brown	1	Steve Jackson	Agree	Approved	

1

icer

Daily Observation Reports

⊘	Recruit Officer ⌄	Date ⌄	Training Officer ⌄	Phas
⊘	John Carpenter	12/29/2020	Mark Brown	1

3 Log

John Carpenter (30/12/2020): The employee agrees the report.

Steve Jackson (30/12/2020): The report has been approved.

Close

And more, much more.

If you are interested in learning more, let us know.

We will be happy to help.

With gratitude,

The SmartForce® Team.