

# **SMARTFORCE<sup>®</sup>**

## 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<sup>®</sup>, 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<sup>®</sup> Team.

# Early Intervention System

Risk

Timeline

Intervention

Sorted by risk



## 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.

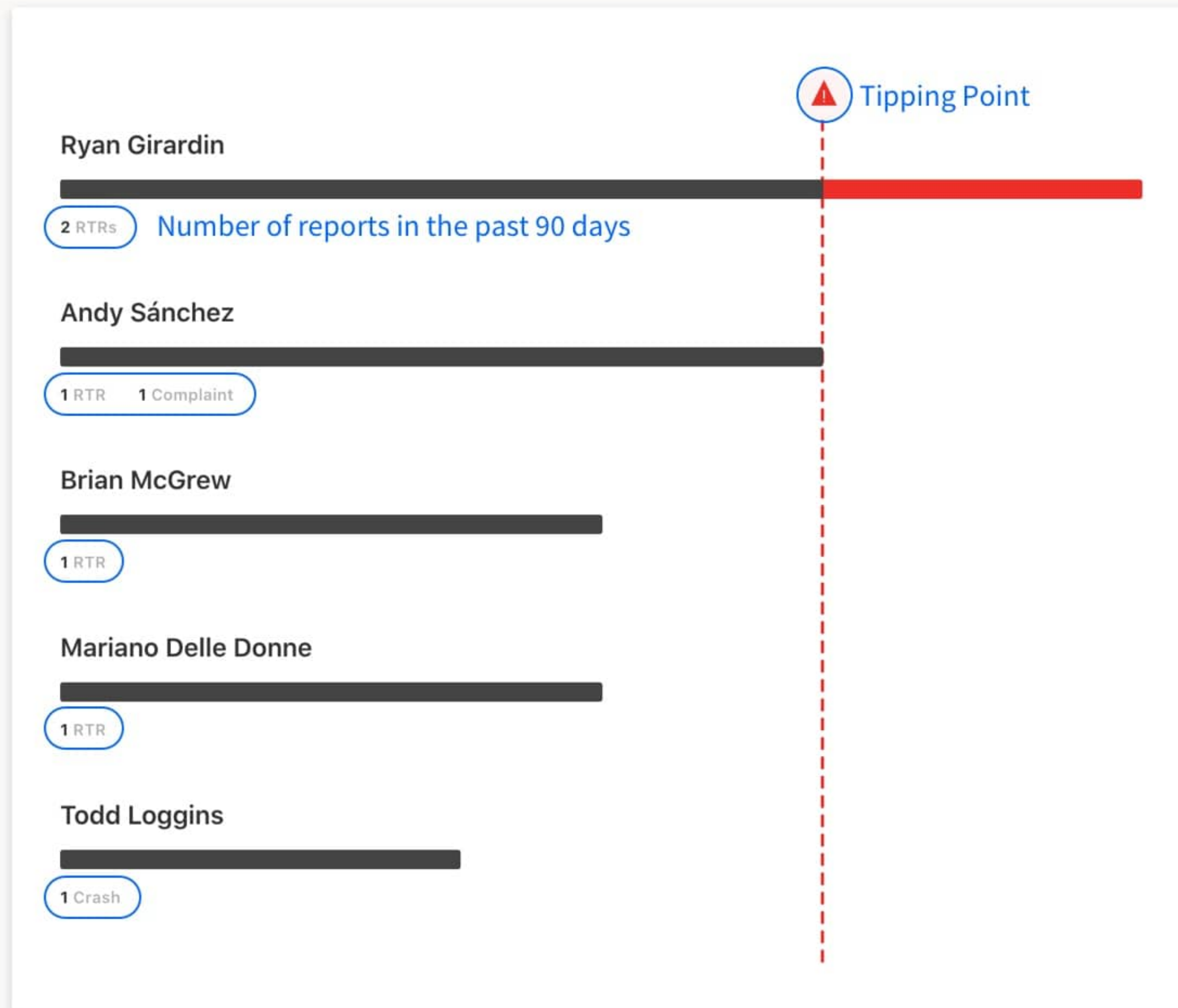
# Early Intervention System

Risk

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Intervention

Sorted by risk



## 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

Crash

Pursuit

RTR

### 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

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## 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 | Intervention 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.


Search this site

Districts Community

### Operations

## < Aspen Ridge POP Project

Status **Open** | Time Opened **December 10, 11:52 AM**





**Dom Kaufman**

From February of 2020 to March of 2020, the Aspen Ridge Apartments have experienced a high number of CFS related to domestic disturbances, noise complaints, and party calls - 40% increase. Analysis has also shown a 20% increase in vehicle burglaries and shoplifting from the Liberty Shores retail complex, which is located approximately 1/2 a mile from the Aspen Ridge Apartment Complex.

Effective April 1, 2020, District 2 will launch a POP Project to address the increase in CFS and property crime.

We will designate 1 shift briefing entry per shift and squad to cover daily updates to District 2 patrol assignments etc.

Please reply to this discussion and record all patrol related statistics for future analysis.



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December 10

## Aspen Ridge POP Project

### Subject \*

Aspen Ridge POP Project

### Body

**B** *I* U    

From February of 2020 to March of 2020, the Aspen Ridge Apartments have experienced a high number of CFS related to domestic disturbances, noise complaints, and party calls - 40% increase. Analysis has also shown a 20% increase in vehicle burglaries and shoplifting from the Liberty Shores retail complex, which is located approximately 1/2 a mile from the Aspen Ridge Apartment Complex.

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We will designate 1 shift briefing entry per shift and squad to cover daily updates to District 2 patrol assignments etc.

Please reply to this discussion and record all patrol related statistics for future analysis.

### Type \*

Problem Area



## 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.

[Districts](#) [Community](#)


### Operations

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## < Aspen Ridge POP Project



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Status **Open** | Time Opened **December 10, 11:52 AM**



### Dom Kaufman

From February of 2020 to March of 2020, the Aspen Ridge Apartment complex has experienced a significant increase in noise complaints, and party calls - 40% increase. Analysis has identified a Shores retail complex, which is located approximately 1/2 a mile from the apartment complex. Effective April 1, 2020, District 2 will launch a POP Project to address these issues. We will designate 1 shift briefing entry per shift and squad to coordinate with the retail complex. Please reply to this discussion and record all patrol related statistics.



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December 10

✕

**Area/Zone**

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**Crime Type \***



Robbery


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**Status**

Open

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 **Aspen Ridge POP Project.mp4** ✕

Up to 10MB each

## 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.

The screenshot displays the 'Community Requests' interface. On the left, a table lists existing requests:

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

The main 'New item' form is open, showing the following fields:

- Assignment \***: Special Investigations
- Received From \***: A dropdown menu is open, showing options: Business Owner, Call In, City / County Administration, Email, Home Owner, Letter, Online, Public Works, and Traffic. 'Business Owner' and 'Home Owner' are highlighted.
- Location \***: Enter value here. General place or location for this request.
- Address**: Enter value here.
- Known Address**: (partially visible)

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## 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.

The screenshot displays a web application interface. On the left, a sidebar shows 'Operations' and 'Community Requests' with a table of data. The main area is a 'New item' form for 'Special Investigations'. The form includes fields for 'Received From' (set to 'Business Owner') and 'Category' (with a dropdown menu open showing options like 'Business Watch', 'Residential Watch', 'Drugs', etc.). Below the category field is an 'Address' field with a placeholder 'Enter value here'. The top of the form has navigation buttons: Save, Cancel, Copy link, and Edit form.

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
- Nuisance 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

## New item

Recruit Officer \*

John Carpenter Enter a name or email address

Training Officer \*

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

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# Training Officer | DOR

## Assign Supervisor workflow

Edit Edit in grid view Share Copy link Comment Delete **Submit** 1 selected All Reports

### Daily Observation Reports

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

Submit

Supervisor

SJ Steve Jacks...

**Submit** Cancel

# Training Officer | DOR

## Acknowledgement workflow

Edit Edit in grid view Share Copy link Comment Delete **Conformity** ... 1 selected My Reports

2

### Daily Observation Reports

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

1

icer

Edit Edit in grid view Share Copy link Comment

### 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

Edit Edit in grid view Share Copy link Comment Delete **✓ Approve ✗ Reject** ... 1 selected All Reports\* ▾

2

## Daily Observation Reports

Recruit Officer ▾	Date ▾	Training Officer ▾	Phase ▾	Supervisor ▾	Acknowledgement ▾	Status ▾	+ Add col
✓ John Carpenter	12/29/2020	Mark Brown	1	Steve Jackson	Agree	Submitted	

1

## Officer

Edit Edit in grid view Share Copy link Comment D

## Daily Observation Reports

Recruit Officer ▾	Date ▾	Training Officer ▾	Phase ▾
✓ John Carpenter	12/29/2020	Mark Brown	1

## Approval

Forward To

3

Comments

Put some comments here...

4

Approve

Cancel

# Training Officer | DOR

## Log

Edit Edit in grid view Share Copy link Comment Delete **Log** Automate ... 1 selected All Reports

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

### 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.