OFFICE OF PROFESSIONAL STANDARDS AND ACCOUNTABILITY
Internal Standard Operating Policy Manual

The Office of Professional Standards and Accountability (OPSA) will serve at the direction of the Chief of Police, assisting in the administrative task of morale, order, and discipline. The responsibilities of OPSA are multifaceted and can evolve based on the needs of the police department. OPSA is intended to be a catalyst for positive change by continuing to evaluate current practices, policies, and procedures as well as ensuring any allegations of misconduct are fairly and impartially investigated.

Contents

Updated August 2020

DATE	SUBJECT
August 10, 2020	Investigations
UNIT(S)	
OPSA	

I. Policy

The Office of Professional Standards and Accountability (OPSA) will ensure any allegations of misconduct are fairly and impartially investigated and conducted in accordance with the collective bargaining agreement between the City of Akron and FOP#7.

II. Definitions

A. Internal Investigation – an investigation of alleged misconduct by an employee of a violation of department rules, regulations, or procedures or city policies/rules.

B. Criminal Investigation – An investigation of alleged misconduct by an employee of a violation of criminal statute.

C. Garrity Warning - the *Garrity* warning is an advisement of rights administered by investigators to employees who may be the subject of an internal investigation.   An employee must answer questions in an administrative investigation or will be charged with insubordination. Employees under a criminal investigation will not be given the *Garrity* warning.

D. Preponderance of the Evidence Standard - Under the preponderance standard, the burden of proof is met when the party with the burden convinces the fact finder that there is a greater than 50% chance that the claim is true.

III. Procedure

A. INVESTIGATIONS – Investigations shall be conducted in accordance with the current collective bargaining agreement between the City of Akron and FOP #7.

1. Internal investigations include but are not limited to:

a. Allegations of misconduct involving illegal, immoral, or unethical conduct

b. Alleged violations of any departmental or City rule, regulation, policy, or procedure, or any local, state, or federal law

    c. Allegations of sexual harassment or discrimination conducted in accordance with City of Akron policies.

2. An internal investigation, if deemed necessary by the Chief of Police, will normally take place after the completion of a criminal investigation. They can occur congruently though, and it is vital to remember that information from the administrative investigation obtained under *Garrity* cannot flow to the criminal investigation.

3. OPSA may be requested to work in conjunction with an outside agency; i.e., Summit County Sheriff or FBI, etc.

4. During the course of an investigation, OPSA may utilize the expertise of various units; i.e., Persons Unit, Accident Reconstruction Team, Antiviolence Bureau, analysts, etc.

5. An employee who has information regarding an alleged act or failure to act by an Akron police officer that is illegal, immoral, unethical, or against policies and procedures:

    a. May contact OPSA for direction without going through the normal chain of command.

    b. Must remember that while OPSA maintains the highest standard of confidentiality, information provided cannot be guaranteed to remain "off the record."

    c. May provide the information anonymously by forwarding an unsigned written document to OPSA or the Chief of Police.

6. Information received by OPSA regarding an alleged act or failure to act will be forwarded to the Chief of Police (unless it involves the Chief of Police or the Deputy Mayor of Public Safety determines that the Chief should not be informed.) The Chief of Police will determine if an investigation is warranted and, if so, whether OPSA or another supervisor will handle it. If no investigation is necessary, OPSA shall document in writing the information received. The Chief of Police shall also make the decision whether to investigate the matter for criminal misconduct.

7. Should an internal investigation reveal that it would be prudent to relieve an officer from duty until the investigation is completed, OPSA shall:

    a. Determine if the officer is currently on duty.

    b. Notify the Chief of Police, and the Chief will make the decision.

    c. Notify the officer's sub-division commander if the officer is to be relieved of duty.

8. OPSA shall be provided access to all departmental facilities and records when conducting an internal investigation. OPSA shall gather all relevant reports, video footage, or any other evidence that will aid in their investigation.

9. OPSA shall submit completed investigation packages directly to the Chief of Police for review. The Chief of Police will determine what action will be taken regarding the completed investigation. Investigations must be completed within time limits set in accordance with the current collective bargaining agreement between the City of Akron and FOP #7.

10. OPSA will not give specific recommendations of discipline to the Chief of Police, but will cite any applicable violations.

B. INTERVIEWS – OPSA will conduct interviews with the accused employee and any witnesses. Ideally, interviews should be conducted in the OPSA office. If a different location is used, efforts must be made to ensure privacy.

1. Any officer who is to be interviewed during the course of an internal investigation shall be provided with union representation. This applies to both initial and subsequent interviews.

   a. The officer along with his representative shall be advised of the nature of the investigation. If a written complaint exists, a copy shall be provided.

   b. No officer shall be ordered to give a statement if there is body worn camera video and/or in-car video system (IVS) or similar recordings until the officer and the officer's representative are afforded the opportunity to view the video(s) first.

   c. The officer shall be allowed a reasonable period of time to confer with his representative prior to questioning or the submission of a written report.

   d. The officer may choose to release the union representative at any time.

2. All interviews during the course of an investigation, whether administrative or criminal shall be recorded by OPSA. The use of multiple recording devices is recommended.

3. Any officer being investigated criminally shall be advised of his Constitutional Rights as provided by law and shall be afforded those rights if he chooses to exercise them.

4. During an interview regarding a non-criminal or administrative investigation, an officer may not refuse to answer questions that are specifically directed toward and related to his official duties. Should an officer refuse, they shall be advised that such conduct, if continued, may result in a charge of insubordination.

   a. Officers should be read a preamble which details the purpose of the investigation and the requirement of truthful responses. The preamble can be found on the Recorded Statement Format form located in the H drive Internal Affairs folder under OPSA Templates. Questions should be documented on this form.

5. Interviews with civilian personnel shall be conducted in the same manner and pursuant to the current Civil Service Personnel Association collective bargaining agreement.

6. Transcripts of interviews can be requested through Nettranscripts.com. Audio files are e-mailed to the company and transcribed.

C. DOCUMENTATION OF INVESTIGATIONS

1. When an investigation is initiated, OPSA personnel will be begin a Case Activity Log to detail all investigative activity. The Case Activity Log is located in the H Drive, Internal Affairs folder under OPSA Templates. The investigation will be assigned an OPSA case number starting with the year and the number of the investigation for that year (i.e. #20-001.)

2. Investigations will be documented on the OPSA Report of Investigation Document that can be found in the H Drive, Internal affairs Folder under OPSA Templates.

    a. The report should detail the allegations, the investigative efforts, and make a conclusion based on the facts discovered in the investigation. The preponderance of evidence standard is used for administrative investigations to determine any violations of the rules, regulations, or procedures. Probable Cause must be established for any criminal charges.

    b. If a violation of procedure, rule and regulation, law, or city policy is discovered, that violation will be listed in the conclusion along with its penalty.

    c. Investigations will be completed even if the officer resigns before its conclusion.

3. Saving investigations – completed investigations should be saved in the following locations:

    a. H Drive Internal Affairs folder under – Case Files by Officer

    b. H Drive Internal Affairs folder under – Case Files by OPSA Number

    c. Uploaded into IAPRO as an "Administrative Investigation" with an access level of 2.

4. All investigations are approved by the Chief of Police

Approved by,

_____
Kenneth R. Ball II
Chief of Police

Date _____

OFFICE OF PROFESSIONAL STANDARDS AND ACCOUNTABILITY

Internal Standard Operating Policy # 002

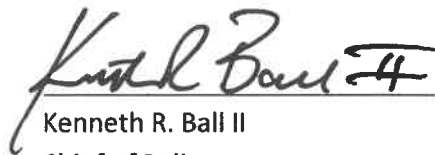| DATE	SUBJECT
August 10, 2020	Inspections
UNIT(S)	
OPSA	

I. Policy

OPSA has the authority to inspect all departmental equipment, personnel, and operations procedures. These inspections may be general, specific, or random in nature and conducted at the direction of the Chief of Police. OPSA will be provided access to all departmental facilities and records for the purpose of inspections.

II. Procedure

A. Operations - OPSA will seek out and act on ways to improve accountability and operation within the police department.

　　1. OPSA may review current policies and procedures to ensure they are meeting the needs of the department.

　　2. OPSA will perform additional administrative and accountability functions as deemed necessary by the chief of police.

B. Firearms Review Board (FRB) - OPSA investigators will rotate reviewing cases as a part of the Firearms Review Board. The purpose of the FRB is to review officer involved shootings and use of deadly force; to prompt corrective action with regard to policy, training, or equipment deficiencies that may create officer safety issues and subject the City of Akron and the Police Division to potential liability.

C. OPSA will be notified whenever a use of deadly force has occurred. It is at the discretion of OPSA investigators whether they respond to the scene. This decision should be based on several factors, such as:

　　a. Will responding to the scene aid investigators in an administrative investigation or on the FRB?

　　b. Is it immediately apparent that the use of deadly force will be high profile?

　　c. Will the scene be inaccessible at a later date?

D. Secondary Employment Inspections - OPSA is tasked with ensuring that officers working secondary employment are in compliance with the Secondary Employment Procedure P036.

1. Random Selection – A list of current secondary employment locations is maintained by the Service Subdivision. Each listed job and different shift will be assigned a number. Several jobs will be randomly selected monthly and employees working that job will be inspected.

2. Inspections should be conducted in person and unannounced at the job location.

3. The results of the inspection shall be documented in BlueTeam.

Approved by,

Kenneth R. Ball II
Chief of Police

Date August 25, 2020

OFFICE OF PROFESSIONAL STANDARDS AND ACCOUNTABILITY

Internal Standard Operating Policy # 003

DATE	SUBJECT
August 10, 2020	Complaint and Use of Force Investigations Review
UNIT(S)	
OPSA	

I. Policy

Complaint and use of force investigations that are completed by shift/unit supervisors are routed through OPSA. OPSA personnel shall review all complaint and use of force investigations to ensure that they are meaningful and thorough, concluded properly, and completed in a timely manner. All reports and evidence must be included. Furthermore, OPSA shall ensure that they are conducted in accordance to the rules, regulations, and procedures of the Akron Police Department.

II. Procedure

A. Receiving Investigations for Review - Complaint and use of force investigations are forwarded to OPSA via BlueTeam. The BlueTeam/IA Pro administrator will check to ensure all reports and evidence has been correctly attached, assign a tracking number, determine an access level, and list it ready for OPSA review.

   1. If investigations are not complete, the investigating supervisor will be notified to submit missing items.

B. Investigations review

   1. In order to review a completed investigation, OPSA personnel will log into IA Pro and click on the "BlueTeam" tab in the sidebar. A list of tracking numbers will appear. Locate the tracking number for the investigation to be reviewed and double click on it. All of the attached reports and evidence will then be available for review. The officer's statement can be viewed by selecting the "Summary"tab or "BT Rpt" tab at the top.

   2. Identify any missing elements or inaccuracies and notify the investigating supervisor's shift/unit commander that correction is needed. Packages should be returned to the investigator's shift/unit commander. To return a package for correction, right click on the tracking number and select the "Quick turnaround: release and send back out to BlueTeam" option. Follow the prompts to return the package to the appropriate commander. Instructions on what needs corrected can be entered in the comments box or sent directly via e-mail.

3. Ensure that complaints were cleared by the investigating supervisor in accordance with the current collective bargaining agreement between the City of Akron and FOP#7, and based on the preponderance of evidence standard.

4. Ensure use of force investigations were concluded by the investigating supervisor using the objectively reasonable standard.

5. If OPSA personnel disagree with the conclusion, discuss the issue with the investigating supervisor's shift/unit commander. OPSA will present to the Chief any investigation that has an issue that cannot be resolved with the shift/unit commander.

6. Clear investigations in IA Pro by clicking on the status + assign tab. Click on the circle next to completed. Next, click on the drop down menu for disposition and selected the correct clearance. Use of force investigations are cleared as either within policy or not within policy. Complaint investigations are cleared using one of the five clearances as listed in the complaint procedure. Finally, click on the save tab at the top. Select the "Release incoming incident from BlueTeam into IA Pro" option. You will then be prompted to select an access level. Choose #4 "Restricted" and click next to complete the review.

7. Identify any liability or training issues and make the appropriate referral.

Approved by,

Kenneth R. Ball II
Chief of Police
Date _____ AUGUST 25, 2020

	OFFICE OF PROFESSIONAL STANDARDS AND ACCOUNTABILITY
	Internal Standard Operating Policy # 004

DATE	SUBJECT
August 10, 2020	Drug Screening Program
UNIT(S)	
OPSA	

I. Policy

OPSA works with Summa Health System personnel to facilitate the Drug Screening Program. OPSA personnel are there to observe the process and ensure that randomly chosen employees participate in the program. Summa Health Care personnel conduct the testing and handle gathered samples for testing. It is essential that this program is conducted in a manner that does not demean, embarrass, or cause physical discomfort to the employee.   OPSA will ensure that it is conducted in accordance with the current collective bargaining agreement between the City of Akron and FOP #7.   Appendix A of that agreement detailing drug screening is attached here for reference. Summa employee Joe Veccia currently serves as the liaison with the police department.

II. Definitions

A. Drug Screening Location – The location where employees produce a sample for testing. Drug Screening is completed either in the Crime Scene Unit, or at Summa Corporate Health located at 1860 State Rd Suite C, Cuyahoga Falls, OH 44223 (Open M-F 0739-1700). The screening location should allow privacy for the screened employee. The sample for screening is produced in the provided restroom.

B. Random Selection – Employees are assigned a confidential identification number and entered into a computer. On or near the testing date, 45 employees' confidential identification numbers are randomly selected by Summa personnel.

III. Procedure

A. When Screening may occur- for further details see the collective bargaining agreement with FOP #7.

1. Whenever an employee's behavior creates a reasonable suspicion of drug use.

2. Whenever an employee is involved in a motor vehicle accident resulting in personal injury or property damage.

3. Whenever an employee is transferred, or assigned to fill a sensitive position.

4. Whenever an employee returns to duty after an absence of thirty (30) calendar days or more resulting from medical leave or a disciplinary suspension.

5. Whenever an employee returns to duty after participation in a substance abuse rehabilitation program regardless of the duration of absence.

6. Whenever an employee is certified from a promotional eligibility list.

7. When randomly selected.

B. Screening Process – The Chief of Police will decide the day of screening each month and ensure that Summa, OPSA, and the Deputy Mayor of Labor Relations is notified. Summa randomly selects the confidential employee identification numbers and mails the list to the Chief's Office. The letter is kept unopened and secure until the screening date.

1. Random Employee Selection - On the day of the screening, OPSA notifies the President of FOP #7 that testing will be conducted. At 10 AM, the Chief of Police or their designee, the Deputy Mayor of Labor Relations or their designee, the President of FOP #7 or their designee, and OPSA personnel meet in the Chief's office to open the letter and identify the employees to be tested. OPSA notifies the President of FOP #7 that testing will be conducted. The letter is opened by the President of FOP #7 who reads the confidential identification numbers. These numbers are then matched to the name of the employee. Notification of the screening should be withheld from the employee until the day of the screening so that the screening is not compromised.

2. OPSA will notify the employee that they are to report to the drug screening location for screening and ensure they report as soon as practical. Instructions, cups for urine samples, and screening paperwork are provided by a Summa employee who administers the screening.

3. OPSA observes to ensure the employee participates and to ensure the integrity of the screening process.

   a. Employees are to remove jackets, duty gear, vests, and empty their pockets before entering the screening location.

   b. Once the sample is given to the Summa employee, the screened employee may return to duty.

4. Employees waiting to be screened may be provided bottled water. The employee should be directed not to consume more than 40 ounces or two and one half bottles of water before screening due to the risk of diluting the sample.

   a. If Summa reports that an employee's sample was diluted, OPSA will transport that employee as soon as practical to the Summa Corporate Health location to provide another sample. OPSA personnel will notify a FOP union representative prior to taking the employee for another screening.

5. An employee is required to make an attempt immediately. If the employee is unable to initially provide a sample for screening, OPSA will note the time of the first attempt and begin a three hour clock. If an employee cannot produce a sample within the three hour time limit, it should be considered a refusal and the employee's subdivision commander should be notified. If after hours, the ranking supervisor or shift commander should be notified.

6. If an employee refuses to provide a sample, they should be given a direct order. If they refuse the order it shall be immediately reported to the employee's sub-division commander. If after hours, it shall be reported to the ranking supervisor or shift commander.

7. Randomly selected employees must be screened within 5 days. Any selected employee on leave will be carried over and tested in the next random screening.

8. OPSA will document the testing on an Excel spread sheet located in the Internal Affairs, H Drive folder under Drug Testing.

Approved by,

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Kenneth R. Ball II
Chief of Police

Date _____

DATE	SUBJECT
August 10, 2020	Body Worn Camera (BWC) Audit
UNIT(S)	
OPSA	

I. Policy

OPSA is tasked by the Body Worn Camera Procedure (BWC) P031 to conduct monthly random reviews of BWC media of citizen contacts to ensure that they are used in accordance with this procedure and to identify areas in which additional training or guidance is required.

II. Procedure

A. OPSA randomly selects and reviews a number of videos each month.

1. The reviewed videos will be logged on the OPSA BWC Audit spreadsheet located in the H drive Internal Affairs folder under BWC Audit.

2. If OPSA personnel decide to provide feedback on a video, the video will be marked on the spreadsheet in the "Shift Notification" column with a note detailing the reason for the feedback.

3. Feedback from the videos should be sent to the shift or unit commander of the involved officers.

4. OPSA shall retain the OPSA BWC Audit spreadsheet to document the audit completion.

5. Any videos which could be of training use should be forwarded to the Training Commander.

6. A quarterly report summarizing the audits will be provided to the Chief and Deputy Chiefs.

Approved by,

Kenneth R. Ball II
Chief of Police

Date __AUGUST 25, 2020__

OFFICE OF PROFESSIONAL STANDARDS AND ACCOUNTABILITY

Internal Standard Operating Policy # 006

DATE	SUBJECT
August 10, 2020	Property Room Audits
UNIT(S)	
OPSA	

I. Policy

OPSA is tasked with conducting audits of the property room to ensure integrity.

II. Definitions

A. Property Room Audit – This is a random audit to ensure items listed in the EFP data base are present and in the location stated.

B. Drug Burn Audit – The property room gathers and boxes drug evidence no longer needed for court. This drug evidence is to be burned at an approved facility. OPSA conducts an audit of that evidence to ensure that the evidence to be destroyed is present.

III. Procedure

A. OPSA will conduct random property room audits. OPSA personnel will access the EFP data base and select a number of items for audit. Each item has a report detailing the item and its storage location. This report should be printed out and taken to the property room supervisor. The property room supervisor should then locate each audited item and confirm its presence and location for OPSA.

    1. Audit results are detailed in an Excel spreadsheet located in the H drive Internal Affairs folder under Property Room Audit.

    2. Any missing items or inaccuracies should be reported to the Detective Bureau Commander and Investigative Subdivision Commander.

B. Drug Burn Audits – OPSA will check the boxed items to be destroyed against a list provided by property room personnel to ensure accuracy.

    1. Once the audit is completed, OPSA will mark the box as completed and secure it in the locked cage located off of the Sherriff's building parking garage. The key for the cage is kept in the OPSA key box located in the OPSA office.

2. OPSA will accompany property personnel to the drug burn location and observe the burn process in order to ensure the drugs are destroyed.

C. Firearm Burn

1. The property room supervisor will determine from time to time to dispose of firearms no longer needed for court. These firearms are sealed in a barrel and taken to an approved burn facility.

2. OPSA personnel will accompany property room personnel to the burn facility and observe the burn process to ensure the firearms are destroyed.

Approved by,

Kenneth R. Ball II
Chief of Police

Date _____ AUGUST 20, 2020

OFFICE OF PROFESSIONAL STANDARDS AND ACCOUNTABILITY

Internal Standard Operating Policy # 007

DATE	SUBJECT
August 10, 2020	Case Filing and Record Retention

UNIT(S)	
OPSA	

I. Policy

OPSA shall maintain records of investigations and other matters either in a physical or electronic format.

II. Procedure

A. Case file Log – Upon assignment of an investigation, OPSA personnel will start a case activity log to document all investigative actions. The case log template is located in the H Drive Internal Affairs folder under OPSA Templates.

A. Physical Case File – A brown case binder will be used to hold all case documents. The front of the binder will be filled out and filed in the case file drawer in the OPSA office.

   1. Physical Case files will be kept in the OPSA office for 5 years and then transferred to the Canal Place storage facility. A key to the facility is kept in the OPSA key box.

B. Electronic Case File – Copies of physical documents and audio files will be retained electronically. Case records are stored in three locations. Case file by Officer, Case file by OPSA number which separates the files by year, and in IAPRO.

C. Record Retention Schedule – OPSA files are retained by the City indefinitely.

Approved by,

Kenneth R. Ball II
Chief of Police

Date ___AUGUST 20, 2020___

DATE	SUBJECT
August 10, 2020	Training

UNIT(S)
OPSA

I. Policy

OPSA is tasked with conducting both initial officer training and in-service training. OPSA may also asked to give presentations on various topics to citizens or other groups.

II. Procedure

A. Initial Officer Training – OPSA will conduct training with new hires to explain their duties and discuss discipline and misconduct issues.

B. In-Service Training – OPSA should be prepared to assist with in-service training as requested by the Training Commander

C. Presentations should be created and kept updated in the H Drive Internal Affairs Folder under Training.

Approved by,

Kenneth R. Ball II
Chief of Police

Date _AUGUST 24, 2020_

DATE	SUBJECT
August 12, 2020	IAPro, BlueTeam and EIPro
UNIT(S)	
OPSA	

I. Policy

IAPro, BlueTeam and EIPro are software programs designed to assist Professional Standards and Accountability. These programs are administered by OPSA and used to assist our police department by monitoring employees and managing various information. These programs have the capability to query incidents, conduct peer analysis, manage accountability of employees, produce data reports and features an early intervention component. IAPro's comprehensive case management features assist in monitoring incidents that may warrant review and where appropriate, intervention.

II. Procedure

A. IAPro- The Sergeant assigned to OPSA acts as the administrator for IAPro. The administrator is in charge of managing the settings and configuration within IAPro for our agency. CI Technologies offers program assistance at iaprosupport.com. Main duties of the administrator include the following:

1. To access IAPro as the "administrator", log in as the administrator. Do not log in by your user name.

2. Add a user to IAPro

   a. You must sign in as the administrator to complete this process

   b. Select "Users" from the menu on the left side of the page.

   c. From the "Users" area at the top of the screen, double click on the name you want to add to these list(s).

   d. Complete all the tabs. These tabs contain permissions for the program and limits the users access within the system.

   NOTE: Make sure you assign the appropriate access number for each user.

3. Access levels- Each IAPro user is assigned an access level. This allows the user to view reports with the same access level and below. Example: User Smith has an access of 4. Smith will be able to view reports/incidents with the access level of 4 and 5. Smith will NOT be able to view reports with the access level of 3, 2 or 1.

4. Add new incident types

   a. Sign into IAPro as the administrator.

   b. Select, "Configure." Select, "Maintain Incident Types."

   c. Select the category for your new incident type and click on "Add a new incident type."

   d. Enter the name for the new incident.

   e. Select whether you want all users to be able to enter this new incident type.

   f. Highlight the new incident and select your options

      NOTE: Each incident type is assigned an access level. Incident types can be entered into IAPro by IAPro users only. Very few employees have access to IAPro.

5. Manage thresholds for the Incident types that are included in the Early Intervention System.

   a. Log in to IAPro as an administrator.

   b. Select the EI Icon from the left Modules palate.

   c. Double click on an incident type to modify the settings for the incident.

      NOTE: Once thresholds are set, you may modify them by repeating steps above as needed per threshold area. Once saved, thresholds are active for BlueTeam and other IAPro users.

6. Early Intervention System/Alerts- The Early Intervention System (EIS) has been established to provide a systematic review of select activities or incidents received or generated by an employee, or the Department. The EIS is designed to highlight tendencies in performance, complaints and other activities that warrants review and when appropriate, intervention. An alert for supervisory review will be generated by the EIS when an employee meets, or exceeds, an established threshold.

   a. Click the "Alert" icon in IAPro to view if an alert was triggered by an employee.

   b. Click on the alert to review, then forward to the employee's Shift Commander for review.

7. After a report is created in BlueTeam and forwarded up the chain of command for approval, it is then forwarded to IAPro/OPSA for review. The type of report will determine if OPSA or Patrol Ops reviews the report in IAPro.

    a. Reports reviewed by OPSA   Access Level

		Access Level
i.	Use of force	4
ii.	Citizen Complaints	4
iii.	Supervisor Incidents	3
iv.	Critical Incidents	5
v.	Awards and Commendation	5
vi.	K9 Utilization	5
vii.	Administrative Investigation	2
viii.	Citizen Contacts	5
ix.	Secondary Employment	5
x.	Alerts	3

    b. Reports reviewed by Patrol Ops

i.	Vehicle Pursuits	5
ii.	Firearm Discharge	5
iii.	Vehicle Accidents	5
iv.	Lost, Damaged Property	5

8. When reviewing a report to accept into IAPro, complete the following steps.

    a. Assign a Tracking Number to every report

    b. Review all fields of the report for content and completion

    c. Review all attachments and make sure all required attachments are present

    d. Assign a disposition

    e. When accepting the report into IAPro, assign the correct access level-VERY IMPORTANT.

9. All OPSA cases are entered in IAPro as an Administrative Investigation with an access level of 2.

10. Updating HR information in IAPro.

    a. IAPro should update every 24 hrs. IAPro pulls HR information from the chief's database and people soft. When Supervisors move assignments within the department, the administrator must go into the employee's profile under "Administration" and mark the supervisor's new assignment. This will reflect their assignment purview in BlueTeam and EIPro.

B. BlueTeam- The Sergeant assigned to OPSA acts as the administrator for BlueTeam. BlueTeam is the Department's software application, which allows employees and supervisors to enter and

manage information. BlueTeam is a companion product for IAPRO. Incidents entered into BlueTeam are routed electronically through the chain-of-command, with review and approval functions at each step. BlueTeam also allows employees to enter incident data and view their individuals EIS data captured within IAPro.

1. The Blue Team Dashboard provides supervisors with a clear and concise view of their employees' early intervention status and incident management. The Dashboard also provides employees with the ability to view their own status within the EIS. NOTE: Shift supervisors can only view employees in their purview.

    a. EIS Dashboard
        i. Green indicates that there are no identified issues.
        ii. Yellow indicates that the employee is one incident away from reaching an established threshold.
        iii. Red indicates that the employee has reached or surpassed a threshold. Red is the only flag which requires intervention by a supervisor.

    b. Incident Management and incoming incidents allows supervisors to view the status of their employee reports.

    c. The Action Taken box allows the employee to view reports that they have created, sent to you for review or approval, CC'd, reports that need forwarded or marked complete.

C. EIPro- The Sergeant assigned to OPSA acts as the administrator for EIPro. The administrator is in charge of managing the settings and configuration within EIPro. EIPro allows all employees to view their reports and linked files within their purview.

    1. Sign in as the administrator to manage the settings and configurations.

        a. Allows administrator to manage which reports can be viewed

        b. Allows administrator to manage which reports can be viewed by rank.

        c. Administrative investigations are not viewed in EIPro.

    2. This program is an advanced early intervention tool designed to enable frontline supervisors to identify and monitor outliers within their purview.

    3. EIPro allows supervisors to conduct peer analysis, manage accountability of employees and view employees EI Dashboard.

D. Contacts for all programs

    1. Tim Conner- Managing Director, tconner@ci-technologies.com, 1-800-620-8504 ext 707

    2. Nancy Felix-Training and Implementation Coordinator, tconner@ci-technologies.com,

        1-800-620-8504 ext 710

3.Mark Gambardella, Data Migration and Integration Specialist,mgambardella@ci-technologies.com, 1-800-620-8504 ext. 708

4. Joseph Knott, EIPro Project Implementation &Training, jknott@ci-technologies, 1-800-620-8504 ext. 712

Approved by,

Kenneth R. Ball II

Chief of Police

Date _____AUGUST 21, 2020_____