NEW ORLEANS POLICE DEPARTMENT
OPERATIONS MANUAL

CHAPTER: 35.1.9

TITLE: INSIGHT: EARLY INTERVENTION SYSTEM

EFFECTIVE: 11/13/2016
REVISED:

PURPOSE

INSIGHT is a New Orleans Police Department Human Resources and Personnel Management system and data warehouse which can be accessed by Department supervisors to receive and integrate member information in order to facilitate close and effective supervision of members as well as identify any patterns or series of incidents that may indicate at-risk behavior. The INSIGHT Data Warehouse System contains **Personally Identifiable Information** (PII) and **Health Insurance Portability and Accountability Act** (HIPPA) protected data as well as each member's name, badge number, shift assignment, supervisor, race/ethnicity and gender.

DEFINITIONS
Definitions relevant to this Chapter include:

At-Risk Behavior—Any behavior exhibited by a member that represents actual or potential risk to the individual member(s), the Department or the community.

Data warehouse—A large store of secure, reliable data captured and accumulated from a wide, diverse range of sources within the New Orleans Police Department and used for reporting, data analysis and to guide management decisions.

INSIGHT—A New Orleans Police Department Human Resources and Personnel Management system and data warehouse that streamlines and integrates twelve existing NOPD IT systems or source databases (See: **Appendix A – INSIGHT Source Databases**) into a data warehouse and a single customized, next-generation police support system. INSIGHT promotes chain-of-command communication and intervention by assisting Departmental supervisors and management in becoming more effective in assessing member performance and in making management decisions.

INSIGHT Executive Committee—This Committee is responsible for:
>   (a) Reviewing Peer groups, Threshold measures, Threshold levels for potential change/update;
>   (b) Responding to recommendations from the Early Intervention Unit regarding changes to INSIGHT;
>   (c) Reviewing the overall utilization and effectiveness of available member interventions to tailor available intervention options and provide additional intervention options as necessary;

(d) Working with mental health professionals to assess the array of available interventions;

(e) Reviewing and/or correcting incorrect or disputed information; and

(f) Reviewing reports as necessary.

The Committee shall be chaired by the Deputy Superintendent of Management Services and be comprised of:

(a) 3 Commanders from the Department named by the Deputy Chief of Field Operations for a term of one year;

(b) The Early Intervention Unit Director;

(c) The Information Technology Section Director; and

(d) The Superintendent's Chief of Staff (or Deputy Chief of Staff as designated by the Superintendent).

Intervention—Leadership engagement with members based on their status as having deviated from the statistical norm in the INSIGHT system, or based on a supervisory-driven effort with the purpose of impacting behavior that could potentially lead to problems for an member and the Department. Intervention may take the form(s) of re-training, counseling, assignment change, other supervised, monitored, and documented action plans, or "no action."

Mentoring—Efforts by a supervisor to personally engage, as an advisor, with a subordinate for the purpose of training, teaching or advising to positively influence at-risk behavior or improve job performance.

Non-disciplinary counseling or training—Remedial and non-punitive instruction given by a supervisor to a subordinate employee or member on an individual basis. The purpose of Non-Disciplinary Counseling is to resolve the problem and correct the inappropriate behavior by providing guidance. The employee does not experience any loss of rights, remuneration, or benefits. Such non-disciplinary counseling, as well as the underlying minor violation/infraction, is documented within the Complaint Form.

Peer Group—A grouping of Department personnel based on the similarity of the work they perform and similarity in work related characteristics or circumstances that allow INSIGHT to make meaningful and statistically valid comparisons. (See: **Appendix B - NOPD INSIGHT Peer Groups**.)

Threshold Alert/Event—An INSIGHT initiated alert action that results from a member statistically deviating from the established statistical norm (a "threshold") of other members in his/her Peer Group. Threshold alerts notify a Commander that a member's actions have significantly and statistically deviated (measured in standard deviations) from the baseline behavior in his/her Peer Group. This behavior may be either "negative" or "positive." Threshold alerts are intended to notify and engage a member's Commander and direct supervisor in a discussion about the behavior and whether intervention may be warranted. INSIGHT also includes count-based thresholds for which a threshold event results when a member exceeds a count-based threshold. A list of thresholds is included in **Appendix C – INSIGHT Thresholds**.

Threshold Measures—A set of comparative data points selected to measure an member's actions. Thresholds are expressed in the form of a count or a ratio. A complete list of Thresholds appears in Appendix **C – INSIGHT Thresholds**.

POLICY STATEMENT

1.   INSIGHT shall be utilized to review, monitor, evaluate, and audit the work history and performance of Department members.

2. INSIGHT accesses existing Department data including, but not limited to, Electronic Police Reports, Field Interview Cards, member assignment, promotion history, attendance, discipline, awards and commendations, training, uses of force, vehicle pursuits, and other source databases listed in **Appendix A – INSIGHT Source Databases**.

3. The use of information contained in INSIGHT shall be in compliance with all applicable laws and Department regulations and shall be regarded as **confidential**. Each member shall be allowed to view his/her own information as well as the information contained on any subordinate under his/her command.

4. INSIGHT conducts comparative data analysis on Peer Groups to determine if pre-designated thresholds were exceeded thereby necessitating supervisory review. The reviewing supervisor may recommend an appropriate intervention to modify or mitigate the identified behavior.

5. Non-disciplinary corrective action or recommendations for additional training by any reviewing board (Accident Review Board, Use of Force Review Board, etc.) or by a member's supervisor shall be "triggered" manually in INSIGHT by the initiating or recommending authority.

INSIGHT SYSTEM ANALYSIS AND INTERVENTION OPTIONS

6. When an event or other particularized information is entered into one of the source systems listed in **Appendix A**, INSIGHT will conduct comparative data analysis within peer groups as defined in **Appendix B – INSIGHT Peer Groups**.

7. Peer groups are not utilized to capture temporary work such as Mardi Gras assignments and other temporary internal re-assignments. If an individual has been temporarily re-assigned for thirty (30) days or more, the member's "permanent" assignment should change in ADP. The temporarily reassigned member's Commander is responsible for ensuring the reassignment is changed in ADP as soon as it takes place.

8. Once INSIGHT conducts a comparative data analysis, the system will determine if that member's actions have exceeded the established threshold(s) that requires a supervisory review. A list of all thresholds in INSIGHT are noted in **Appendix C – INSIGHT Thresholds**.

9. During the supervisory review, the identified member's immediate supervisor may recommend an intervention to correct the identified behavior. Supervisors shall select one or more listed interventions. The recommended interventions shall be supported by a narrative and additional comments should be added to the intervention documentation during the course of the intervention and after the conclusion of an intervention to document its effectiveness. Interventions available include:

    (a) **No further action:** Selected when, after the supervisory assessment, no pattern of at-risk behavior was identified OR appropriate action was taken prior to the activation of the threshold (e.g., training provided, informal meeting with supervisor). This may not be selected in combination with any other intervention.

    (b) **Commendation:** Selected when, after the supervisory assessment, the behavior is deemed worthy of Department recognition. This may not be selected in combination with any other intervention.

    (c) **Informal meeting with supervisor:** Selected when, after the supervisory assessment, the supervisor meets with the member and conducts an informal meeting that does not result in any further action.

(d) **Training:** Selected when the supervisory assessment identifies a need for training. The supervisor shall document the type of training and reason for the training in the narrative section of INSIGHT. It is the supervisor's responsibility to contact the Early Intervention Unit (EIU) to schedule the required training. All training shall be entered into the Departmental training database (PowerDMS) by the training provider.

(e) **Supervisory evaluation period:** Selected when the supervisory assessment determines that the member needs mentoring and a dedicated monitoring period by the supervisor. The supervisor will select an appropriate review period (i.e. 30, 60, or 90 days) and will document the status and efficacy of the mentoring in a cumulative final assessment at the conclusion of the review period.

(f) **Modified duties:** Selected when the supervisory assessment identifies the need for a modification of the member's duties.

(g) **Meeting with the Commander:** Selected when the supervisory assessment determines that the member needs a formal meeting with the member's Commander.

(h) **Re-assignment/Transfer:** Selected when the supervisor's assessment determines that the member should be removed from his/her present duties and placed into a different duty assignment. If an internal transfer (within the same Command) is deemed appropriate, the member's Commander shall be responsible for determining the new assignment. If a transfer outside their command is deemed appropriate, the member's Commander shall confer and request authority from the respective Bureau Chief(s) concerned.

(i) **Counseling:** Selected when the supervisory assessment identifies that the member would benefit by referral for counseling services. The supervisor shall mark the document(s) "**Confidential**" at the top of the narrative section. The supervisor shall be responsible for notifying the Early Intervention Unit (EIU) of the need for counseling services. The EIU will coordinate with the Officer Assistance Program Director to arrange for an appointment and will ensure that the INSIGHT system is maintained without any identifying, confidential information. (See: **Chapter 22.2.6 – Officer Assistance Program: Employee Mental health Services** and **Chapter 22.2.7 – Officer Assistance Program: Critical Incident Stress Management**).

INSIGHT SYSTEM DESIGN AND FUNCTIONALITY (WORKFLOW)

9.   INSIGHT receives data from the source systems (**Appendix A**) nightly. Once the data is received, INSIGHT automatically conducts a comparative data analysis and identifies any thresholds which have been triggered.

10.   INSIGHT facilitates the routing of information to the appropriate members based on the workflow described below.

11.   When an INSIGHT threshold event is triggered, INSIGHT provides a pre-determined set of information to facilitate a comprehensive review of the INSIGHT threshold event and member by a supervisor.

12.   INSIGHT has built-in audit logs that track all user actions to ensure the integrity of the information in the system.

13.   Members have access to their own information, as well as any subordinates in their chain of command.

14.   The Early Intervention Unit shall administer personnel groups with access to the following:

    (a) Awards and commendations: Entered by Department supervisors.
    (b) Personnel Jacket application: Synchronized from ADP records with added demographic information entered by MSB staff.
    (c) Threshold administration: Administered by the Early Intervention Unit.
    (d) Threshold interventions: Coordinated and tracked by the Early Intervention Unit based on determinations made by the employee's direct Supervisors.

15.   INSIGHT threshold events are monitored by the Early Intervention Unit and shall follow the workflow and timelines below. If timelines are not met, the INSIGHT system generates a reminder to the appropriate Commander and the delinquent supervisor to complete the activity. Any further delay may result in disciplinary action.

16.   Workflow with timelines:

    (a) INSIGHT threshold event triggered automatically by system or manually by a member's supervisor, notification sent to member's Commander.
    (b) Member's Commander or the Commander's administrative staff assigns the event to a particular Supervisor.
        i. **Time to complete action**: 5 days after assignment.
    (c) Assigned Supervisor reviews materials.
    (d) If the Supervisor recommends "No Further Action," the event goes directly to the Commander for approval.
    (e) If the Supervisor recommends any other action, the Supervisor shall meet with the Member first. After meeting with the Member, the Supervisor shall finalize the recommendation and submit to his/her Commander for approval.
        i. **Time to complete action**: 10 days after receiving the assignment (Meeting with Member must take place during this period.)
    (f) Commander reviews the information and approves or rejects the recommendation from the Supervisor.
        i. If the Commander rejects the recommendation, the event goes back to the Supervisor and step (c) begins again.
        ii. If the Commander approves the recommendation, the member is automatically notified of the recommended intervention.
        iii. **Time to complete action:** 8 days from receipt of the recommendation from the Supervisor.
    (g) Once the Commander approves the Supervisor's recommendation, the Supervisor shall meet with the member to review the Intervention recommendation.
    (h) The Supervisor should assist the member in scheduling and appearing for follow-on actions if necessary.
        i. **Time to complete action**: 7 days from Commander's approval of intervention strategy.

17.   Interventions available to Supervisors, and time to complete intervention strategies include:

    (a) **No further action:** Workflow is complete.

    (b) **Commendation:** Supervisor recommends a commendation through the INSIGHT Awards and Commendation system.

- o **Time to complete action:** <u>7 days from receipt of assignment</u>.

(c) **Informal meeting with Supervisor:** Workflow is complete as a result of the meeting between the Member and Supervisor.
- o **Time to complete action:** <u>15 days from Intervention approval by Commander.</u>

(d) **Training**: The member and Early Intervention Unit (EIU) will receive automated notices once the recommendation is approved by the Commander. The <u>EIU</u> shall be responsible for scheduling and coordinating the required training. Once the member completes the training, the <u>member</u> shall contact the EIU to update EIU on the completion of the training.
- o **Time to complete action:** <u>150 days from Intervention approval by Commander.</u>

(e) **Supervisory monitoring period:** The Commander and <u>Supervisor</u> shall determine a period of monitoring (i.e. 30, 60, or 90 days) and enter monitoring reports and/or a summary report to close the item. The EIU shall monitor for system documentation and completion.
- o **Time to complete action:** monitoring period (30-90 days) from Intervention approval by Commander.

(f) **Modified duties:** The <u>Supervisor</u>, in coordination and with the authority of the <u>Commander</u> shall modify the employee's duties.
- o **Time to complete action:** <u>7 days from Intervention approval by Commander.</u>

(g) **Meeting with the Commander:** The <u>Commander</u> shall schedule a meeting with the member.
- o **Time to complete action:** <u>14 days from Intervention approval by Commander.</u>

(h) **Re-assignment: Internal Reassignment:** The <u>Commander</u> shall re-assign the member and work with Personnel to update the assignment information in the member's file. External Reassignment: The Commander shall formally request a Transfer of the Member through the appropriate Bureau Chief.
- o **Internal Re-assignment Time to complete action:** 7 days from Intervention approval by commander.
- o **External Re-assignment Time to complete action**: 21 days from Intervention approval by commander.

(i) **Counseling:** The Supervisor shall notify the Officer Assistance Program Director of the determination that counseling is required. Upon completion of counseling activities, the <u>Officer Assistance Unit</u> shall notify the Early Intervention Unit to memorialize the action in the INSIGHT system.
- o **Time to complete action:** 60 days from Intervention approval by commander.

COMMANDER RESPONSIBILITIES

18.   Commanders are responsible for reviewing INSIGHT reports of members under their command regularly and must review broader, pattern-based reports at least quarterly. For the quarterly reviews, commanders shall review the supervisor dashboard and threshold reports to identify any trends meriting concern or commendation. If a commander identifies areas of concern at any time, the commander shall manually trigger an INSIGHT threshold event, monitor the intervention, and remark upon the results of the intervention in the employee's annual performance evaluation. Manual

triggers of INSIGHT threshold events shall be handled in the same manner as all other INSIGHT threshold events in accordance with this chapter and departmental policy.

19. Commanders shall review INSIGHT records, with special attention to the INSIGHT "Employee Summary Report" of all members upon transfer to their command.

20. Commanders are responsible for:

    (a) Assigning INSIGHT threshold events to the appropriate Direct Supervisor for review;
    (b) Approving or rejecting the reviewing Supervisor's recommendations;
    (c) Completing their specific responsibilities for all interventions;
    (d) Ensuring the timely completion of all INSIGHT reviews of members under their command.

MEMBER RESPONSIBILITIES

22. Members are responsible for monitoring their INSIGHT information on a regular basis to ensure the completeness and accuracy of the information contained within the system.

23. Members are also responsible for the completion of all assigned, specific actions or instructions outlined by the reviewing Supervisor in the time provided for interventions described above.

24. If, during the member's regular review of their own INSIGHT information, they discover any INSIGHT information that should be corrected, the member should follow the steps described in the "Handling Incorrect or Disputed Information" section below.

25. If a member disagrees with the Supervisor's documentation of an INSIGHT threshold event or a subsequent recommendation, the member shall follow the steps described in the "Handling Incorrect or Disputed Information" section below.

SUPERVISOR RESPONSIBILITIES

26. INSIGHT driven meetings between supervisors and members are NOT internal investigations. Supervisors should treat any meetings with subordinates as generalized welfare and member issue discussions. They should not ask specific questions which would require the member to report on an ongoing investigation, trigger a member's Fifth Amendment rights or violate the Louisiana's Police Officer Bill of Rights (La. R.S. 40:2351, "Rights of Law Enforcement Officers While Under Investigation.") They may focus on the surrounding issues that do not touch on ongoing investigations. INSIGHT meetings are not disciplinary, and their goal is not to elicit statements relative to discipline or misconduct.

27. Supervisors are responsible for the timely completion of all actions and interventions assigned to them as described above in the workflow.

28. When making a recommendation, Supervisors shall thoroughly review all information provided by INSIGHT. During their review, Supervisors should consider the member's peer group, the nature of the assignment, and the specific details of the INSIGHT threshold event that triggered the threshold.

29. The Supervisor shall include a narrative supporting their recommendation in INSIGHT. The narrative should include any information obtained from their review of the materials provided by INSIGHT, as well as from their personal observations as the member's supervisor.

30. If the Supervisor must meet with the member in the course of their review, they must do so in the time allotted and in a private location. The Supervisor shall ensure the employee has an opportunity to discuss the issue under review.

31. Supervisory review of INSIGHT is integral to providing close and effective supervision. Supervisors are responsible for regularly reviewing INSIGHT reports of members under their command and must review broader, pattern-based reports at least quarterly. For the quarterly reviews, supervisors shall review the supervisor dashboard and threshold reports to identify any trends meriting concern or commendation. If a supervisor identifies areas of concern at any time, the supervisor shall manually trigger an INSIGHT threshold event, monitor the intervention, and remark upon the results of the intervention in the employee's annual performance evaluation. Manual triggers of INSIGHT threshold events shall be handled in the same manner as all other INSIGHT threshold events in accordance with this chapter and departmental policy.

32. Supervisors shall use INSIGHT, especially the "Insight Employee Summary Report", for assistance in conducting member performance evaluations. Supervisors shall review interventions and other performance indicators while conducting performance evaluations.

MANAGEMENT SERVICES BUREAU RESPONSIBILITIES

33. The Deputy Superintendent of the Management Services Bureau shall provide approval of any change in a member's access rights to the INSIGHT system if the employee is receiving viewing rights outside of their chain of command. This includes those members with ad-hoc reporting access. Only members authorized by the Deputy Chief of the Management Services Bureau may view INSIGHT threshold event or member-level information for all Department members.

COMPLIANCE BUREAU RESPONSIBILITIES

34. The Compliance Bureau may review and compile ad-hoc reporting of data from INSIGHT as necessary to demonstrate compliance with the Consent Decree, conduct internal audits of the Department, or otherwise improve Department performance.

EARLY INTERVENTION UNIT (EIU) RESPONSIBILITIES

35. The EIU, with support from the NOPD Information Technology Section, is responsible for:

   (a) Managing all access to INSIGHT, under the direction of the Deputy Chief of the Management Services Bureau.
   (b) Managing INSIGHT roles and privileges as determined by the Deputy Chief of MSB.
   (c) Managing standard and ad-hoc reporting.
   (d) Providing INSIGHT "Help Desk" type support to all Department members.
   (e) Coordinating delivery of INSIGHT – driven training at the Education and Training Division.
   (f) Provisioning data from INSIGHT to the Department as necessary.
   (g) Administering INSIGHT threshold events, threshold levels, peer groups, and intervention categories if the INSIGHT Executive Committee approves a change.
   (h) Monitoring the workflow and ensuring the stable operation of the system.
   (i) Monitoring the timely completion of all interventions and making necessary notifications to Command staff when necessary.

(j) Updating INSIGHT threshold event information for "Training" and "Counseling" interventions when the appropriate notification and documentation is received.
(k) Assessing the effectiveness of interventions for individual members, supervisors, and units, provided information pertaining to the interventions is not restricted by HIPPA.
(l) Evaluating the consistency (similar cases being treated similarly) and appropriateness (intervention matches seriousness of issue) of interventions across the department.
(m) Regularly review thresholds and recommend additional thresholds or improvements to existing thresholds to the INSIGHT Executive Committee.

INSIGHT EXECUTIVE COMMITTEE RESPONSIBILITIES

36.   The INSIGHT Executive Committee shall meet on the first Tuesday of every quarter to:
(a) Review Peer groups, Threshold measures, Threshold levels for potential change/update.
(b) Review the overall utilization and effectiveness of available member interventions to tailor available intervention options and provide additional intervention options as necessary.
(c) Working with mental health professionals to assess the array of available interventions.
(d) Incorrect or disputed information and recommend corrections to Deputy Chief of MSB for approval,
(e) Review reports as necessary.

INSIGHT SYSTEM TRAINING

37.   All members shall receive initial training from the Education and Training Division covering the protocols of INSIGHT to facilitate proper understanding and use of the system.

38.   Supervisors, including Commanders, shall be trained in the use of INSIGHT to complete the duties and functions required of them.

39.   Supervisors, including Commanders, shall be trained in evaluating and making appropriate comparisons in order to identify any significant individual or group patterns.

AUTHORIZED REPORTING OF DATA FROM INSIGHT

40.   Data from INSIGHT may be used for conducting review of INSIGHT threshold events, facilitating close and effective supervision of members, and conducting performance evaluations.

41.   All members are responsible for the security of the information and reports provided by INSIGHT and its source database systems. Release of information outside of that permitted under this Chapter is not authorized unless approved, in writing, by the Superintendent of Police or the member's respective Deputy Chief.

42.   Reports from INSIGHT may be distributed electronically via e-mail, but only to those with access rights to the information to be sent. Supervisors shall not distribute reports of subordinates to other subordinates, outside the Department or outside of their chain-of-command without express written consent of a Deputy Superintendent.

INCORRECT OR DISPUTED INFORMATION

43.   A member may dispute any information in their INSIGHT report through use of **Form 350 – INSIGHT Information Correction Form**. The form shall include a thorough description of the disputed information, with all supporting documentation attached.

44.   **Form 350** shall be submitted to the member's Commander for review.

45.   The Commander shall review **Form 350** within fifteen (15) days of submission. The Commander shall provide comments and any additional information, and submit the Form to the Early Intervention Unit for review.

46.   The Early Intervention Unit Director will review all submissions of **Form 350**, providing any supplementary information not already provided and submit all information to the Deputy Chief of MSB for a final determination.

47.   The Deputy Chief of MSB shall make the final determination on incorrect or disputed information during their regular meetings and advise the Early Intervention Unit Director.

48.   Any modification to Source Database System/INSIGHT data shall be coordinated by the Early Intervention Unit Director and executed by the respective source system (see Appendix A) responsible party.

INSIGHT RECORD KEEPING

49.   All information about a member shall be maintained in INSIGHT for at least five years following the member's separation from the Department except when otherwise prohibited by law.

50.   INSIGHT shall keep information for statistical analysis indefinitely.

51.   All INSIGHT data shall be maintained in a secure and confidential manner.

APPENDIX A: INSIGHT SOURCE SYSTEMS

The following systems are loaded into the INSIGHT data warehouse continually and form the basis for intervention analytics:

ADP – NOPD Human Resources and Timekeeping system
EPR – NOPD Electronic Police Reports system
FIC – NOPD Field Interview Cards system
CAD – Orleans Parish Communications District dispatch system
IAPro – NOPD Public Integrity Bureau internal affairs system
OPDA – Orleans Parish District Attorney prosecution data extract
PowerDMS – NOPD Training and Certification system
K9 – NOPD Canine deployment application (new)
InTime – Secondary Employment/Detail tracking system
Inventory – NOPD Department property inventory tracking system (new)
Personnel Jacket – NOPD electronic personnel system (new)
Awards and Commendations – NOPD digital awards and commendations workflow and tracking (new)

APPENDIX B: NOPD INSIGHT PEER GROUPS

Peer Groups
Patrol - 1st Platoon (PO/Sgt./Lt)
Patrol - 2nd Platoon (PO/Sgt./Lt)
Patrol - 3rd Platoon (PO/Sgt./Lt)
All NOPD (All Ranks/Positions)
District Investigations/Detectives
District DIU Task Force
HQ Investigative
Special Enforcement (Narcotics/Gang/Tac.)
Mounted
Canine
Complaint operator
Traffic Enforcement
Restricted Duty/Admin/Special Assignment/Other
Reserve
Civilian
NOLAPatrol
Commanders
Lieutenants
Sergeants

APPENDIX C: INSIGHT THRESHOLDS/MEASURES

Threshold	Measure Type	Components
Use of Force to Total Arrest	Ratio	# Use of Force / # Arrests [EPR +FIC]
Use of Force: Canine Bite Ratio	Ratio	Bites / Total # K9 Apprehensions not to exceed 20% in 6 month period
Total Arrests to Add-On Charges	Ratio	(# of Arrests w/ Add-On Charges) / # Arrests [EPR +FIC]
Undocumented Sick Time Usage	Count	# of Days of Undocumented Sick Time
Supervisor Complaints	Count	# Supervisor Complaints
Civilian Complaints to EPR Reports + FIC Reports	Ratio	# Complaints / # Reports [EPR + FIC]
Vehicle Pursuits	Count	# of Vehicle Pursuits
Vehicle Accidents	Count	# of Vehicle Accidents
Civil Lawsuits to EPR Reports + FIC Reports	Ratio	# of Civil Lawsuits / # Reports [EPR + FIC]
Decline to Prosecute to Total Arrest EPR Reports	Ratio	# Declination to Prosecute # Reports [EPR]
Supervisor Referral	Single Event	Sierra to Build in EWS UI element to capture this
Protective or Restraining Order Filed Against Member	Single Event	IAPro
Civil Proceedings Against Member	Count	IAPro
Supervisor Metric: Squad Employees High Use of Force Incidents to Arrests	Ratio based on Aggregates	#Use of Force/#Arrests
Positive: Citizen-generated Positive Report	Count	# Citizen Initialed Positive Report
Positive: Member Attendance	Ratio	% days worked to days sick (low %)
Positive: Supervisor Metric: Squad Employees Low Citizen Complaint to Arrests	Ratio	#Citizen Complaints/#Arrests
Citizen Complaints	Count	For Civilians Only

APPENDIX D: INSIGHT THRESHOLD WORKFLOW

Threshold Intervention Flowchart UPDATED 18 August 2016

30 Days to complete Review

Insight System

Start

#1
Threshold trigger set sends message to Commander and EIU

EIU will Log Entry And Start the 30 Day Resolution Timer

End

#14
Insight System updated with completed threshold trigger resolution
(Within 7 Days)

Commander

#2
Commander or Admin Representative reviews/assigns threshold to Supervisor
(Within 5 Days)

#6
Approve/Agree?

Yes,
Concur with Recommendation
(Within 8 Days)

No,
Disagree with Recommendation Return with Comments

Supervisor

#3
Reviews Threshold material

#4
Notifies Officer of threshold trigger (may solicit details)

#5
Determines course of action and makes recommendation to Commander
(Within 10 Days)

#7
Meets with Officer and reviews resolution recommendation

#8
Notify EIU of Resolution Recommendation To coordinate follow-on actions

Early Intervention Unit

#9
Update Insight with recommended Resolution/ Course of Action

#10
Assist Officer with scheduling follow-on actions (if required)

#11
Track Officer Follow-up actions (Notify CDR/ Supervisor upon completion)

#12
Provide Monthly Report to all CDRs of any outstanding/ unfinished actions

#13
Update Insight with Completion of Recommended Course of Action