

## Quarterly Review of OPA – Q1 2020 January 1, 2020 – March 31, 2020

### Introduction

OIG is required to report on its review of the OPA complaint handling system through quarterly reviews and a Semi-Annual Report of classification decisions, and an Annual Report that includes a review of completed investigations. To facilitate a timely flow of information to OPA, and increase transparency in the OIG review process, this report combines those required elements into a single format that will be issued quarterly. The data relied upon in these quarterly reports will culminate in the OIG Annual Report.

### Section 1 – Classifications

OIG individually reviews and conducts random samples of OPA classifications on a quarterly basis to validate they have been appropriately assigned, and that allegations and employees associated with the complaints were properly identified.<sup>1</sup> OIG also conducts a semi-annual review of OPA’s complaint handling system to assess cases not investigated, including cases directly handled by or referred to supervisors, mediated or resolved through alternative resolution.<sup>2</sup>

Table 1. OIG and OPA Classification Concurrence by Case Type – Q1 2020

OPA Classification	Total Q1	Reviewed by OIG	Level of Concurrence	Type of Review	Timing of Review
Contact Log	86	86	94%	Individual	At classification
Batch Contact Log	208	45	100%	Sample	Quarterly
Supervisor Action	33	12	83%	Sample	Quarterly
Expedited Investigation	53	53	85%	Individual	At certification
Unsubstantiated Misconduct	57	57	NA	Individual	Quarterly
Bias Reviews	70	13	100%	Sample	Quarterly
Rapid Adjudication	0	0	NA	Individual	TBD*
Mediation	0	0	NA	Individual	TBD*
<b>Grand Total</b>	<b>531</b>	<b>259</b>			

\*There is no established process in place currently with OPA for how and when OIG reviews these cases.

### Contact Logs

OIG individually reviewed all 86 Contact Logs at the time of classification during Q1. OIG had initial nonconcurrence with five (6%) of those. The outcome of OIG’s input to OPA is listed below. OIG did not concur with OPA’s initial classification because the intake contained an actionable policy violation:

- 2019OPA-0898 – Reclassified as Investigation
- 2019OPA-0925 – Closed as a Contact Log
- 2020OPA-0005 – Closed as a Contact Log
- 2020OPA-0037 – Closed as a Contact Log
- 2020OPA-0096 – Reclassified as Supervisor Action

<sup>1</sup> Ord. 125315, §3.29.250.A

<sup>2</sup> Ord. 125315, §3.29.240.I

### Batch Contact Logs

OIG sampled 45 out of 208 Batch Contact Logs<sup>3</sup> received by OPA during Q1. OIG had 100% concurrence with OPA's classifications.

### Expedited Investigations

OIG individually reviewed all 53 Expedited Investigations submitted by OPA to OIG during Q1. OIG had nonconcurrence in 8 (15%) of those. In six (11%), OIG directed additional investigation prior to accepting the classification (see Section 2, Table 4 below). In two (4%), OIG had initial nonconcurrence and per OPA's processes, both were reclassified as Investigations:

- 2019OPA-0900 – Reclassified as an Investigation
- 2019OPA-0165 – Reclassified as an Investigation

### Supervisor Actions

OIG sampled 12 of the 33 Supervisor Actions closed by OPA during Q1. In two (17%), OIG did not concur with OPA's classification decision because of an underlying allegation that should have excluded the case from eligibility:

- 2019OPA-0924 – Bias Allegation
- 2020OPA-0085 – Use of Force Allegation

### Unsubstantiated Misconduct Screening Pilot Program

OIG individually reviewed all 57 misconduct screening emails submitted to OPA during Q1. OPA began providing OIG with 2020 data in March, so Q1 is the first quarter in which OIG has had the opportunity to review this program. OIG is in the process of engaging with OPA to better understand the criteria being utilized by OPA as they develop this program, and will continue to refine our review process as the year progresses.

### Bias Reviews

OIG sampled 13 of the 70 Bias Reports closed by OPA during Q1. OIG had 100% concurrence with OPA's reviews.

### Rapid Adjudication

There were no Rapid Adjudication cases submitted for OIG review during Q1.

### Mediation

There were no Mediation cases submitted for OIG review during Q1.

## Section 2 – Investigations

OIG individually reviews OPA Investigations. On an annual basis, OIG reports out on the number of investigations reviewed, those cases for which OIG requested further investigation, and a description of the follow up for those cases which OIG did not certify.<sup>4</sup>

Table 2. Certification Outcomes by Investigation Type – Q1 2020

<sup>3</sup> From 2020OPA-0001 and 2020OPA-0002.

<sup>4</sup> Ord. 125315, §3.29.270.10

Case Type	OIG Certifications	Full Certification	Partial Certification	Null Certification
Expedited Invest.	53	53	0	0
Investigation	24	22	2	0
<b>Total</b>	<b>77</b>	<b>75</b>	<b>2</b>	<b>0</b>

Table 3. OIG Requests by Certification Outcome - Q1 2020

OIG Request	Full Cert	Partial Cert	Null Cert	Total	Percent of Total Cases
No Request	62	0	0	62	80%
Informal Request	1	0	0	1	1%
Requested Additional Investigation	12	2	0	14	19%
<b>Total</b>	<b>75</b>	<b>2</b>	<b>0</b>	<b>77</b>	<b>100%</b>

Table 4. Requested Additional Investigation by Type of Deficiency - Q1 2020

	Total Broken out by Category					Total
	Missing Information	Report Inaccuracy	Missed Allegation	Interview Deficiency	Failure to Identify Named Employee	
Expedited Invest.	3	2	1	0	0	6
Investigation	5	0	1	1	1	8
<b>Total</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>14</b>

In six Expedited Investigations with directed additional investigation, OIG issued full certifications. The reasons for the requests were:

- 2019OPA-0906 – Missing Information
- 2020OPA-0093 – Missing Information
- 2020OPA-0090 – Missing Information
- 2020OPA-0058 – Report Inaccuracy
- 2020OPA-0137 – Report Inaccuracy
- 2020OPA-0055 – Missed Allegation

In six Investigations with directed additional investigation, OIG issued full certifications. The reasons for the requests were:

- 2017OPA-0839 – Failure to Identify Named Employee
- 2017OPA-0356 – Missing Information
- 2019OPA-0756 – Missing Information
- 2019OPA-0821 – Missing Information
- 2019OPA-0748 – Missing Information
- 2019OPA-0840 – Missing Information

In two Investigations where additional investigation was directed, OIG issued a partial certification for lack of thoroughness. The reasons for the requests were:

- 2019OPA-0767 – Missed Allegation
- 2019OPA-0789 – Interviewing Deficiency

Table 5. Certification Issues by Category - Q1 2020

	Total Broken out by Category			Total Count
	Timely	Thorough	Objective	
Partial and Null Certifications				
Not Timely	0	0	0	0
Not Thorough	0	2	0	2
Not Objective	0	0	0	0
Subtotal	0	2	0	2
Full Certification				75
Total Cases Reviewed by OIG				77