

MARICOPA COUNTY SHERIFF'S OFFICE
Detention Supervisory Note Inspection



Bureau of Internal Oversight
Inspection Report
Date: May 24, 2016
Inspection # 2016-0049

MARICOPA COUNTY SHERIFF'S OFFICE

Memorandum



Joseph M. Arpaio, Sheriff

To: Lieutenant Rick Morris #S1014
Division Commander
Bureau of Internal Oversight

From: Patty Huling # B3184
Senior Auditor
Bureau of Internal Oversight

Subject: Supervisory Note Inspection: Detention
April 2016
#2016-0049

Date: May 24, 2016
Audit Period:
April 1-30, 2016.

Background:

This Supervisory Note inspection is being conducted to determine compliance with MCSO office Policies, promote proper supervision, and support compliance with the Melendres Order. To achieve this, inspectors will utilize a sample provided by the Court Monitors on a monthly basis (based on a data query of the IAPro System). Blue Team Supervisory Note and Briefing entries will be uniformly inspected utilizing a matrix developed by the Bureau of Internal Oversight. The Policies for Command Responsibility (GB-2), Preventing Racial and other Biased-Based Profiling (CP-8) and the following procedures were used to formulate the matrix.

Matrix Procedures:

- Determine what jail facility the notes originated from
- Ensure the supervisor has made at least one performance entry per detention employee each month.
- Determine if the supervisor discussed bias-based profiling
- Determine if the supervisor discussed any MCSO policies
- Each BlueTeam entry inspected will be counted as one inspection

Authorities:

MCSO Policy # CP-8, PREVENTING RACIAL AND OTHER BIASED-BASED PROFILING (Section 5): "Office leadership and supervising deputies and detention officers shall unequivocally and **consistently reinforce** to subordinates that biased-based profiling is unacceptable. All personnel shall report violations of policy. Supervisors of all ranks shall be held accountable for identifying and responding to policy or procedure violations by personnel under their command and ensuring that personnel are held accountable for policy and procedure violations."

MCSO Policy CP-8, PREVENTING RACIAL AND OTHER BIASED-BASED PROFILING (Section 2, Part E): **Avoiding Perceptions of Bias:** Detention officers will treat all inmates in a fair and professional manner. Care and treatment will not be based on race, or other prohibited factors under this Policy.

MCSO Policy # GB-2, COMMAND RESPONSIBILITY (Section 7B, Parts 1- 3):

Supervisors shall maintain a written record of the performance of each of their employees and "the record shall reflect the employee's positive traits and accomplishments and any observed shortcomings". Supervisors shall complete two supervisory notes per month for each sworn Deputy, whereas Civilian and Detention Officers shall receive one supervisory note per month.

MCSO Policy # GB-2, COMMAND RESPONSIBILITY (Section 12D, Parts 2A - B):

In addition, Supervisors "shall unequivocally and consistently reinforce to subordinates that discriminatory policing is unacceptable" and this message must be documented in supervisory notes on a minimum of a quarterly basis.

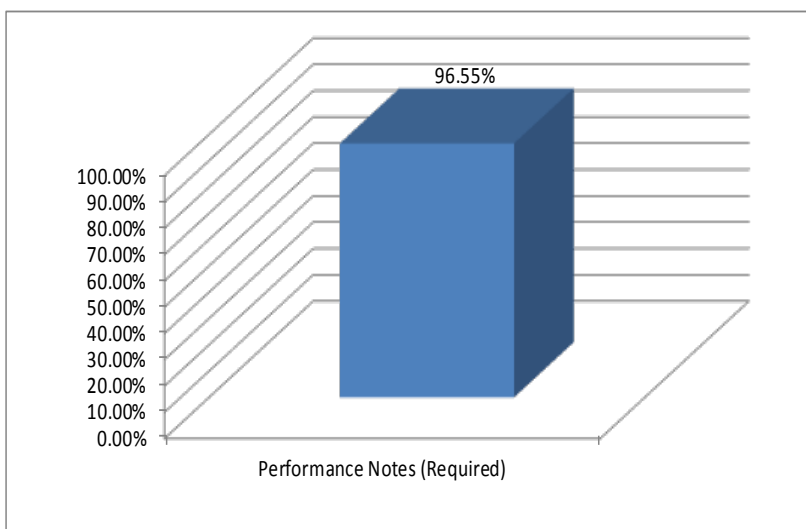
MELENDRES ORDER, PARAGRAPH 22: MCSO Leadership and supervising Deputies and Detention Officers shall unequivocally reinforce to subordinates that discriminatory policing is unacceptable.

Observations:

MCSO Auditors conducted a review of Detention Supervisory Note documentation for the month of April, 2016. The sample population consisted of **1.57%** (or 35/2,227) of the total Detention personnel currently reported as active (as per a data query of the IAPro system dated 05/03/16). *NOTE: The original sample of 35 randomly selected employees was reduced to 29 due to attrition (i.e., the lack of data available on 6 former staff members released from employment).*

Documentation indicates that **96.55%** (or 28/29) of the employees had the required monthly performance entry and are in compliance with MCSO Administrative Broadcast # 15-36.

Compliance Rates: Detention Blue Team Documentation, April 2016



April 2016 is the first month to exclude the monthly review of Anti-Racial Profiling Conversations between Supervisors and Staff. This measure will transition to a quarterly review process, effective this month (i.e., the 2nd Quarter review will include the inspection of April, May and June Supervisory Notes).

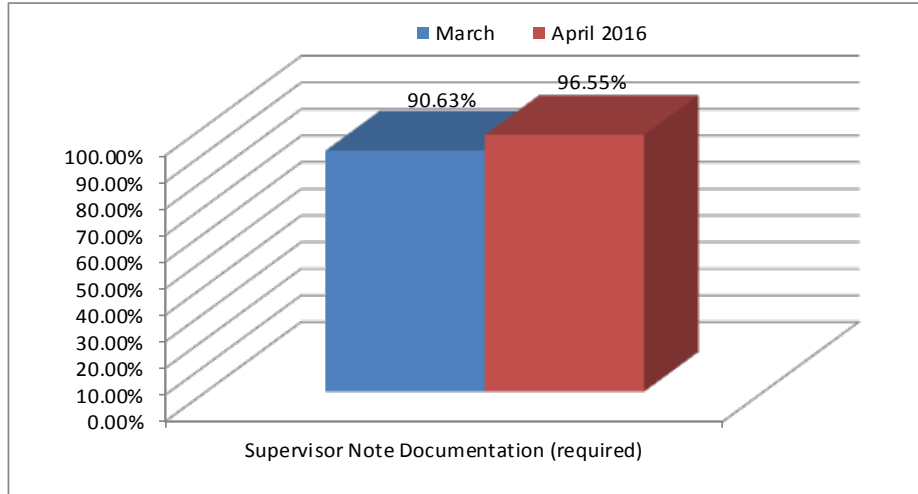
Performance Note Deficiencies – Employees Lacking the Single Note Requirement:

<u>Detention Officer:</u>	<u>Commander:</u>	<u>District/Division:</u>	<u>Deficiency:</u>
Detn Off	Det SP Pr Mgr	5133-Central Services-Laundry	SN entry of 04/12 utilizes repetitive/boilerplate language (see SN entires, Feb - May of 2016).

PLEASE NOTE: Supervisory Note Reports represent a monthly snapshot in time and any deficiencies noted are the responsibility of the Supervisor in Command during that point in time. Any inaccuracies in command structure due to transfers or other changes which have not been updated in the IAPro system in a timely fashion are outside the control of the Bureau of Internal Oversight.

Thank you for your understanding of this matter.

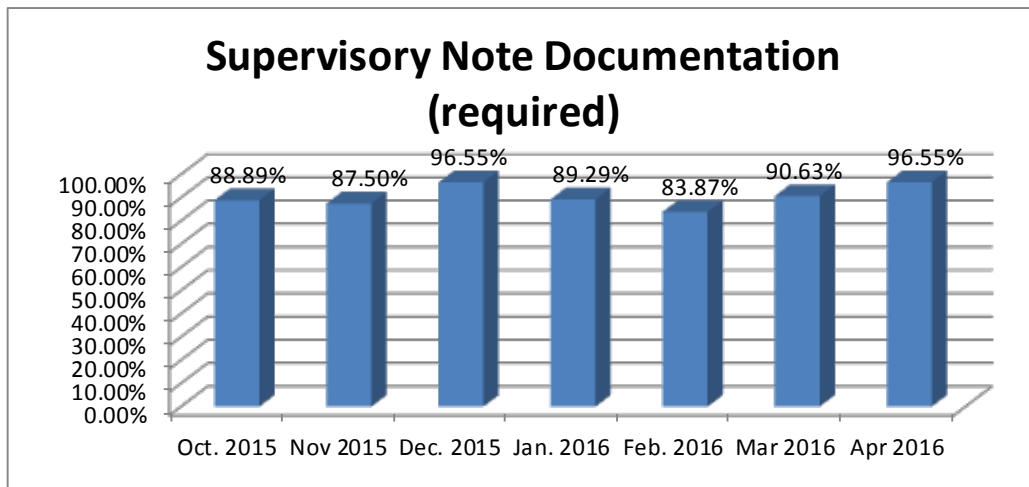
A comparative review of the last two months of Blue Team data indicates that the Supervisory Note compliance measurement increased this month:



<u>Blue Team Documentation:</u>	<u>March 2016</u>	<u>April 2016</u>	<u>Variance:</u>
Supervisory Notes (required)	90.63%	96.55%	Increased by 5.92 percentage points

Findings:

This is the seventh month that Detention Supervisory Note Inspections have been conducted independent of the Civilian Division. As illustrated in the chart below, the Supervisory Note compliance score is showing some improvement and has reached the 96 percentile range. The goal for all MCSO Divisions is to achieve and maintain 100% Compliance with Supervisory Note requirements.



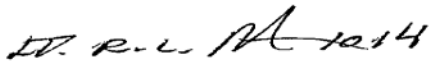
Recommendations:

It is recommended that Supervisory Note Inspections continue in the Detention Divisions to provide assurance that the compliance rates continue to show improvement towards achieving the MCSO goal of 100% compliance. As a result, it is recommended that Management continue to provide on-site mentorship to those Supervisors who were identified as deficient in this month's Blue Team Supervisory Note Review. In addition, it should be stressed that Supervisory Notes are to be utilized to document a specific employee's performance and therefore the quality of the note itself is also critical. Consequently, all onsite mentoring should be documented in Supervisory Notes. To accomplish this goal, the following criteria must be met:

1. **On a monthly basis**, (1) Supervisory Note shall be completed per Detention Officer and shall be used to specifically document the following requirement:
 - a. The Detention Officer's work performance during the last 30 day period
2. **On at least a quarterly basis**, Supervisory Notes shall be used to document a conversation regarding MCSO's Policy on anti-racial profiling and "*shall unequivocally reinforce to subordinates that discriminatory policing is unacceptable*" (reference Critical Policy CP-8).

Date Inspection Started:	May 19, 2016
Date Completed:	May 24, 2016
Timeframe Inspected:	April 1 st through 30th, 2015
Assigned Inspector(s):	Senior Auditor Patty Huling #B3184

I have reviewed this inspection report.



Captain Dave Munley
Division Commander
Audits and Inspections

05/25/2016
Date



Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

05/25/2016
Date