

<b>Directive</b>	<b>Early Intervention System (EIS)</b>	<b>300-9</b>	<b>1 of 4</b>
<b>Effective Date</b>	<b>April 1, 2010 (New)</b>		



## **Wilkesboro Police Department**

### **Electronic Written Directives Document**

#### **I. PURPOSE**

This directive is intended to assist police supervisors and managers in identifying officers and other employees whose performance warrants review and, where appropriate, intervention in circumstances that may have negative consequences for the employee, fellow employees, this agency, and/or the general public.

#### **II. POLICY**

The Department's administrators will utilize the Early Intervention System established by this Directive to accomplish the following objectives:

- A. Provide for the compilation of accurate statistical information on complaints that the Department receives concerning the conduct of personnel;
- B. Provide a method for identifying patterns of complaints and other performance issues concerning Department employees;
- C. Identify and address personnel training needs at an early stage; and
- D. Improve employee performance.

#### **III. PROCEDURES**

##### **A. Performance Review and Notifications**

- 1. The Early Intervention System will activate when an employee:
  - a. Four (4) or more citizen complaints or internal investigations in a twelve month period; or
  - b. Four (4) or more disciplinary actions in a twelve month period; or
  - c. Four (4) or more vehicle pursuits in a twelve month period; or
  - d. Four (4) or more response to aggression incidents in a twelve month period; or

<b>Directive</b>	<b>Early Intervention System (EIS)</b>	<b>300-9</b>	<b>2 of 4</b>
<b>Effective Date</b>	<b>April 1, 2010 (New)</b>		

- e. Three (3) or more police vehicle collisions in a twelve month period;  
or
  - f. Three (3) or more injury to prisoner incidents in a twelve month period; or
2. An employee may also be subject to activation of the Early Intervention System should any supervisor, with the concurrence of the employee's Division Commander, identify documented work performance issues which, in the opinion of the employee's Division Commander, warrants administrative intervention.
  3. The Professional Standards Unit will notify the Chief of Police, via memorandum, that the Early Intervention System should be activated for an employee. The notification will include:
    - a. The dates of relevant incidents;
    - b. The types of incidents/complaints;
    - c. The status, disposition, and final classification of the incidents/complaints; and
    - d. Discipline administered, if any.
  4. The Chief of Police will direct the employee's Division Commander to consult with Professional Standards and review the employee's complaint files. The employee's police vehicle collisions, Response to Aggression reports, personnel evaluations, sick leave usage, and other personnel records will also be subject to this review. The employee's Division Commander will complete this review within two (2) weeks. If for any reason, the review will require longer than two (2) weeks, the employee's Division Commander will submit a memo to the Chief of Police explaining the reason for the delay.
- B. Administrative Action & Documentation**
1. The employee's Division Commander will prepare a written report for the Chief of Police, outlining his findings and a personal improvement plan recommendation for the employee. The report of the analysis will include a brief summary of the facts of each incident and/or complaint that qualified the employee for the EIS. This report should include the findings and conclusions based on the Commander's analysis, as well as any

<b>Directive</b>	<b>Early Intervention System (EIS)</b>	<b>300-9</b>	<b>3 of 4</b>
<b>Effective Date</b>	<b>April 1, 2010 (New)</b>		

recommended assistance. Suggested assistance may include, but is not limited to:

- a. An assessment that no problem behavior exists;
  - b. Remedial Training;
  - c. Referral to a psychologist for counseling;
  - d. Referral to the Employee Assistance Program;
  - e. Peer training/assistance;
  - f. Change of working environment.
2. No punitive disciplinary action may be imposed as a direct result of and EIS review. A documented performance improvement plan designed to further identify and address any performance concerns may, however, include any or all above corrective measures. Progressive discipline for any failure to meet the stated requirements may be considered.
  3. The Chief of Police will review the Division Commander's written report and recommendations.
  4. All records related to the Early Intervention System, with the exception of disciplinary records, will be retained in a secure Professional Standards file separate from other personnel records.

#### C. Implementation of Recommendations

Participation by department employees in counseling and/or training may be voluntary or directed. Any order for mandatory psychological counseling and/or assessment must be authorized by the Chief of Police and provided to the employee in writing. Actions involving change of work environment, training, or counseling as a result of the EIS Program are not considered punitive or disciplinary action.

#### D. Annual Criteria Review

1. The Early Intervention System will be reviewed annually by the Chief of Police and the Professional Standards Unit, in consultation with other Division Commanders, in order to assess the system's effectiveness and make any necessary changes to criteria used.

<b>Directive</b>	<b>Early Intervention System (EIS)</b>	<b>300-9</b>	<b>4 of 4</b>
<b>Effective Date</b>	<b>April 1, 2010 (New)</b>		

2. The employee's Division Commander will ensure that documentation of successful completion of all recommendations is provided to the Chief of Police.

## VII. REFERENCES

CALEA 35.1.9