

DOWNERS GROVE WRITTEN DIRECTIVE

ADMINISTRATION

35.1

35.1.9 PERSONNEL EARLY INTERVENTION SYSTEM

It is the policy of the Downers Grove Police Department to maintain a Personnel Early Intervention System (PEIS) to provide systematic reviews of job performance patterns involving Department members. The PEIS is time-sensitive and designed to identify early indicators of certain performance that may require intervention to increase agency accountability and offer Department members a better opportunity to meet the agency's values and mission statement.

I. Procedure

- A. Supervisors play a key role in the early identification of employees with potential problems based on their daily observations of work performance. Supervisors should continually review data related to Department member performance for patterns including, but not limited to, the following:
 - 1. Previous performance evaluations as it relates to current performance
 - 2. Disciplinary actions (e.g. reprimands, suspensions)
 - 3. Citizen complaints
 - 4. Internal Affairs investigations
 - 5. Sick leave usage, tardiness, or missed duty assignments
- B. The Downers Grove Police Department shall use the Guardian Tracking and Axon Standards computer software systems to assist in documenting member performance and PEIS information. Each system monitors the number of events entered for any given Department member and will generate a "flag" or "alert" that triggers the PEIS.

Guardian Tracking – The PEIS will trigger whenever a member is found to have two events entered involving any of the following performance indicators within a rolling 365-day period:

- 1. Courtesy
- 2. Failure to Complete Assignment
- 3. Failure to Complete Training
- 4. Insubordination
- 5. Missed Court Appearance
- 6. Operation of Vehicles
- 7. Policy Violation
- 8. Reporting for Duty
- 9. Tardiness
- 10. Unsatisfactory Performance
- 11. Use of Department Equipment
- 12. Verbal Counseling

Axon Standards – The PEIS will trigger whenever a member is found to have two events entered involving the same performance indicator within a rolling 180-day period:

1. Citizen Complaints
2. Police Vehicle Collision or Damage
3. Pursuits
4. Use of Force

Any Axon Standards “alert” triggered by an event that was non-sustained, not-at-fault, or within Department policy shall be cleared as a “false positive.” No review will be initiated unless other events have met the above thresholds.

- C. All Department members have access to the Guardian Tracking software and are electronically notified of any early intervention or positive recognition entries made in the system.
- D. All Department members have access to the Axon Standards software and individually initiate their use of force, vehicle pursuit, and police vehicle traffic crash reports. Supervisors are responsible for reviewing and approving Department member-initiated reports and initiating Internal Affairs investigations in the system.
- E. When a Department member reaches the threshold of events that triggers the PEIS, the Deputy Chief of the assigned division shall conduct a review of all collected material and triggering events for significant patterns. The results of the review will be documented and forwarded to the Chief of Police for approval.

III. Reporting Requirements

- A. Supervisors have the responsibility to both observe and document conduct and behavior of Department members inconsistent with the Written Directives and Rules and Regulations of the Department.
- B. Supervisors may use informal counseling but shall document any counseling in the appropriate software system.

IV. Remedial Action

- A. Supervisors are tasked with taking remedial action including counseling, referral to the Employee Assistance Program (EAP), or remedial training, which shall be properly documented and forwarded to the Deputy Chief of the assigned division.
- B. Second level supervisors (Chief, Deputy Chiefs, Lieutenants, and Civilian Managers) are additionally tasked with the yearly review of evaluations and disciplinary actions of all personnel under their command. This review will look for identifiable patterns where action is needed. Additional remedial actions may include recommendations for training, counseling, or a Performance Improvement Plan.

- C. If a pattern is identified where action is needed, the Chief of Police may order formal participation in the EAP as indicated in Written Directive 22.1.7.

V. Evaluation of the System

- A. The Deputy Chief of Operations shall conduct an annual evaluation of the PEIS. The evaluation should include a summary of any system activations and resolutions, a review of overall impact and effectiveness of the system, and any recommendations for system improvement. The review shall be forwarded to the Chief of Police for approval.