

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**December 2017 Supervisor Note (Detention) Inspection**

Inspection Report# BI2017-0153

The Audits and Inspections Unit (AIU) of the Bureau of Internal Oversight (BIO) will conduct Blue Team Supervisor Note entry inspections on a monthly basis. The purpose of the inspection is to ensure compliance with Office Policies and to promote proper supervision. To achieve this, inspectors will select for review the Supervisor Note entries for 35 randomly selected Detention personnel for the month being inspected. To ensure consistent inspections, the Supervisor Note Inspection Matrix developed by the AIU will be utilized.

### Matrix Procedures:

Utilize the Supervisor Note Inspection Matrix to ensure that each randomly selected employee received one Supervisor Note entry during the period being inspected and that the Supervisor Note was of sufficient quality to document the employee's work performance (reflects the employee's positive traits; accomplishments; any observed shortcomings; and can be used to facilitate the preparation of an accurate and detailed performance review), and that the selected employees' EIS information was reviewed.

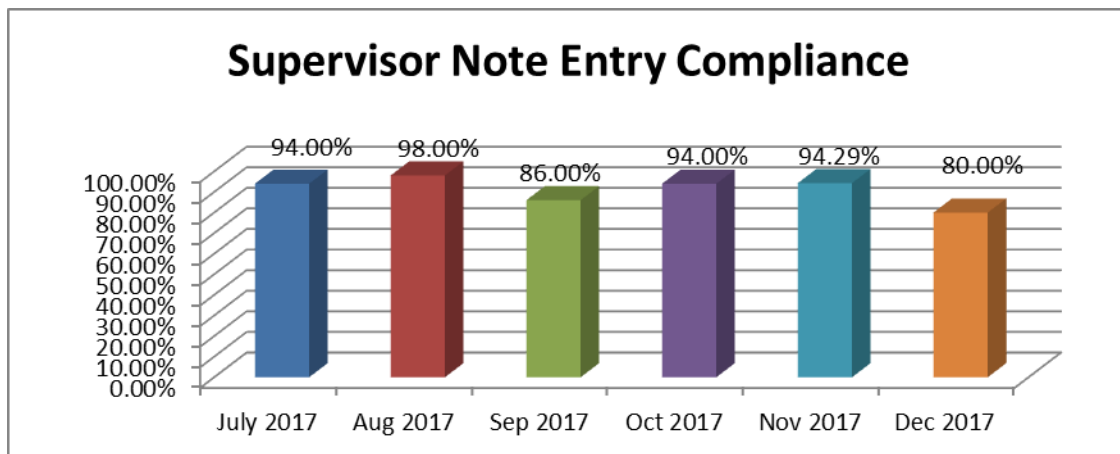
### Criteria:

MCSO Policy GB-2, *Command Responsibility*

### Conditions:

The inspection found that 28 of the 35 employees, or **80.00%**, had the required monthly Supervisor Note entries in compliance with MCSO Policy GB-2, *Command Responsibility*.

Below is the six month historical comparison of compliance rates for detention personnel Supervisory Notes entries.



The following deficiencies in the employees' Supervisor Note entries were identified:

**PLEASE NOTE:** *The Supervisory Note Inspections represents a monthly snapshot in time and any deficiencies noted are the responsibility of the Supervisor and the Chain of Command at the time the entry was made. Any inaccuracies in command structure due to transfers or other changes are outside the control of the AIU.*

| Employee Notes Inspected | Employee's Supervisor | Division                        | Division Commander | Deficiency Noted  |
|--------------------------|-----------------------|---------------------------------|--------------------|---|
| Officer                  | Sergeant              | 5114-4TH AVENUE JAIL            | Captain            | No Supervisor Note entry made in December.  |
| Officer                  | Sergeant              | 5116-COURT OPERATIONS           | Captain            | Supervisor Note entry made in December documents Line Level Inspection material and does not document individual employee performance. Supervisor made one single entry as a Supervisor Note for 9 employees. |
| Officer                  | Sergeant              | 5127-WORK FURLOUGH WORK RELEASE | Captain            | Supervisor Note entry made in December does not document employee performance   |
| Officer                  | Sergeant              | 5124-TOWERS JAIL                | Captain            | Supervisor Note entry made in December documents Line Level Inspection material and does not document individual employee performance.  |
| Officer                  | Sergeant              | 5114-4TH AVENUE JAIL            | Captain            | Supervisor Note entry made in December does not document review of the employee's EIS information   |
| Officer                  | Supervisor            | 5071-PROPERTY DIVISION          | Manager            | Supervisor Note entry made in December does not document review of the employee's EIS information   |
| Officer                  | Sergeant              | 5121-ESTRELLA JAIL              | Captain            | Supervisor Note entry made in December does not document review of the employee's EIS information   |

### Recommendations:

It is recommended that Management continue to provide on-site mentorship to supervisors regarding the importance of ensuring Supervisory Note entries are used to document a specific employee's performance and should be of sufficient quality as to give a true assessment of the employee's performance during a particular period, as required by MCSO Policy GB-2, *Command Responsibility*, Paragraph 7.B and its subparagraphs. To accomplish this goal, the Supervisory Note entries need to specifically document the following requirements:

- The Employee's work performance during the last 30 day period.
- Once per month, supervisor's review of non-sworn subordinates' EIS information for the purpose of identifying and responding to any conduct patterns or concerns.
- Maintain a written record of the performance of each employee in the EIS Blue Team Supervisor Notes application. The record shall reflect the employee's positive traits and accomplishments and any observed shortcomings.
- Supervisor Note entries shall be of sufficient quality and frequency to facilitate the preparation of an accurate and detailed performance review, but ***at a minimum, one entry shall be completed every month.***

### Action Required:

With the resulting **80%** compliance for *Inspection BI2017-0153*, a total of **7** BIO Action Forms are requested from the affected divisions. **The forms shall be completed utilizing Blue Team.**

### Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2017-0153* and contained within IA Pro

Date Inspection Started: January 2, 2018  
Date Completed: January 11, 2018  
Timeframe Inspected: December 1-31, 2017  
Assigned Inspector(s): Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Larry Kratzer S1520  
Lieutenant Larry Kratzer S1520  
Commander, Audits & Inspections Unit  
Bureau of Internal Oversight

01/15/18  
Date

Captain G. Lugo #1480  
Captain Greg Lugo S1480  
Commander  
Bureau of Internal Oversight

01/16/2018  
Date