

MARICOPA COUNTY SHERIFF'S OFFICE
Bureau of Internal Oversight
Audits and Inspections Unit



1st Quarter of 2025 EIS Alert Inspection
Inspection # BI2025-0043

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct inspections of the Early Identification System (EIS) Alerts on a quarterly basis. The purpose of the inspection is to ensure compliance with Office Policies and to promote proper supervision. To achieve this, the Court Monitor Team, through the Court Implementation Division, selected a sample of 45 EIS Alerts (or all if less than 45) closed/completed during the quarters being inspected. These selected alerts will be provided to the AIU. To ensure consistent inspections, the *EIS Alerts Inspection Matrix* developed by the AIU will be utilized to inspect the provided sample.

Matrix Procedure:

Utilize the *EIS Alerts Inspection Matrix* to ensure that the selected EIS Alerts are returned to the Early Intervention Unit (EIU) in the required timeframe.

Criteria:

MCSO Policy GB-2, *Command Responsibility*
MCSO Policy GH-5, *Early Identification System (EIS)*

Conditions:

A random selection of no more than 15 closed EIS Alert cases selected by the Court Monitor Team, for the months of January, February and March was utilized. For the 1st quarter of 2025; there was a total of 7 EIS Alert cases inspected. 100% of the EIS Alert cases were inspected. A review of the IAPro Early Identification case management system was conducted for each of the EIS Alerts in the provided sample.

The inspection results for 16 EIS Alerts completed/closed during the 4th quarter of 2024:

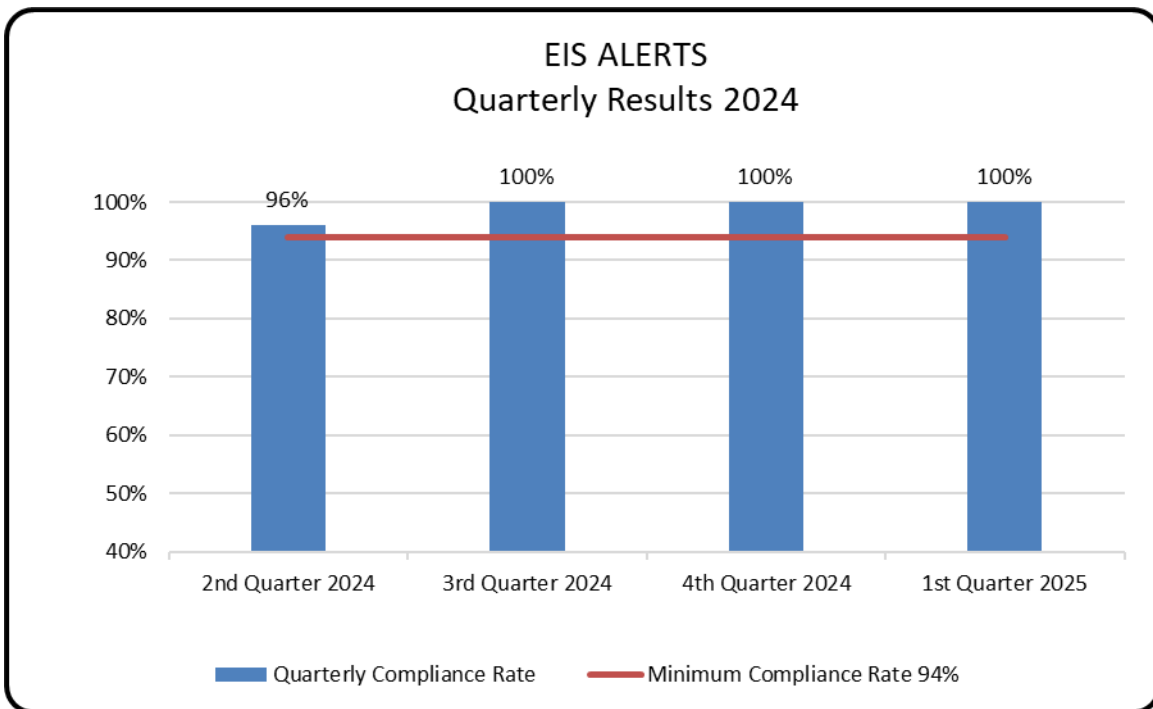
Inspection Element	Not In Compliance	In Compliance	Total Inspected	Compliance Rate
Alert addressed, closed, and returned to EIU within 30 calendar days as required by policy	0	7	7	100%
For Alerts not completed within 30 days, determine if an extension was requested and granted by EIU & submitted within 30 days of the new due date	0	0	0	100%
Compliance for EIS Alerts completed/Closed during 4th Quarter of 2024	0	7	7	100%

The following table describes approved actions taken by the supervisor and if an administrative investigation is indicated:

EA Number	Alert Number	Interventions Initiated by Command	Administrative Investigation in Progress
EA2024-0056	Alert2024-0056	Meeting with Supervisor	No
EA2024-0057	Alert2024-0057	No Further Action	Yes
EA2024-0058	Alert2024-0058	Meeting with Supervisor	Yes
EA2024-0059	Alert2024-0059	Meeting with Supervisor	No
EA2024-0060	Alert2024-0060	No Further Action	No
EA2025-0001	Alert2025-0001	No Further Action	Yes
EA2025-0002	Alert2025-0002	No Further Action	Yes

Results:

- 100% or 7 out of 7 EIS Alerts had no deficiencies (7 ÷ 7 = 100%).
- The overall result has remained the same in compliance from the 4th Quarter 2024 inspection.



2nd Quarter 2024 Supervisory Interventions

AIU inspects EIS Alerts to assess the effectiveness of supervisory interventions in preventing similar alerts from reoccurring. The inspection analyzes IAPRO data of employees who received an EIS alert and had an approved supervisory intervention completed during a quarter and examines the subsequent six months to identify any reoccurring alerts for these employees.

Purpose

The purpose of evaluating supervisory interventions is to assess their effectiveness. Inspectors examine employees who experienced reoccurring alerts within six months after a supervisory intervention for the same threshold. For employees with reoccurring alerts, the analysis includes reviewing EIS alert types, dispositions/interventions, supervisor follow-up, changes or trends noted from previous quarterly inspections, and trends observed across units or divisions.

Analysis

In the 2nd quarter of 2024, there were eighteen (18) EIS Alerts that underwent completed supervisory interventions. The chart and table below offer a detailed breakdown of these EIS Alerts by alert type and the interventions chosen by supervisors.

Figure 1. Alert Types for the 2nd Quarter of 2024

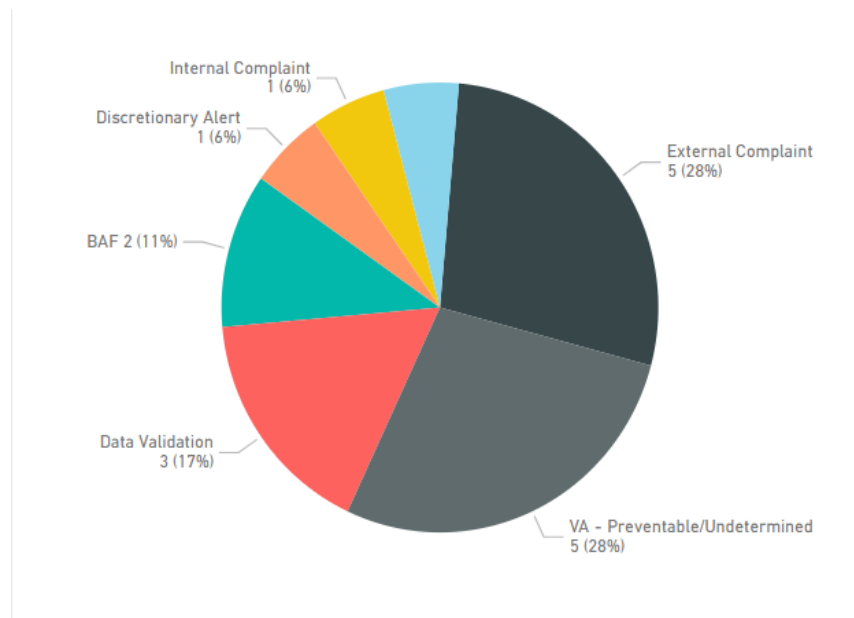


Table 1. Intervention Types by Alert for the 2nd Quarter of 2024

ALERT TYPE	Multiple Interv.	Meet w/ Supervisor	No Further Action	Sup Eval Period	Total
External Complaint	1	1	3		5
VA - Preventable/Undetermined		4	1		5
Data Validation		1	2		3
BAF		1	1		2
Discretionary Alert				1	1
Internal Complaint		1			1
Vehicle Accident			1		1
Total	1	8	8	1	18

During the 3rd and 4th quarters of 2024 twenty-five (25) EIS alerts were generated and forwarded to supervisors. To investigate the occurrence of reoccurring EIS alerts for the same threshold, the list of employees triggering these alerts was compared with data from the 2nd quarter of 2024. The comparison showed that all twenty-five (25) EIS Alerts were not identified as reoccurring alerts.

The chart and table below provide an overview of interventions selected by supervisors for reoccurring EIS Alerts broken down by alert type.

Results

The table below presents the initial intervention applied by supervisors for employees experiencing reoccurring alerts for the same issue(s), the type of reoccurring alert, and whether there was supervisor documentation in Blue Team.

Table 3. Alerts Reoccurring for Different Thresholds - 2nd Quarter of 2024

Original EA Alert #	Division	Initial Type of Alert	Initial Intervention	2nd EA Alert #	2nd Type of Alert	2nd Intervention	Supervisor Blue Team Documentation
EA2024-0027	District I	Data Validation (Incident)	No Further Action	EA2024-0045	External Complaint (Incident)	Sup Ride/Workalong	No
EA2024-0029	District III	External Complaint (Incident)	Multiple Interventions	EA2024-0054	Data Validation (Incident)	Meeting With Supervisor	Yes

During the review period, there were two (2) alerts reoccurring for different thresholds that caused: one (1) "External Complaint" and one (1) "Data Validation" alerts. Both reoccurring alerts had different initial and second interventions. However, all the reoccurring alerts were incident alerts for the employees involved and were initiated by the different thresholds. Supervisors used "No Further Action" and "Multiple Interventions" as an initial intervention; meanwhile "Sup Ride/Work along" and "Meeting with Supervisor" was used for the second intervention. It should be noted that the intervention was escalated for the reoccurring alerts.

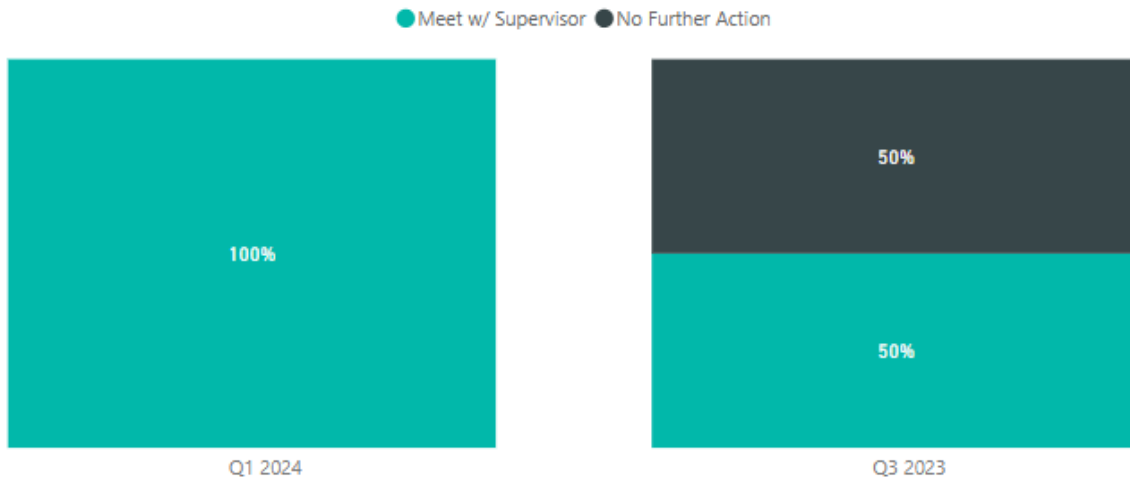
An additional analysis was conducted to determine if any interventions or follow-ups were documented by supervisors in the EIS Supervisor Notes for the employees involved. While not mandatory, EIS Supervisor Notes documentation helps track progress or issues between interventions. The results are detailed in Table 3 above, titled "Supervisor Blue Team Documentation." A "Yes" in this column indicates that a supervisor note was logged for the employee following an intervention, with information related to the EIS Alert. In this quarter, one of the two affected employees had Supervisor Notes entered, indicating a review of the EIS Alert and ongoing monitoring or investigation related to the alerts.

Overall, during the 2nd quarter of 2024, interventions for EIS Alerts showed a success rate of 100 percent (18/18), with no reoccurring alerts for the same threshold within the subsequent 6-month period. This marks an incline from the previous quarterly review, where 93.75 percent (15/16) of interventions were successful.

Trends

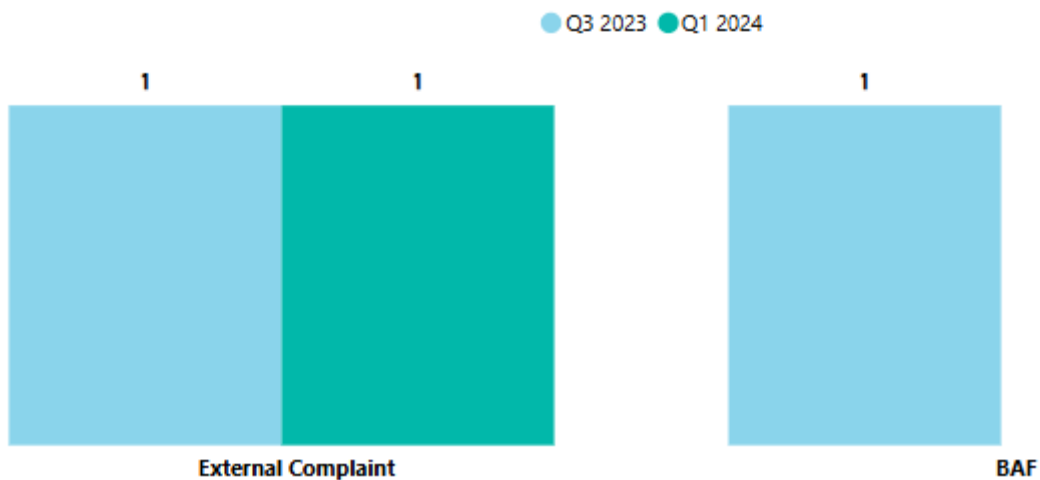
Comparing data for completed interventions resulting in reoccurring alerts for the last two quarters of 2023 and the first two quarters of 2024 revealed that "Meeting with Supervisor" (66.67%) was the most utilized, followed by "No Further Action" (33.33%) as interventions by supervisors. Further comparison showed that during the 3rd quarter of 2023 and 1st quarter of 2024 the same level of usage of "Meeting with the Supervisor" was chosen for EIS Alert interventions. Comparing the reoccurring EIS alert data for the first two quarters of 2024 and the last two quarters of 2023 showed "BAF" (33.33%) and "External Complaints" (66.67%) were the most reoccurring alerts, while the "Internal Complaints" and "V-Preventable/Undetermined" did not reoccur during these quarters. It should be noted, the 4th quarter of 2023 and the 2nd quarter of 2024 had no reoccurring alerts.

Figure 3. Percentage Reoccurring Alert Intervention by Quarters



Comparing the reasons behind reoccurring alerts for interventions completed in the 1st and 2nd quarters of 2024 and the last two quarters of 2023 showed that occurrences of "External Complaints" was noted in the 3rd quarter of 2023 and in the 1st quarter of 2024. The recurrence of BAFs' alerts experienced a consistent decrease since the 3rd quarters of 2023, without any alerts in the 4th quarter of 2023 and the 1st and 2nd quarters of 2024. It is important to note that percentages can vary significantly between quarters due to fluctuations in the overall number of reoccurring alerts. Figure 4 below provides an overview of the thresholds that initially triggered alerts in the 2nd quarter of 2024, subsequently resulting in at least a second EIS alert.

Figure 4. Reoccurring Alert Types by Quarter



Conclusion and Recommendations

Overall, the analysis conducted during this review revealed a decrease in the frequency of reoccurring alerts and a success rate of 100% for interventions. AIU observed that the alerts reoccurring for different thresholds were not closed with the same intervention as the initial one. Instead, the reoccurring alerts received a higher level of intervention for the second occurrence. AIU further noted that supervisors opted for escalated interventions when there were any types of reoccurring alert. Therefore, AIU recommends that supervisors continue to explore alternative or elevated interventions when employees have a second alert for the same threshold.

Action Required:

With the resulting 100% compliance for Inspection BI2025-0043, a total of 0 BIO Action Forms are required.

Notes:

All supporting documentation is included in the inspection file number *BI2025-0043* and contained within IA Pro.

Date Inspection Started: January 26th, 2025
Date Completed: April 15th, 2025
Timeframe Inspected: January, February, and March 2025
Assigned Inspector: Sr. Internal Auditor Kateryna A. Ellis B4299

I have reviewed this inspection report.

Lt Andrew Rankin S1839

Lieutenant A. Rankin S1839
Commander, Audits & Inspections Unit
Bureau of Internal Oversight

04/16/2025

Date