



**General Order: 3.28
PERSONNEL EARLY WARNING SYSTEM**

Effective: July 30, 2003
Last Revised: October 15, 2004

PURPOSE

A Personnel Early Warning System is designed to assist supervisors in identifying police employees whose performance and/or behavior indicates that intervention may be necessary to prevent negative consequences for the employee and the Department. Involvement in multiple citizen complaints/administrative investigations, multiple on-duty traffic collisions, multiple vehicular pursuits, and multiple use of force incidents may be indicative of an employee who is in need of intervention.

The system will:

- Compile accurate statistical information regarding citizen complaints/ administrative investigations, on-duty traffic collisions, vehicular pursuits, and use of force incidents.
- Provide a means to identify patterns of behavior to enable supervisors to address training or other needs at an early stage and improve employee performance.

The Personnel Early Warning System does not relieve the supervisor of their normal responsibility to monitor and initiate a review and remedial action as warranted, of their assigned employees performance related issues.

POLICY

The Internal Affairs Sergeant will maintain a computerized database that is designed to keep an accurate record of citizen complaints/administrative investigations, on-duty traffic collisions, vehicular pursuits, and use of force incidents. Only those citizen complaints/administrative investigations with a disposition of sustained or not sustained, and those on-duty traffic collisions that are found by the Department's Safety Committee or the employee's chain-of-command to be preventable, will be used to activate the Personnel Early Warning System.

The Personnel Early Warning System shall activate when an employee has:

- Three or more citizen complaints/administrative investigations within a twelve-month period.
- Three or more on-duty traffic collisions within a twelve-month period.
- Three or more vehicular pursuits, which were initiated by the employee, in a twelve-month period.

- Three or more use of force incidents in a twelve-month period that required examination by the Use of Force Review Board.
- A combination of five or more of any of the above incidents in a twelve-month period.

The Internal Affairs Sergeant shall notify, in writing, the Bureau Commander of the involved employee that the Personnel Early Warning System has been activated. The Chief of Police shall receive a copy of the notice. The notification should include:

- A synopsis of the incident(s) that caused the activation, including the disposition(s).
- A synopsis of all of the applicable incidents maintained by Internal Affairs (sustained or not sustained citizen complaints/administrative investigations, on-duty traffic collisions, vehicular pursuits, and/or use of force incidents).

The Bureau Commander shall notify the appropriate Division Commander and supervisor that the Personnel Early Warning System has been activated. The employee's supervisor will then notify the employee of the review. The supervisor shall then conduct a review of the employee's performance consisting of, but not limited to:

- Training file
- Personnel file (evaluations, discipline, and commendations/awards)
- Division file
- Attendance records
- Penal Code 148/241-243 reports

The supervisor shall submit a written response, approved by the Division Commander, to the Bureau Commander with his/her findings, and a Personal Improvement Plan, if applicable. Possible corrective measures may include, but are not limited to:

- Counseling by peers, supervisors or commanders.
- Referral to the Employee Assistance Program (EAP).
- Remedial training to address identifiable problems.
- Fitness for Duty evaluation, if authorized by the Chief of Police and the City's Director of Personnel. Refer to General Order 3.27.

The supervisor and Division Commander may determine that based on their review, no corrective action is necessary.

The Bureau Commander shall review the written response, and with the exception of a Fitness for Duty evaluation, approve any action taken. The Bureau Commander shall insure that any corrective measures are accomplished, and forward the report to the Chief of Police with the final results. After being reviewed by the Chief of Police, the final report will be maintained in the employee's Division file for one year.

The Personnel Early Warning System shall be reviewed annually to evaluate the system's effectiveness and changes made, as required.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The City of Garden Grove provides EAP services to its employees. The program is designed to assist in identifying and resolving concerns or problems (personal or job-related). These concerns or problems may include, but are not limited to, health, marital status, family problems, day care issues, finances, substance abuse, and emotional/stress issues.

- Due to the fact that the EAP provider for the City of Garden Grove is subject to change, it is not feasible to list the company's name or telephone number in this policy. Individuals and supervisors should contact the City's Personnel Department for the EAP contact information and list of services.
- An employee's voluntary use of the EAP is confidential. Absent a legally defined, compelling reason, information can only be released to the City upon written approval of the involved employee.