



## SMART EXPECTATIONS Investigator

### **Expectation Title: Case Planning and Management**

**Expectation: During the evaluation period, investigative case assignments are planned and executed in accordance with instructions, written directives and professional standards.**

**Note: All standards must be met under a performance rating in order to earn that rating.**

#### **Performance Rating of “3”**

- Completes appropriate investigative case steps as identified in Investigative Procedures and the Principles and Standards for Offices of Inspector General.
- Thoroughly investigates and ensures pertinent leads are exhausted.
- Provides factually based and well documented conclusions concerning case disposition.
- Obtains and thoroughly describes relevant evidence.
- Assigned OIG administrative investigations are completed on average between 61-75 days from the date received by the OIG until final report approval.

#### **Performance Rating of “4”**

- Completes appropriate investigative case steps as identified in Investigative Procedures and the Principles and Standards for Offices of Inspector General.
- Thoroughly investigates and ensures pertinent leads are exhausted.
- Provides factually based and well documented conclusions concerning case disposition.
- Obtains and thoroughly describes relevant evidence.
- Assigned OIG administrative investigations are completed on average between 46-60 days from the date of complaint receipt by the OIG until the final report approval.

#### **Performance Rating of “5”**

- Completes appropriate investigative case steps as identified in Investigative procedures and the Principles and Standards for Offices of Inspector General.
- Thoroughly investigates and ensures pertinent leads are exhausted.



- Provides factually based and well documented conclusions concerning case disposition.
- Obtains and thoroughly describes relevant evidence.
- Assigned OIG administrative investigations are completed on average equal to or less than 45 days from the date of complaint receipt by the OIG until the final report approval.

### **Performance Rating of “2”**

- Any one of the conditions for achieving a “3” has not been met.
- OIG administrative investigations are completed on average between 76-89 days from the date of complaint receipt by the OIG until the final report approval.

### **Performance Rating of “1”**

- Any two of the conditions for achieving a “3” have not been met.
- OIG administrative investigations are completed on average greater than 90 days from the date of complaint receipt by the OIG until the final report approval.

## **Expectation Title: Interviews**

**Expectation: During the evaluation period, interviews are effectively prepared for and executed in compliance with instructions, written directives, and professional standards.**

**Note: All standards must be met under a performance rating in order to earn that rating.**

### **Performance Rating of “3”**

- Questions the interviewee in a manner that solicits information pertinent to the investigation.
- Actively listens to interviewee answers to ensure responsiveness.
- Determines the person’s relationship to the facts about the case.
- Maintains knowledge of the rights and responsibilities of each interviewee (e.g. Police Officers Bill of Rights, collective bargaining agreements, Career Service rules) and conducts interviews accordingly.
- Conducts interview efficiently by being prepared and knowledgeable about the topics to be covered.

### **Performance Rating of “4”**



- Questions the interviewee in a manner that solicits information pertinent to the investigation.
- Actively listens to interviewee answers to ensure responsiveness and regularly asks pertinent follow-up questions where needed.
- Determines the person's relationship to the facts about the case.
- Maintains knowledge of the rights and responsibilities of each interviewee (e.g. Police Officers Bill of Rights, collective bargaining agreements, Career Service rules) and conducts interviews accordingly.
- Conducts interview efficiently by being prepared and knowledgeable about the topics to be covered.
- Consistently provides interview outline/question list for effective interview results.
- Interviews are frequently conducted in which investigator is able to adjust interview techniques/strategies based on the person interviewed, using familiar words, without appearing superior or condescending.
- Interviews are frequently conducted in which investigator remains detached and objective, appropriately avoids questions structured that encourage 'yes' or 'no' answers, probes until all relevant details, emotions and attitudes are revealed, and provides an atmosphere that encourages the respondent to speak freely, yet keeping the conversation focused on the issue(s) pertinent to the investigation.

## **Performance Rating of "5"**

- Questions the interviewee in a manner that solicits information pertinent to the investigation.
- Actively listens to interviewee answers to ensure responsiveness and consistently asks pertinent follow-up questions where needed.
- Determines the person's relationship to the facts about the case.
- Maintains knowledge of the rights and responsibilities of each interviewee (e.g. Police Officers Bill of Rights, collective bargaining agreements, Career Service rules) and conducts interviews accordingly.
- Conducts interview efficiently by being prepared and knowledgeable about the topics to be covered.
- Consistently provides interview outline/question list for effective interview results.
- Consistently applies efficient and effective interview techniques to ensure the length of the interview is commensurate with the length of the investigation/information.
- Interviews are consistently conducted in which investigator is able to adjust interview techniques/strategies based on the person interviewed, using familiar words, without appearing superior or condescending.
- Interviews are consistently conducted in which investigator remains detached and objective, appropriately avoids questions structured that encourage 'yes' or 'no' answers, probes until all relevant details, emotions and attitudes are revealed, and provides an atmosphere that encourages the respondent to speak



freely, yet keeping the conversation focused on the issue(s) pertinent to the investigation.

### **Performance Rating of “2”**

- Any one of the conditions for achieving a “3” has not been met.

### **Performance Rating of “1”**

- Any two of the conditions for achieving a “3” have not been met.

## **Expectation Title: Report Preparation and Submission**

**Expectation: During the evaluation period, submits investigative reports that are prepared in compliance with instructions, written directives, and professional standards.**

**Note: All standards must be met under a performance rating in order to earn that rating.**

### **Performance Rating of “3”**

- Ensures pertinent elements of the allegation(s) are documented.
- Submits investigative reports that relate to the investigative allegations and contain all relevant, required and factual information.
- Submits reports that are legible, concise and grammatically correct.
- Reports are submitted within established timelines and in compliance with supervisory directives.
- Reports occasionally are submitted that require minor changes or corrections.

### **Performance Rating of “4”**

- Ensures pertinent elements of the allegation(s) are documented.
- Submits investigative reports that relate to the investigative allegations and contain all relevant, required and factual information.
- Reports are submitted within established timelines and in compliance with supervisory directives.
- Frequently prepares reports that are legible, concise and grammatically correct and provide a clear purpose and logical flow.
- Reports rarely are submitted that require minor changes or corrections.



### **Performance Rating of “5”**

- Ensures pertinent elements of the allegation(s) are documented.
- Submits investigative reports that relate to the investigative allegations and contain all relevant, required and factual information.
- Reports are submitted within established timelines and in compliance with supervisory directives.
- Frequently prepares reports that are legible, concise and grammatically correct and provide a clear purpose and logical flow.
- Reports are consistently submitted that that require essentially no changes or corrections.

### **Performance Rating of “2”**

- Any one of the conditions for achieving a “3” has not been met.
- Reports are submitted that contain facts that are not relevant to the allegations.
- Reports are submitted that contain repetition and redundancy, provide irrelevant information, and personal opinions.
- Reports are frequently submitted that require substantive changes or corrections.

### **Performance Rating of “1”**

- Any two of the conditions for achieving a “3” have not been met.
- Reports are submitted that contain facts that are not relevant to the allegations.
- Reports are submitted that contain repetition and redundancy, provide irrelevant information, and personal opinions.
- Reports are consistently submitted that require substantive changes or corrections.