



SMART EXPECTATIONS

Assistant Director of Investigations

Investigative Supervision

To increase professional knowledge and personal development and provide sworn OIG investigators with the support and direction necessary to achieve the OIG mission, the Assistant Director of Investigations will communication with investigators on ongoing investigations, performance, and investigative issues.

Performance Rating of 3:

Three times per year, spread throughout the evaluation period, the Assistant Director of Investigation will meet with each OIG investigator at their headquartered location. Meetings will be conducted on a scheduled basis as well as impromptu. The purpose of the meetings will be to communicate with each investigator on investigative issues, provide training and/or coaching, and provide more direct supervision to field personnel.

Meetings conducted with each investigator are summarized to include investigative issues discussed as well as training and/or coaching provided. Summaries of meeting are provided to the Director of Investigations within 7 business days of the meeting date.

Performance Rating of 4:

Four times per year, spread throughout the evaluation period, the Assistant Director of Investigation will meet with each OIG investigator under their direction at their headquartered location. Meetings will be conducted on a scheduled basis as well as impromptu. The purpose of the meetings will be to communicate with each investigator on investigative issues, provide training and/or coaching, and provide more direct supervision to field personnel.

Meetings conducted with each investigator are summarized to include investigative issues discussed as well as training and/or coaching provided. Summaries of meeting are provided to the Director of Investigations within 5 business days of the meeting date.

**Performance Rating of 5:**

Five or more times per year, spread throughout the evaluation period, the Assistant Director of Investigation will meet with each OIG investigator under their direction at their headquartered location. Meetings will be conducted on a scheduled basis as well as impromptu. The purpose of the meetings will be to communicate with each investigator on investigative issues, provide training and/or coaching, and provide more direct supervision to field personnel.

Personal meetings conducted with each investigator are summarized to include investigative issues discussed as well as training and/or coaching provided. Summaries of meeting are provided to the Director of Investigations within 5 business days of the meeting date.

Performance Rating of 2:

Meetings are conducted with supervised investigators less than three times per year. Summaries of meetings are not submitted to the Director of Investigations within 7 business days and/or do not summarize meetings in sufficient detail to include investigative issues discussed and/or training and coaching provided.

Performance Rating of 1:

Meetings are not being conducted with supervised investigators and are not documented and submitted to the Director of Investigations.

Quality Control

Foster a Department culture of continuous improvement and increased efficiency to enhance internal and external service delivery by implementing an investigations function that results in timely, factual, and accurate reports that contain pertinent information, identify misconduct and/or internal control deficiencies, and makes recommendations that will prevent or mitigate employee wrongdoing. Key factors such as Case Planning and Management, Interviewing Skills, and Investigative Report Preparation are all indicators of a quality investigation.



Performance Rating of 3:

95% of sampled OIG investigative reports have a completed case file review sheet that evaluates case planning and management, interviews, investigative report preparation.

Individual investigation supervisory notes are maintained that reflect that quality control elements and are maintained in employee's work files.

Case file review comments are summarized and formally reviewed with each investigative staff member throughout the review period.

Performance Rating of 4:

97% of sampled OIG investigative reports have a completed case file review sheet that evaluates case planning and management, interviews, and investigative report preparation.

Supervisory notes are maintained with thorough evidence that reflect that quality control elements reviewed and observed and are maintained in employee's work files.

Case file review comments are summarized and formally reviewed with each investigative staff member throughout the review period.

Performance Rating of 5:

100% of sampled OIG investigative reports have a completed case file review sheet that evaluates case planning and management, interviews, and report preparation.

Supervisory notes are maintained in employee's work files and contain comprehensive evidence that reflect that quality control elements reviewed and observed and include both positive comments as well as opportunities for improvement.

Case file review comments are summarized and formally reviewed with each investigative staff member throughout the review period.

Performance Rating of 2:

A sampling of investigations reveals that case file review sheets are not being completed in detail or are not being reviewed with all investigative staff.



Performance Rating of 1:

Case file review sheets are not being completed on cases sampled during the review period and investigative staff are not receiving performance feedback.

Efficiency and Effectiveness

Foster a Department culture of continuous improvement and increased efficiency to enhance internal and external service delivery by implementing an investigations function that results in timely, factual, and accurate reports that contain pertinent information, identify misconduct and/or internal control deficiencies, and makes recommendations that will prevent or mitigate employee wrongdoing. Providing timely, quality investigative reports is an indicator of the hiring, management, and training of the investigative team. The time elapsed between the receipt of a complaint until the approval of the final report or disposition determination is an indicator of the efficiency and effectiveness of the investigations unit as well as the timeliness of investigative results.

- Assigned OIG administrative investigations and administrative investigations supervised are completed on average between 61-75 days from the date of complaint receipt by the OIG until the final report approval = 3.
- Assigned OIG administrative investigations and administrative investigations supervised are completed on average between 51-60 days from the date of complaint receipt by the OIG until the final report approval = 4.
- Assigned OIG administrative investigations and administrative investigations supervised are completed on average equal to or less than 50 days from the date of complaint receipt by the OIG until the final report approval = 5.
- Assigned OIG administrative investigations and administrative investigations supervised are completed on average between 76 - 89 days from the date of complaint receipt by the OIG until the final report approval = 2
- Assigned OIG administrative investigations and administrative investigations supervised are completed on average greater than 90 days = 1.