

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**August 2018 Supervisor Note Entry (Civilian) Inspection**

Inspection # BI2018-0098

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 this 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 civilian employees 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 August 2018 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 employee's EIS information was reviewed.

### Criteria:

MCSO Policy GB-2, *Command Responsibility*

### Conditions:

A review of the IAPro records revealed that, of the 35 employees' records reviewed for Supervisor Note entries submitted during the month of August, 32 employees received entries in compliance with MCSO Policy GB-2, *Command Responsibility*. Three of the employee records did not meet the inspection requirements.

Results of the Review of Employee Supervisor Note entries:

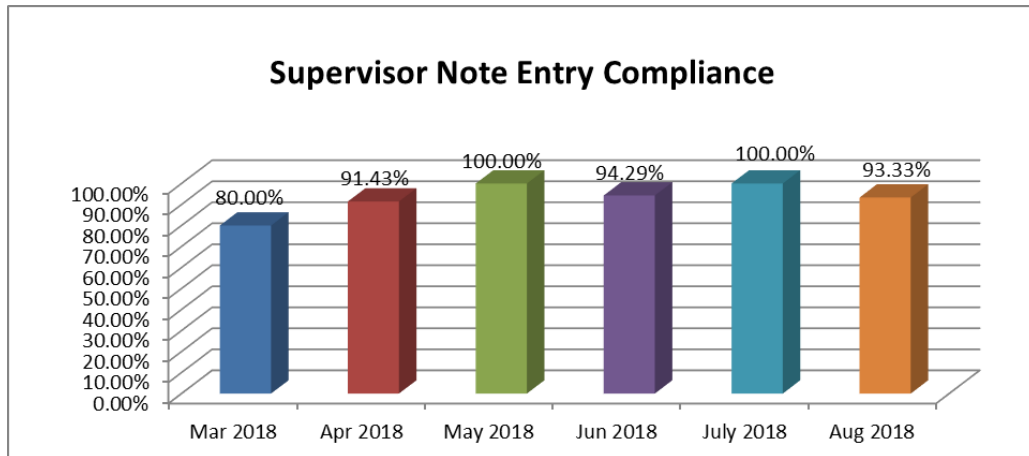
Inspection Element	Not In Compliance	In Compliance	Compliance Rate
Employee Received at least one Supervisor Note during the month	2	33	94.29%
Supervisor Note entry is of sufficient quality to facilitate the preparation of an accurate and detailed performance review and reflects the employee's positive traits and accomplishments and any observed shortcomings	2	33	94.29%
Once per month, supervisors review non-sworn subordinates' EIS information for the purpose of identifying and responding to any conduct patterns or concerns	3	32	91.43%
Overall Compliance with inspection requirements	7	98	93.33%

The following Perceived deficiencies were identified during the inspection process and require that a *BIO Action Form* be completed.

**PLEASE NOTE:** The Supervisor Note Inspection 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	Perceived Deficiency
Civilian Employee	Supervisor	5135-CENTRAL SVCS - FOOD SVCS	Manager	Review of employee's EIS einformation not documented; Employee performance not documented; Supervisor Note not entered
Civilian Employee	Supervisor	5135-CENTRAL SVCS - FOOD SVCS	Manager	Review of employee's EIS einformation not documented; Employee performance not documented; Supervisor Note not entered
Civilian Employee	Captain	5006-COURT COMPLIANCE	Chief	Review of employee's EIS information not documented

Below is the six-month historical comparison of compliance rates for civilian personnel Supervisory Note entries.



**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:

- o The Employee’s work performance during the last 30-day period.
- o Once per month, supervisors review non-sworn subordinates’ EIS information for the purpose of identifying and responding to any conduct patterns or concerns.
- o 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.
- o 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 93.33% compliance for *Inspection BI2018-0098*, a total of **3** BIO Action Forms are requested from the affected divisions. **The forms shall be completed utilizing Blue Team.** It is permissible to complete a single BIO Action Form for a supervisor addressing multiple perceived deficiencies identified in this inspection.

**Notes:**

All supporting documentation (working papers) is included in the inspection file number *BI2018-0098* and contained within IA Pro.

Date Inspection Started: September 3, 2018  
Date Completed: September 21, 2018  
Timeframe Inspected: August 1-31, 2018  
Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

*Connie J. Phillips*

Connie J. Phillips B3345  
Acting Commander, Audits & Inspections Unit  
Bureau of Internal Oversight

9/21/2018

Date