



Audit and Review Unit
Professional Standards and Accountability Bureau

2022 Performance Evaluation Audit

April 2023 (Public)

Review Period 2022 Annual

Report # PE042023

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Audit Team

This audit was managed and conducted by the PSAB Audit and Review Unit

Executive Summary

The Audit and Review Unit (ARU) of the Professional Standards and Accountability Bureau (PSAB) completed the 2022 Performance Evaluation Audit in May 2023. Performance Evaluations are conducted to ensure that officers who police effectively and ethically are recognized through the performance evaluation process, that officers who lead effectively and ethically are identified, and receive appropriate consideration for promotion. The performance evaluation ensures that poor performance or policing that otherwise undermines public safety and community trust is reflected in officer evaluations so that NOPD can identify and effectively respond. Performance Evaluation Audits are conducted to ensure officer performance is effectively documented and memorialized daily and annually. This process is regulated by Chapter 13.34 – Evaluations of Employees, of the New Orleans Police Department’s Operational Manual. In addition, Chapter 35.1.9 – Insight is used as a reference.

This audit, conducted from April 4, 2023, to May 8, 2023, was completed using the latest Performance Evaluations Protocol regarding the NOPD specific evaluation process. The audit addresses all sections of the NOPD specific performance evaluations, including, Narrative Section (reporting, decision making, safety, community engagement and problem solving); Insight Section; Performance Section; and Supervisor Section (if the person being evaluated is a supervisor).

Scores of **95%** or higher are considered substantial compliance. Noted deficiencies should be addressed with regard to supervisors writing more meaningful and effective evaluations with specific training through In-service Training classes, targeted in person training, or Department Training Bulletins (DTBs). This training should be reinforced annually by close and effective oversight, in addition to Supervisor Feedback Logs entries. The following includes scores where “Partial Credit on Narrative (**PCN**)” given.

The overall composite score for the Performance Evaluation Audit is **73%**.

The 5 sections audited by ARU include the following:

- Narrative Composite Score: Includes Q1 – Q4b: **54%**
 - Q1 - Q4b scored non-compliant (due to incomplete examples).
- Insight Composite Score: Includes Q5a – Q5h: **67%**
 - Q5a - Q5h scored non-compliant (due to missing Insight Reports).
- Performance Composite Score: Includes Q6 – Q9: **81%**
 - Q6, Q8a, and Q8b scored non-compliant.
- Supervisor Composite Score: Includes Q6 – Q9: **98%**
 - Q10.1 through Q10.2C and Q10.3 and Q10.4 scored non-compliant.
- Other Composite Score: Includes Q6 – Q9: **84%**
 - BWC, Self-Assessments, employee and reviewing signature, Employee Summary Report attachment (ESR) scored non-compliant.

Performance evaluation scores still fall short, the overall 2023 audit score declined versus 2022, from **82% to 73%**. More detailed results in Scorecard and Conclusion sections.

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Introduction

The Audit and Review Unit of the Professional Standards and Accountability Bureau conducted a performance evaluation audit in April of 2023 of the “2022 Annual Evaluation Review”.

Purpose

The Performance Evaluation audit is conducted to determine whether officers are being recognized for effective and ethical policing through the performance evaluation process. Conversely, this audit further determines and documents whether an officer’s performance is poor and otherwise undermines public safety and community trust. This audit also documents which supervisors do not complete accurate and timely evaluations on their subordinates and how those supervisors are held accountable for incomplete evaluations. Performance evaluations are not only regulated by Chapter 13.34 Performance Evaluations, but also by the following NOPD Operations Manual chapters:

- Chapter 13.03 Personnel Files
- Chapter 13.27 Professional Performance Enhancement Program (PREP)
- Chapter 13.27.1 Job Performance Improvement Plan (JPIP)

This list is not all inclusive.

Objectives

By applying the attached audit form as a rubric, the auditor qualitatively assessed the auditing data to determine whether Performance Evaluations substantively met the requirements of policy. Auditors compared the questions on the Performance Evaluation Audit Form to NEOGOV evaluation responses, EPRs, Body-worn Camera Footage, Supervisor Feedback Log, INSIGHT, Search Warrant Logs, and Audit and Review Unit Data. Auditors did not randomly select BWC recordings for verification, rather auditors accessed BWC recordings for incidents referenced in performance evaluations to verify the performance reviewer’s substantive findings.

Methodology

Auditors qualitatively assessed performance evaluations using the audit forms for each of the sections (Narrative Section; Insight Section; Performance Section; and Supervisor Section) of the Performance Evaluation Audit (see Appendix A). Auditors analyzed the following data sources:

1. NEOGOV Perform NOPD Specific Annual Evaluations
2. Electronic Police Reports (EPR)
3. Body-worn Camera (BWC) recordings
4. Supervisor Feedback Log (SFL)
5. INSIGHT
6. Search Warrant Logs
7. Audit and Review Unit Data

All documents and related incidents that are in the sample and are not audited must be deselected. All deselections are recorded in the Deselection Log. A review of the Deselections show there were 5 entries for this audit that were deselected and not replaced.

1. The employee in this evaluation has been on medical leave since June 30, 2022. Auditor unable to audit the supervisor's evaluation due to insufficient information. No other employee under that supervisor to replace with.
2. Four employees where supervisor selections were duplicated. (The Audit protocol calls for two (2) employee reviews per supervisor, and these would have doubled that number.)

Auditors read the guidance in the audit forms on a regular basis. The first tab in the audit tool contains general guidelines for auditing specific examples of the performance evaluation.

1. To be specific, examples MUST have item numbers, or date and time, or must describe a single event.
2. All item numbers MUST be explained (listing an item number is not enough).
3. If the supervisor references a video, the time the relevant action occurred MUST be listed in at least two (2) examples within the evaluation.
4. Examples MUST include analysis (a description of the impact of the action, or a description of why the action was a good example).
5. Examples should NOT be of routine actions.
6. The reader should NOT have to use the item number to find the related reports or videos to understand why the item number was listed.

Changes to audit forms are clearly communicated to auditors by the audit supervisor. Auditors re-read policies when guidance in audit forms recommend they do so or when the policy requirements are not clear enough to the auditor to allow him/her to confidently score an audit criterion.

When audit results require comments, auditors thoroughly explain the evidence they observed that led to their determination of the result for the audit criteria in question. Utilizing their knowledge of NOPD policies, auditors note any policy violations they observe that are not specifically addressed in the audit tools in the "Auditor Comments" section of the form.

Initiating and Conducting the Performance Evaluation Audit

By applying the audit forms as a guideline, the auditors qualitatively assessed the Supervision data to determine whether performance evaluations substantively met the requirements of policy.

1. Auditors compared the questions on the Performance Evaluation Audit Form to NEOGOV evaluation responses, EPRs, Body-worn Camera Footage, SharePoint Supervisor Feedback Log, INSIGHT, Search Warrant Logs, Audit and Review Unit Data, and SharePoint Reporting Supervisor Report. Auditors did not randomly select BWC recordings for verification, rather auditors accessed BWC recordings for incidents referenced in performance evaluations to verify the performance reviewer's substantive findings.
2. Auditors then documented their answers to audit questions on the Performance Evaluations Audit Form.
3. The evaluation encompasses four sections (Performance Evaluation Audit Question Numbers):
 - a. Evaluation Exists
 - i. Auditors determined whether an evaluation existed
 - b. Narratives (1-4b)
 - i. Auditors reviewed evaluation responses related to written documents, decision-making skills, safety, community policing and community engagement.
 - ii. Auditors checked to ensure at least two specific examples are included in each response. Each specific example must include (1) item number(s), if applicable, (2) date and time of single event or time stamps for body-worn camera recordings and (3) a detailed account of incident.
 - c. Insight Documentation (5a-5h):
 - i. Insight is an early warning data system used to document, analyze, and provide feedback on employee performance.
 - ii. Auditors verified evaluation responses related to attendance, training, complaints, secondary employment, and awards/commendations based on data from Insight's Employee Activity and Summary Reports.
 - d. Performance Details (6-9)
 - i. Auditors reviewed evaluation responses related to search warrants, non-compliance, quarterly check-ins/areas of growth and improvement and bilingual pay.
 - ii. Data was verified by using Search Warrant Logs, Audit and Review Unit raw data, Insight, and the Authorized Interpreter's list.
 - iii. All non-compliance and exceptional performance require documentation in evaluations.
 - iv. Auditors compared evaluation responses related to search warrants to the Search Warrant Log and the Supervisor Feedback Log.
 - v. Auditors compared evaluation responses of non-compliance related to stops, pat-downs and arrest to PSAB's raw data and the Supervisor Feedback Log.
 - vi. Auditors verified evaluation responses related to quarterly check-ins included (1) dates of quarterly meetings with subordinate and (2) descriptions of areas of growth and improvement discussed during the meetings.

- vii. Auditors verified bilingual employee pay with Authorized Interpreter’s records.
- e. Supervisor’s Evaluation Statement (10.1-10.4); if applicable:
 - i. Auditors verified evaluation responses completed by rated supervisor on his/her random direct report.
 - ii. Data verification is located in a direct report’s evaluation, Supervisor Feedback Log, Insight and Reporting Supervisor Report.
 - iii. The supervisor’s evaluation statement section includes a review of how the supervisor (1) addressed and deterred misconduct, (2) identified patterns in Insight, (3) addressed non-compliance and (4) described direct reports ability and effectiveness in conducting supervisory reviews.
- 4. The evaluation encompasses four sections (Performance Evaluation Audit Question Numbers):
 - a. Narratives (1-4b)
 - b. Insight Documentation (5a-5h)
 - c. Performance Details (6-9)
 - d. Supervisor’s Evaluation Statement (10.1-10.4); if applicable

Note: The audit includes an “Other” section consisted of the following:

- a. BWC references
- b. SVS interactions
- c. Signatures (3 levels)
- d. Self-Assessment attachments
- e. Employee Summary Reports

The total number of performance evaluations reviewed was **381**. Once the auditors entered their audit results into the auditing database, the compliance rate for each of the requirements was determined. This final report documents whether the compliance rate for each requirement met the threshold for substantial compliance (95%).

2022 Audit Exceptions

During the 2022 Performance Evaluation completion period (Jan. 4 – March 31, 2023) there were no new exceptions. NOPD’s INSIGHT system was previously updated in 2021 to INSIGHT 2.0. During this update the Employee Summary Report generates the employees’ information with two options. Supervisors can review and upload the data for either 18 months or four quarters. Auditors were instructed again to accept the 18-month range of information as compliant due to the system process as long as the supervisors referenced information that occurred in 2022 and not from 2021.

Reviews - Scorecards

Audit results data in Excel spreadsheet, raw data based on individual questions on the 2023 Performance Evaluation Audit Forms.

Supervisor Performance Evaluation 2023 Table

Compliance percentages for supervisor performance evaluation requirements

Review Period: 2022 Annual

Check-List Questions	Score	Y	N	U	NA	Consent Decree #	NOPD Policy Chapters
NARRATIVE (Q1 - Q4B)	54%	947	793	-	165		
1 Did the supervisor include at least 2 specific examples for Q1 (written quality reports)?	69%	257	116	0	8	CD ¶296.i, CD ¶298	Ch 13.34 p3, p36, p50
2 Did the supervisor include 2 specific examples for Q2 (Decision Making)?	61%	231	145	0	5	CD ¶296.j, CD ¶303.c, CD ¶298	Ch 13.34 p3, p36, p50
3 Did the supervisor include at least 2 specific examples for Q3 (Safety)?	51%	187	180	0	14	CD ¶296.g, CD ¶298	Ch 13.34 p3, p36, p50
4A Did the supervisor include at least 2 specific examples for Q4 with at least one example that is not related to community meetings or toy drives?	45%	144	177	0	60	CD ¶296.a, CD ¶298	Ch 13.34 p3, p36, p50
4B Did the supervisor include at least 2 specific examples for Q4B (Problem Solving)?	42%	128	175	0	78	CD ¶296.b, CD ¶303.a, CD ¶298	Ch 13.34 p3, p36, p50
INSIGHT (Q5A - Q5H)	67%	2,033	995	-	20		
5A Did the supervisor verify compliance with attendance policies as reported in Insights Employee Activity Report?	61%	231	150	0	0	CD ¶296.e, CD ¶316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
5B Did the supervisor verify the employee completed all required training as reported in Insight's Employee Summary Report?	69%	260	119	0	2	CD ¶296.h, CD ¶300, 316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
5C Did the supervisor verify the employee did not have any violations of bias-free policing as reported in Insight's Employee Summary Report?	69%	261	118	0	2	CD ¶296.e, CD ¶303.c, 151, 316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
5D Did the supervisor verify the employee did not have any citizen complaints as reported in Insight's Employee Summary Report?	66%	250	129	0	2	CD ¶296.e, CD ¶303.b, 316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
5E Did the supervisor verify the employee did not have any supervisor initiated complaints as reported in Insight's Employee Summary Report?	67%	255	124	0	2	CD ¶296.e, CD ¶303.b, 316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
5F Did the supervisor verify the employee did not have any discipline levied against him/her as reported in Insight's Employee Summary report?	69%	261	118	0	2	CD ¶296.d, CD ¶303.d, 316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
5G Did the supervisor verify the employee did not have any violations of the Secondary Employment Policy as reported in Insight's Employee Summary Report?	68%	259	120	0	2	CD ¶296.f, 316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
5H Did the supervisor document any awards and/or commendations received by the employee as reported in Insight's Employee Summary Report?	69%	256	117	0	8	CD ¶296.c, CD ¶316, 319	Ch 13.34 p46; Ch 35.1.9 p1-2
Performance (Q6 - Q9)	81%	1,396	327	-	182		
6 Did the supervisor describe the quality and accuracy of any search warrants written by the employee, as documented in the Search Warrant Log?	88%	259	34	0	88	CD ¶296.e, CD ¶137, 146	Ch 13.34 p46; Ch 35.1.9 p1-2
7 Did the supervisor list all non-compliance documented in raw data for stops, pat-downs, and/or arrests scorecards, as distributed by the Audit and Review Unit?	98%	330	6	0	45	CD ¶297, 151	
8A Did the employee list dates of ALL quarterly check ins that occurred during the reporting year?	50%	180	183	0	18	CD ¶298-299, 316, 319	Ch 13.34 p25-p34
8B Did the employee briefly describe discussions during each check-in related to areas of growth and challenges?	71%	251	104	0	26	CD ¶298, 316, 319	Ch 13.34 p25-p34
9 Did the supervisor accurately record whether the officer receives bilingual pay?	100%	376	0	0	5	CD ¶297, 189.1	
Supervisor Specific (Q10.1 Q10.4)	98%	640	13	-	2,014		
10.1 Did the reporting supervisor describe how the employee deterred and/or addressed misconduct?	97%	95	3	0	283	CD ¶296.c, CD ¶299, 313	
10.2A Did the employee conduct regular reviews of Insight?	97%	90	3	0	288	CD ¶296.c, 316, 319	Ch 35.1.9 p22
10.2B Did the employee list the number of late quarterly reviews, as reported in Insight?	99%	91	1	0	289	CD ¶299, CD ¶301, 316, 319	Ch 13.34 p25-p34
10.2C Did the employee list the number of patterns identified and documented, as reported in Insight?	99%	88	1	0	292	CD ¶299, 316, 319	Ch 35.1.9 p31
10.2D Did the employee list the number of non-disciplinary corrective actions, as reported in Insight?	97%	90	3	0	288	CD ¶299, 313, 316, 319	Ch 35.1.9 p26
10.3 Did the employee address all non-compliance documented in raw data for stops, pat-downs, and/or arrests scorecards, as distributed by the Audit and Review Unit?	100%	94	0	0	287	CD ¶299, 313	
10.4 Did the reporting supervisor describe the employee's ability and effectiveness in conducting supervisory reviews?	98%	92	2	0	287	CD ¶299, 313, 316, 319	
Other	84%	1,816	349	-	502		
BWC Did the supervisor reference video in the evaluation?	69%	154	70	0	157	CD ¶297, 328.f	Ch. 41.3.10: Appendix B
SVS If the employee is assigned to SVS, did the supervisor include specific examples of victim interactions and services in the evaluation?	94%	34	2	0	345	CD ¶297, 201.f	
Oth Did the reporting supervisor sign the evaluation indicating he/she met with the employee?	100%	381	0	0	0	CD ¶297, 301	Ch 13.34 p48 p52 p55
Oth Did the employee sign the evaluation indicating he/she met with the reporting supervisor?	94%	358	23	0	0	CD ¶297	Ch 13.34 p48 p52 p55
Oth Did the reviewing supervisor sign the evaluation indicating he/she reviewed and approved the reporting supervisor's ratings?	89%	340	41	0	0	CD ¶297, 301	Ch 13.34 p48 p52 p55
Oth Is the Self-Assessment attached to the Evaluation?	72%	276	105	0	0	CD ¶297	Ch 13.34 p46
Oth Employee Summary Report Attached?	72%	273	108	0	0	CD ¶298	Ch 13.34 p46
Total	73%	6,832	2,477	-	2,883		

General Comments

ARU audited the sample list case files for the defined period, for completeness and accuracy as required by the Consent Decree.

For an explanation of the procedures and scoring system for this review, see the associated "Protocol" document.

For a list of relevant policies, contact ARU as needed.

For the audit results for each case file, see the accompanying RawData spreadsheets.

Scores below 95% are highlighted in red.

Supervisor Performance Evaluation 2023 Scorecard

Compliance percentages for supervisor performance evaluation requirements

Review Period: 2022 Annual

Review Period: 2022 Annual

Supervisor's Performance Review

District	# PE's Reviewed	Q1		Q2		Q3		Q4		Q5		Q6		Q7		Q8		Q9		Q10		Q10.3		Q10.4		SVS		Reporting		Reviewing		Employee		Overall
		Reporting Skills	Decision Making	Safety	Community Engagement and Problem Solving	A-H Insight Verification	Search Warrant Log Verification	Stops, Pat-Downs, Or Arrests Verification	Quarterly Check-ins Date(s) Verification	Bilingual Pay Verification	Described How Employee Deterred and/or Addressed Misconduct	A-D Conducted Regular Reviews of Insight	All Non-Compliance as Distributed by ARU	Ability and Effectiveness in Conducting Supervisory Reviews	Video is Referenced in Eval	Examples of Victim Interactions Used	Supervisor Signed the Eval	Employee Signed the Eval	Supervisor Signed the Eval	Self-Assessment Attached	Summary Report Attached													
1	32	66%	65%	53%	31%	86%	52%	97%	69%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2	31	74%	48%	52%	36%	57%	87%	100%	29%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	29	62%	72%	72%	61%	93%	100%	100%	46%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4	28	71%	68%	39%	41%	85%	77%	100%	57%	100%	83%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
5	33	85%	76%	52%	44%	49%	100%	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
6	25	96%	96%	72%	67%	61%	100%	100%	90%	100%	52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7	30	57%	60%	63%	43%	66%	93%	93%	33%	100%	100%	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
8	38	66%	53%	42%	21%	53%	92%	97%	42%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SOD	37	95%	70%	59%	62%	73%	78%	100%	53%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FOB*	6	67%	67%	50%	55%	50%	100%	100%	20%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Homicide	19	84%	89%	67%	88%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ISB*	30	48%	39%	29%	40%	58%	93%	100%	55%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PIB	12	33%	33%	42%	29%	52%	75%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MSB*	17	14%	13%	18%	17%	40%	100%	100%	6%	100%	100%	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SVS	14	57%	36%	21%	30%	71%	100%	100%	79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Overall	381	69%	61%	51%	44%	67%	88%	98%	49%	100%	97%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Conclusion

The results of this audit were first verified through an Auditor Peer Communication process. In this process, the reviewing auditor discusses any variances with the originally assigned auditor to reach a consensus. If a consensus is not reached, the Audit Innovation Manager is consulted for resolution. This process is documented in the audit tool.

The Auditor Peer Communication process is completed, and the Audit Innovation Manager Review has concluded. Any issues identified by the Audit Innovation Manager were sent back to the assigned auditor for review and resolution, but none were identified. Following the completion of this process, the districts/units have an opportunity to review all the audit results and scorecards. If any discrepancies or concerns are identified, an Audit Re-Evaluation Request Form should be submitted to PSAB documenting their concerns.

The “Q#” correlates to the number of the questions on the actual performance evaluation. The text following the “Q#” is the question asked of the assigned auditor in the audit tool. There were **381** performance evaluations reviewed for this audit.

NARRATIVE SECTION: (Note that the PCN Score is listed as the second score)

Q1 Reporting Skills – Did the supervisor include at least two (2) specific examples for Q1 (Quality Written Reports)? The overall score for this question was **69%**. Supervisors did not use specific examples, details, or analysis of the examples used. The **6th District and SOD scored compliant**.

Q2 Decision Making - Did the supervisor include at least two (2) specific examples for Q2 (Decision Making)? The overall score for this question was **61%**. Supervisors did not use specific examples, details, or analysis of the examples used. The **6th District scored compliant**

Q3 Safety Employed - Did the supervisor include at least two (2) specific examples for Q3 (Safety)? The overall score for this question was **51%**. Supervisors did not use specific examples, details, or analysis of the examples used. **No unit scored compliant**.

Q4A – B Community Engagement and Problem Solving - Did the supervisor include at least two (2) specific examples for Q4A with at least one (1) example that is not related to community meetings or toy drives? Did the supervisor include at least two (2) specific examples for Q4B (Problem-solving Strategies)? These questions are asked independently of each other in the audit tool, but their scores were combined for the scorecard. The overall composite score for these questions was **44%**. Q4A scored higher at **45%**, versus Q4B which scored lower at **42%**. Supervisors did not use specific examples, details, or analysis of the examples used. **No unit scored compliant**.

INSIGHT SECTION

Q5A – H Insight Verification – Questions 5 A – H were asked independent of each other on the audit tool, but their scores were combined for the scorecard. **Homicide was only Unit compliant.**

Q5A Did the supervisor verify compliance with attendance policies as reported in Insight’s Employee Activity Report? **61% (Non-Compliant)**

Q5B Did the supervisor verify the employee completed all required training as reported in Insight’s Employee Summary Report (ESR)? **69% (Non-Compliant)**

Q5C Did the supervisor verify the employee did not have any violations of bias-free policing as reported in Insight’s Employee Summary Report? **69% (Non-Compliant)**

Q5D Did the supervisor verify the employee did not have any citizen complaints as reported in Insight’s Employee Summary Report? **66% (Non-Compliant)**

Q5E Did the supervisor verify the employee did not have any supervisor-initiated complaints as reported and Insight’s Employee Summary Report? **67% (Non-Compliant)**

Q5F Did the supervisor verify the employee did not have any discipline levied against him/her as reported in Insight’s Employee Summary Report? **69% (Non-Compliant)**

Q5G Did the supervisor verify the employee did not have any violations of the Secondary Employment Policy as reported in Insight’s Employee Summary Report? **68% (Non-Compliant)**

Q5H Did the supervisor document any awards and/or commendations received by the employee as reported and Insight’s Employee Summary Report? **69% (Non-Compliant)**

The combined score for Q5 A – H was **67% (Non-Compliant)**. This was due to the fact that supervisors **DID NOT** attach the required Employee Summary Report or Activity Report. Auditors could not verify that supervisors reviewed the items and their accuracies without having attached the reports to the evaluation.

PERFORMANCE SECTION

Q6 Search Warrant Log Verification - Did the supervisor describe the quality and accuracy of any search warrants written by the employee, as documented in the Search Warrant Log? The overall score for this question was **88% (Non-Compliant)**.

Q7 Stops, Pat-Downs, or Arrests Verification - Did the supervisor list all non-compliance documented in raw data for stops, pat-downs and/or arrest scorecards, as distributed by the Audit and Review Section? The overall score for this question was **98%**.

Q8 A – B Quarterly Check-ins Date(s) Verification - Questions 8 A – B were asked independent of each other on the audit tool, but their scores were combined for the scorecard.

Q8A - Did the employee list dates of ALL quarterly check-ins that occurred during the

reporting year? **50% (Non-Compliant)**.

Q8B - Did the employee briefly describe discussions during each check-in related to areas of growth and challenges? **71% (Non-Compliant)**.

The combined score Q8 A – B was **49% (Non-Compliant)**. Supervisors did not list the requisite quarterly check-ins, or the listing did not contain any specifics of what was discussed.

Q9 Bilingual Pay Verification - Did the supervisor accurately record whether the officer receives bilingual pay? (Refer to latest NOPDAI list). The overall score for this question was **100%**.

SUPERVISOR SECTION (Supervisor was the person being evaluated)

Q10.1 Described How Employee Deterred and/or Addressed Misconduct - Did the reporting supervisor describe how the employee deterred and/or address misconduct? The overall score for this question was **97%**.

Q10.2 A – D Conducted Regular Reviews in Insight – These questions were asked independent of each other on the audit tool, but their scores were combined for the scorecard.

Q10.2A - Did the employee conduct regular reviews of Insight? **97%**.

Q10.2B - Did the employee list the number of late quarterly reviews, as reported in Insight? **97%**.

Q10.2C - Did the employee list the number of patterns identified and documented, as reported in Insight? **99%**.

Q10.2D - Did the employee list the number of non-disciplinary corrective actions, as reported in Insight? **97%**.

The combined score for Q10.2 A – D was **98%**.

Q10.3 Addressed All Non-Compliance as Distributed by ARU - Did the employee address all non-compliance documented in raw data for stops, pat downs, and/or arrests scorecards, as distributed by the Audit and Review Unit? The overall score for this question was **100%**.

Q10.4 Ability and Effectiveness in Conducting Supervisory Reviews - Did the reporting supervisor describe the employee's ability and effectiveness in conducting supervisory reviews? The overall score for this question was **98%**.

OTHER SECTION

BWC Video is referenced in the Eval - Did the supervisor reference video in the evaluation? The overall score for this question was **69% (Non-Compliant)**.

SVS Examples of Victim Interactions Used - If the employee is assigned to SVS, did the supervisor include specific examples of victim interactions and services in the evaluation? The overall score for this question was **94% (Non-Compliant)**.

Reporting Supervisor Signed the Eval - Did the reporting supervisor sign the evaluation indicating he/she met with the employee? The overall score for this question was **100%**.

Employee Signed the Eval - Did the employee sign evaluation indicating he/she met with the reporting supervisor? The overall score for this question was **94% (Non-Compliant)**.

Reviewing Supervisor Signed the Eval - Did the reviewing supervisor sign the evaluation indicating he/she reviewed and approved the reporting supervisor's ratings? The overall score for this question was **89% (Non-Compliant)**.

Self-Assessment Attached - Is the self-assessment attached to the evaluation? The overall score for this question was **72% (Non-Compliant)**.

Employee Summary Report Attached - Is the Employee Summary Report attached to the evaluation? The overall score for this question was **72% (Non-Compliant)**.

Recommendations

Performance Evaluations continues to show overall improvement over the prior audit. However, there are opportunities to improve in the following areas:

Narrative Section (Q1 – Q4B):

While examples and detailed descriptions are improving, supervisors need continuous reinforcement of the expectations around clear and concise explanations for those given answers.

1. This report will serve as notification of district/unit performance during this audit.
2. Work with Policy Standards Section to develop DTB's to address the training issues identified in this report.
3. Additional Academy training is recommended to inform supervisors of the proper writing form and following instructions as given.
4. "Train the Trainer" sessions may be helpful to have a specific person in each district/division to assist supervisors completing evaluation and answer on-going questions in each district.
5. Revert to requiring subordinates to give two (2) examples in the Self-Assessments for guidelines or bases for reporting supervisors to use as a guideline when completing subordinate evaluations.
6. Continue to give district/division status reports to show the completion process of all assigned evaluations.

**Innovation Manager, Performance Evaluations
Professional Standards and Accountability Bureau**

**Innovation Manager, Auditing
Auditing and Review Unit
Professional Standards and Accountability Bureau**

Appendix A – NOPD NeoGov Performance Evaluation Form

Example NOPD NeoGov Evaluation Form:

Employee Name		Direct Manager:
YEAR 2022 NOPD-Specific Annual Performance Evaluation Due Date: Weekday, Month, Day, Year		
General Information		
Position	Division	Evaluation Type
		Periodic
Department	Class Spec	
Police Department		
Content		
Narrative Section I Text Only		
Title/Job Assignment		
Please list the employee's title(s)/job assignment(s) during the evaluation period including specific duties and responsibilities.		
Rater	Comment	
Evaluation Statement Section I NOPD Consent Decree Evaluation (Rating Scale)		
Evaluation Section I - Narratives		
Rate the employee on a scale of 1 to 5, with 1 being the least contribution possible, 3 being meets average and 5 being the highest. If "N/A" is selected, an explanation is required. For each section, at least TWO specific examples are REQUIRED. Refer to training materials. Note: If the employee is assigned to SVS, the performance evaluation must include descriptive language which incorporates victim interactions and services (201f).		
1. Did the employee produce quality written documentation?		
At least TWO specific examples are REQUIRED. Provide them in a given comment box.		
Refer to training materials.		
If "N/A" is selected, an explanation is required.		
Rater & Rating	Comment	

2. Did the employee demonstrate good decision-making skills?

At least TWO specific examples are REQUIRED. Provide them in a given comment box.

Refer to training materials.

If "N/A" is selected, an explanation is required.

Rater & Rating	Comment
----------------	---------

3. Did the employee employ safety measures?

At least TWO specific examples are REQUIRED. Provide them in a given comment box.

Refer to training materials.

If "N/A" is selected, an explanation is required.

Rater & Rating	Comment
----------------	---------

4(a). Did the employee conduct community policing by engaging and communicating with the community?

At least TWO specific examples are REQUIRED. Provide them in a given comment box.

Refer to Training Guide, page 18, Common Non-Compliant Errors, Community Policing.

If "N/A" is selected, an explanation is required.

Rater & Rating	Comment
----------------	---------

4(b). Did the employee conduct community policing by using problem-solving strategies regarding community needs?

At least TWO specific examples are REQUIRED. Provide them in a given comment box.

Refer to Training Guide, page 18, Common Non-Compliant Errors, Community Policing.

If "N/A" is selected, an explanation is required.

Rater & Rating	Comment
----------------	---------

Evaluation Section II - Insight Documentation

Attendance, Training, Bias-Free Policing, Citizen and Supervisor-initiated Complaints, Discipline, Secondary Employment and Commendations. Please upload the Employee's Summary Report to this evaluation.

5(a). Attendance: I verify the employee is compliant with attendance policies.

Supervisors must refer to Insight's Employee Activity Report to verify the above statement. Please upload the Employee's Activity Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Activity Report.

Rater & Rating	Comment
----------------	---------

5(b). Training: I verify the employee has completed all required training.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating	Comment
----------------	---------

5(c). Bias-Free Policing: I verify the employee did not have any violations of bias-free policing.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating	Comment
----------------	---------

5(d). Citizen Complaints: I verify the employee did not have any citizen complaints.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating

Comment

5(e). Supervisor-Initiated Complaints: I verify the employee did not have any supervisor-initiated complaints.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating

Comment

5(f). Discipline: I verify the employee did not have any discipline.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating

Comment

5(g). Secondary Employment: I verify the employee did not have any violations of NOPD secondary employment policy.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating

Comment

Evaluation Statement Section | Text Only

5(h) AWARDS & COMMENDATIONS

Supervisors must refer to Insight's Employee Summary Report to verify the below sections. Please upload the Employee's Summary Report to this form.

5(h). Describe any awards and/or commendations.

Rater

Comment

Evaluation Statement Section | Text Only

Evaluation Section III - Performance Details

6. If the employee wrote a search warrant, describe the quality and accuracy.

Refer to search warrant logs.

Rater

Comment

7. List ALL non-compliance documented in raw data for stops, pat-downs, and/or arrests scorecards, as distributed by the Audit and Review Unit.

Refer to Audit and Review raw data.

Rater

Comment

8.(a) List dates of ALL quarterly check-ins that occurred during the evaluation year, reported in Insight.

Refer to Insight's quarterly tiles.

Rater

Comment

8.(b) Briefly describe discussions during each check-in related to areas of growth and challenges. Documentation of check-ins for the entire year is required.

Rater

Comment

Evaluation Statement Section I Consent Decree: Bilingual Pay

9. The employee is an Authorized Interpreter receiving bilingual pay in:

9. The employee is an Authorized Interpreter receiving bilingual pay in:

Refer to the authorized interpreters list.

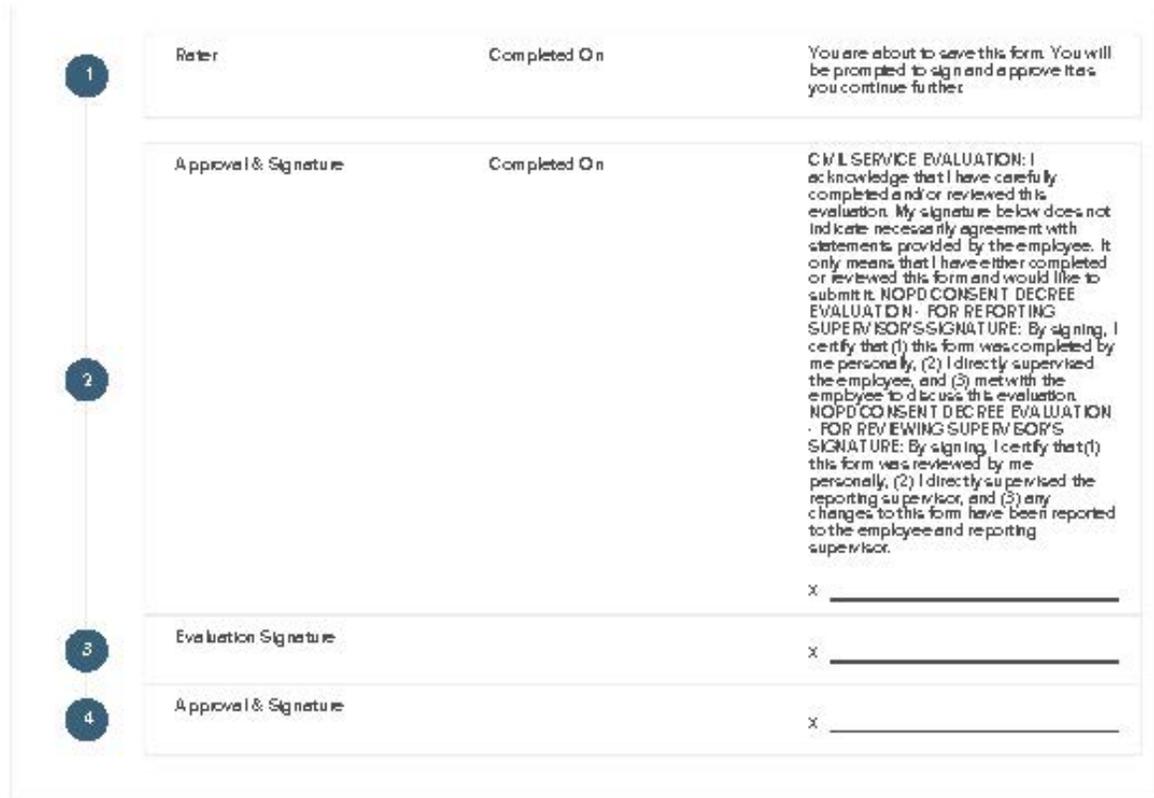
Rater & Rating	Comment
----------------	---------

Notes & Attachments

Created By _____ Created On _____

Note
Refer to these resources to evaluate your employee:

Process



Appendix B – Performance Evaluation Audit Forms

Performance Evaluation Audit Forms:

Performance Evaluation Audit

ID Info

Auditor

Find items

Evaluation Period

Find items

What is Evaluation Status of Employee?

Find items

Supervisor Assignment

Find items

Supervisor Conducting Evaluation

Employee Being Evaluated

Reviewing Supervisor

Employee Rank

Find items

Narrative Section

Q1 Did the supervisor include at least 2 specific examples for Q1 (written quality reports)?

Find items

Q1: Please pick the reason(s) for the non-compliance for Q1:

Find items

Q1: Explain other

Q2: Did the supervisor include 2 specific examples for Q2 (Decision Making)?

Find items

Q2: Please pick the reason(s) for the non-compliance for Q2:

Find items

Q2: Explain Other

Q3: Did the supervisor include at least 2 specific examples for Q3 (Safety)?

Q3: Please pick the reason(s) for the non-compliance for Q3:

Q3: Explain Other

Q4 A: Did the supervisor include at least 2 specific examples for Q4 with at least one example that is not related to community meetings or toy drives?

Q4A: Please pick the reason(s) for the non-compliance for Q4A:

Q4 A: Explain Other

Q4 B: Did the supervisor include at least 2 specific examples for Q4B (Problem Solving)

Q4B: Please pick the reason(s) for the non-compliance for Q4B:

Q4 B Explain Other

Insight Section

Q5A: Did the supervisor verify compliance with attendance policies as reported in Insights Employee Activity Report?

Q5B: Did the supervisor verify the employee completed all required training as reported in Insight's Employee Summary Report?

Q5C: Did the supervisor verify the employee did not have any violations of bias-free policing as reported in Insight's Employee Summary Report?

Q5D: Did the supervisor verify the employee did not have any citizen complaints as reported in Insight's Employee Summary Report?

Q5E: Did the supervisor verify the employee did not have any supervisor initiated complaints as reported in Insight's Employee Summary Report?

Q5F: Did the supervisor verify the employee did not have any discipline levied against him/her as reported in Insight's Employee Summary report?

Q5G: Did the supervisor verify the employee did not have any violations of the Secondary Employment Policy as reported in Insight's Employee Summary Report?

Q5H: Did the supervisor document any awards and/or commendations received by the employee as reported in Insight's Employee Summary Report?

Performance Section

Q6: Did the supervisor describe the quality and accuracy of any search warrants written by the employee, as documented in the Search Warrant Log?

Q7: Did the supervisor list all non-compliance documented in raw data for stops, pat-downs, and/or arrests scorecards, as distributed by the Audit and Review Unit?

Q8A: Did the employee list dates of ALL quarterly check ins that occurred during the reporting year?

There should be 4 dates recorded in the evaluation based on the reporting cycle:

- Jan - Mar, reported in April
- Apr - Jun, reported in July
- Jul - Sept, reported in October
- Oct - Dec, reported in January

Q8B: Did the employee briefly describe discussions during each check-in related to areas of growth and challenges?

Q9: Did the supervisor accurately record whether the officer receives bilingual pay?

Refer to NOPD AI list

Supervisor Section

Q10.1 Did the reporting supervisor describe how the employee deterred and/or addressed misconduct?

Q10.2A: Did the employee conduct regular reviews of Insight?

Q10.2B: Did the employee list the number of late quarterly reviews, as reported in Insight?

Q10.C: Did the employee list the number of patterns identified and documented, as reported in Insight?

Q10.D: Did the employee list the number of non-disciplinary corrective actions, as reported in Insight?

Q10.3: Did the employee address all non-compliance documented in raw data for stops, pat-downs, and/or arrests scorecards, as distributed by the Audit and Review Unit?

Q10.4: Did the reporting supervisor describe the employee's ability and effectiveness in conducting supervisory reviews?

Other Section

BWC: Did the supervisor reference video in the evaluation?

Supervisors must include time stamp/minute mark at least twice to be compliant.

SVS: If the employee is assigned to SVS, did the supervisor include specific examples of victim interactions and services in the evaluation?

Reporting Supervisor Signature: Did the reporting supervisor sign the evaluation indicating he/she met with the employee?

Employee Signature: Did the employee sign the evaluation indicating he/she met with the reporting supervisor?

Reviewing Supervisor Signature: Did the reviewing supervisor sign the evaluation indicating he/she reviewed and approved the reporting supervisor's ratings?

Signature Comments: If any Signatures marked as N/A, please explain the reason(s) why those signature(s) were skipped.

Is the Self-Assessment attached to the Evaluation?

Self-Assessment Explanation: For N/A, please explain if the supervisor documents why the self-assessment is not included as an attachment.

ESR Attached: Is the Employee Summary Report attached to the Evaluation?

Other Attached: Are there additional attachments uploaded to the evaluation?

Auditor Comments

Reviewer Comments

[Back to Menu](#)

[Submit Audit](#)

Appendix B – Report Distribution

Superintendent

Chief Deputy Superintendent – Field Operations Bureau

Deputy Superintendent – Professional Standards and Accountability Bureau

Deputy Superintendent - Public Integrity Bureau

Deputy Superintendent - Management Services Bureau

Captain – Professional Standards and Accountability Bureau

City Attorney – City Attorney’s Office

Assistant City Attorney – Superintendent's Office