

MEMORANDUM OF TRANSMITTAL



To: Orlando Rolon, Police Chief

From: George J. McGowan, CPA
Director, Office of Audit Services and Management Support

Date: May 30, 2019

Subject: Follow-up Review of OPD Criminal Intake Process (Report No. 19-11)

Attached is a summary of the status of recommendations as determined from our follow-up review of our audit of the OPD Criminal Intake Process (Report No. 18-09), issued June 14, 2018.

This review consisted of inquiries of City personnel. It is substantially less in scope than an audit made in accordance with internal auditing standards. The evidence obtained provided a reasonable basis for our conclusions; however, had an audit been performed, other matters may have come to our attention that would have been reported to you and our conclusions may have needed to be modified.

We are pleased to report that all recommendations are partially implemented, with an identified plan of action for full implementation.

We would like to thank the management of the Police Support Services Division for their cooperation during this follow-up review.

GJM

Attachment

C: The Honorable Buddy Dyer, Mayor
Jody Litchford, Deputy City Attorney
Kevin Edmonds, Chief Administrative Officer
Arthur Eld, Deputy Police Chief
Roger Brennan, Police Captain
Claudio Rosado, Police Support Services Manager

OPD Criminal Intake Reply and Implementation Summary

#	Recommendations	Concur	Original Management Action Plan	Implementation Status	
				Current Status	Comments
1	The quality assurance process performed by Criminal Intake should incorporate detective controls (periodic reviews) around the completeness of case package submissions. Such controls will serve to identify and track case files not yet received by Criminal Intake but nearing the policy deadline, and taskings which are overdue or nearing the deadline.	✓	<i>Response:</i> In response to the findings presented at this report, Criminal Intake agrees to 1.) Update current OPD policy to simplify deadlines for APS packages submitted to Criminal Intake; 2.) Create a SOP for the Criminal Intake Unit; and 3.) Explore scanning options to streamline APS submission. <i>Responsible Party:</i> The Criminal Intake Unit will team together with the Police Legal Advisor, the patrol Services Bureau, and Information Technology to implement the action plan outlined above.	We have updated OPD policy to simplify deadlines for APS packages submitted to Criminal Intake Unit; Patrol and Investigative Services Bureau Captains were informed of Audit recommendations, emphasizing the significance of submitting APS packages to Criminal Intake Unit as per new updated policy; Criminal Intake Unit staff has taken the initiative to instruct officers during block training	We are currently working on a solution with Information Technology to implement APS process into LERMS; SOP will be created once we have LERMS in place; Exploring scanning options to streamline APS submission is still under review
2	OPD should continue to work towards implementing the proposed future state IT environment. The future state plans include migrating the AS400 CAD (dispatch) module to a LERMS CAD module (2018 priority). Next, use of the electronic records management module within LERMS will be adopted and Officers will upload all case paperwork via scanners (2019). As the above noted technology solutions are not planned to be completed prior to the start of 2020, OPD should identify interim solutions to alleviate the manual nature of the Criminal Intake process. Focused systems training covering how to query LERMS and how to input case management data fields (such as the listing of documents provided to SAO and the date submitted) is advised. OPD should consider using the internal courier to pick up case packages from Criminal Intake and deliver them to the SAO (the OPD internal courier already performs the initial case package delivery to Criminal Intake.)	✓	See response to # 1 above.	See response to # 1 above.	See response to # 1 above.

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3	Subsequent to our review, OPD updated Policy 1202.6 to clarify the tasking process. It is recommended that OPD update current version 1202.7 with the policy gaps identified above. The policy should explicitly identify exceptions to prescribed deadlines for causes that are outside of OPD's control (such as lack of complete data from the Clerk of Court). Additionally, Criminal Intake should document its standard operating procedures to reflect current case review procedures, tasking practices, completeness checks, and data entry procedures. As OPD implements its future state IT environment and modifies operational processes accordingly, the documented policies and standard operating procedures should be updated.	✓	See response to # 1 above.	See response to # 1 above.	See response to # 1 above.