



San Diego Police Department

**EARLY IDENTIFICATION & INTERVENTION SYSTEM UNIT**

(Redacted – record exempt)

# OPERATIONS MANUAL

OPERATIONAL SUPPORT DIVISION

EARLY IDENTIFICATION & INTERVENTION SYSTEM  
UNIT



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## **Early Identification & Intervention System Unit Mission, Goals and Objections**

### **MISSION**

The mission of the Early Identification & Intervention System Unit is to identify trends that may negatively impact employee wellness before they lead to performance issues or policy violations. This includes but is not limited to constitutional policing and upholding lawful, professional and ethical standards.

### **GOAL**

The primary goal of the Early Identification & Intervention System Unit is to provide the highest level of “customer service” to all personnel and to support the values of the San Diego Police Department.

### **OBJECTIVES**

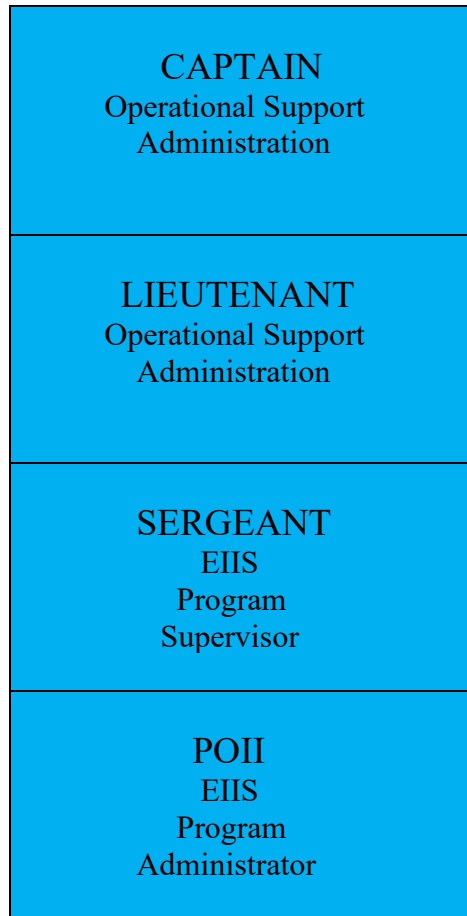
The specific objectives of the Early Identification & Intervention System Unit are:

1. To maintain and manage EIS database.
2. Make policy and procedure recommendations.
3. To conduct daily audits of the EIS system to ensure entries by police personnel are made in compliance with Department Procedures.
4. Develop and implement EIS training.
5. Liaison to Department members.
6. Provide support to Department personnel in navigating through the system.
7. Identify Department employees whose performance indicators have met the criteria for an early intervention assessment.
8. Verify threshold criteria records are accurate and not the result of system or human error.
9. Notify and provide supervisors with EIS alert reports within 10 days, for assessments and interventions.
10. Receive and review assessment reports.
11. Provide assistance and serve as a resource to Department personnel involved in the intervention process.

### **BACKGROUND**

The Department implemented the Early Identification & Intervention System on April 06, 2011. As explained in the United States Department of Justice, Office of Community Oriented Policing Services (COPS) report, “Early Intervention Systems for Law Enforcement Agencies: A planning and Management Guide,” early intervention systems consist of four basic components: performance indicators, identification and selection process, intervention, and post- intervention monitoring. The EIS provides systematic data analysis of certain indicators for supervisors to review, and a self-assessment tool for use by individual employees.

## EIIS Unit Organizational Chart



### **ROLES and RESPONSIBILITY**

#### **Operational Support Captain:**

The Operational Support Captain ensures the overall mission and direction of EIIS is consistent with the San Diego Police Department's current strategic vision.

#### **Operational Support Lieutenant:**

The Operational Support Lieutenant ensures that the EIIS Sergeant successfully carries out the objectives of the EIIS work plan.

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**EIIS/ Program Administrator Sergeant:**

- Supervises the activities of the EIIS Unit.
- Revises and updates the EIIS Operations Manual as needed.
- Identifies, implements, and manages projects, programs, and training.
- Solicits input from EIIS personnel on a regular basis.
- Solicits input from personnel who may be responsible for inputting information into the EIIS System database.
- Solicits input from personnel, organizations or agencies that may be involved in the EIIS System who wish to provide recommendations.
- Coordinates with other agencies, disciplines, and city departments regarding EIIS protocol.
- Serves as a liaison between SDPD Administration and Internal Affairs on EIIS related matters.
- Ensures the Department's participation in the EIIS system.
- Liaison with all area commands.
- Conducts inspections as outlined in the Department's Inspection Guide.

**EIIS/Program Administrator (PO-II):**

- Monitors BlueTeam/IAPro System.
- Ensures Data entered BlueTeam/IAPro system is inputted correctly.
- Reviews all EIIS (BlueTeam) alerts found in IAPro Database.
- Serves as a liaison between SDPD Administration and Internal Affairs on EIIS related issues.
- Provides expertise and assistance to other units regarding the process for utilizing the EIIS/BlueTeam System.
- Identifies, implements, and assists in projects, programs, and training.
- Solicits input from personnel who may be responsible for inputting information into the EIIS System database.
- Solicits input from personnel, organizations or agencies that may be involved in the EIIS System who wish to provide recommendations.

**GENERAL PROCEDURES**

**Rules and Regulations:**

- All EIIS staff will adhere to Department rules and regulations.
- The EIIS office will generally be staffed (**Deleted – records of security**)
- As representatives of the San Diego Police Department, EIIS staff will conduct themselves in a positive and professional manner that reflects highly on the overall membership of the organization.
- All members must have their days off approved by his or her supervisor.
- Any adjustments of days off must be approved via their supervisor.
- Permanent assigned members are authorized twenty-four-hour (24) access to the office.
- The exterior EIIS Unit door will be remain locked at all times, due to confidentiality.
- Staff will normally work at (**Deleted – records of security**).
- The EIIS Staff will coordinate their work activities through the EIIS Sergeant.
- The EIIS Sergeant will coordinate his/her work activities through the Operational Support Lieutenant.
- Work with area commands and provide EIIS training as needed or requested.

**OPERATING PROCEDURES**

**BlueTeam/Report Input Process:**

- BlueTeam entries are input into the system by the user and reviewed/approved by next level supervisor.
- All BlueTeam entries are reviewed for accuracy by EIIS personnel utilizing the IAPro System.
- BlueTeam entries that contain discrepancies or inaccurate information will be returned to the original approving supervisor for corrections.
- Once all corrections have been made, the supervisor will re-submit the entry into the BlueTeam in-coming bin which is located in the IAPro System.
- Once an entry has been reviewed by the EIIS Unit, it is released from BlueTeam into IAPro.
- Invalid BlueTeam entries, created by mistake, will be purged from the system.

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- The Internal Affairs Administrative Sergeant is the only person who can purge information from the IPro system.

**IPro Alert Process:**

- IPro stores all data entered into the system from BlueTeam and sends an automated notification to the EIIS Unit once a designated threshold has been met or surpassed.
- The EIIS Unit monitors all alerts that have reached the designated threshold level.
- Once an alert is activated in the system, the alert will be reviewed by the EIIS Unit to ensure it did not occur due to human or computer error.
- Valid alerts are then forwarded to the affected employee's Commanding Officer along with the intervention instructions and employee resource documents.
- Once notified of the alert, the supervisor must either conduct an intervention with the affected employee or complete a memorandum detailing why an employee intervention is not warranted.

**Note: A memo is not needed to clear an alert for Elevated Use of Time Off when a full intervention is not warranted.**

The Elevated Use of Time Off alert can be cleared by a supervisor placing “**No Action Needed**” **along with the supervisors name and ID number** in the notation box titled “**Actions taken in response to the alert**”. Once completed, the alert will be forwarded back to EIIS and cleared. This procedure change is **ONLY** in regards to Elevated Use of Time Off, all other alerts will still require a full intervention or a memorandum to be cleared.

- All completed intervention forms or memorandums must be signed by the employee and the supervisor. The completed and signed documents will then be uploaded into the BlueTeam system.
- The EIIS Unit will then approve all properly completed documents utilizing the IPro System.

**(Redacted – record exempt)**

**Confidentiality:**

All members assigned to the EIIS Unit will adhere to the confidentiality policy concerning restricted information on Department personnel. EIIS contains performance indicators that relate to confidential information. Department employees may only access EIIS in accordance with the access levels set forth above. Misuse of the EIIS system, as with any other Department data system, may result in discipline.

EIIS personnel will not share confidential information with anyone who does not have a right and need to know. Members will not discuss sensitive information with anyone in hallways or locations in the building where the conversation may be overheard.

Any employee accessing the IAPro database must obtain the proper clearance through the Internal Affairs Office. An Internal Affairs confidentiality agreement form must be completed and approved prior to accessing IAPro. The confidentiality agreement form can be obtained from the Internal Affairs IAPro Program Administrator.

The exterior EIIS Unit door will always remain locked to maintain strict confidentiality. The last member to leave the office will ensure the exterior door is locked and secured.

**Conduct:**

Conduct in the office will always be professional. Violations of EEO policies, Threat Management Policy, or any other Department Policy or Regulation will not be tolerated.

**Hours of Operation:**

Office hours are generally **(Deleted – records of security)**. Permanent EIIS assigned members are authorized twenty-four (24) hour access to the office. All vacation days, adjusted days off, training days, 11-86 assignments or any other absences from work must be approved in advance by one of the unit supervisors. Requests must be entered in the Red Book as soon as possible.

**Work Areas:**

Each member of the unit is responsible for the appearance of their workspace. Workspaces should be clean and business-like in appearance. Decorative items and personal pictures may be displayed, however they must be neatly arranged and not violate any Department Policy or Regulation.

**Telephones:**

Members should provide their individual work telephone numbers to Department members. Voicemail will always be activated and used. Voicemail greetings will be professional and cordial.

**Attire:**

Attire for all EIIS members must be business-like and appropriate to a professional work environment.



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**Vehicles:**

A staff vehicle is assigned directly to EIIS in order to provide transportation for members in the performance of their duties. The EIIS Department vehicle will be parked in its assigned space. Use of all Department vehicles will occur in accordance with Department Policy 1.12.

**EIIS Unit Designators:**

**(Deleted – records of security)**