

OFFICE OF THE CHIEF INVESTIGATOR

CHIEF INVESTIGATOR REV. JEROME L. WARFIELD, SR.

June 8, 2023

Re: Backlogged Case Elimination Plan

Recently, The Board of Police Commissioners inquired about the status of backlogged citizen complaints. Today, I am pleased to present to you OCI's backlog elimination plan, developed through collaboration with Supervising Investigator Ainsley Cromwell, Acting Supervising Investigator Lisonya Sloan and myself.

The goal of the plan is to readily review, thoroughly investigate and appropriately close all of the 253 backlog cases in compliance with the SOP. These cases were collected from the investigators in January of 2023. Initially, Temporary Administrative Services Specialist (TASS) workers were recruited to resolve and close these cases, but that project was not approved.

Without objection from this honorable body, on Monday, June 12, 2023, each OCI Investigator will select 2 cases from their backlogged caseloads which are boxed in Supervising Investigator Cromwell's office. The Investigator and their supervisor will sign out and evaluate each case. The initial investigation of these cases must be completed by July 14, 2023. New Investigators will be assigned 1 backlogged case from their Supervisor. The requirement to complete backlogged cases is mandatory. The plan should yield around 25 backlogged cases a month.

Incentives

- After 2 backlogged cases have been successfully closed and approved by the Supervisor and the Chief Investigator, each Investigator will be eligible to work from home 1 day the following week. If additional backlogged cases are completed, additional days to work from home will be granted. (2 cases = 1 workday from home, 4 cases = 2 workdays from home). The City of Detroit Telework Weekly Documentation of Work form is required by each Investigator working from home.
- The incentives to work from home will be evaluated as the work continues.
- If an Investigator's regular case load becomes overdue (past 90 days), they will not be eligible to work from home but are still required to complete their assigned backlogged cases.
- Flexible Work Schedule Application have been completed by each investigator and supervisor.

Controls

- Backlogged cases are due within 30 days after an Investigator signs out the case.
- Only 2 backlogged cases will be released to an Investigator at any given time.
- Supervisors will monitor through monthly reports the progress Investigators are making on regular and backlogged cases.
- Supervisor weekly meetings and monthly monitoring reports will be generated to evaluate the efficiency of each Investigator.
- Team members will be limited to a small number of days each week to work from home which will reduce concerns of productivity issues.
- The quality standards remain the same. The goal is to readily review, thoroughly investigate and appropriately close each backlogged case.
- Supervising Investigators and the Chief Investigator will validate the quality of backlog and regular case work.

My Goal is to have all 253 backlogged cases appropriately resolved by February of 2024 if not sooner. Thank you for your patience.

Sincerely,

Rev. Jerome L. Warfield, Sr.
Chief Investigator
Office of the Chief Investigator