

PROFESSIONAL STANDARDS DIVISION

Professional Conduct Review Section



ANNUAL REPORT

2015



PROFESSIONAL STANDARDS DIVISION

Professional Conduct Review Section

The mission of the Professional Conduct Review Section is to determine employee compliance with Sheriff's Office written directives in a fair and impartial manner, while maintaining the trust and confidence of Sheriff's Office personnel and the citizens and visitors of Seminole County.



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SECTION I

Introduction

The **Professional Conduct Review Section** has as its major function the receiving, processing and investigating of administrative complaints made against Sheriff's Office employees. All Administrative Investigations are conducted by the Section. This report outlines the investigative process and includes an analysis of the personnel complaints investigated during the 2015 calendar year.



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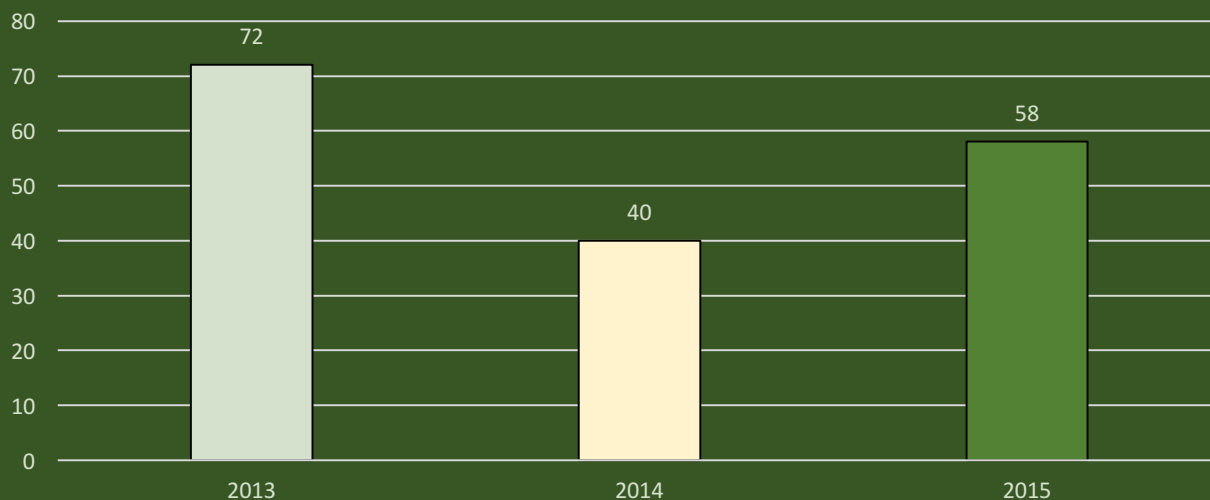
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SECTION II

Personnel Complaints

The Professional Conduct Review Section received 58 formal complaints from the public in 2015. During the same time period in 2014, the section received 40 formal complaints. This represents a 45% increase in formal complaints received by the section. Investigators and supervisors conducted 28 formal investigations in 2015, compared to 32 formal investigations in 2014. This represents a 13% decrease in the number of formal investigations.

Formal Complaints
2013-2015



Complaints against employees of the Sheriff's Office are classified according to the nature of the complaint. If not resolved informally, they may be categorized as Supervisory Inquiries or Administrative Investigations. There are specific procedures for investigating complaints, which are determined by the seriousness of the allegation(s).

The following information provides the reader with a brief summary of the complaint process as it applies to Supervisory Inquiries and Administrative Investigations. Also, an analysis of each category is provided to show comparisons based upon the cases investigated and the resulting disposition of those cases.



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SUPERVISORY INQUIRIES

Supervisory Inquiries are investigations of allegations of discourtesy or other less serious violations of Sheriff's Office policy. They are generally conducted by a supervisor who has received specialized training and has been approved to conduct supervisory inquiries. These cases require limited investigation by the supervisor, who determines whether or not a violation of policy occurred.

If the supervisor determines through investigation that a violation of policy occurred and the allegation(s) are sustained, the Sheriff may elect to convene a Disciplinary Review Board. The Board considers the incident and recommends disciplinary action.

If the inquiry establishes the policy violation is more substantial than originally believed, or that it would become too time consuming for the supervisor to conduct, the Sheriff may order an Administrative Investigation be conducted by the Professional Conduct Review Section.

ADMINISTRATIVE INVESTIGATIONS

Administrative Investigations are investigations of major violations of Sheriff's Office policies, rules, procedures, or law. They are investigated by the Professional Conduct Review Section, only at the direction of the Sheriff or, in his absence, the Undersheriff or Chief Deputy Sheriff. When the investigation is completed, each allegation is assigned one of the following conclusions: Sustained; Not Sustained; Unfounded; Exonerated; or Policy Failure. The completed investigation is forwarded to the Sheriff for his review and approval. Upon the Sheriff's approval, the investigation becomes public record. Disciplinary action is at the sole discretion of the Sheriff. **NOTE: The Professional Conduct Review Section is a fact-finding body only and makes no recommendations concerning discipline.**



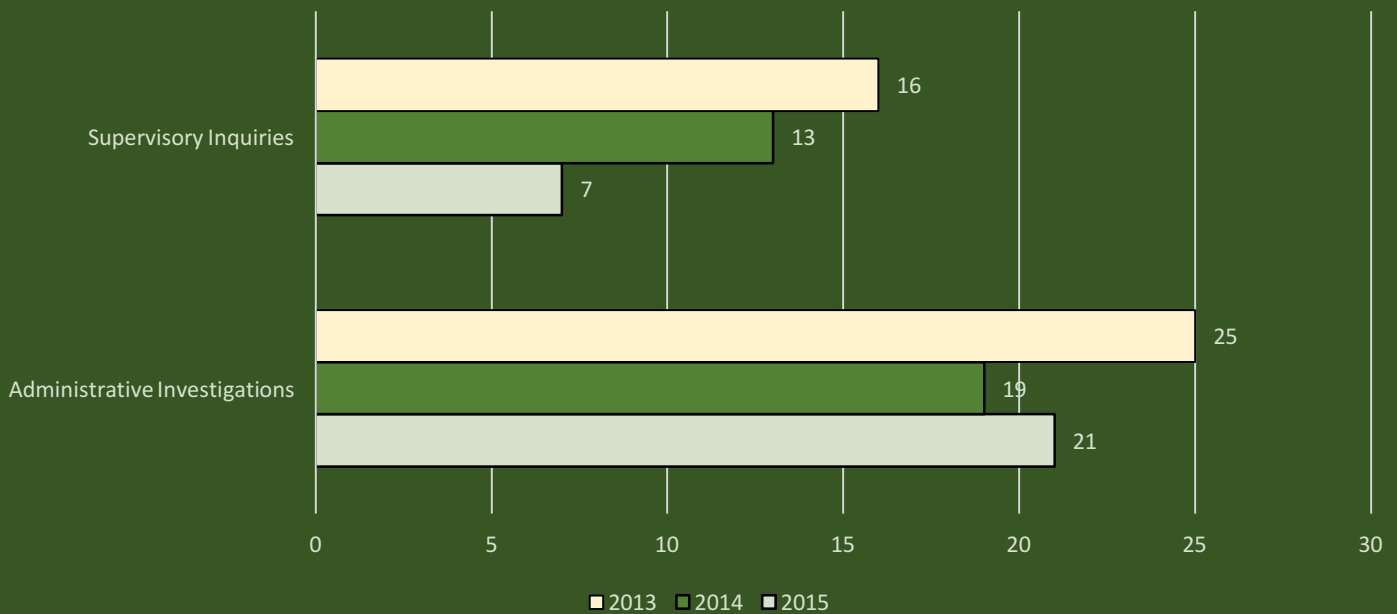
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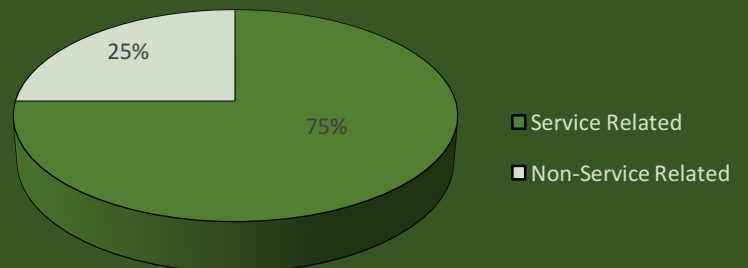
ANALYSIS OF COMPLAINTS

*Two Administrative Investigations were conducted for the Casselberry Police Department and are not included in this statistical analysis

	2014	2015	Change
Administrative Investigations:	19*	21	11%
Supervisory Inquiries:	13	7	-46%
Total Number of Investigations:	32	28	-13%



Service Related Investigations:	21
Non-Service Related Investigations:	7
Total Number of Investigations:	28





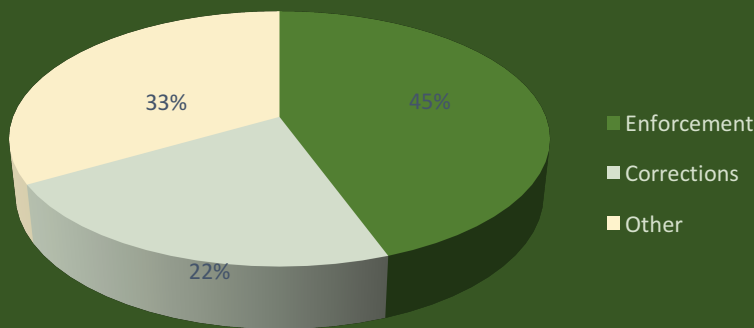
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Assignment of Employees Investigated

Enforcement:	12	45%
Corrections:	6	22%
Other:	9	33%
Total Number of Employees Investigated:	*27	

* Some investigations involved multiple employees, and some employees were the subjects of multiple investigations.



Digital Video Evidence

In 2015, there were eleven formal investigations that involved the use of digital video evidence. In one case in-car video [ICC] from an outside agency was used, in three cases Sheriff's Office ICC was used, and in nine cases security footage was used. Some cases involved multiple sources of video. In seven of the cases the digital video evidence was used to sustain a violation, in two cases the digital video was used to disprove a violation, and in two cases the video had no effect on the findings.

In 2015, there were 13 formal citizen complaints that were able to be informally resolved as a direct result of available digital video evidence. This represents a 117% increase over 2014, when 6 complaints were able to be resolved as a result of video evidence. **NOTE: As a direct result of digital video evidence, Professional Conduct Review Investigators filed criminal charges against two complainants for filing false complaints and for providing misleading information to investigators.**



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Agency Practices

Recommendations for changes to agency practices were made in three formal investigations.

PC-15-0002:

It was recommended that the Medical Section of the John E. Polk Correctional Facility work with the Information Technology Division to ensure the Electronic Medical Record reporting system carries the appropriate safeguards to ensure consistency with mandatory standards for writing orders into the inmate record.

PC-15-0004:

It was recommended that the practice of allowing non-supervisory personnel to complete the "Zone Supervisor's Comments" section of the Watch Sheets be stopped. It was further recommended that supervisors should examine the Watch Sheets on a recurring schedule more frequently than once per shift. Additionally, it was recommended that documented training should be conducted with all certified personnel assigned to the Correctional Facility on how to properly conduct the physical checks of inmates in accordance with Corrections Policy & Procedure 10.10. It was further recommended that the practice in Central Control of having the Certified Nursing Assistant completely fill out a Watch Sheet front and back before it can be turned in to a supervisor should be stopped. The Certified Nursing Assistant should start a new Watch Sheet for each inmate at the beginning of their assigned shift. It was further recommended that language be added to all contractual agreements for individuals or companies that provide temporary workers to the Sheriff's Office that would require those personnel who are working at the Sheriff's Office to fully cooperate with administrative investigations.

PC-15-0010:

It was recommended that a case number should be written on the bond paperwork at the time the bond is received that coincides with the specific charge for which the bond was being paid.

It was also recommended that prior to releasing an inmate who is in the facility on a courtesy hold, the originating facility should be contacted by telephone, informed of the pending release, and verbal approval should be received from that facility, documenting the date, time and person authorizing the hold to be released.



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SECTION III

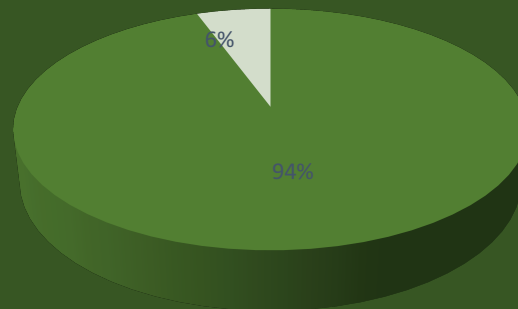
Supervisory Inquiries

The following is an analysis of the 7 Supervisory Inquiries that were conducted during the 2015 calendar year. These inquiries resulted in 18 specific allegations of misconduct. The figures below represent the investigative findings and any resulting disciplinary action.

Findings

The table below provides a comparison, by category, of the findings assigned to each of the specific allegations.

FINDINGS	TOTAL
Sustained	17
Not Sustained	1



Disciplinary Action

■ Sustained ■ Not Sustained

As a result of the 17 sustained violations of policy, 5 employees received some form of disciplinary action. The table below provides a comparison, by category, of the disciplinary actions administered. Four other employees received Education-based discipline as a result of sustained violations. **NOTE: Education-based discipline is not considered disciplinary action.**

DISCIPLINE	TOTAL	PERCENT
Reprimand	1	20%
Suspension	2	40%
Demotion	1	20%
Termination	1	20%



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SECTION IV

Administrative Investigations

The following is an analysis of Administrative Investigations conducted during the 2015 calendar year. This information is based upon 21 investigations which are analyzed for Violations Charged, Findings, and Disciplinary Actions.

Sheriff's Office Administrative Investigations:	21
Total Number of Alleged Violations/Charges Investigated:	35
Total Number of Employees Investigated:	*22
<i>* Some investigations involved multiple employees.</i>	
Deputy Sheriff Involved Shootings:	1

Violations Charged

Of the 35 alleged violations of Sheriff's Office written directives investigated by the Professional Conduct Review Section, the following table shows the types and percentages of alleged misconduct.

Violation	Number	Percentage
Carelessness	7	20%
Knowledge/Obedience to Laws	5	14%
Conduct Unbecoming	4	11%
False Statements & Reports	3	9%
Modified Direct Observation	2	6%
Pharmaceutical Operations	2	6%
Unauthorized Access to CJ Data	2	6%
Continuing Medication (Medical)	1	3%
Association w/ Criminals	1	3%

Violation	Number	Percentage
Employee Harassment	1	3%
Care of Issued Property	1	3%
Conduct Toward the Public	1	3%
In Car Video Recording	1	3%
DV Documentation	1	3%
Taser Deployment	1	3%
Obedience to Lawful Orders	1	3%
Response to Resistance	1	3%

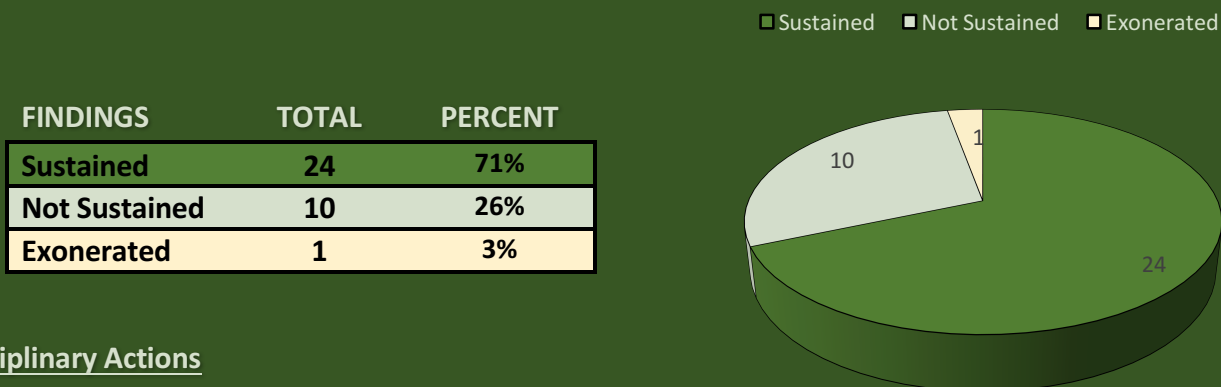


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Findings

Of the 35 alleged violations of Sheriff's Office policies and procedures investigated by Professional Standards, the table below provides a comparison, by category, of the findings assigned to each of the alleged violations investigated.



Disciplinary Actions

As a result of the 24 sustained violations of policy, involving 16 employees, the following disciplinary actions were taken. The table below provides a comparison, by category, of the numbers and percentages of the resulting disciplinary actions. One other employee received Education-based discipline as a result of sustained violations.

NOTE: Education-based discipline is not considered disciplinary action.

FINDINGS	TOTAL	PERCENT
Suspension	8	50%
Termination	3	19%
Resignation	2	13%
Reprimand	2	13%
Demotion	1	6%



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SECTION V

**Telecommunications*

During the 2015 calendar year, there were no Administrative Investigations or Supervisory Inquiries involving personnel assigned to the Telecommunications Division.

*Required by the Association of Public-Safety Communications Officials, the organization that oversees accreditation of the Telecommunication Section.

Report created: June 16, 2016.