

	POLICY
	Unit: Investigations & Quality Management
Number:	Title: Quality Assurance
Effective Date: 6/24/21	Supersedes: 3.3.1 (8/19/19)

Quality Assurance

PUBLIC POLICY STATEMENT

Effective policies ensure compliance with the law, promote the use of best practices, foster integrity and independence in the performance of COPA activities, and provide transparency regarding the procedures and standards for the conduct of those activities.

COPA is committed to conducting investigations with integrity, transparency, independence, and timeliness, which is the foundation for building and maintaining public trust. To support this mission, the COPA Investigations Section, and specifically the Quality Management (QM) Unit, are entrusted to monitor, identify, and provide a platform for a quality analysis review process prior to or post-closure of certain major cases, and other cases as designated. This quality analysis review process serves to identify opportunities to strengthen investigative steps and improve agency operations and performance at the individual, squad, and section levels.

PURPOSE

The purpose of this policy is to detail the roles and responsibilities of the COPA Investigations Section and QM relative to adherence with COPA's quality standards.

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DEFINITIONS

Term	Meaning
City of Chicago Video Release Policy	<p>It is the City of Chicago's policy to publicly release within 60 days, with limited exception, materials including 911 calls, dispatch recordings, radio calls, video and audio from dash cameras or body-worn cameras, Police Observation Device (POD) cameras, third party video and audio, arrest reports, original case incident reports, tactical response and officer battery reports related to incidents involving:</p> <ul style="list-style-type: none">• an officer discharging their firearm in a manner that strikes, or that potentially could strike, another individual, even if no allegation of misconduct is made;• an officer discharging their Taser or stun gun in a manner that strikes another individual and results in death or great bodily harm; and• incidents in which, as a result of the use of force by an officer, the death of, or great bodily harm to, a person occurs while that person is in police custody.
Major Case Incident	<p>Any of the following incidents:</p> <ul style="list-style-type: none">• All firearm discharges by Department members.• Any death resulting from a motor vehicle accident or collision, if the Department member was engaged in law enforcement activity involving the individual or the individual's vehicle in the process of apprehension or attempt to apprehend.• Death or serious injury while in custody or detained.• Other weapons discharges, equipment usage or incidents resulting in serious injury or death.• Any incident, as determined by the Chief Administrator (or designee), requiring an in-person response by on-call personnel or members of COPA's Public Information Section.
Quality Analysis Review (QAR) Report	<p>The QAR Report is a tool utilized by QM to evaluate individual investigations and provide COPA's Investigations Section with information about how well maintenance of the investigative file, collection and analysis of evidence, and summary work product reflects COPA's expectations for quality, timeliness, and objectivity.</p>

POLICIES

I. ROLES AND RESPONSIBILITIES

- A. Utilizing the QAR Report, QM will review the following major cases (pre-closure) ensuring that all relevant evidence is identified, gathered, and weighed to reach an objective determination:
1. all Department member-involved death incidents (i.e., matters investigated pursuant to the Police and Community Relations Act (50 ILCS 727));
 2. incidents involving a Department member's intentional discharge of a firearm at a person; and

3. all other matters identified for review by the Chief Administrator or Chief of Investigative Operations.
- B. QM, in consultation with the Chief of Investigative Operations (or designee), will facilitate Monthly Case Review Meeting(s) of all cases identified in section I(A) above.
 - C. QM will review and complete a QAR Report for a sampling of cases not otherwise included in I(A) (pre- or post-closure) to ensure all relevant evidence is identified, gathered, and weighed to reach an objective and timely outcome, as well as ensure that closures occur in compliance with required criteria associated with COPA closing dispositions on a quarterly basis. These reviews may include:
 1. investigations that have reached, or are expected to reach, findings of Sustained, Not Sustained, Unfounded and Exonerated; and
 2. investigations closed with no finding.
 - D. Through the review of COPA investigations and issuance of QAR Reports, QM may identify risks and trends relative to the quality of COPA work product and investigative efforts, and make recommendations addressing performance and operational improvements to the Chief Administrator and COPA's Policy, Research and Analysis Division. Risks and trends at the individual, squad, and section levels may include, but are not limited to, high error rates in investigative work product, lack of sufficient support or explanation for recommended findings, and adequacy of efforts to document investigative actions or otherwise maintain an orderly file.
 1. QM may also notify the Chief Administrator and COPA's Policy, Research and Analysis Division of any potential risks or trends related to Department member conduct that could lead to meaningful policy recommendations and advisories that advance the culture of policing with the City of Chicago, point to an operational deficiency or risk within the Department, or warrant further inquiry to initiate a pattern and practice investigation.
 - E. COPA will leverage information reflected in QAR Reports to make data-driven decisions that inform the allocation of COPA resources and agency operations.
 - F. QAR reports reflecting a score of 70-100% are considered passing but may reflect minimal conditions or recommendations that must be considered as the investigation continues through the COPA review chain. QAR reports reflecting a score of less than 70% cause the investigation to be returned to the assigned investigative team to address conditions and recommendations prior to resubmission through the COPA review chain. In exceptional circumstances, if QM identifies serious concerns regarding accuracy and objectivity relative to investigations submitted for review, the Chief Administrator and the Chief of Investigative Operations may take additional corrective action, to include re-training or initiate disciplinary proceedings.
 - G. QM will provide support to the COPA Investigations Section relative to transparency efforts governed by the City of Chicago's Video Release Policy and COPA Policy (Transparency Initiatives), which requires public release of certain materials within a strict timeframe. QM

support includes facilitating the identification, review, and processing of materials in advance of public release.

EXCEPTIONS

Exceptional circumstances, which may include low staffing levels or surges in Major Case Incidents or complaint intake due to unique or unanticipated events (e.g., protests and civil unrest) or other delays attributable to circumstances outside of COPA control (e.g., technical or equipment complications), may necessitate a stay in adherence with I(C) above without sacrificing quality relative to expectations detailed in I(A) and I(B). Should exceptional circumstances arise, the Chief Administrator or Chief of Investigative Operations may issue a written communication to QM supervisor/management staff postponing adherence with I(C).

RELATED INFORMATION

<u>Title</u>	<u>Link</u>
Affidavits, Affidavit Overrides, Exceptions to Affidavit Requirement	COPA Policy
Civil and Criminal Complaint Review	COPA Policy
Compelled Statements	COPA Policy
COPA Interviews – Chicago Police Department Members	COPA Policy
Disciplinary and Remedial Recommendations	COPA Policy
Fact Gathering & Investigative Process	COPA Policy
Final Summary Report	COPA Policy
Intake	COPA Policy
Investigative File Maintenance	COPA Policy
Major Incident Responses	COPA Policy
Medical Records and HIPAA Compliance	COPA Policy
Recommendations Regarding Department Member Duties and Powers	COPA Policy
Timeliness Benchmarks	COPA Policy
Training and Disciplinary Records	COPA Policy
Video Release and Transparency Initiatives	COPA Policy
Video Release Policy – Roles and Responsibilities	COPA Guidance
Quality Analysis Review Report	COPA Template

ADDITIONAL SEARCH OPTIONS

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