

Citizen Complaint Authority

Budget & Finance Committee

April 1, 2024

Agenda

- Mission Statement and Services
- FY24 Accomplishments
- Service Delivery Challenges
- FY25 Performance Goals
- Budget and FTE History

Mission Statement and Services

The Citizen Complaint Authority improves community-police relationships in Cincinnati and prevents policing complaints by investigating serious police interventions; fairly, impartially, and independently reviewing allegations of misconduct; examining patterns and root causes; engaging the community and police; and resolving conflict through restorative justice measures.

- **Complaint-Based Investigations**
- **Serious Police-Intervention Investigations**
- **Data Review and Analysis**
- **Policy Review and Recommendations**
- **Outreach Engagement Sessions**
- **Communications**
- **Problem-Solving/ Mediation**

FY24 Accomplishments

- CCA has decreased the number of investigations older than 90 days. CCA decreased its backlog by 70% for completing investigations that were past due by 180 days and by 96% for investigations past due by 2 years.
- As of February 28, 2024, CCA participated in 13 community engagements, reaching over 315 people, as a part of its Ambassador Program. These engagements included trainings and meetings as well as monthly presentations of completed investigations at “Freedom Fridays” with the Cincinnati Black United Front, and grassroots events between July 1 - February 28, 2024.
- CCA increased its number of investigations closed within 90 days by 71%.

Service Delivery Challenges

•Challenge 1: Investigator Training Program

CCA has a history of relatively high turnover and attrition among the investigator personnel. A contributing factor is the continued growth of the investigations backlog. Police-citizen conflict resolution and investigation can create a stressful work environment. Also, investigators are expected to be on call 24/7.

One method or approach to address employee turnover is adequately prepare new employees with a quality, proven, standardized training program for Investigators. A well-trained new Investigator is better able to contend with/accommodate the stresses of police-citizen conflict resolution/investigation and commit to an extended employment term.

Service Delivery Challenges

•Challenge 1: Investigator Training Program (continued)

The ideal model would provide for the certification of each new investigator as a Certified Practitioner of Oversight (CPO). CCA is proposing that the training program include attendance at the National Association for Civilian Oversight of Law Enforcement Conference. In addition, investigators would be required to participate in training for witness interviewing techniques and other forms of evidence collection and analysis.

So, some training might be provided locally by contract trainers. Other aspects of training program will require out of town travel.

To date the training program has been conducted on an irregular or intermittent schedule depending on available resources. As more experienced and highly trained Investigators retire or leave employment with the City the need for a standardized, routine training program becomes more urgent.

Service Delivery Challenges

- **Challenge 2: Enhancement or Replacement of Existing CCA Database System**

CCA is required to maintain and secure documentation and records relating to police-citizen conflict investigations as well as the case deliberations and resolutions. A reliable records maintenance system is essential. CCA's current document storage system was designed using an Access database platform. There are some concerns that this database platform may soon be outdated/obsolete. CCA wants to ensure that the City will be prepared for this eventual contingency. CCA has solicited estimates for potential solutions to address this eventuality. One general estimate assumes a cost of \$200,000. However, the details, configuration and timing of a replacement system require further investigation. ETS and CCA have concluded that a new database system could enhance data security, accessibility, and system reliability.

CCA will need resources to cover the non-personnel cost associated with the enhancement or upgrade of the existing database management system as described in the issues narrative above.

FY25 Performance Measures

Complaint-Based Investigations

- Goal – 80% of investigations are closed within one year
- Volume – Total # of complaint-based investigation requests

Complaint-Based Investigations

- Goal – 50% of investigations are closed within 90 days
- Volume – Total # of complaint-based investigations closed

Complaint-Based Investigations

- Goal – completion of at least three investigations per month per FTE

Complaint-Based Investigations

- Goal – 95% of investigations are assigned to an investigator within 2 business days
- Volume – Total # of investigations assigned

Mediation

- Goal - pending the legal department's review of CCA's mediation plan, at least one CCA-qualified mediation will take place per quarter
- Volume – Total # of mediations

Budget and FTE History

Citizen Complaint Authority General Fund	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Personnel Compensation	504,970	580,902	864,430	924,390	1,012,860
Fringe Benefits	158,410	219,054	293,110	331,270	322,410
Non-Personnel Expenses	28,250	99,084	132,540	41,480	51,520
General Fund Total	691,630	899,040	1,290,080	1,297,140	1,386,790

Citizen Complaint Authority - FTEs	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
	6.00	8.00	11.00	11.00	11.00

Questions?