

## Mid-Year Review of OPA Classifications – 2023

January 1, 2023 – June 30, 2023

### Introduction

OIG is required to report on its review of the OPA complaint handling system through regular classification reviews, and via an Annual Report that includes a review of completed investigations. These quarterly reports will culminate in the OIG Annual Report, which will aggregate the data.

### Classifications

OIG individually reviews all OPA classifications on a weekly basis to validate they have been appropriately assigned, and that allegations and employees associated with the complaints were properly identified.

Table 1. OIG and OPA Classification Concurrence by Case Type and Quarter

OPA Classification	Total Q1	Total Q2	Mid-Year Total	Level of Concurrence
Contact Log	20	19	39	97.4%
Batch Contact Log	276	252	528	100%
Supervisor Action	43	41	84	98.8%
Bias Reviews	52	48	100	100%
Rapid Adjudication	1	0	1	100%
Mediation	1	0	1	100%
Grand Total	393	360	753	

### Contact Logs

OIG individually reviewed 19 Contact Logs at the time of classification during Q2, bringing the mid-year total to 39 total contact logs. OIG had nonconcurrence with one (2.6%) Contact Log during Q1, bringing non-concurrence to 97.4%. In the instance of the contact log non-concurrence, OPA reclassified the non-concurrence for further investigation.

### Batch Contact Logs

OIG reviewed 252 Batch Contact Logs received by OPA during Q2. OIG had 100% concurrence with OPA's classifications. This maintains a 100% OIG concurrence rate for the 528 Batch Contact Logs.

### Supervisor Actions

OIG reviewed 41 Supervisor Actions closed by OPA during Q2. OIG concurred with all OPA classification decisions in Q2, but had one non-concurrence in Q1, making the overall level of concurrence 98.8%. The one case of non-concurrence in Q1 was re-classified by OPA for further investigation.

### Bias Reviews

OIG evaluated 48 Bias Reviews closed by OPA during Q2. OIG had 100% concurrence with OPA reviews, maintaining a 100% concurrence for all 100 Bias Reviews in Q1 and Q2.

### Rapid Adjudication

There were no Rapid Adjudication cases submitted for OIG review during Q2. A case was submitted for Rapid Adjudication in Q1. Although OIG concurred with the Rapid Adjudication classification, after certification the case was re-classified as an Investigation.

### Mediation

There were no Mediation cases submitted for OIG review during Q2. One Mediation case was reviewed by OIG for Q1, and OIG concurred with the classification.

### **Investigations**

OIG reviews all OPA investigations prior to case completion in order to certify whether a case is thorough, timely, and objective. At the end of Q2 OIG issued certifications in 172 cases. These certifications include instances when a case is certified as an Expedited classification. In these cases, the Complainant alleges a serious policy violation; however, preliminary evidence disproves the allegation without the need to interview further witnesses or the involved employee. OIG must concur with an Expedited Investigation classification in the certification, otherwise OPA re-classifies the case as an Investigation.

In some proposed Expedited classifications, OIG does not initially concur because of insufficient evidence and requests additional information from OPA. In many situations, OPA can remedy identified deficiencies prior to classification to gain concurrence and receive full certification of the Expedited Investigation. In other proposed Expedited Investigations, OIG does not concur with OPA's assessment on the appropriateness of this classification, and these cases are reclassified for further investigation. Finally, in certain cases, Expedited allegations are accepted on some proposed allegations but not on others. In these cases, OPA receives a certification for allegations accepted as an Expedited Investigation, and the case is bifurcated, meaning remaining allegations will be further investigated.

In this report, OIG is reporting on the most recent certifications for cases reviewed by OIG in 2023. Several cases reviewed by OIG may have bifurcated allegations outstanding, or Expedited requests may have been completed after the mid-year mark. For this reason, further information on Expedited requests accepted by OIG and bifurcated cases will be available in the 2023 Annual Report.

Table 2. Certifications by Category

OIG Certifications	Total Count	% of Total Cases
Partial: Not Objective	1	0.6%
Partial: Not Timely	8	4.7%
Partial: Not Thorough	2	1.2%
Partial: Not Thorough or Timely	1	0.6%
<b>Subtotal</b>	<b>12</b>	<b>7%</b>
Full: Timely, Thorough & Objective	160	93%
<b>Total Certifications Issued by OIG</b>	<b>172</b>	<b>100%</b>

### Certifications

In 2023, OIG has issued twelve partial certifications and 160 full certifications. The most common reason a case was partially certified was due to timeliness issues, with eight cases partially certified for this deficiency. Two cases were not thorough, and OIG determined one case was not objective. Finally, one case was certified as not thorough or timely, and is the only case not to be certified in two areas. Currently, OPA has a full certification rate of 93% in 2023 which is consistent with OPA's full certification rates in 2022 (92%) and 2021 (93%).