

Quarterly Review of OPA Classifications – Q3 2023

July 1, 2023 – September 31, 2023

Introduction

OIG is required to report on its review of the OPA complaint handling system through regular classification reviews, and an Annual Report that includes a review of completed investigations. This quarterly report provides data on classifications reviewed by OIG during the third quarter of 2023.

Classifications

OIG individually reviews 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 – Q3 2023

OPA Classification	Total Reviewed Q3	Total Reviewed 2023	2023 Level of Concurrence
Contact Log	19	58	96.6%
Batch Contact Log	380	909	100%
Supervisor Action	57	141	97.9%
Bias Reviews	45	145	100%
Rapid Adjudication	2	3	100%
Mediation	0	1	100%
Grand Total	503	1257	

Contact Logs

OIG individually reviewed all 19 Contact Logs at the time of classification during Q3. OIG had nonconcurrence with one Contact Log during Q3, bringing OIG's level of overall concurrence for 2023 Contact Logs to 96.6%.

Batch Contact Logs

OIG reviewed 380 Batch Contact Logs received by OPA during Q3. OIG had 100% concurrence with OPA's classifications.

Supervisor Actions

OIG reviewed 57 Supervisor Actions closed by OPA during Q3. In two instances (or about 3.5% of cases this quarter), OIG did not concur with OPA's classification decision. This brings OIG's level of concurrence to 97.9% for the year.

Bias Reviews

OIG evaluated 45 Bias Reviews closed by OPA during Q3. OIG had 100% concurrence with OPA's reviews in Q3, maintaining OIG's 100% concurrence rate for the year to date.

Rapid Adjudication

Two Rapid Adjudication cases were submitted for OIG review during Q3, and OIG concurred with the classification of both cases, maintaining a 100% concurrence rate for the year.

Mediation

There were no Mediation cases submitted for OIG review during Q3, however OIG reviewed one Mediation case so far this year and concurred with the classification.