

## Quarterly Review of OPA Classifications – Q3 2024

July 1, 2024 – September 31, 2024

### 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 2024.

### 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 2024

OPA Classification	Total Reviewed Q3	Total Reviewed 2024	2024 Level of Concurrence
Contact Log	15	55	100%
Batch Contact Log	103	610	100%
Supervisor Action	36	134	98.5%
Bias Reviews	21	76	100%
Rapid Adjudication	0	1	100%
Mediation	0	1	100%
<b>Grand Total</b>	<b>175</b>	<b>877</b>	

#### Contact Logs

OIG individually reviewed 15 Contact Logs at the time of classification during Q3. OIG concurred with all Contact Log classifications during Q3, making the level of overall concurrence for 2024 Contact Logs 100%.

#### Batch Contact Logs

Due to limited staffing during Q3, OIG returned to conducting a review of a statistically significant random sample of Batch Contact Logs. OIG reviewed 103 Batch Contact Logs received by OPA (out of a total of 391 received by OPA) during Q3. OIG had 100% concurrence with OPA's classifications. This maintains a 100% OIG concurrence rate for the 610 Batch



Contact Logs reviewed in 2024. OIG plans to resume reviewing all Batch Contact Logs when staffing allows, but no later than Q2 of 2025.



### Supervisor Actions

OIG reviewed 36 Supervisor Actions closed by OPA during Q3. OIG concurred with all Supervisor Action classifications during Q3. This brings OIG's level of concurrence to 98.5% for the year.

### Bias Reviews

OIG evaluated 21 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

No Rapid Adjudication cases were submitted for OIG review during Q3. So far only one case has been submitted to OIG for approval of Rapid Adjudication classification in 2024. While OIG agreed with this classification, the case was ultimately re-classified to an Investigation.

### 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.