



Mecklenburg County Sheriff's Office

	MCSO General Order # 42	Effective Date: June 5, 2020
	Subject: Personnel Early Intervention System (PEIS)	
	Rescinds: No Previous Version	Authored: April 23, 2020
	Approved: Sheriff Garry L. McFadden 	

Applicable Standards: CALEA 35.1.9

I. Purpose:

The purpose of this General Order is to establish and maintain a Personnel Early Intervention System (PEIS) to aid in the identification of and assistance to employees who may benefit from agency intervention. The PEIS is a positive approach and an essential component to identifying and assisting employees whose performance indicates the possibility of job stress or other adverse job-related problems. Early intervention of potential issues that could challenge an employee's performance can increase the agency's accountability, while providing the employee an opportunity to improve and to meet their personal and career goals that align with the Vision, Mission and policies of the Mecklenburg County Sheriff's Office.

II. Policy:

Mecklenburg County Sheriff's Office will utilize its PEIS to recognize and assess an employee's performance and/or patterns of behavior where change may be necessary in order to prevent major issues impacting job performance and/or MCSO operations which, if left unaddressed, could lead to termination of employment. The PEIS will be used to track and review incidents including sick leave usage (excluding FMLA leave), complaints lodged against employees, policy violations, use of force incidents, and employee performance.

III. Definitions:

Personnel Early Intervention System (PEIS): System utilized for tracking and reviewing incidents of risk to the agency and involved employees.

IA Pro: IA Pro is a software program used by the Office of Professional Compliance (OPC) for case management of internal affairs investigations. IA Pro also has early identification and intervention features that highlight incidents that employees have been involved in for closer analysis and early intervention.

IV. Procedure:

The PEIS is designed to assist supervisory and management personnel in monitoring employee performance.

Utilization of the PEIS does not substitute for or in any way alter the critical role of supervisors in directly monitoring the performance and behavior of personnel under their command.

A. Supervisory Responsibilities:

1. **All directors, managers and supervisors are critical to a successful Personnel Early Intervention System.**
 2. Management and supervisory personnel shall be familiar with alternative and authorized actions they may take in response to personnel exhibiting behavioral problems with or without information provided by the PEIS
 3. When a supervisor reasonably believes an employee needs assistance based on a **documented** behavior, he/she will make the appropriate referral to assist the employee. Supervisors will remain attentive to behavior or conduct that have the potential to result in negative consequences to the employee, his or her co-workers or provide negative perceptions of the Sheriff's Office. Behavior and/or conduct that potentially could be associated with early intervention may include but are not limited to:
 - a. Multiple complaints from citizens or coworkers.
 - b. Incidents involving questionable uses of force.
 - c. Multiple sustained General Order violations.
 - d. Excessive unexcused absences or suspected abuse of sick leave.
 - e. Low rated performance evaluations (Annual or Six-Month Reviews) and Performance Improvement Plans.
 - f. Enteral issues (relationships, family illness/death, etc.).
 - g. Any complaints or alleged misconduct concerning bias based practices both intentional and unintentional.
 - h. Interventions pursuant to MCSO General Order # 43 Duty to Intervene Policy.
- B.** When a supervisor identifies these conditions, he or she will consult with the Office of Professional Compliance to collectively review the employee's work history to assist in initiating the appropriate action that should be taken in accordance with the policies and procedures of the Sheriff's Office.
- C.** Any documentation of general counseling, corrective actions/discipline, attendance counseling, and required reports will be forwarded to the Office of Professional Compliance. It is the responsibility of each supervisor to ensure documents are forwarded through their Chain of Command in a timely manner.
- D.** Early intervention corrective actions may include but are not limited to the following:
1. General and/or Attendance Counseling.
 2. Appropriate discipline pursuant to MCSO General Order # 4 Discipline, Internal Investigations and Employee Rights .
 3. Mandatory referral to the Employee Assistance Program or Fitness for Duty evaluation by a licensed and Sheriff's Office approved vendor.

4. Requiring the employee to participate in agency-authorized training, targeting personal or professional problems that the officer may be facing (e.g., communications, cultural awareness, coping with stress, anger management);
 5. Reassignment or transfer to another shift or division with the Sheriff's Office.
- E. The Office of Professional Compliance will be the keeper of records regarding the PEIS. This office will collect, review, evaluate and analyze information received in accordance with this policy and inform supervisors when information or analysis points out a need for departmental intervention or further examination.
- F. An annual review of the PEIS will be conducted by the Office of Professional Compliance to ensure the overall effectiveness of the program.
- V. Questions regarding the PEIS policy should be referred to your Chain of Command or the Office of Professional Compliance.

