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# Early Intervention Program

Presented for Information

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# Early Intervention

## ***Mission Statement***

“A non-punitive, voluntary program established to support members and supervisors in managing risk and enhancing performance to achieve individual and organizational success.”



# History of Early Intervention

- **2002:** Professional Standards Branch discusses development of Early Intervention System.
- **2003:** IAPro database implemented and training conducted.
- **2004:** Professional Standards Branch utilizes IAPro for case management and start of Early Intervention Program.
- **2006:** Early Intervention Program established.
- **2013:** Internal audit completed on Early Intervention Program.



# Early Intervention

- Utilizes the IPro database.
- 19 monitored thresholds including:
  - Service vehicle collisions
  - Critical Incidents
  - Use of force
  - Complaints against members
- An alert is triggered when a threshold is met.
- Analysis is completed and action is taken, if deemed appropriate.



# Alert Assessments

- Patterns of behaviour (previous alerts or contacts).
- Context of alert.
- Work area / Squad analysis.
- Workload - public contacts, arrests, call volume, etc.
- Status of other related processes.



# Contact Types

## Early Intervention Contact

- Letter sent to supervisor requesting review with involved member.
- Assistance provided, if required.
- 6 month follow-up occurs.

## Performance Management Contact

- Letter sent to supervisor requesting meeting with officer, supervisor, and Early Intervention Sergeant.
- Action Plan is developed.
- 6 and 9 month follow-up occurs.



# 2016 Highlights

- 31 Early Intervention contacts occurred and 9 Performance Management contact meetings were held.
- 15 Performance Management contact meetings were requested by supervisors.
- Ongoing analysis outside of the Early Intervention System resulted in 7 additional Early Intervention contact letters.
- Service Vehicle Collisions – process developed to offer additional training and coaching.
- Critical incidents were added as an indicator and forwarded to Employee Assistance.





# Program Outcomes

- The Early Intervention program had contact with 62 officers in 2015.
- Of the 62 officer contacts, only 14 officers required a second contact. Second contacts occurred on average 149 days from the first contact.
- Result: 77% of officers contacted (48 officers) did not alert for the same matter in 2015.



**Questions?**