

Independent Monitoring Report 12

Supervision

Compliance Assessments by Paragraph

Specific compliance assessments, by paragraph, for the Supervision section are available here. This includes paragraphs where the City gained or lost compliance in the twelfth reporting period, as well as paragraphs with significant developments toward or away from compliance. A fuller description of the history of compliance efforts, methodologies, compliance determinations for each original monitorable paragraphs in the Supervision section is available in *Comprehensive Assessment Part I* (which included *Independent Monitoring Report 8*): <https://cpd-monitoringteam.com/imr-8-1/>.

Supervision: ¶350

350. CPD will regularly inform its members, including supervisors, of available training, professional development opportunities, and employee assistance resources.

Compliance Progress

(Reporting Period: July 1, 2024, through December 31, 2024)

Preliminary: *In Compliance (FOURTH REPORTING PERIOD)*
Secondary: *In Compliance (TENTH REPORTING PERIOD)*
Full: *Under Assessment*

Although the City and the CPD have made substantial progress in the twelfth reporting period, they are under assessment for Full compliance with ¶350.

To assess Full compliance with ¶350, we considered whether the CPD had (1) developed an effective channel for communicating training, professional development opportunities, and employee assistance resources to personnel; (2) demonstrated that the notification system is utilized consistently in line with relevant CPD directives; and (3) provided data to capture member engagement with these resources, such as email open rates for training and professional development communications and usage metrics for employee assistance resources accessed through the Cordico Wellness application.

The IMT reviewed monthly “CPD & Me Newsletters” since their implementation in July 2023 through March 2025. The monthly newsletters have consistently included the resources required by ¶350. CPD members receive the CPD newsletter via their CPD email, which they are required by policy to check at least once per tour of duty, and the CPD’s intranet, The Wire. However, the CPD has not produced data to demonstrate newsletter open rates since the tenth reporting period. Additionally, the CPD uses additional communication channels including the Administrative Message Center (AMC) and daily bulletins that provide information required by ¶350. Some examples include upcoming training opportunities, reminders about promotional tests, and available resources specific to various districts. The IMT reviews these through the Wire and believes that the CPD is making efforts towards full compliance with ¶350.

During the twelfth reporting period, the CPD introduced the requirements of ¶350 into the CPD’s Cordico Wellness application. The application provides members with access to a wide spectrum of relevant, trusted and helpful wellness information, tools, resources, and support services. The CPD expressed their intent to share screenshots of the application with the IMT to show its’ partial fulfillment of ¶350 but has not yet provided them for review. Additionally, while the CPD provides general usage metrics related to employee assistance resources accessed through the Cordico Wellness application on monthly meetings with the Officer

Support and Wellness section, the data was not submitted for review by the IMT and OAG with ¶350.

This reporting period, the CPD also updated Special Order S11-10, *Department Training*, to provide guidance to the Deputy Chief of the Training and Support Group to announce new opportunities for training, professional development opportunities, and employee assistance resources as they become available to the members under their direct command. Table 1 outlines all the measures the CPD has taken thus far to progress towards Full compliance with the requirements of ¶350.

Table 1. Progress with ¶350 Requirements

	Training	Professional Development Opportunities	Employee Assistance Opportunities
Policies	- G09-01-03, <i>Use of the Internet</i> - S11-10, <i>Department Training</i>	- G09-01-03, <i>Use of the Internet</i> - S11-10, <i>Department Training</i>	- G09-01-03, <i>Use of the Internet</i> - S11-10, <i>Department Training</i> - S.O. 24-XX, <i>Cordico Wellness Application</i>
Communication Channels	- CPD & Me Newsletters - The Wire - Administrative Message Center (AMC) - Roll Call Bulletins	- CPD & Me Newsletters - The Wire - Administrative Message Center (AMC) - Roll Call Bulletins	- CPD & Me Newsletters - The Wire - Administrative Message Center (AMC) - Roll Call Bulletins - Cordico Wellness Application

To achieve and maintain Full compliance with ¶350, the CPD must not only maintain effective channels for communicating training, professional development opportunities, and employee assistance resources and demonstrate consistent use of its notification systems in line with relevant directives but must also provide data that captures personnel engagement with these resources. Specifically, the CPD should produce metrics such as email open rates for training and professional development communications, as well as usage data for employee assistance resources accessed through the Cordico Wellness application.

We look forward to seeing continued consistency in CPD's delivery of and members' access to training, professional development opportunities, and employee assistance resources. We also look forward to conducting focus groups with CPD personnel to hear their direct insights regarding access to these resources. These qualitative insights, alongside quantitative data, will be essential in verifying that CPD members are not only being informed of available support and opportunities

but are actively engaging with them, which is an important step toward achieving Full compliance with ¶350.

Paragraph 350 Compliance Progress History

FIRST REPORTING PERIOD MARCH 1, 2019 – AUGUST 31, 2019 COMPLIANCE PROGRESS: Not Applicable	SECOND REPORTING PERIOD SEPTEMBER 1, 2019 – FEBRUARY 29, 2020 COMPLIANCE PROGRESS: Not Applicable	THIRD REPORTING PERIOD MARCH 1, 2020 – DECEMBER 31, 2020 COMPLIANCE PROGRESS: Not Applicable
FOURTH REPORTING PERIOD JANUARY 1, 2021 – JUNE 30, 2021 COMPLIANCE PROGRESS: Preliminary	FIFTH REPORTING PERIOD JULY 1, 2021 – DECEMBER 31, 2021 COMPLIANCE PROGRESS: Preliminary	SIXTH REPORTING PERIOD JANUARY 1, 2022 – JUNE 30, 2022 COMPLIANCE PROGRESS: Preliminary
SEVENTH REPORTING PERIOD JULY 1, 2022 – DECEMBER 31, 2022 COMPLIANCE PROGRESS: Preliminary	EIGHTH REPORTING PERIOD JANUARY 1, 2023 – JUNE 30, 2023 COMPLIANCE PROGRESS: Preliminary	NINTH REPORTING PERIOD JULY 1, 2023 – DECEMBER 31, 2023 COMPLIANCE PROGRESS: Preliminary
TENTH REPORTING PERIOD JANUARY 1, 2024 – JUNE 30, 2024 COMPLIANCE PROGRESS: Secondary	ELEVENTH REPORTING PERIOD JULY 1, 2024 – DECEMBER 31, 2024 COMPLIANCE PROGRESS: Secondary	TWELFTH REPORTING PERIOD JANUARY 1, 2025 – JUNE 30, 2025 COMPLIANCE PROGRESS: Secondary