



City of Dallas

Benchmark Analytics (First Sign) - Early Warning System Update

**Public Safety Committee
September 13, 2021**

Catrina Shead, Assistant Chief of Police
Dallas Police Department
City of Dallas

Presentation Overview



- Background
- Overview
- First Sign Early Intervention System EIS
- Key Concepts
- Officer Flagged in Early Warning System
- Courses of Action
- Improvements Targeted
- Status and Next Steps



Background



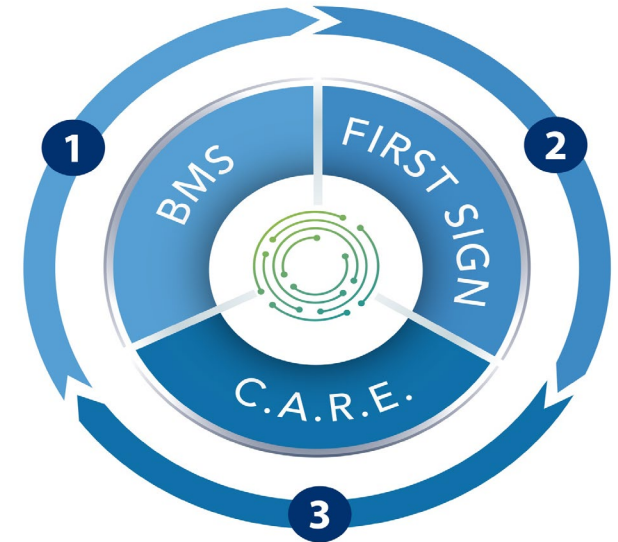
- Proactive Support for One Dallas R.E.A.L. Change FY21 Investments
- Pillar 6: Officer Safety and Wellness
- Selected Benchmark Analytics for deployment of First Sign Early Intervention System (EIS) an Early Warning System



Overview: Main Components



1. Benchmark Management System (BMS): Comprehensive Officer Data System
2. First Sign: Research-Based Early Intervention
3. Case Action Response Engine (CARE): Officer-focused Intervention Management



Data Sources



- Key data sources consumed by the Early Intervention System:

BENCHMARK TEMPLATES	SYSTEM
Data Source - Officer and Org. Data	Workday
Data Source - Internal Affairs Data	IA Pro
Data Source - Use of Force Data	IA Pro
Data Source - Vehicle Pursuit Data	IA Pro
Data Source - Arrest Data	RMS
Data Source - Training Data	IWM
Data Source - Compliments Data	IA Pro
Motor Vehicle Stops	CAD Stop Data eCitation



First Sign Early Intervention System (EIS)



- Tracking and reviewing activities that can adversely affect both the officer and goals of the law enforcement agency
- Utilizing research-based information that helps to prioritize outreach to law enforcement personnel who may need the leadership of supervisors
- Developed by data scientists, who are experts in the field, and based on a holistic view of available information that is indicative of risk
- Intent is to help law enforcement personnel become more productive in a non-punitive way



Use of The First Sign EIS Should Provide



- Pathways to obtain a healthy state of self-being
- Provide training/education/knowledge/skills
- Give job performance feedback
- Afford opportunities to improve performance
- Maintain consistent oversight, supervision, and leadership
- Bring a clear message that the agency has available resources to assist officers in meeting expectations



Key Concepts



- Activity Type: The specific law enforcement behavior (i.e. arrests, use-of-force, etc.) being evaluated
- Risk Scores: Predict future risk by identifying activity patterns in law enforcement personnel data (i.e. arrest activity, use-of-force events, traffic stops, etc.) that have been shown historically to end up in adverse situations for law enforcement personnel or residents
- Risk Factor Profile: Highlights the combination of factors that caused the models to identify an officer for being at risk
- Risk Levels: An indicator to highlight the probability of an officer experiencing an adverse situation (i.e. suspension, etc.,) in a time-interval
 - Minimal Risk: Unlikely to experience an adverse situation in one year from current date
 - Advisable Risk: Activity patterns are trending towards experiencing an adverse situation in one year from the current date
 - Actionable Risk: Highly likely to experience an adverse situation in one year from the current date



Key Concepts (Continued)



- The peer group models compare the rate of occurrence of the selected activity (i.e. arrests, use of force, etc. to their peers. Peers are defined by having a similar rank, unit of assignment, geography and time worked. Peer groups results do not determine risk; Instead, they identify activity patterns that differ from the norm.
- Category levels within peer groups are:
 - Very low
 - Low
 - Expected
 - High
 - Very High



Employee gets flagged in the First Sign EIS



- Supervisors will:
 - Review the data within the supervisor early warning view for the reason(s) the employee was flagged
 - Consider the context for the employee's behavior
 - Determine the reason for the employee's actions
 - Consider the well-being of the employee
 - Review any pertinent materials/documents related to the issue
 - Meet with the employee



Course of Action



- Action that stems from a First Sign EIS flag or a supervisor being proactive are non-disciplinary and meant to help officers improve behavior and/or performance
- Employ a non-punitive strategy that provides supports for an employee to get back on the right track and display improvement
- Select interventions with input from the employee to focus on identified areas of improvement
- Recommendations by a supervisor can be a course or multiple courses of action



Courses of Action



- System provides information to supervisors for determining the best course(s) of action:
 - No action needed
 - One-on-one engagement (Mentoring/Coaching)
 - Training
 - Support programs (referral to counseling or education)
 - Reassignment (temporary)
 - Fitness for duty examination



Areas of Improvement Targeted



- Time management
- Civilian engagement
- Teamwork
- Interpersonal skills
- Communication
- Conflict resolution
- Writing
- Open-mindedness
- Critical thinking
- Problem solving
- Agency policy knowledge
- Flexibility
- Flexibility
- Organization
- Job knowledge
- Job skills
- Leadership
- Respectfulness
- Listening
- Patience
- Proactiveness
- Perseverance
- Overall wellness
- Other



Next Steps



- Deployment
 - Tentative launch date - October, 2021
 - Vendor will provide support on the day of launch
 - Continuous product feedback and improvements with the vendor every 3-6 months





City of Dallas

Benchmark Analytics (First Sign) - Early Warning System Update

**Public Safety Committee
September 13, 2021**

Catrina Shead, Assistant Chief of Police
Dallas Police Department
City of Dallas