



PERFORMANCE RECOGNITION SYSTEM



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I. PURPOSE

This directive:

- A. continues the:
 1. Performance Recognition System (PRS).
 2. Performance Recognition System Computer Application via the Department's CLEAR system.
- B. outlines the responsibilities and procedures pertaining to the Performance Recognition System.

II. GENERAL INFORMATION

- A. Department supervisors will provide effective supervision allowing members to perform their duties lawfully, safely, and effectively. Supervisors will regularly take the time to engage with and monitor members under their command so as to provide adequate opportunities to acknowledge exceptional performance or prevent, identify, and correct adverse behavior.
- B. The Performance Recognition System is an assessment tool for assisting Department supervisors in recognizing and documenting the job performance of members under their command in relation to:
 1. exceptional job performance or conduct, and
 2. adverse behavior that may be improved by nondisciplinary options or methods.
- C. The Performance Recognition System consists of two components:
 1. the PRS Activity Dashboard, which displays select performance indicators of Department members and a compilation of data from other Department reporting applications.
 2. the Portfolio Report, which provides supervisors the opportunity to enter and search observations or support activities for Department members.
- D. Supervisory inquiry, contact, or conversations with Department members regarding performance indicators identified through the PRS does not:
 1. constitute an "incident" nor being "placed" into a behavior program.
 2. follow a fixed schedule of intervention actions.
 3. constitute disciplinary action.
- E. The Performance Recognition System Computer Application will not be utilized to recommend penalties for less serious transgressions administered by Summary Punishment Action Request (SPAR) or sustained findings of Complaint Log (CL) Number investigations.
- F. Nothing in this directive precludes the placement of members into the Behavioral Intervention System or the Personnel Concerns Program when deemed appropriate and consistent with Department directives titled "Behavioral Intervention System" and "Personnel Concerns Program."

- G. Nothing in this directive precludes a supervisor from initiating a disciplinary investigation consistent with the Department directive titled "[Complaint and Disciplinary Procedures](#)" in response to a complaint or an allegation of misconduct.
- H. The Performance Recognition System (PRS) is separate from, independent of, and does not factor into the Officer Support System (OSS). The OSS is a non-disciplinary system designed to identify sworn members at risk of being involved in a future adverse event in order to provide a plan for intervention.? Department members in units participating in the Officer Support System (OSS) - Pilot Program will also continue to follow the procedures outlined in the Department directive titled "[Officer Support System \(OSS\) - Pilot Program](#)."

III. SYSTEM ACCESS AND SECURITY

- A. All Department supervisors will have access performance indicators [Department-wide](#).
- B. Non-supervisory Department members will have access only to their personal information.
- C. If a Department member is unable to access the Performance Recognition System Computer Application on a Department computer, the member will contact the Help Desk ([4-DATA](#)) for assistance.
- D. Access to the Performance Recognition System Computer Application and the dissemination and retention of the PRS data will be subject to [the relevant](#) privileges and limitations as delineated in the Department directive titled, "[Access to Computerized Data, Dissemination and Retention of Computer Data](#)."
- E. Members will not print or attach performance indicator data from the interactive PRS Activity Dashboard as supporting documentation for any Department report(s).

IV. RESPONSIBILITIES

- A. All Department supervisors will regularly review the PRS Activity Dashboard and Portfolio Reports in the Performance Recognition System for members under their command to assist in recognizing and determining exceptional performance or adverse behavior.

NOTE: Supervisors should utilize the computer application's search parameters or criteria to adjust the scope of information displayed.

1. Supervisors will review the performance indicators of members under their command, at least once a month, to identify exceptional performance or adverse behaviors.
 2. Supervisors will document observations or recognition of members under their command, either positive or negative, at least once a month into a PRS Portfolio Report.
- B. Unit commanding officers will:
1. ensure a strategy is developed and managed for unit supervisors to monitor and track, on a regular basis, the performance indicators of members under their command via the Performance Recognition System Computer Application.
 2. review the performance indicators of members who are transferred to their command, within 14 days of the transfer, to identify exceptional performance or adverse behaviors.
 3. inform the respective supervisor of identified members under their command when performance indicators suggest:
 - a. exceptional job performance or conduct, or
 - b. adverse behavior related to job performance.
 4. consider the options outlined in Item IV-C-1 when performance indicators have been identified.

5. ensure a Portfolio Report is created in the Performance Recognition System Computer Application whenever action is taken with the member regarding performance indicators from the automated system.
6. ensure a strategy is developed to monitor supervisory support and other actions taken as a result of a review of the PRS performance indicators.

C. Supervisors will:

1. take action when members under their command exhibit performance indicators identifying:
 - a. exceptional job performance. These supervisory actions serve to encourage and recognize positive behavior and can include, but are not limited to:
 - (1) assignment to desirable positions within the watch (i.e., incident car, burglary car, etc.),
 - (2) recommendation for desirable positions within the district or unit (i.e., tactical team, watch assignment),
 - (3) enrollment for specialized training or assignment,
 - (4) nomination for Department or unit-level awards (i.e., Officer of the Month Award, Honorable Mentions, etc.), or
 - (5) identifying members to unit commanding officers for select management educational programs or other appointment considerations.
 - b. adverse behavior related to job performance. These supervisory actions serve to further assist employee effectiveness and can include, but are not limited to:
 - (1) inquiry and informing the member of performance indicators,
 - (2) informal conversations,
 - (3) mentoring,
 - (4) reviewing Department training tools such as, Training Bulletins, Safety Bulletins, Department Directives, Streaming Videos, and Legal Bulletins,
 - (5) coaching,
 - (6) counseling, or
 - (7) field monitoring.
2. create a Portfolio Report in the Performance Recognition System Computer Application whenever action is taken with the member regarding performance indicators from the automated system or identified through supervisory observations.

NOTE: Recording the event identifies prior strategies or actions utilized with the member to prevent duplicate or ineffective strategies or actions.
3. periodically monitor the member's performance depending on the initial plan of action taken with the member to improve the member's effectiveness.
 - a. If the initial plan of action is deemed ineffective, the watch operations lieutenant or designated unit supervisor will consider other intervention options including a revised plan of action or inclusion into the Behavioral Intervention System.

- b. When considering inclusion into the Behavioral Intervention System, supervisors will follow the guidelines and procedures outlined in the Department directive titled, "[Behavioral Intervention System](#)" and ensure the supporting reasons for recommendation are independent from any performance indicators identified through the Performance Recognition System Computer Application.
4. review the PRS Activity Dashboard and PRS Portfolio Report with members under their direct command during the annual performance evaluation process as outlined in the Department directive titled "[Performance Evaluations of All Sworn Department Members Below the Rank of Superintendent.](#)"
5. inform the watch operations lieutenant or the designated unit supervisor whenever supervisory action was taken in response to identified PRS performance indicators or an initial plan of action to improve a member's effectiveness has been deemed ineffective.

NOTE: Nothing in this directive precludes supervisors from taking proactive action, without assignment by a higher ranking supervisor, when members under their command exhibit performance indicators.

- D. Affected Department members will participate in identified support activities (i.e., training, counseling, mentoring) as directed by a supervisor.

V. AUDIT SECTION RESPONSIBILITIES

The Audit Section, in conjunction with the Public Safety Administration, Information Technology Section, will conduct annual audits of the PRS computer application. The audits will:

- A. assess the overall effectiveness of the PRS computer application and the support and interventions prompted by the system;
- B. assess whether and to what extent supervisors are completing monthly reviews of the PRS computer application information regarding members under their direct command;
- C. assess whether and to what extent CPD is providing interventions and support in a timely manner;
- D. assess whether the intervention and support provided are appropriate and effective; and
- E. identify any recommended changes to improve the effectiveness of the PRS computer application.

VI. DISCREPANCIES IN PERFORMANCE RECOGNITION SYSTEM COMPUTER APPLICATION DATA

Department members that believe their performance indicators are incorrect will:

- A. inform the watch operations lieutenant or designated unit supervisor, and
- B. submit a request with supporting documentation, including from other Department electronic applications, through the chain of command, to the Public Safety Administration, Information Technology section.

NOTE: Identified data discrepancies without supporting documentation from the appropriate source Department electronic application will not be reviewed.

(Items indicated by italics/double underline have been added or revised)

Authenticated by KC

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