



AGENDA REPORT

TO: Honorable Oakland
Police Commission

FROM: Charlotte Jones
Acting Inspector General

SUBJECT: Office of the Inspector General
Informational Report

DATE: July 25, 2024

PURPOSE

The purpose of this informational report is to provide the Oakland Police Commission (“Commission”) and members of the public with updates from the Office of the Inspector General (“OIG”), since the previous Inspector General’s last presentation. In this document, the OIG provides a high-level outline of its prioritized projects and current activity. The OIG also attempts to address specific questions raised by Commissioners and community members at previous meetings. For additional context, the OIG has also included pertinent attachments that have been released since its last presentation. Through these reports, the OIG seeks to fulfill its commitment to providing transparent civilian oversight.

STAFFING

Deputy Inspector General

I started with the OIG last year as the Chief of Audits and Evaluations. Working diligently under the IG’s leadership and mentoring, last month the IG offered me the position of Deputy Inspector General. I excitedly accepted the position, and it became official on July 6, 2024. As the Deputy Inspector General, my role is to work directly for the Inspector General to maintain the internal operations of the OIG, including:

- Assisting the Inspector General with strategic planning and policy development
- Overseeing staff and assisting where required with police performance audit functions and policy analysis
- Making suggestions to the IG on priority projects that are in alignment with the OIG mission
- Evaluating information to assess merits, validity, and accuracy of reports, findings, and recommendations
- Overseeing the collection of policies, data, research information, and interview process to ensure adherence to policies and procedures

I will also take on any duties as directed by the Inspector General. I look forward to continuing to serve the City of Oakland.

Police Commission Meeting
July 25, 2024

Acting Inspector General

Michelle N. Phillips resigned from the position of Oakland's inaugural Inspector General effective July 13, 2024. She will of course be missed. As the Deputy Inspector General and the only manager at the OIG, I will take on the Acting role of Inspector General, managing the internal and external responsibilities of the OIG while this Commission seeks to hire a permanent Inspector General.

New Inspector General

After the IG's resignation, in order to move the hiring process along for this Commission, she had me create a requisition for the position of Inspector General. I created that requisition on June 3rd and it was approved by all necessary parties by June 12, 2024. The job was posted on June 21st, with the closing date to apply being August 1, 2024. Appropriately, the OIG's only role in this process is to ensure that this Commission receives the applications from the candidates and assist with the onboarding paperwork once the hire is made. I have been keeping the Inspector General Hiring Ad Hoc aware of the number of applicants received weekly. The OIG also presented the job posting on our social media last week.

Police Performance Auditing Services

The OIG is tasked with auditing, evaluating and inspecting the operations and procedures of the Oakland Police Department, including the 52 tasks of the Negotiated Settlement Agreement, and the investigative processes and procedures of the Community Police Review Agency (CPRA). Without auditing staff those responsibilities were not being met. In order to maintain the operations of the OIG, in May 2024 the OIG submitted a Request For Proposals (RFP) for Police Performance Auditing Services. As the Chief of Audits and Evaluations, now Deputy IG, I am the project manager for the RFP, and will be managing the services of the hired firm.

The scope of the RFP is to hire a firm that will:

- Conduct audits, evaluations and reviews of the OPD and CPRA compliance with policies, procedures and laws as directed by the OIG
- Audit OPD and CPRA misconduct complaint and discipline process
- Review samples of closed CPRA and IAD complaints and investigations to determine if the complaint and investigative process is followed in a complete, thorough, objective and fair manner
- Conduct audits, evaluations, and inspections of OPD procedures as they relate to policies, procedures, efficiency and effectiveness for:
 - Internal Affairs Department
 - Use of Force
 - General Reporting Procedures
 - Personnel Information Management System
 - Training, Recruitment and Retention
 - Personnel Practices
 - Community Policing Plan
- Conduct additional independent audits as assigned by the Office of the Inspector General

- Provide support services for audits and evaluations in progress
- Provide reports and materials produced as property of the Office of the Inspector General in an editable digital format

The due date for the submission of proposals was extended to June 28, 2024. The OIG received four (4) submitted proposals from potential firms. Those firms are scheduled to be interviewed next week and a candidate firm will hopefully be chosen soon after.

Director of Communications and Engagement

On June 8th of this year, the OIG hired a new Director of Communications and Operations, Monica Pelayo-Lock. Director Pelayo-Lock brings years of relevant communications experience. She’s here this evening to introduce herself and provide a little insight on what she is doing in the OIG.

BUDGET

Oakland was faced with a significant budget deficit, which required the OIG, as well as all other Departments to make difficult decisions when submitting their budget proposals. Although of course the IG made the final decisions, she did discuss with me the budget concerns and we made determinations that we believed were in the best interest of the office. The budget proposal that was submitted by the OIG and was accepted by the City Council and the Mayor included the freezing of four (4) OIG positions for six (6) months. The frozen positions include the Chief of Audits and Evaluations, and three auditor/analyst positions.

The rationale for freezing those four positions is that the auditor positions, and my position after my promotion, were already vacant. The OIG had already gone through the list of candidates for the auditor positions and so would have to create a new requisition, recruit, and interview to hire. That is a lengthy process and could take up to six (6) months anyway. The OIG would be in the same circumstance whether the positions were frozen or not. We seek to hire for those positions as soon as the freeze is over and eligible candidates are identified. The way the current positions at the OIG stand at this time are included on the attached organizational chart.

CITY CHARTER AND NEGOTIATED SETTLEMENT AGREEMENT (NSA, MEASURE S1 OIG)

Inspections of NSA Section III: Internal Affairs Division (IAD)

The NSA mandates that OPD is required to sustain the outlined tasks in an effort to ensure effective and long-term police reform. After reviewing NSA Section III, the OIG identified several tasks that were categorized as “inactive.” The OIG elected to conduct an updated inspection of seven tasks in Section III, to ensure continued compliance. The seven tasks are outlined in Table 1 below.

Table 1: NSA-Section III: Selected Tasks for Inspections

Task 3: IAD Integrity Tests	Task 4: Complaint Control System for IAD
Task 7: Methods for Receiving Citizen Complaints	Task 8: Classification of Citizen Complaints

Task 9: Contact of Citizen Complainant	Task 11: Summary of Citizen Complaints Provided to OPD Personnel
Task 13 Documentation of Pitchess Responses	

The OIG requested information related to the seven tasks mentioned above. Initial information was received from OPD in part on May 15, 2024. Discussions were had after that date and additional requests for information have been sent. As we are completing seven (7) detailed inspections, just myself and the policy analyst doing the work at this time, we expect that the inspections will not be completed until the end of the year.

Policy Review of DGO B-08: Field Training Program

The Office of the Inspector General completed most stages of analysis of the office’s Policy Review of DGO B-08: *Field Training Program*. The project will include an analysis of the relationship between OPD’s field trainers and trainee misconduct (use of force, etc.) allegations. This project was initially stalled due to the prioritization of other time-sensitive projects and a delay in receiving data. Although the project is in the review and editing phase, it is currently put on hold while the NSA inspections are completed.

CITY COUNCIL POLICY DIRECTIVE-OPD STAFFING STUDY

In consultation with City Administration, the OIG selected PFM Financial Advisors, LLC (“PFM Financial”) to conduct an OPD staffing study and resource analysis. The City Council unanimously approved the contract, which has been fully executed and is in its final stage of compliance review. The OIG meets bi-weekly with PFM Financial and OPD’s point of contacts to ensure timely communications and that we keep our timeline milestones, within reason.

The OIG in collaboration with OPD and the Information Technology Department (ITD) are regularly providing data on an ongoing basis as requested for comprehensive analysis. The PFM team conducted a site visit on May 15, 2024, and May 16, 2024. The work of this study is ongoing.

ADDITIONAL PROJECTS

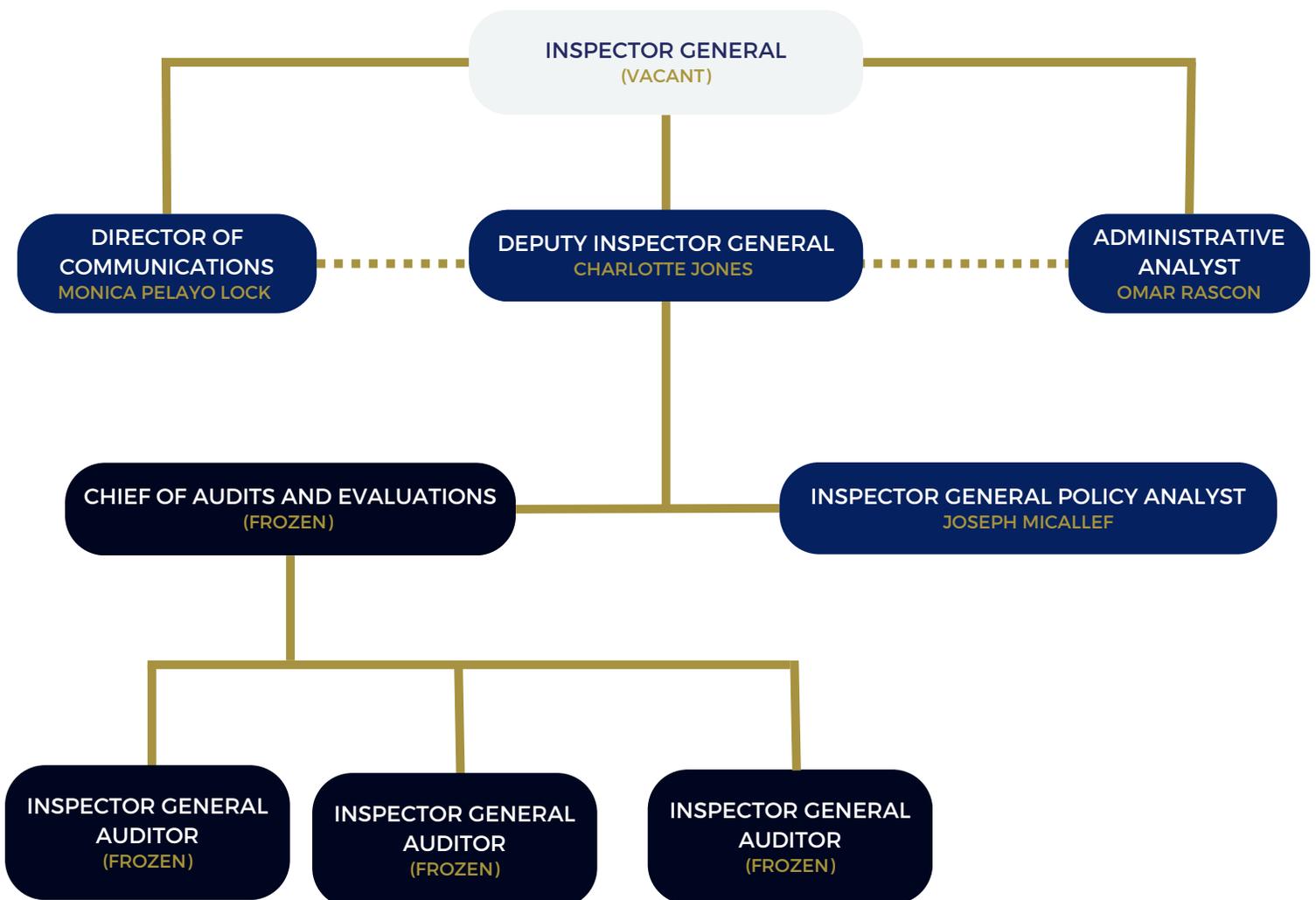
The OIG is finalizing the annual report for fiscal year 2024 and prioritizing the audit workplan for fiscal year 2025. For questions regarding this report, please contact the Office of the Inspector General, at OIG@oaklandca.gov.

Respectfully submitted,

Charlotte Jones
Acting Inspector General
Office of the Inspector General



OFFICE OF INSPECTOR GENERAL ORGANIZATIONAL CHART





Thursday, July 11, 2024

Dear Oaklanders,

As we enjoy the beautiful summer weather and close out this fiscal year, we want to share what is next for the [Office of the Inspector General](#) (OIG). The OIG has focused on providing transparent reports and updates to the community during the last quarter of this year including the upcoming release of the **FY 2024 Annual Report**. Late this spring, we released a policy review and a policy recommendation. We informed the Police Commission in May that we were on track to complete most of the tasks outlined in the [Annual Audit Work Plan for Fiscal Year 2024](#). With more work in the pipeline, the OIG remains committed to its service to Oakland.

It is with mixed emotions that I share, this will be my last newsletter as the Inspector General for the City of Oakland. I have used my time in Oakland to work on improving civilian oversight and accountability of the Oakland Police Department (OPD) in an ethical and transparent way. With very limited resources I believe I've created a department that displays the values and goals of Oaklanders. It has been a pleasure and honor to serve you in this capacity.

I encourage you to continue to remain engaged with the civilian oversight entities in Oakland and support the next Inspector General as you have supported and encouraged me.

Inside this newsletter, you will learn more about the OIG's:

- 1. Upcoming Annual Report**
- 2. Published Reports**
- 3. New OIG Team Members & Updates**
- 4. Inspector General (IG) Phillips In Action**
- 5. Upcoming Events**

With Oakland Love,

Michelle N. Phillips
Inspector General



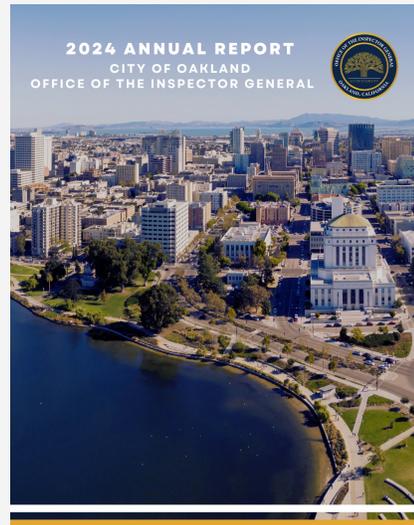
1. Upcoming Annual Report

A. FY2024 Annual Report

The OIG is working on its FY 2024 Annual Report and will be releasing it soon. The report will show that the OIG made major strides in advancing the community's call to establish effective accountability measures for the Oakland Police Department (OPD).

This report will detail OIG activities and summarizes reports published over the past fiscal year, including but not limited to the following:

- The [Compliance Evaluation of the Department's General Order B-08: Field Training Program](#) shows that while the Department was generally compliant with the requirements of Task 42 it could do more to streamline the process and ensure Quarterly Panel Reviews are conducted on a consistent basis.
- The [Memorandum on the State of Department National Incident-Based Reporting System \(NIBRS\) Compliance](#) recommends that the Department regularly update Police Commission about their efforts towards transition to the database and reach out to the Federal Bureau of Justice Statistics and the State Department of Justice, among others, to seek additional funding if necessary.
- The Community Outreach and Engagement efforts to keep Oakland informed of the OIG's mission and goals and the importance of civilian oversight more generally.



[Read Full Report](#)

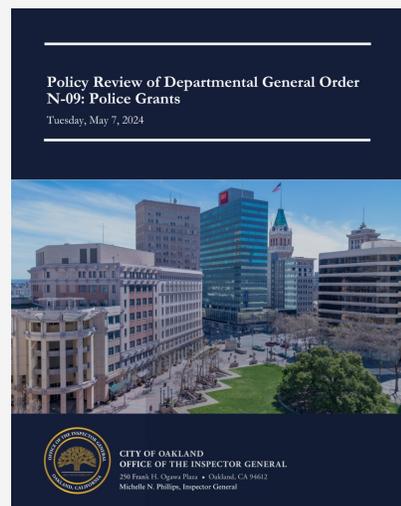
2. Published Reports

A. Policy Review of Department General Order N-09: Police Grants

On May 7th, the OIG released a policy review evaluating how the Department applies for and manages grants.

After media outlets reported that Oakland did not submit its application for the State of California's Organized Retail Theft Prevention Grant Program (ORTPGP) in September 2023, the OIG self-initiated this review and found opportunities for procedural improvements.

Read the [full policy review](#) on OIG's website.

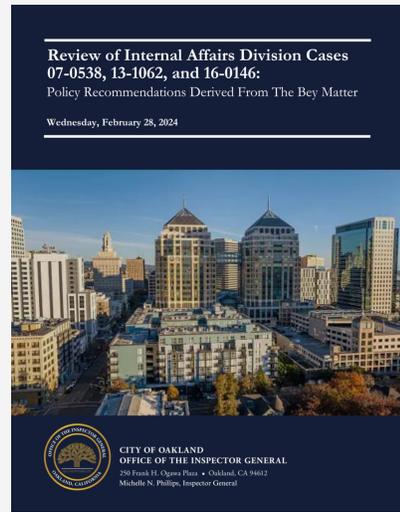


B. Policy Recommendations Derived from the Bey Matters

On May 17th, the OIG published a policy review that analyzed three Internal Affairs Division (IAD) cases collectively called the Bey Matters.

The OIG report revealed deficiencies in several IAD policies with the OIG ultimately recommending changes to 5 policies and the creation of a new policy that requires CPRA review cases before IAD official closes them.

[Click here](#) to read the full report.



3. New OIG Team Members & OIG Updates!



MEET OUR NEW Teammates



Monica Pelayo Lock
Director of Communications
& Engagement



Lae'Onie Lowery
Summer Intern



Nigel Willacy
Summer Intern



Lucinda Zhou
Summer Intern

Please join us in welcoming our new Director of Communications and Engagement Monica Pelayo Lock! Dr. Pelayo Lock brings over 10 years of experience advocating for civic engagement. Before joining the OIG team, she worked in museums and academia and holds a Ph.D. in History from the University of Southern California. She is excited to work with a mission-driven department and serve the community of Oakland.

Three summer interns, all rising high school seniors, also joined the OIG team. Nigel Willacy from College Preparatory School is passionate about police reform. Lae'Onie Lowery (McClymonds High) and Lucinda Zhou (Lionel Wilson High) are part of the Center for Youth Development through Law Program and are deeply invested in social justice.

4. Inspector General (IG) Michelle N. Phillips In Action

A. National Forum for Black Public Administrators Conference

Inspector General Phillips returned to Baltimore from April 3rd to April 7th. She represented

Oakland's Office of Inspector General and gathered with black leaders from across the country to exchange ideas and solutions on providing support to local communities in crisis.



B. MMANC Women's Leadership Summit

On Thursday, May 2nd, Inspector General Phillips attended the Municipal Management Association of Northern California for a one-day event filled with inspiring panels, empowering conversations, and dynamic networking opportunities.



5. Upcoming Events

A. Town Nights, Summer 2024

The Department of Violence Prevention's Town Nights returned on June 14! These free community events are hosted on Friday evenings during the summer months.



In 2020, the City of Oakland launched this event series to change community norms around violence via engagement, intervention, and celebration.

For more information about the 2024 events, visit the [Town Nights website](#).

B. Alameda County Community Connect Homeless Resource & Job Fair, July 18th

Alameda County is hosting a Homeless Resource and Job Fair. Registration is not required to access important resources.



The fair is happening on Thursday, July 18, 9:00 AM to 4:00 PM at the Oakland Coliseum. Help us spread the word!

For more information, visit the [Alameda County Community Connect](#) webpage.

B. National Night Out 2024, August 6th

The 2024 National Night Out will take place on Tuesday, August 6th, 4:00 PM to 8:00 PM.

National Night Out is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods safer, more caring places to live. National Night Out enhances the relationship between neighbors and law enforcement while bringing back a true sense of community.



Register by July 29th on the [National Night Out Registration](#) webpage to receive a Host Pack

C. Oakland Pride Festival + Celebration, September 17th-18th

Oakland Pride celebrates the cultures and diversity of the Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ+) diaspora in the East Bay, promoting equality, social justice, civic involvement, and responsibility with Oakland and neighboring communities.



On Saturday, September 7th, residents are welcome to participate in a variety of events. The annual Oakland Pride Parade will begin at noon, going down Broadway from 14th to 21st.

For more information, visit the [Oakland Pride](#) website.

Questions and/or Recommendations? Email oig@oaklandca.gov!

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