

**MARICOPA COUNTY SHERIFF'S OFFICE**  
**Employee E-Mails Inspection**



**Audits and Inspections Unit**  
**Bureau of Internal Oversight**  
**Inspection Report**  
**August 30, 2016**  
**Inspection #BI2016-0086**

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# MARICOPA COUNTY SHERIFF'S OFFICE

Memorandum



Joseph M. Arpaio, Sheriff

**To:** Lt. R. Morris S1014  
Audits and Inspections Unit Commander  
Bureau of Internal Oversight

**From:** Sgt. M. Rodriguez A9047  
Audits and Inspections Unit  
Bureau of Internal Oversight

**Subject:** Summary of Findings Report  
July 2016  
Employee E-Mails Inspection #BI2016-0086

**Date:** 8/30/16

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct Employee E-mails inspections on an ongoing basis. The purpose for the inspections is compliance with Office Policies, promote proper supervision, and support compliance with the Melendres Order. To achieve this, inspectors will select for review the e-mail accounts of 35 randomly selected Office Employees for the month being inspected. To ensure consistent inspections, the *E-mail Inspection Matrix* developed by the AIU will be utilized

### Matrix Procedure:

Utilize the E-mail Inspection Matrix to ensure that the content of each randomly selected employee e-mail account is in compliance with Office Policies and in support of the Melendres Order.

### Criteria:

MCSO Policy CP-2, *Code of Conduct*

MCSO Policy CP-3, *Workplace Professionalism*

MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*

MCSO Policy GM-1, *Electronic Communications and Voice Mail*

Melendres Order (Paragraphs 22 and 23)

### Conditions:

The 35 e-mail accounts totaled 10,658 e-mails for July 2016; however, only 9,642 e-mails were reviewed due to the elimination of normal MCSO business related e-mails such as; training announcements, administrative broadcasts, system generated e-mails, and unsolicited junk type e-mails.

The inspection found that **9,640, or 99.98%, of the inspected e-mails were in compliance** with Office Policies GM-1, *Electronic Communications and Voice Mail*, CP-2, *Code of Conduct*; CP-3, *Workplace Professionalism*; and CP-8, *Preventing Racial and Other Biased-Based Profiling*.

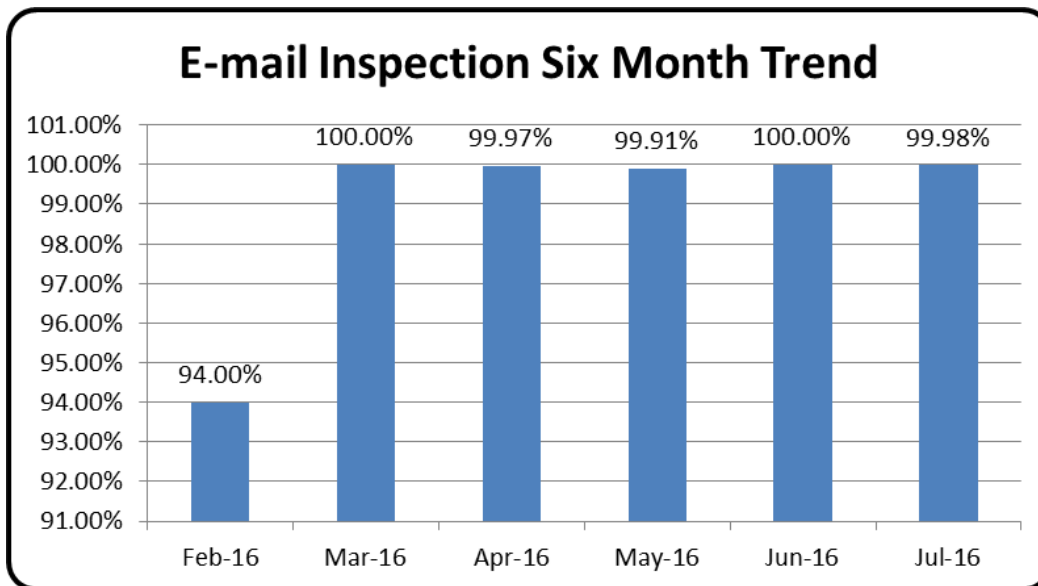
### The following issues were noted:

- Detention Officer E-mail sent includes a background theme: The employee's e-mail included the selected background theme "Notebook (Stationary)." Policy GM-1, section 3.A. states "*The use of background images and graphics in e-mail is prohibited.*"
- Deputy E-mail sent includes a background theme: The employee's e-mail included the selected background theme "Industrial." Policy GM-1, section 3.A. states "*The use of background images and graphics in e-mail is prohibited.*"

**Additional Inspection Findings:**

- o Detention Sgt. An e-mail sent by this supervisor documents the receipt of an external complaint regarding a detention officer on duty: Policy GH-2, paragraph 1.D.2 states in part “*All complaints shall be documented in detail by the person receiving the complaint on a **Complaint Acceptance Report**. An IA case number shall be obtained from the Professional Standards Bureau and entered in the appropriate place on the form...*” subsequent paragraph outline additional requirements. It is unclear if the actions taken by this supervisor(s) were in accordance with MCSO Policy GH-2, *Internal Investigations*, Paragraph 1.D. and its subsequent paragraphs.

A historical comparison of the last six months of e-mail inspections indicates that the compliance rate for the use of the e-mail system has been in the 99 percentile, or higher, during the past five months.



**Recommendations:**

1. It is recommended that supervisors continue to provide mentoring to employees and review MCSO Policies CP-2, CP-3, and CP-8, specifically emphasizing the prohibition of employees from using county property, such as e-mail, in any manner that discriminates or denigrates anyone on the basis of race, color, national origin, age, religious beliefs, gender, culture, sexual orientation, veteran status, or disability. Continue to encourage and reinforce the need for employees to report any violations of Policies CP-2, CP-3, or CP-8 immediately to a supervisor
2. It is recommended that supervisors continue to provide mentoring to employees and review MCSO Policy GM-1, specifically emphasizing the authorized/unauthorized contents of e-mails and provide informal Microsoft Outlook program instruction to employees so that they better manage their Microsoft Outlook e-mail accounts, specifically in the areas of archiving/saving emails and emptying “Deleted Items” and “Junk E-mail” folders.

**Action Required:**

With the resulting 99.98 % compliance, *Inspection #BI2016-0086* will require submittal of three **BIO Action Forms**.

**Notes:**

All supporting documentation (working papers) is included in the inspection file number BI2016-0086 and contained in IA Pro.

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**Inspection focus:** Employee E-Mails

**Date Inspection Started:** August 1, 2016

**Date Completed:** August 23, 2016

**Timeframe Inspected:** July 2016

**Assigned Inspectors:** Sgt. M. Rodriguez A9047

I have reviewed this inspection report.



\_\_\_\_\_  
Lieutenant Rick Morris  
Audits and Inspections Unit Commander  
Bureau of Internal Oversight

8/30/16  
Date



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Deputy Chief Bill Knight  
Bureau Commander  
Bureau of Internal Oversight

8/30/16  
Date

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