



Fact Sheet  
April 25, 2024

THE OFFICE OF THE INSPECTOR GENERAL'S MONITORING IN 2023 OF THE CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION'S STAFF MISCONDUCT COMPLAINT SCREENING, INQUIRY, INVESTIGATION, AND EMPLOYEE DISCIPLINARY PROCESS

The California Department of Corrections and Rehabilitation (the department or CDCR) houses 93,623 incarcerated people and supervises 35,138 parolees. The department employs 57,176 employees, the most of any State of California department.

CDCR's Staff Misconduct Complaints Process

The department's process for incarcerated people, parolees, and others to use when they submit complaints or grievances of alleged staff misconduct consists of three primary parts.

Three Primary Parts

- 1 Screening
- 2 Inquiry
- 3 Investigation and Employee Disciplinary Process

CDCR's Screening of Staff Misconduct Complaints

The department's Centralized Screening Team receives and reviews staff misconduct complaints. Anyone—an incarcerated person, a parolee, family members, member of the public, advocacy groups, law firms, officers or other departmental staff—can submit a complaint alleging misconduct by a CDCR employee against an incarcerated person or parolee.

After receiving a complaint, a screener from the department's Centralized Screening Team will review the complaint to determine whether it includes an allegation of staff misconduct.

- If the complaint does not contain a staff misconduct allegation, the screener will return the complaint to the prison from which it came as a routine matter; the prison will then address the complaint.
- If the complaint contains a staff misconduct allegation, the screener will decide whether the allegation is a serious staff misconduct allegation or a lesser allegation. The department maintains a list of the most serious allegations, which is called the Allegation Decision Index.
- If a screener concludes that the allegation of staff misconduct is a serious allegation as identified on the Allegation Decision Index, the screener will send the allegation to the Office of Internal Affairs for an investigation. The Office of Internal Affairs has a group of investigators assigned to the Allegation Investigation Unit. This group is responsible for investigating these allegations.
- If the allegation is a less serious allegation of staff misconduct, the screener will send the allegation to the prison from which it came for a prison staff member, such as a lieutenant, to conduct an allegation inquiry, which is not an investigation. These prison staff members who conduct inquiries are called locally designated investigators.



The State of California has the second largest prison population in the United States, second only to Texas.



Per Penal Code section 6126(i), the OIG "shall provide contemporaneous oversight of grievances that fall within the department's process for reviewing and investigating inmate allegations of staff misconduct and other specialty grievances, examining compliance with regulations, department policy, and best practices."

CDCR's Staff Complaint Screening Decisions: Overall Satisfactory Rating

In 2023, the OIG reviewed and monitored 6,953 screening decisions about staff misconduct complaints. The Centralized Screening Team made 176,814 screening decisions. Overall, the department performed in a satisfactory manner when making these decisions.

The Centralized Screening Team conducted satisfactory screening decisions in 6,248 of the 6,953, or 90 percent, of the decisions.

The Centralized Screening Team made poor screening decisions in 701 of the 6,953, or 10 percent, of the decisions.

The Centralized Screening Team performed in a superior manner when making four of the 6,953 decisions.

CDCR's Handling of Staff Complaint Local Inquiries: Overall Poor Rating

In 2023, the OIG monitored 113 inquiry cases. The department conducted 7,903 inquiries. We evaluated the performance of both locally designated investigators who conducted the inquiries and wardens who made decisions regarding the inquiry cases. Overall, the department performed poorly in conducting staff misconduct inquiry cases.

The department performed in a poor manner in 77 of the 113, or 68 percent, of the inquiry cases.

The department performed in a satisfactory manner in 36 of the 113, or 32 percent, of the inquiry cases.

The department did not perform in a superior manner in any inquiry cases.

CDCR's Handling of Staff Misconduct Investigations and the Employee Disciplinary Process: Overall Poor Rating

In 2023, the OIG monitored 121 staff misconduct investigations and the employee disciplinary process for those cases. The department completed 7,124 investigations. The OIG evaluated the performance of Office of Internal Affairs investigators, department attorneys, and the wardens who made decisions regarding the investigation cases. Overall, the department performed poorly in conducting staff misconduct investigations and the disciplinary process.

The department performed in a poor manner in 77 of the 121, or 64 percent, of the investigation cases.

The department performed in a satisfactory manner in 44 of the 121, or 36 percent, of the investigation cases.

The department did not perform in a superior manner in any investigation cases.

