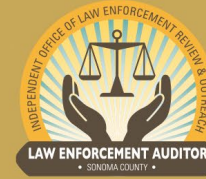
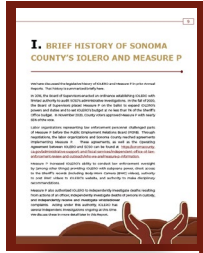


# IOLERO

Annual Report 2023-2024



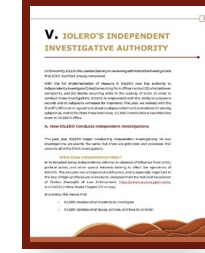
# ANNUAL REPORT ROADMAP



## SECTION I Brief History of IOLERO & Measure P



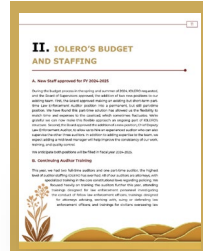
## SECTION III outreach, access & engagement update



## SECTION V Investigative Authority



## TABLE OF CONTENTS, EXECUTIVE SUMMARY, MESSAGE FROM CAC



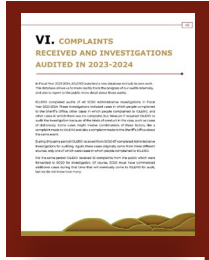
## SECTION II IOLERO's Budget and Staffing



## SECTION IV Complaints & Audits



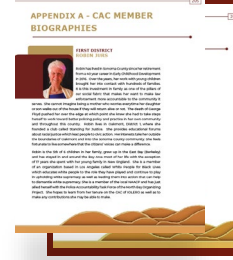
# ANNUAL REPORT ROADMAP



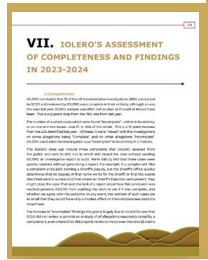
**SECTION VI**  
Complaints Received & Investigations Audited



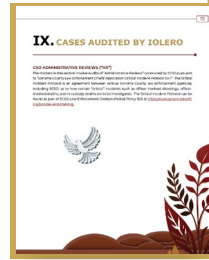
**SECTION VIII**  
Issues/Topical Observations



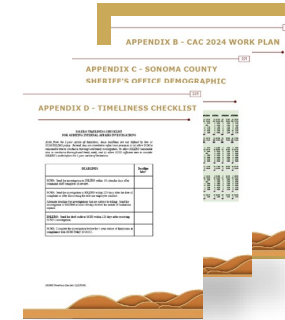
**CONCLUSION, CAC MEMBER BIOGRAPHIES**



**SECTION VII**  
Assessment of Completeness and Findings



**SECTION IX**  
Cases Audited by IOLERO



**APPENDICES**  
CAC 2024 Work Plan, SCSO Demographics, Timeliness Checklist





# July 2023 – June 2024: IOLERO Summary



- IOLERO continued to implement Measure P by starting independent investigations – e.g., Whistleblower cases, jail deaths
- Completed database & interview room
- Trained 3 new staff hired at the end of last FY – 2 auditors, 1 admin coordinator
- Deeper dive on jail cases, with policy recommendations made for MADF
- IAD Completeness rate did not improve overall, but improved as the year progressed
- Starting to assess Timeliness

# COMPLAINTS & AUDITS

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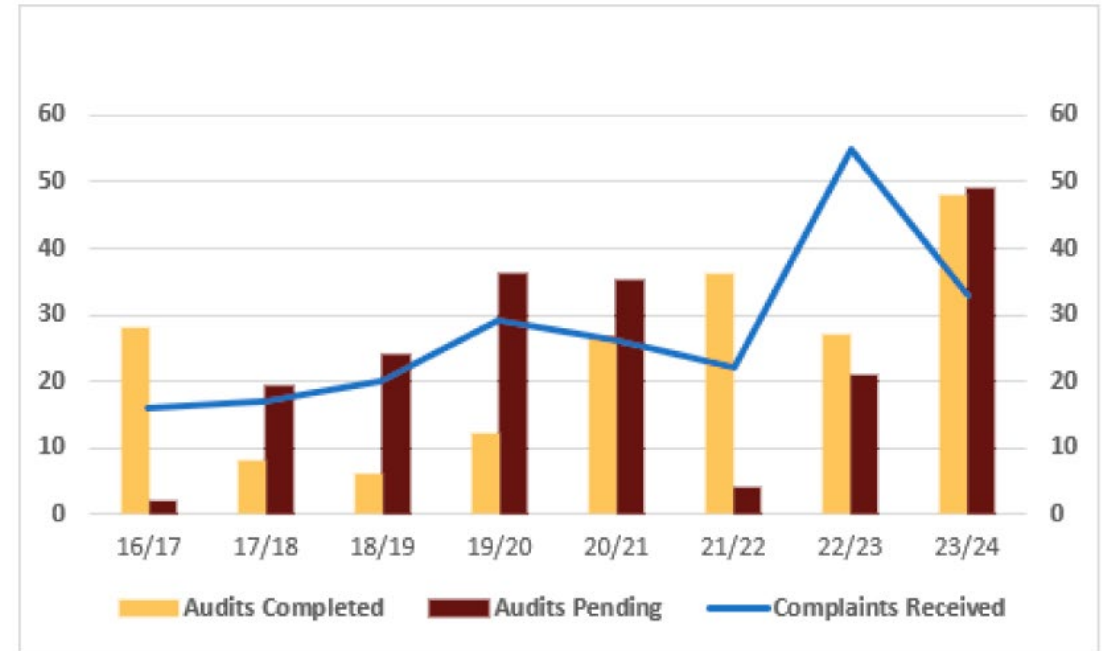
IOLERO received  
**33 complaints from the public,**  
compared to 53 last FY. All complaints were forwarded to  
the SCSO for investigation.

SCSO IAD completed and returned  
**67 Administrative Investigations,**  
**back to IOLERO for audit,** Compared to 27 last FY

**IOLERO audit backlog increases to 49 audits**  
pending at start of FY 2024-2025





## COMPLAINT AND AUDIT DATA BY FISCAL YEAR



# IOLERO Budget and Staffing

2023-2024



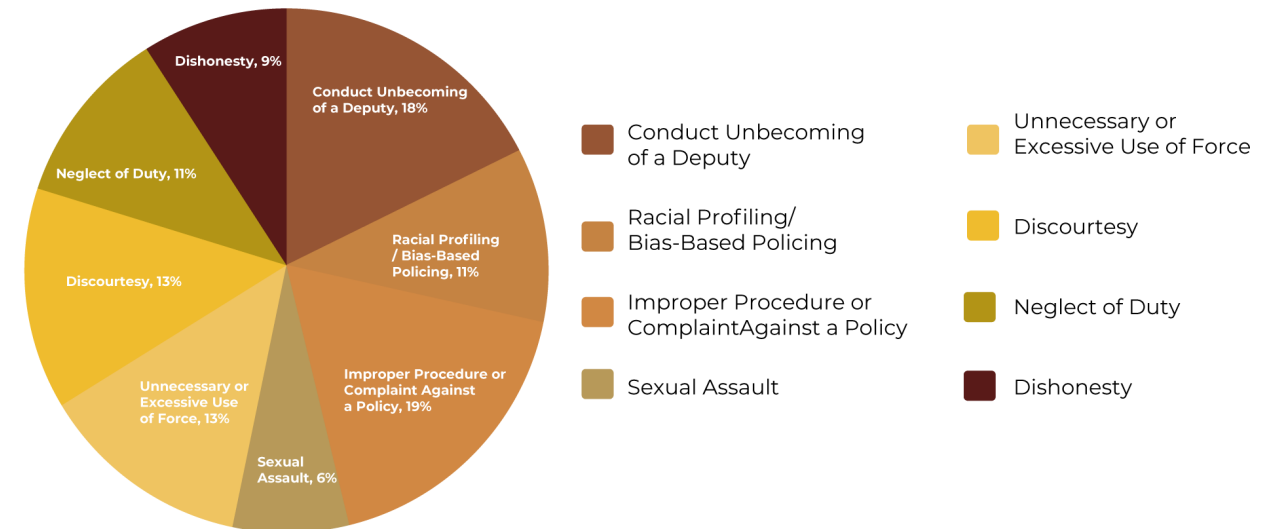
- Approved FY23-24 operating budget = **\$2,089,497**, including funding mandate to equal **1%** of Sheriff's Office budget.
- **IOLERO** fully staffed entire FY.
- Continued to also have support of .2 FTE Jade Kim from CAO; working towards transitioning her work to IOLERO staff.
- Added contractor Rania Adwan to support the CAC with their policy work.
- Expanded the work of contractor Ricardo Ibarra of Watza Lab, to provide more translation services.

# IOLERO

## By the Numbers



## INVESTIGATED ALLEGATIONS





# SCSO INVESTIGATIVE FINDINGS

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When the Sonoma County SO investigates a complaint, the SO makes four general findings as to each separate allegation of misconduct in that case:

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## 1 SUSTAINED

Means the SO found a violation of its policies based on the evidence.

## 3 NOT SUSTAINED / INCONCLUSIVE

Means there was not enough evidence to prove or disprove the complaint.

## 2 EXONERATED

Means the SO found there was no violation of policy.

## 4 UNFOUNDED

Means the evidence does not support the complaint.



# IOLERO AUDIT CONCLUSIONS

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When we audit an SO investigation, IOLERO reaches three general conclusions:

## AGREE

IOLERO agrees that the finding reached by the SO was justified given the evidence gathered.

## DISAGREE

IOLERO believes a different finding was justified given the evidence gathered, usually accompanied by which of the four findings were justified.

## INCOMPLETE

The investigation was not thorough enough to reach a conclusion.

Because many investigations include multiple allegations, sometime about multiple deputies, IOLERO may reach different conclusions on different allegations within the investigation. In that case, we will issue a mix of conclusions.

## TRENDS



The percentage of SCSO investigations that were INCOMPLETE in this cycle was not improved over the prior cycle as a whole but improved during the year.

### INCOMPLETE INVESTIGATIONS:

17 of the 48 investigations summarized in this report were incomplete or partly incomplete, or 34%. Last year, 22% were incomplete or partly incomplete. But in the prior year, nearly half were incomplete.

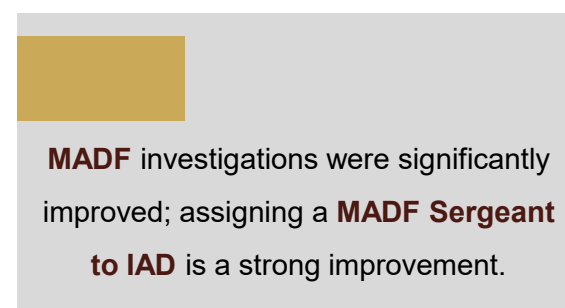
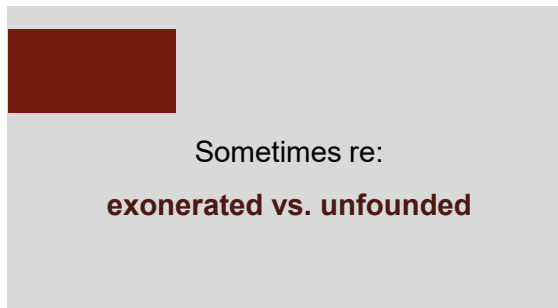
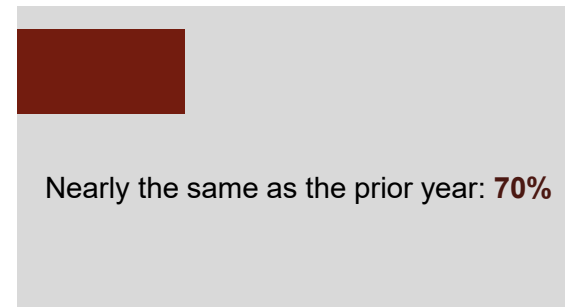
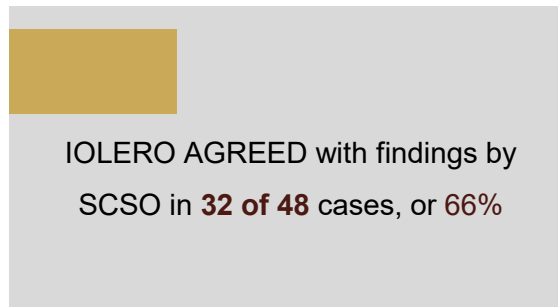
### CHECKLIST:

Completeness Checklist ensures advance notice to IAD of what constitutes completeness. But many of the incomplete cases in this cycle were completed before that Checklist was created.

# TRENDS



## AGREEMENT WITH FINDINGS





# IOLERO AUDIT SUMMARIES

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- **Audits are organized by subject matter.**
- **Audit Subject Matters in this report:**
  - **Canine Use of Force Policy Improvements**
  - **Patrol (Law Enforcement) Claims:**
    - Use of Force Complaints    Investigation Techniques
    - Free Speech Issues            Dispatch Procedures for Complaints
  - **MADF (Jail) Claims:**
    - PREA Investigations    Phone Access
    - Use of Force                Strip Searches
    - Booking Procedures    Jail Video and BWC
    - Medical Care                MADF Staffing



## CANINE IMPROVEMENTS

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- \*No bites audited this year
- \*Improved Policy
- \*Attending Canine Training
- \*Continued work with CAC on policy recommendations



## MOVING FORWARD

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1

Building out Measure P programs, especially the whistleblower program, and independent investigations;

2

Hiring a Chief Deputy Auditor in roughly mid-year to increase consistency, support independent investigations, and lower our audit backlog;

3

Continuing to build IOLERO internal policies and procedures manual so our work is transparent and consistent;

4

Assessing cases against the new Timeliness Guidelines and report on same next year.

IN 2024-2025,  
WE  
WILL  
CONTINUE  
TO WORK  
ON:

# IOLERO 2023 -2024 ANNUAL REPORT PRESENTATION TO THE PUBLIC

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## Virtual Presentation Public Forum

Monday, December 9, 2024, 6:00PM – 8:00PM

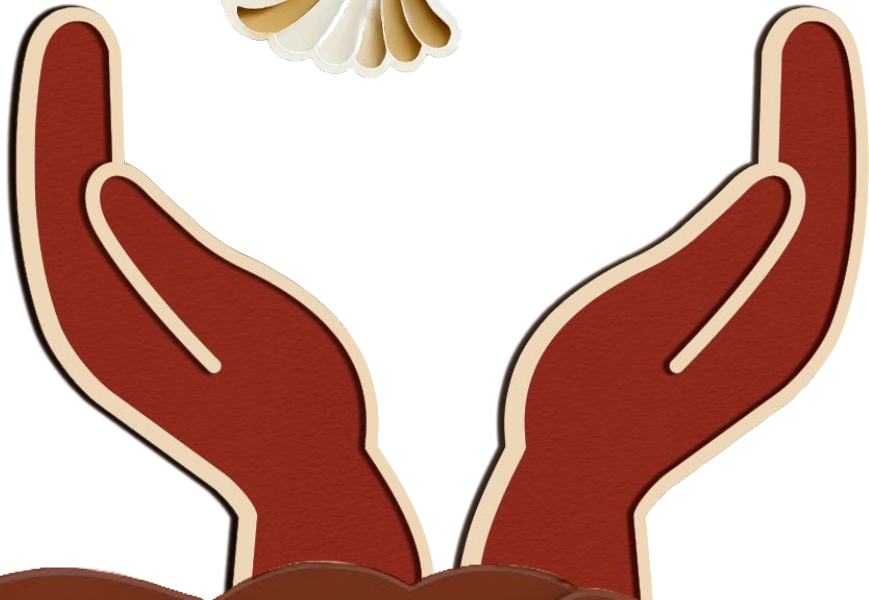
Via ZOOM



*Use this QR code to access the  
ZOOM forum!*

**OR**

*Find the meeting link at  
[sonomacounty/IOLERO-calendar](https://sonomacounty.gov/IOLERO-calendar)*





**THANK YOU**

