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Myths & Facts About Early Intervention Systems

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Myth - An early intervention system eliminates the need for proactive supervision.

Fact - An early intervention system should never replace leadership. Leaders should view early intervention as a tool to initiate constructive conversations, provide meaningful feedback, and incorporate proactive discussions.



2

Myth - An early intervention system is all that's required to create a culture of accountability.

Fact - While an early intervention system can provide a solid foundation to affirm and emphasize accountability standards, it cannot enforce them. Therefore, holding personnel accountable for their actions will always rely on engagement and commitment by leadership and officers alike.



3

Myth - Implementing an early intervention system will hurt morale.

Fact - Early intervention flags (or alerts) may call attention to underlying issues that harm morale, but they do not cause them. An early intervention system will allow personnel to address internal concerns and situations before being faced with a formal complaint. An early intervention system with confidential reporting functionality also encourages officers to speak up about concerns, further fostering positive workplace culture.



4

Myth - Early intervention systems hurt retention and recruiting efforts.

Fact - Low morale and burn out are two of the greatest roadblocks to improving retention and recruiting efforts. Officers who feel seen and heard have improved morale and pride in the job they do, reducing the likelihood they leave the profession or retire early.



5

Myth - An early intervention system will unfairly flag engaged officers.

Fact - Certain assignments will generate more complaints or lead to a higher degree of resistance. However, leaders can account for varying posts and positions and set thresholds accordingly.



***Remember:** A system alert does not automatically mean an officer should receive a demerit or needs intervention. It's the responsibility of supervisors to review system alerts and determine next steps.*

6

Myth - Early intervention flags build a case against officers.

Fact - An early intervention system will protect careers and the integrity of your organization. By identifying patterns of concerning conduct, an early intervention flags give leaders the ability to intervene before an incident takes place, saving careers and reducing liability.



7

Myth - An early intervention system is expensive and not suited for small agencies.

Fact - Like many other software solutions delivered as a service, price scales to the size of your agency. It's also important to remember that compared to litigation, an early intervention system is much less expensive.

