



Approved:  
*Chief Marcia Harnden*

Subject:

# 505. Case Management

Effective:  
February 11, 2019

CALEA Standards: 42.1.2, 42.1.3, 42.1.4,  
42.2.7, 82.1.5, 82.2.4

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Revised:  
December 3, 2019

## 505.1: PURPOSE AND SCOPE

This policy provides guidelines for the assignment and management of investigative case files.

## 505.2: POLICY

**It is the policy of the Albany Police Department to assign cases for further investigation as appropriate, and to track case assignments to ensure efficient investigation and timely disposition of investigations.**

## 505.3: ASSIGNMENT CRITERIA

- a. All Department reports will be reviewed by a supervisor. If further follow up is needed; the primary officer taking the report will retain investigative responsibility for the case unless the investigation is assumed by investigators from another team such as the Detective Unit, LINE, Street Crimes Unit.
- b. The following are examples of case types which will be assigned to detectives when appropriate:
  - 1) Homicides;
  - 2) Law enforcement employee involved critical incidents;
  - 3) Robberies
  - 4) Sex Crimes;
  - 5) Serial crimes.
- c. Supervisors will be responsible for evaluating each case for solvability potential prior to assignment.

## 505.4: CASE ASSIGNMENT AND FOLLOW-UP

- a. Officers and detectives shall investigate each case assigned to them by a supervisor.
- b. When appropriate, officers and detectives should brief their supervisor on the status of their investigations through written and/or verbal reports.
- c. A written supplemental report is due within 60 calendar days after a case has been assigned.

- d. A second supplemental is due within 120 days of the case assignment.
- e. Further investigation after 120 days of assignment requires approval from the investigating officer's supervisor.
- f. Once a case has been assigned for 360 days, another supplemental report should be completed and the case should be closed or inactivated if there are no active investigative leads. **Exceptions include:**
  - 1) Cold cases; and
  - 2) Missing persons.
- g. Any original documents associated with a case such as written statements, sexual assault examination reports, crime lab reports, etc., should be submitted to the Records Section or the Property and Evidence Section as appropriate and not stored with the investigator's case file.

#### 505.4.1: CASE STATUS DESIGNATION

The following administrative designators should be used to indicate the status of investigations:

- a. **Cleared by Arrest** - Indicates our agency has arrested the offender(s), charged them with the commission of the crime and they will be turned over to the court system for prosecution.
- b. **Administratively Closed** - Closure of a case due to the investigation being unable to proceed for some reason, such as long-term unavailability of a victim or witness.
- c. **Cleared by Exception** - Case has been investigated with no further leads. The case cannot proceed for some reason, such as expiration of time limitation or death of offender.
- d. **Inactive** - All leads in the case have been investigated and the investigation cannot move forward.
- e. **Open/Active** - Indicates additional follow-up will be conducted on the case or additional investigation is needed. All runaway and stolen vehicle reports are left active in the system until located.
- f. **Pending** - The investigation is awaiting additional anticipated information. (Short-term wait)
- g. **Re-opened** - The case can be re-opened after being submitted as inactive or administratively closed.
- h. **Arrest by Another Agency** - warrants
- i. **Unfounded** - The crime/incident must be a criminal act. This designation indicates the officer has determined no crime has been committed.
- j. **Referred to Another Agency**

**505.5: CASE CLOSURE**

- a. When a case is completed and/or all investigative leads have been exhausted, the case status will be updated in the records management system.
- b. If an investigation is conducted on behalf of an outside agency, the investigation shall be classified as an "Agency Assist" and will be closed as "Inactive".

**505.6: REACTIVATION OF CASES**

If a case has been previously closed or listed as inactive, and new information is received which is relevant to the case, the case should be reopened and assigned to an officer or detective for follow up investigation.

**505.7: SUPERVISOR RESPONSIBILITIES**

- a. Supervisors should ensure that they are kept apprised of the status of investigations assigned to employees in their charge by consulting with employees and reviewing available information from the Records Section.
- b. Supervisors should also ensure that their subordinate employees are maintaining working case files appropriately so that cases may be assumed by another investigator in the event the original officer or detective must discontinue their investigation.