## \*PUBLIC INTEGRITY BUREAU \*



IAPro CASE MANAGEMENT
PIB Annual Peer-to-Peer Training
November 20, 2024



#### CONFIDENTIALITY

Personnel assigned to PIB must maintain the highest degree of confidentiality concerning all matters related to PIB complaints, investigations, and any other confidential or privileged information they glean from their official duties.

- Personnel are prohibited from disclosing or confirming to anyone outside PIB whether a complaint has been made or an investigation is being conducted
- All investigative information must be secured at all times
- PIB staff, except the PIB Chief or designee, can't share information about complaints or investigations with outsiders, including details about complainants or named employees, unless required by policy or law. They can still communicate with complainants as needed.



#### PROGRESS REPORTS/CHECKLISTS



## What is the purpose of Progress Reports?

• To keep track of all substantive information related to the case.



#### THE PROGRESS REPORT MAY CONSIST OF THE FOLLOWING:

- Any information received (to include) communications with complainant or witness interviews.
- Reviewing BWC footage to document parts relevant to the investigation.
- Documenting any reports from the State's Attorney's Office.
- Any phone records, and emails to document a timeline of events.
- Documenting the suspension of an officer.
- Any new evidence received.

\*Progress Report(s) should be completed whenever new information is discovered or received.



#### **BEST PRACTICES:**

ALL progress reports must be clearly written to understand the facts surrounding the case's progress.

Refrain from using police terminology or slang unless it is quoted, and a definition is provided.

#### **Examples:**

- Body-worn camera footage captured Officer Doe having a slanging match with his supervisor on a call for service.
- The suspect displayed characteristics of an armed person (take the extra step to write out the actions displayed).

Refrain from using abbreviations (not all your readers are law enforcement).

Proofread before submitting to limit the number of grammatical mistakes.

#### **PROOFREAD**

- GRAMMAF
- SENTENCE STRUCTURE
- PORMALLING
- DUNCTUATION
- · SPELLIN
- CAPITALIZATION

#### POLICE DEPARTMENT BALTIMORE MARYLAND

October 3, 2024

TO: Commanding Officer

Public Integrity Bureau

VIA: Official Channels

FROM: Detective Jane Doe

Public Integrity Bureau

SUBJECT: PIB Case # 2024-0000

Investigative Report

On October 3, 2024, while reviewing Officer Jone Doe's body-worn camera footage from July 5, 2024, it captured some inconsistencies with the Incident report. According to body-worn camera footage, Officer John Doe placed handcuffs on Mr. Randy Paul before he eventually allowed him to leave; however, that information was omitted from the incident report.

Respectfully,

X

Imedia ator

X

Supervisor



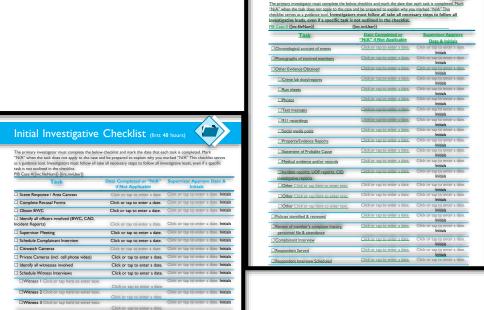
#### INVESTIGATION DUE DILIGENCE

- All investigations must be conducted thoroughly and consistently.
- Investigators will thoroughly explore and pursue all reasonable investigative leads.
- For each case, the INVESTIGATIVE CHECKLIST must be completed FULLY.
- SUPERVISORS are responsible for providing regular supervision to address any omission or deficiencies during the investigative process.
- ALL administrative investigations must be completed to the conclusion.

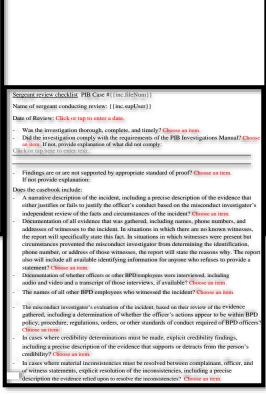


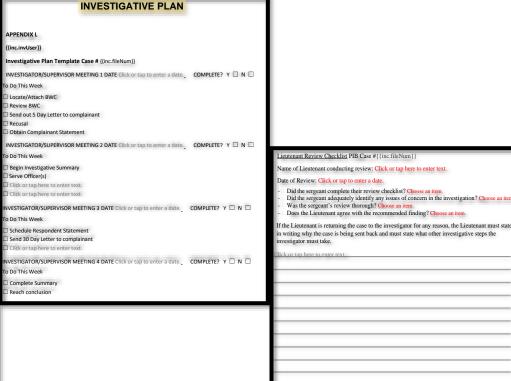
## **OVERVIEW OF THE NEW INVESTIGATIVE CHECKLIST**

#### There are currently five Investigative Checklists.



First 30 Day Investigative Checklist







False arrest allegation? ☐ Y ⊠ N

#### PLACEHOLDER-NEW CHECKLIST

Detail changes to the new checklist to be added in final draft.

BPD's new investigative checklist will consolidate the other checklists into one investigative checklist. The checklist will continually be used as the investigation progresses as opposed to the old checklists that are used at different stages. The new continuous investigative checklists will be easier to manage for investigators and easier to review for supervisors. PIB intends to fully launch the new checklist in January 2025.



#### WHY IS THE FIRST 48 IMPORTANT?

Physical evidence may not be available the longer you wait.

It is more likely to get a statement from a complainant /witness within 48 hours.

The events that took place may be fresh in their head. They may be more willing to cooperate with the investigation.

If it's a business, you're responding to, business hours play a factor.



#### **CONTACTING COMPLAINANTS**

- Should be interviewed as soon as practical
- Locate and interview all complainants at a time and place that is convenient for them
- Send a five-day letter/email <u>unless the complainant's info is in the Public Portal</u>
- The investigator needs to reach out to the complainant by phone within one business day to
  introduce themselves and schedule an interview

  Leave voicemail if they don't pick up

  Ask the
  complainant about the existence of electronic or media evidence such a texts, photographs, video,
  or recordings

  Explain the investigative process to the complainant

  Note that retaliation is
  prohibited
- PIB investigators will thoroughly investigate all allegations, even if the complainant wishes to remain anonymous, does not provide a statement, or wishes to withdraw the complaint.
- Complainants will receive updates every thirty days through the Public Portal. If information is not in the Public Portal, investigators need to provide updates to the complainant every thirty days.

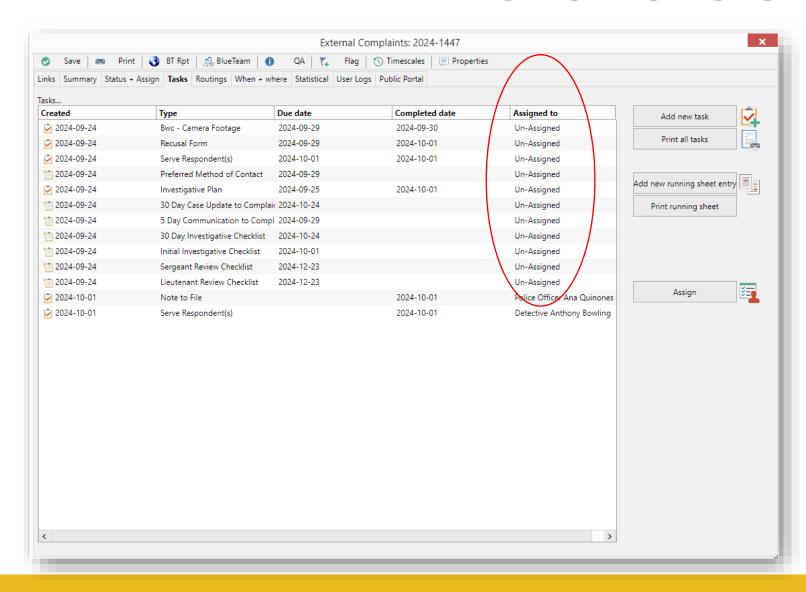
## **TASKS**

For investigative steps that are completed but do not generate substantive information, these must be documented as a "task" in IAPro. Tasks must still be memorialized with enough information to account for an investigator's work.

- The supervisor must ensure that the investigative Detective completes the tasks for each case.
- Throughout the investigation, create a task for each investigative step.
- When tasks are automatically generated, ensure that they are being completed and not ignored.
- Examples of some of the tasks that should be created are interviews, contact with Legal Affairs, meetings with your supervisors, court dates, emails, CCTV camera footage, area canvasses, requesting charging documents, etc.
- Refer to page 108 in the PIB manual concerning the process of documenting legal consultation.



#### **INITIAL TASKS AUTO GENERATED**



Ensure all tasks auto-generated are assigned, and a completed date is assigned.



#### ROUTINGS

- Intake and Classification is one of the first routings that's generated in the user's mailbox. It's automatically populated by the system.
   This portion of the routing is handled by the admin team.
- The admin team will then route the case to the investigative Lieutenant and the Sergeants assigned under the Lieutenant.
- The case is then assigned to a detective to start the investigation.
- The routings are very important to ensure accountability of the case itself. It ensures that everyone involved in the case is aware of what's happening.
- The date and time that the routing was sent will always be on the routing that the user sends.



#### **CREATING THE ROUTING**

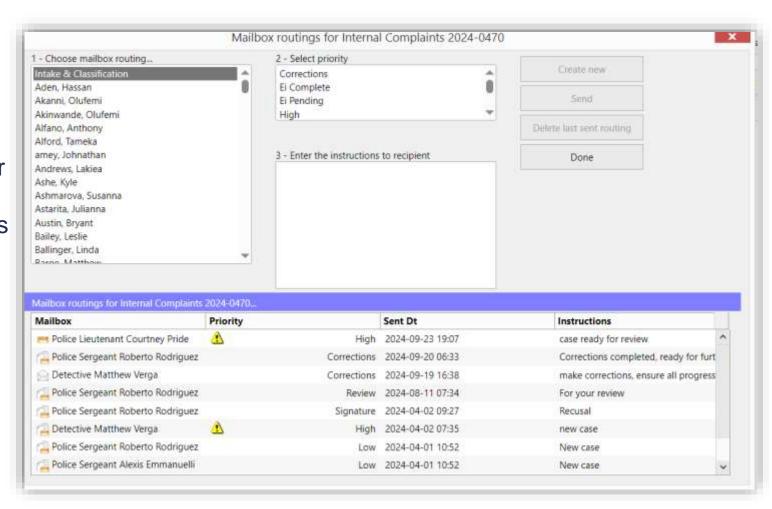
Once a routing is created, there are 3 boxes to select from:

- 1. The first box, choose the user you want to send the routing to.
- 2. The second box is to select the priority cases coming up for expiration; signatures needed to go to the ACC or DRC should be selected at a HIGH level.
- 3. The third box is when the user will specify in the instructions that they want to relay to the recipient. Be specific and detailed.



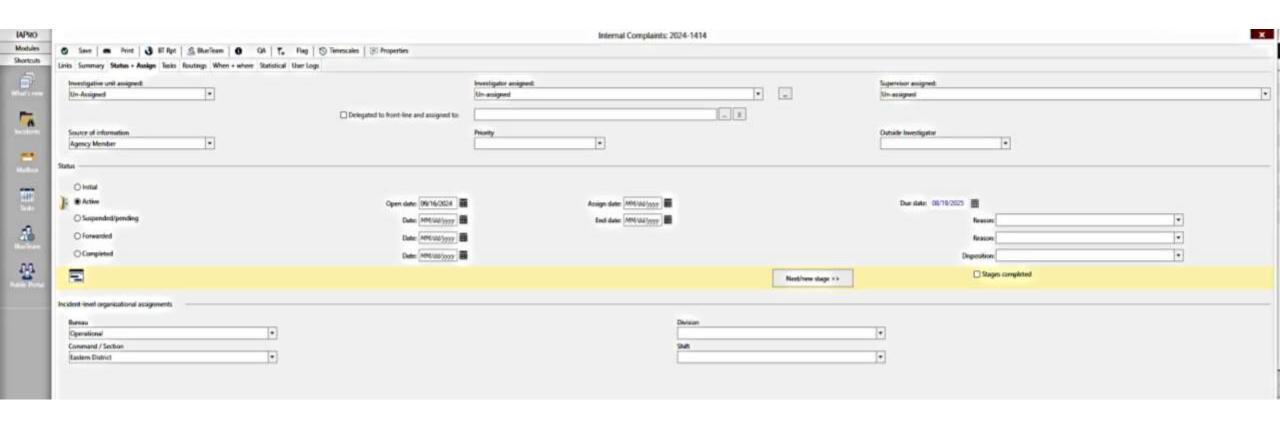
## **MAILBOX ROUTINGS**

- "When sending routings from the Detective to the Supervisor, provide detailed instructions in the box to make the supervisor aware if the case is a 30/60/90day case. Do not simply add 'case ready for review."
- Ensure you are making note that the case is sustained, not sustained, exonerated, or unfounded. In addition to the expiration date. This will alert the supervisors to prioritize the cases if charging documents are needed and the case needs to go to legal for review.
- The Detective should always know where the case is until it's closed.
- Remember: Routings CANNOT be deleted by the user.

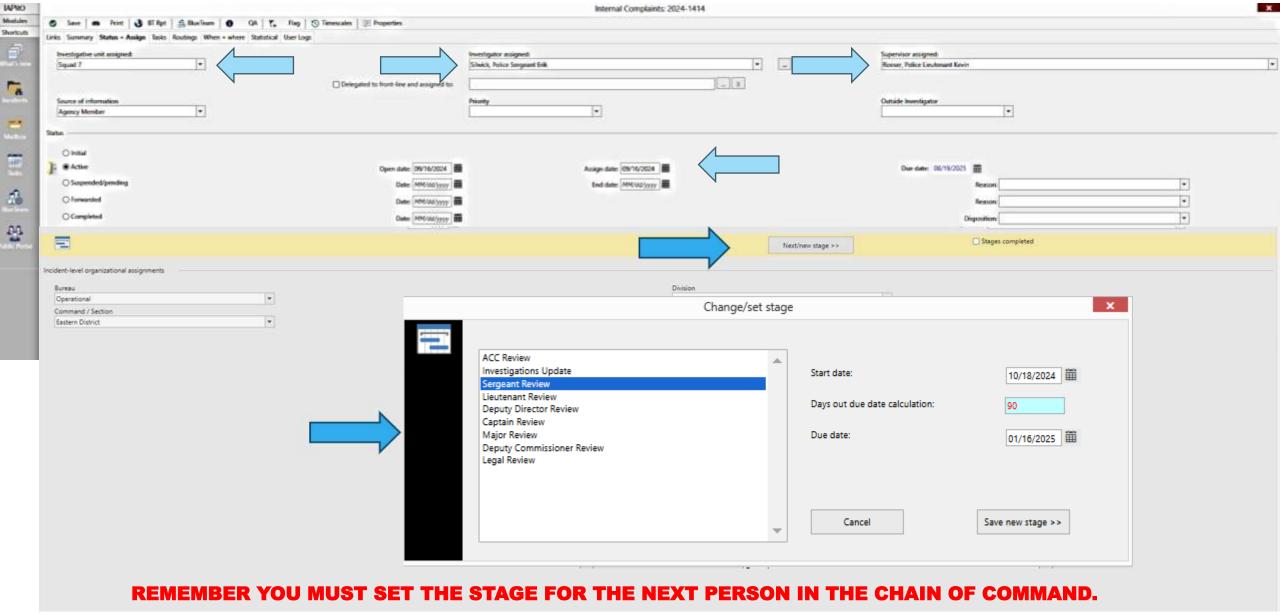




## **IAPRO STAGES**









#### **RECUSAL FORMS**

BPD recognizes the negative impact of actual bias or perceived bias in an internal investigation.

A recusal is a form used to withdraw the investigator from investigating a case and reassign it to another investigator due to a possible conflict of interest.

Reasons for a conflict:

Work relationship, including where the investigator would report to or work with the subject of the investigation.

Outside Business Relationship

Personal friendship

Family

Relationship

Romantic Relationship (current or past)



#### Baltimore Police Department PIB Recusal Form

This form shall be completed and approved by PIB command prior to the permanent assignment of the investigation.

Case Number	Investigator's Name (Printed)	Seq. #	Investigator's Sergeant (Printed)	Seq. #
Case #	Detective name		Sergeant	
Accused BPD Member(s):	Officer			

BPD recognizes the negative impact of actual bias or the appearance of bias on the legitimacy of internal investigations. For that reason, conflicts of interest in misconduct investigations or in those assigned by BPD to recommend or make disciplinary decisions shall be prohibited. This provision requires BPD to ensure the following:

- No employee who was involved in or a witness to an incident shall conduct or review a misconduct investigation arising out of tha
  incident;
- b. No employee who has an external business relationship or close personal relationship with a principal or witness in a misconduct investigation shall conduct or review the misconduct investigation. No such person may make any disciplinary decisions with respect to the misconduct including the determination of any applicable grievance or appeal arising from any discipline. A close personal relationship includes a personal friendship, a romantic or familial relationship.
- c. No employee shall be involved in an investigation or make any disciplinary decisions with respect to any person who they directly report to in their chain of command. In cases where BPD is unable to meet this requirement, the investigation must be referred to an outside authority. Any outside authority retained by BPD must possess the requisite background and level of experience of internal affairs investigators and must be free of any actual or perceived conflicts of interest;

PIB investigators will not be assigned to any assignments, which could create a conflict of interest for their administrative investigations, including any assignment in which the investigator would report to or work with the subject of an open investigation. To ensure the above requirements, and in accordance with Policy 306, Complaint Intake and Classification Process, an investigator shall disclose the circumstances of any relationship with a BPD member accused in an investigation to ensure that the nature of the relationship could not be perceived to compromise the investigative process. An investigation is shall be reassigned if any of following conditions exist:

- Family relationship;
- Outside business relationship:
- Romantic relationship (current or past)
- Personal friendship; or
- Work relationship, including where the investigator would report to or work with the subject of the investigation.

#### **Declaration:**

D	<i>a</i> ,	••
Detective	Sergeant	Lieutenant
I was directly involved in the incident	I was directly involved in the incident	I was directly involved in the incident
I have a relationship with one or more of the parties accused which could be perceived as compromising to the investigative process  I am not directly involved in the incident and do not have any relationship with any of the accused parties which could be perceived as compromising to the investigation	☐ I have a relationship with one or more of the parties accused which could be perceived as compromising to the investigative process ☐ I am not directly involved in the incident and do not have any relationship with any of the accused parties which could be perceived as compromising to the investigation	☐ I have a relationship with one or more of the parties accused which could be perceived as compromising to the investigative process ☐ I am not directly involved in the incident and do not have any relationship with any of the accused parties which could be perceived as compromising to the investigation
Detective's Signature:	Sergeant's Signature:	Lieutenant:
X Detective	X	
Seq: #	Seq.#	Seq. #
I865	J003	H911

Upon receiving a new case, the investigator must submit a recusal form on the same day.





#### **Baltimore Police Department**

PIB Recusal Form

This form shall be completed and approved by PIB command prior to the permanent assignment of the investigation.

Case Number	Investigator's Name (Printed)	Seq.#	Investigator's Sergeant (Printed)	Seq. #
[PIB Number]	[Investigator]			
Accused BPD Member(s):				

BPD recognizes the negative impact of actual bias or the appearance of bias on the legitimacy of internal investigations. For that reason, conflicts of interest in misconduct investigations or in those assigned by BPD to recommend or make disciplinary decisions shall be prohibited. This provision requires BPD to ensure the following:

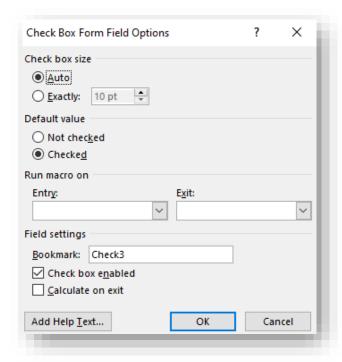
- No employee who was involved in or a witness to an incident shall conduct or review a misconduct investigation arising out of that incident;
- b. No employee who has an external business relationship or close personal relationship with a principal or with six in a misconduct investigation shall conduct or review the misconduct investigation. No such person may make any disciplinary decisions with respect to the misconduct including the determination of any applicable grievance or appeal arising from any discipline. A close personal relationship includes a personal friendship, a romantic or familial relationship.
- c. No employee shall be involved in an investigation or make any disciplinary decisions with respect to any person who they directly report to in their chain of command. In cases where BPD is unable to meet this requirement, the investigation must be referred to an outside authority. Any outside authority retained by BPD must possess the requisite background and level of experience of internal affairs investigators and must be free of any actual or perceived conflicts of interest;

PIB investigators will not be assigned to any assignments, which could create a conflict of interest for their administrative investigations, including any assignment in which the investigator would report to or work with the subject of an open investigation. To ensure the above requirements, and in accordance with Policy 306, Compliant brushes and Classification Process, an investigatior shall disclose the circumstances of any relationship with a BPD member accused in an investigation to ensure that the nature of the relationship could not be perceived to compromise the investigative process. An investigation shall be reassigned if any of the following conditions exist:

- Family relationship;
- Outside business relationship;
- > Romantic relationship (current or past);
- > Personal friendship; or
- > Work relationship, including where the investigator would report to or work with the subject of the investigation.

#### Declaration:

Detective	Sergeant	Lieutenant
I was directly involved in the incident	I was directly involved in the incident	I was directly involved in the inciden
I have a relationship with one or more of the parties accused which could be perceived as compromising to the investigative process	I have a relationship with one or more of the parties accused which could be perceived as compromising to the investigative process	I have a relationship with one or more of the parties accused which could be perceived as compromising to the investigative process
I am not directly involved in the incident and do not have any relationship with any of the accused parties which could be perceived as compromising to the investigation	I am not directly involved in the incident and do not have any relationship with any of the accused parties which could be perceived as compromising to the investigation	I am not directly involved in the incident and do not have any relationship with any of the accused parties which could be perceived as compromising to the investigation
Detective's Signature:	Sergeant's Signature:	Lieutenant:
X	X	X
Distriction	Sergeant	Lieutenant
Seq: #	Seq. #	Seq.#



- Properly fill out the form and attach the form in IA PRO under the respondent section. Each respondent will need its own recusal form completed.
- Three options are available to select when completing the form. Check the appropriate box that applies to the case, by clicking twice in the box and selecting checked and then OK.
- The Investigator will add their signature to their respective box. This can be done by double-clicking the signature box



#### **SUPERVISORS**

After reviewing the recusal form, if there is no involvement or conflict between the detective and the accused respondent, then check "approved / no conflict" and sign your name in the signature box.

However, if a conflict is brought to your attention by the detective, check the box reassigned and then assign the case to another detective.

Sergeant Review	Lieutenant Review	PIB Commander Review
I have reviewed this form and have made the following determination:	I have reviewed this form and have made the following determination:	I have reviewed this form and have made the following determination:
Approved/No Conflict Reassigned	Approved/No Conflict Reassigned	Approved/No Conflict Reassigned
Sergeant's Signature:	Lieutenant's Signature:	Commander's Signature:
X	X	X
Sergeant	Ueutenant	Commander
Seq: #	Seq.#	Captain Seq. # Major Seq. #



#### REMINDERS

- The recusal form is the initial step in conducting an internal investigation. After the detective fills out the form, it needs to be routed to the Sergeant for review, then to the Lieutenant, and finally to the Captain for command review and approval.
- If, at any point during the investigation, the investigator feels it will be difficult to maintain a neutral, impartial, or unbiased stance towards the accused respondent(s), it must be documented in the case file.
- The investigator should also inform their supervisor about recusing themselves from the case.
- If there are multiple respondents, each respondent requires their individual recusal form. Do not put multiple respondents on one form.



#### **TIME MANAGEMENT**

- Prioritize, Plan, Prepare, and Perform
- Ensure that you are utilizing your time accurately to manage cases.
- Plan ahead
- Set Reminders for due dates
- Establish a routine
- Creating tasks for yourself when completing cases
- Block out Distractions
- Track absences, including holidays, training schedules, and vacations
- Ensure there is adequate time for supervisory and legal review







# QUESTIONS?