

MESA POLICE Department Policy Manual	RMS Case Assignment, Management & Closure for Investigative Units	DPM 3.3.75 Effective 04/06/2012 Revised 03/12/2026
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1. PURPOSE

The Mesa Police Department (MPD) recognizes its duty to investigate crimes reported within the City of Mesa (COM). The following protocols have been established for the assignment, management and closure of cases through the Records Management System (RMS). This policy is applicable to all investigative units. For a comprehensive RMS case management user manual, see [MRE/RMS Reference Guide](#).

2. DEFINITIONS

Case Management/Workflow: A component of RMS used by members to manage caseloads and review case management notification entries to ensure the proper management of all open cases.

The following are descriptions of the case management entries found in the RMS case management/workflow which are used in this policy:

- **Approved:** Similar to Routed entries, Approved entries indicate a case is an open case and there is case management work that needs to be done, such as assigning a Follow-Up or updating the clearance block to a closed status (e.g., “Closed”, “Cleared by Arrest”, “Inactive”, etc.).
- **Follow-Up – Assigned:** An assignment given to a member to complete an open case or a specific task on a case.
- **Follow-Up – Overdue:** An assignment given to a member to complete an open case or a specific task on a case which has gone past the diary date.
- **Notify:** Notify entries only appear in a squad handle, not in an individual officer’s case management/workflow screens. Notify entries indicate something has changed on a case (e.g., change in clearance block status, modification of a Follow-Up assignment, attachment of a document to the GO, etc.).
- **Notify Officer (Notify Off):** Notify Off entries only appear in the case management/workflow for individual officers/detectives (not in a squad/unit handle). Notify Off entries indicate to officers that something about the case has changed, or something has been added (e.g., change in clearance block status, modification of a Follow-Up assignment, attachment of a document to the GO, etc.).
- **Routed:** Indicates there is case management work that needs to be done on a case, such as assigning a Follow-Up or updating the clearance block to a closed status (e.g., “Closed”, “Cleared by Arrest”, “Inactive”, etc.).
- **Update:** Update entries appear in the handle of a unit because of some kind of modification and/or addition. Sent to all handles in which the GO previously

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appeared so anyone who has previously seen the case is prompted to review the case to see what has changed.

Clearance Block: The clearance block shows the status of a case. Examples of open case statuses include, but are not limited to, “Active/Open” and “Waiting Lab Results”. Examples of closed case statuses include, but are not limited to, “Closed” and “Inactive.”

Diary Date: The date a Follow-Up assignment is due for completion.

General Offense (GO): A formal police report of an incident.

Handle: In RMS, investigative units, patrol squads, and other groups are organized into groups called handles. Handles are given a name that coincides with the name of the squad or unit, such as “Fiesta – CIU” or “CID – SVU.” A sergeant or multiple sergeants may be assigned to manage a single handle. Handles contain all case management entries vital for proper case management.

Records Management System (RMS): A computerized information management system used to organize and store information.

3. CASE ASSIGNMENT

3.1 General

- A. All GOs sent to an investigative unit handle as a Routed and Approved entry will be reviewed and addressed (e.g., assigned for follow-up or closed), in a timely manner, by an investigative unit supervisor assigned to the affected division.
- B. Serious felony offenses and part one crimes requiring follow-up shall be assigned to a detective, unless a patrol supervisor or investigative unit supervisor determines the follow-up is of a minimal nature and can be completed by a patrol officer as outlined in [DPM 3.3.80 RMS Case Assignment, Management & Closure for Patrol Operations](#).
 1. For purposes of this policy, serious felony offenses could include, but are not limited to, Homicide, Sexual Assault, Aggravated Assault, Burglary, Robbery, Theft of Means of Transportation, Felony Theft and Arson.
 2. Examples of investigations that can be completed by patrol include:
 - a. Misdemeanor cases requiring minimal follow-up; or
 - b. Felony cases which require minimal follow-up (e.g., basic narcotics cases and felony DUI investigations).
- C. GOs involving the following offenses will be assigned to a detective/investigator when appropriate:

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1. Homicides
 2. Officer involved shootings
 3. Robberies
 4. Death cases (when there is no doctor to sign a death certificate)
 5. Sex crimes
 6. Child abuse/neglect
 7. Custodial interference
 8. Domestic violence/orders of protection
 9. Auto thefts
 10. Aggravated assaults
 11. MO is similar to other cases (e.g., serial rapist or burglary)
 12. Hate crimes
 13. Missing persons
 14. Burglaries (commercial, residential, vehicle)
 15. Fraud
 16. Cases involving firearms-related evidence
 17. Cases in which digital forensic expertise is required
 18. Human trafficking
 19. Any other cases assigned per the Division Commander
- D. In situations where the investigation of a case is paused due to a pending lab result, members **shall** ensure the internal status of the case is shown as "Waiting Lab Results".
1. Members **shall not** use the internal status of "Closed" when a case has lab results still pending.
 2. Additionally, supervisors **shall** ensure all cases with open status such as "Waiting Lab Results" shall have a member assigned a follow-up under the capacity of "Lead Investigator", or other suitable capacity, with a status of "Assigned" until all follow-up is completed.

3.2 Assignment Criteria

- A. Investigative unit supervisors are responsible for reviewing/screening cases for solvability potential and case status determination.
- B. Reviewing investigative unit supervisors will appropriately assign a Follow-Up assignment to either a detective or a patrol officer after considering the factors listed below:
 1. Complexity of the case.
 2. Whether the suspect is known/can be identified or has been arrested or cited in lieu of detention.
 3. Criminal history of the suspect indicates repeat offenses.
 4. Identifiable suspect vehicle and/or license plate number.
 5. Identifiable suspect description.

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6. Investigative leads listed/known.
7. When personal injury or threat of personal injury has occurred, or the monetary value is high.
8. Multiple occurrences with the same victim or other victim information indicating follow-up would be advantageous.
9. When any combination of factors, to include documented experiences or research conducted by this Department or any other law enforcement agency, would lend themselves to solving the case or recovering the property.
10. When the seriousness or public sensitivity of a case would warrant immediate follow-up.
11. Amount of time between occurrence and time of reporting.
12. Availability of witnesses to the crime.
13. Availability of tangible evidence (such as fingerprints obtained at the scene).

3.3 Assignment

- A. When an investigative unit supervisor determines a GO is to be assigned to a detective or a patrol officer for follow-up, the investigative supervisor shall immediately:
 1. Ensure the clearance block shows an open status (e.g., “Active/Open”, “Waiting Lab Results,” “Cold Case – Active,” etc.).
 2. Assign the GO for follow-up by creating a Follow-Up assignment and assigning the member a capacity of Lead Investigator. For detailed instructions on how to assign a Follow-Up, see the [MRE/RMS Reference Guide](#).

3.4 Diary Date Protocols

- A. Investigative unit supervisors will follow the protocols below when determining diary dates, and diary date extensions, for Follow-Up assignments. Except for **Section 3.4B**, investigative unit supervisors may deviate from these protocols if approved by an investigative unit lieutenant.
 1. Misdemeanors:
 - a. GOs with only misdemeanor allegations will be given no more than **30 days** for completion on the initial assignment.
 - Misdemeanor DUI cases may be given up to **120 days** on the initial assignment, if needed.
 - If the initial 30-day (or 120-day) diary date expires, extensions will be granted in **30-day** increments at a maximum.
 2. Felonies:

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- a. GOs with only felony allegations may be given up to **180 days** for completion on the initial assignment.
- b. If the initial diary date expires, extensions will be granted in **90-day** increments at a maximum.
- 3. Combinations of felonies and misdemeanors:
 - a. GOs with both felony and misdemeanor charges needing follow-up will be given no more than **30 days** for completion upon initial assignment.
 - b. If the only misdemeanor charge is a DUI, up to **120 days** may be given on the initial assignment.
 - c. Extensions of the initial diary date on misdemeanors will be made in increments of **30 days** at a maximum.
 - d. If all misdemeanor allegations become resolved and only felony allegations remain, diary date extensions may be done in increments of up to **90 days**.
- B. Supervisors shall not create or extend a diary date on any Follow-Up assignment which will cause the diary date to be closer than 60 days prior to the date the case expires due to the statute of limitations. See [ARS 13-107 Time limitations](#) for more detail on determining dates for statutes of limitations.

3.5 Case Reassignment Upon Detective Transfer or Separation from Employment

- A. Transfers:
 - 1. Whenever possible, a detective will complete assigned cases before transferring out of the unit to another assignment.
 - 2. The affected investigative unit sergeant is responsible for determining which open cases, if any, will be re-assigned to another detective and which, if any, will remain with the detective being transferred.
 - a. If a detective is not able to complete an assigned case before transferring out of an investigative unit, and the sergeant has determined the case will be re-assigned to another detective within the unit, the sergeant shall re-assign the case **within 7 days of the detective's transfer**.
 - b. Members will follow the instructions for re-assigning cases as shown in [Reassigning Follow-Up Assignments in RMS Case Management](#).
- B. Separation:
 - 1. If a detective in any investigative or specialty unit gives advanced notice of plans to separate employment from the Department, the detective will make every effort to complete all assigned cases before separation.
 - a. Detectives will also ensure all outstanding reports are completed and sent for approval in the "MRE Report Approval Dashboard" in RMS before separation.

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2. The supervisor shall ensure all reports written by the separating member have been completed and approved before the member's last workday.
3. When a detective separates employment for any reason, the member's last supervisor will immediately conduct a case management review in RMS to locate any open cases assigned to the separated member.
 - a. Any open cases still assigned to the separated member shall be re-assigned to another detective in the unit **within 7 days of separation**.
 - b. Sergeants will follow the instructions shown in [Re-Assigning Follow-Up Assignments in RMS Case Management](#) when re-assigning cases.

3.6 Routing Cases to Another Unit

- A. When an investigative unit supervisor reviews a Routed or Approved entry in RMS and determines the GO should be reviewed by a sergeant in another investigative unit, the supervisor shall use the Change Status function to transfer the GO to the handle of the appropriate unit in RMS. For more details on how to transfer a Route to another handle (re-route), see the [MRE/RMS Reference Guide](#).

4. CASE MANAGEMENT

4.1 Investigative Supervisor Responsibilities

- A. Investigative unit supervisors will conduct daily review of all case management entries found in their handle in the case management/workflow.
 1. Routed and Approved entries shall be reviewed and appropriately handled immediately upon review. Investigative unit supervisors shall do the following when reviewing Routed and Approved entries:
 - a. Read the original narrative and all supplemental reports.
 - b. Check the clearance block to ensure it is correct.
 - If the case is an open case:
 - Ensure the clearance block shows an open status (e.g., "Active/Open", "Waiting Lab Results", etc.).
 - Assign as a Follow-Up on the case as shown in the [MRE/RMS Reference Guide](#).
 - If the case is a closed case, ensure the clearance block is set to a closed case status (e.g. "Closed", "Inactive", "Unfounded", etc.).
 2. Notify and Update entries shall be immediately reviewed and appropriately handled. Investigative unit supervisors shall do all the following when reviewing a Notify or Update entry:
 - a. Read the original narrative and all supplemental reports.

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- After reading the original narrative and all supplemental reports, the reader will know if the case is open or closed.
- b. Review the clearance block to make sure it's correct. If it is not correct, modify the clearance block to the correct status.
- c. If the correct status is an open case (e.g., "Active/Open", "Waiting Lab Results", etc.), ensure a member is assigned to the case.
 - If no member is assigned, immediately assign one member, and only one, with the capacity of Lead Investigator and give an appropriate due date pursuant to this policy.
- d. If the case is closed and no further investigation is necessary, ensure the clearance block shows as closed status ("Closed", "Inactive", "Unfounded", etc.).
- e. Once the Notify or Update entry has been properly reviewed, as listed above, the entry should be immediately deleted.
- 3. All Follow-Up – Overdue entries will be immediately addressed by the detective's immediate supervisor. The supervisor will:
 - a. Review the GO and the overdue follow-up assignment in RMS.
 - b. Contact the assigned detective to determine the reason the assignment is overdue, if necessary.
 - c. Determine if the diary date will be extended or not.
 - Extending the diary date may be done if the supervisor determines the initial diary date did not provide sufficient time to complete the assignment.
 - Extending a diary date may also be done if the reason the assignment is overdue is due to factors not within the control of the assigned member (e.g., waiting for lab results, waiting for results of a search warrant, etc.).
 - A lack of effort by the assigned member to complete the assignment is not a valid reason for extending the diary date.
 - d. If a GO is showing overdue, but the assigned member has completed a Follow-Up report with the correct capacity and clearance block, but the Follow-Up report is awaiting transcription, the supervisor **shall** do one of the following two options:
 - Extend the diary date of the assignment to give sufficient time for transcription before going overdue again; or
 - Manually complete the Approval section of the Follow-Up assignment by filling in the name of the approving sergeant, the date, and updating the "Follow-Up Completed" to "Yes".
 - Update the clearance block to the correct final status.

B. Case Reactivation:

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1. When new information is received regarding a closed/inactivated/cold case that would prompt the case to be reopened, the case will be reopened and reassigned by an investigative supervisor for follow-up.
 - a. The clearance block will be updated to reflect the appropriate open status (e.g., “Active/Open,” “Waiting Lab Results,” etc.).
 - b. The investigative supervisor shall create a new Follow-Up assignment and assign the case again to a detective as Lead Investigator.
- C. Investigative Unit Sergeants must ensure that all Follow-Up assignments for members of their unit have the correct “Responsible Handle”.
 1. **Member Transfers from Patrol to an Investigative Unit:** When a member joins an investigative unit from Patrol, the Investigative Unit Sergeant must immediately review all of the member’s Follow-Up assignments and update each assignment’s “Responsible Handle” to the correct investigative unit handle.
 2. **Member Transfers Between Investigative Units:** When a member moves from one investigative unit to another, the sergeant of the new unit must immediately review all of the member’s Follow-Up assignments and update the “Responsible Handle” to match the new unit.
 3. **Statuses That Must Be Checked:** During any review, sergeants must confirm the “Responsible Handle” is correct for all Follow-Up statuses:
 - a. Follow-Up (FU) Assigned
 - b. Follow-Up (FU) Overdue
 - c. Follow-Up (FU) Submitted
 4. For detailed instructions on how to review or modify the “Responsible Handle”, see [RMS Guide: Updating the “Responsible Handle” of Follow-Up Assignments](#).

4.2 Detective Responsibilities

- A. Upon assignment of a case for follow-up, the assigned detective shall conduct a complete and thorough investigation.
 1. When appropriate, the detective will keep the supervisor updated on investigations through email or verbal reports.
 2. All new information received on a case shall be documented by the assigned detective.
 - a. This information shall be documented in a written supplemental report.
 - b. All cases will be supplemented within **30 calendar days** of assignment unless the delay is authorized by a supervisor.
- B. During the follow-up investigation of an assigned criminal case, the following investigative steps are suggested to ensure the investigation is as effective as possible.

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1. Review and analyze all previous reports prepared in the preliminary investigation.
 2. Determine if there is a relationship between assigned cases and other similar incidents.
 3. Conduct interviews with victims, suspects, witnesses, investigative leads, and any others involved.
 4. Review departmental records.
 5. Examine the crime scene for case familiarity or additional evidence.
 6. Review results of and/or request additional forensic examinations.
 7. Arrange for the dissemination of information.
 8. Organize and conduct searches.
 9. Develop additional information through informants, other suspects, police officers or other police agencies.
 10. Conduct criminal history checks on suspects and/or other involved persons who might develop into a suspect.
 11. Identify and apprehend suspects.
 12. Determine if the suspect is involved in other criminal acts.
- C. All detectives who are assigned cases for follow-up will follow the listed procedures for contacting victims:
1. Detectives will contact victims on assigned cases within **10 working days** from the date of case assignment. Detectives can accomplish this through in-person contact, by telephone, or email. If no contact can be made, detectives will mail [DPM 3.1F13 Victim Contact Letter](#) to the victim as a last resort.
 - a. The victim contact letter will include the detective's name, employee ID number, a Department contact phone number and the complete GO number.
 - b. The detective will document how the contact was made in a supplemental report. A copy of the victim contact letter or email will be sent to the Criminal Justice Information Division (CJID) to be attached to the GO if applicable.
 - c. The appropriate investigative unit supervisor or designee can waive this notification requirement when it is reasonable to do so (e.g., when the victim is a large corporation, financial institution, or when contact could interfere with the investigation).
 - d. The Domestic Violence (DV) Detectives will follow established DV protocols for contacting victims of assigned DV cases.
 2. Victims should be notified by phone or in person anytime there is a change in the status of their case.
 - a. If the victim cannot be contacted by phone or in person, a letter or email will be sent to their last known address.

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- b. A copy of the letter or email will be sent to CJID to be attached to the original case.
- c. The victim notification outlining the final case disposition will be documented in a supplemental report.
- D. Detectives will conduct a weekly review of all entries found in their case management/workflow. In the review, detectives will ensure:
 - 1. All Follow-Up assigned cases are completed before the diary date.
 - 2. All Notify Off entries are reviewed in a timely manner and are deleted after being reviewed.

5. CASE CLOSURE

For a complete list of clearance block status dispositions and definitions, see [DPM 3.3.75A Clearance Block Status Dispositions](#).

5.1 Detectives

- A. When a Follow-Up assignment is completed and/or all leads have been exhausted, the assigned detective will complete a Follow-Up report using a capacity which matches the capacity of the Follow-Up assignment. For example, if a detective is assigned a Follow-Up assignment as a Lead Investigator, the detective's final Follow-Up report must have a capacity of Lead Investigator in order for the detective's assignment to show completed in RMS.
- B. Additionally, when a case is closed in RMS, the final Follow-Up report shall contain a clearance block showing the correct final case status. The following are examples of clearance block statuses which may be used to close a case:
 - 1. Charged by Other Agency
 - 2. Cleared Arrest
 - 3. Cold Case – Inactive
 - 4. Civil Process (CP) - Served
 - 5. Inactive
 - 6. Unfounded
 - 7. Closed
- C. Members **shall not** include a clearance block on a supplemental or follow-up report unless: the member has the authority, or is assigned as the investigative case agent, and intends to change the internal status of the case; **and** the narrative clearly states the valid basis for the specific clearance status selected.
- D. Long Form Process:
 - 1. **Felony Long Forms:**

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- a. Detectives shall complete a Text Template (TT) **Court Docs – MCAO Filing** for all felony long form complaints at the time charges are added in MRE.
 - b. The TT must be attached in MRE before the case is routed for supervisory approval.
2. **Misdemeanor Long Forms:**
- a. Detectives shall complete a TT **Court Docs – MMC Filing** for all misdemeanor complaints at the time charges are added in MRE.
- E. Submitting Juvenile Charging Paperwork:
1. The following original forms must be submitted for **all** juvenile referrals. Photocopies will **not** be accepted:
 - a. Juvenile Referral Two-Part Form (revised 2019)
 - b. [DPM 3.5F1 Juvenile Affidavit](#) (revised 01/24/2013)
 - Must be notarized before being submitted to a supervisor.
 - c. Form IV
 2. Pre-Submission Verification by Detective:
 - a. Before submitting to a supervisor, detectives must verify that:
 - GO#, name, date of birth and social security number are accurate and match the information in RMS.
 - The correct ARS code and description are listed on all forms and entered in the summons tab in RMS.
 - The explanation section of the referral is fully completed, including the referring agency, member ID, date of referral, name of complainant (officer), and signature.
 - b. Incomplete referral forms will be rejected by the court.

5.2 Investigative Supervisors

- A. Supervisors shall ensure that any supplemental or follow-up report containing a clearance block includes a clear narrative explanation supporting the selected status.
 1. If a report includes a clearance block without a documented basis in the narrative, the supervisor shall reject the report and require the member to either:
 - a. Add the supporting explanation; or
 - b. Remove the clearance block if no status change is intended.
- B. When an investigation is complete and a Follow-Up report has been submitted by the assigned detective, the reviewing investigative unit sergeant shall ensure:
 1. The capacity on the Follow-Up report matches the capacity of the original Follow-Up assignment;

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2. The Follow-Up report includes the appropriate clearance block status (e.g., Closed, Cleared by Arrest, Inactive, etc.); and
 3. **All** follow-up which needed to be done has been. This is accomplished by reading the original narrative and any supplemental reports.
- C. Supervisors shall not manually approve a Follow-Up assignment on a GO unless the sergeant has previously done at least one of two things:
1. Verified there is a Follow-Up report in RMS (or transcription) documenting the actions taken to complete the Follow-Up assignment; or
 2. The sergeant has written a supplemental report documenting an explanation of why the sergeant is approving (and thus closing) the Follow-Up assignment on the case.
- D. Supervisors who manually approve a Follow-Up assignment on a GO shall ensure the clearance block is updated to the status indicated in the clearance block shown on the final Follow-Up report by the Lead Investigator.
- E. Long Form Process:
1. **Felony Long Forms:**
 - a. Supervisors are responsible for verifying the TT is properly completed and included before approving the case.
 2. **Misdemeanor Long Forms:**
 - a. Supervisors are responsible for verifying the **Court Docs – MMC Filing** TT is properly completed in MRE and included before approving the case.
- F. Reviewing Juvenile Charging Paperwork:
1. Verify the Juvenile Referral, PDF Form IV, and notarized Juvenile Affidavit are completed. Email all three documents to PDLongForm@mesaaz.gov for the CID Clerks to complete the filing of the case.
 2. The GO, supplements and Follow-Ups must all be approved in RMS.
 3. The CID Clerks will upload all submitted documents into RMS to finalize the filing.

6. CASE MANAGEMENT COMMITTEE

6.1 Purpose & Members

- A. The Case Management Committee (CMC) meets **at least every three months** to discuss concerns relating to RMS case management, recommend changes, and to establish training.
- B. The CMC is made up of the following members:
 1. Traffic Sergeant or designee
 2. Information Technology Engineer II
 3. Criminal Investigations Administrative Supervisor
 4. UCR Unit Supervisor or designee

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5. Forensic Services Supervisor
6. RMS Case Management Subject Matter Expert (SME)
7. Evidence Supervisor

REFERENCES

- [ARS 13-107 Time limitations](#)
- [DPM 3.1F13 Victim Contact Letter](#)
- [DPM 3.5F1 Juvenile Affidavit](#)
- [DPM 3.375A Clearance Block Status Dispositions](#)
- [DPM 3.3.80 RMS Case Assignment, Management & Closure for Patrol Operations](#)
- [MRE/RMS Reference Guide](#)
- [Reassigning Follow-Up Assignments in RMS Case Management](#)
- [RMS Guide: Updating the “Responsible Handle” of Follow-Up Assignments](#)