

21.00.050 CASE MANAGEMENT SYSTEM (CALEA 42.1.2)

The Department shall have a case screening, assignment, and management system designed to provide accountability of investigation efforts or to explain why an investigation is not feasible.

Case Screening

When a case is forwarded to the Investigation Section for additional follow-up, an Investigation Section Supervisor will screen the case (non-traffic cases only - traffic cases are forwarded to the Traffic Supervisors), applying various solvability factors. A solvable case begins with the initial case report.

The reporting officer must take a complete and accurate initial report and conduct as much follow-up investigative work as possible. The report must answer the question:

Are there reasons to believe that further investigation effort would lead to the solving of this crime?

The reporting officer will provide the complainant/victim of the incident with a citizen supplement, a business card, and information which will include solvability factors and the officer's recommended investigative course of the report.

The reporting officer's supervisor must review the report for completeness and accuracy of information and for a determination of solvability factors present. This supervisor may assign the case:

- ❖ Back to the officer for additional investigation
- ❖ Inactivate the case and send to Investigations as an "Information Only" report
- ❖ Forward to Investigations for review and additional follow-up

The patrol supervisor will provide copies of the case reports to the Crime Analysis Unit. The Crime Analysis Unit will provide copies of the reports to the appropriate Investigative Section: Persons, Property, White Collar or Vice/Narcotics.

Felony and misdemeanor incident reports will be assigned for investigation utilizing one or more of the following solvability criteria:

- ❖ Can the suspect be named?
- ❖ Is the suspect's address known?
- ❖ Can a suspect be identified?
- ❖ Can a suspect be located?
- ❖ Can a suspect vehicle be identified?
- ❖ Are there identifiable latent prints?
- ❖ Is there significant physical evidence?
- ❖ Can a significant modus operandi be developed?
- ❖ Is the crime of a community-sensitive nature or one that would arouse public assistance leading to a crime solution?

In addition to the use of solvability factors, other factors may be of importance in considering case assignment. These factors may include:

- ❖ Documented departmental experience
- ❖ Documented experience of other law enforcement agencies
- ❖ Research and intelligence conducted within the Department
- ❖ Research and intelligence conducted in other law enforcement agencies

Case Assignment

Investigation Section personnel are appointed to specific areas of assignment determined by that individual detective's knowledge, expertise, skills, experience, qualifications, and workload. Criminal traffic cases will undergo a similar screening process conducted by a Traffic Supervisor who will assign the case to a Traffic Detective or officer.

Each assigned case will have a due date assigned by the supervisor. This due date will be reflected in both a due date file, and in each individual detective's current case files as tracked in the Records Management System. A Unit Supervisor will check each detective's current case files monthly to ensure the cases are handled in a timely manner.

Criminal Case Incident Reports processed by the Records Unit will be submitted to the Investigations Section for review. All available documents pertaining to these incident reports will constitute the case file. After review, Investigations Supervisors will log each case file into the detective case management system, listing all cases received by case number. Also listed will be the date received, and the assigned investigator's name.

The supervisor for each detective will maintain additional files listing the current cases assigned by case file number, along with a return/review date.

Individual case files, once logged, will be distributed to the assigned detective. The detective will keep only active cases and once the investigation is completed, the entire case file will be turned over to the investigating detective's supervisor for review.

Investigations Supervisors shall review case paperwork and determine if additional follow-up investigation is to be assigned. Available resources, including, equipment, and money, will be considered on their availability and on a case-by-case basis. Due to the volume of cases received, the supervisor must decide which cases will result in **productive investigations**. In addition to using the solvability factors listed (I), the supervisor must take note of any special considerations, such as:

- ❖ High profile incidents
- ❖ In-custody cases
- ❖ Domestic violence
- ❖ Cases involving the assault/abuse of juveniles

In order to facilitate case management and control, criminal cases will be reviewed and distributed to a particular detective as "assigned" or as "information." Information cases are not assigned for follow-up. They are designed to inform the detective of incidents occurring within their field of expertise.

Concluded Cases

If a case is determined not to have any investigative leads (inactive) the complainant/victim will be informed of this status either by telephone or in writing by the investigating officer/detective. The phone call or letter will be

used to explain the status of the case, how it can be re-opened, information on crime prevention programs, and crime victim's compensation information if appropriate.

The decision to suspend investigative efforts will be made by the supervisor based on the following criteria:

- ❖ Absence of leads or solvability factors
- ❖ Absence of adequate investigative resources
- ❖ Insufficient degree of seriousness

Once an assigned investigation has concluded, the paperwork will be forwarded to an Investigation Section Supervisor (or Traffic Supervisor) for review and approval.

Detectives who intend to suspend an investigation shall consider the following criteria:

- ❖ Exhaustion of leads
- ❖ Lack of further leads or solvability factors
- ❖ Lack of investigative resources
- ❖ Degree of seriousness of the offense(s)

Upon approval, the supervisor will log the disposition of the case file in the Detective Case Management System, initial the case file indicating approval, and turn it over to the Records Unit for maintenance.