

GENERAL ORDER 42.2.1

Case Management

GENERAL ORDER CROSS-REFERENCE:

SUMMARY

Provides guidelines for the implementation and maintenance of the Springfield Police Department's case management program.

DISCUSSION

None.

POLICY

I

General:

Case management is a system to manage investigative resources. The process is divided into three major functions:

- Regulating case flow
- Monitoring investigative activities
- Assessment of individual performance

Regulating case flow insures that investigative resources are applied to those cases and investigations that can most benefit from expenditure of those resources.

There are three mechanisms for regulating the flow of cases:

- Case screening and assignment
- Investigator caseloads
- Monthly status review of assigned cases

II

CASE SCREENING

Case screening is a mechanism for making a decision on whether or not to continue an investigation based on the existence of sufficient solvability factors obtained in the initial

investigation. Case screening is designed to provide sufficient information about a case at the earliest possible point in the investigative process to permit a decision on the desirability of investing additional investigative resources.

When reviewing incoming cases for assignment, the Investigations Supervisor shall take note of information in the identification and narrative sections of the report that are relevant to the solvability of the case. Major felony cases such as homicides, robberies, rapes and other serious crimes against persons or cases in the Department's interest shall not be suspended initially.

Two major reasons for screening cases on the basis of solve ability are:

(1) It maximizes the usage of Department resources by eliminating cases that are unlikely to be solved, and

(2) Case screening can help managers supervise officers/investigators by providing them with realistic expectations of investigative results. The objective associated with case screening is to assign resources to solvable cases that will result in clearances by arrest.

III

ASSIGNMENT OF CASES

Patrol officers will follow up cases they initiate from assigned calls as circumstances and workload dictate, keeping in mind the primary objective of the Patrol Division.

Exception: On major felonies such as homicides, robberies, rapes or kidnaps, the Patrol supervisor shall notify the Investigations supervisor of the crime(s) and circumstances. It will be the responsibility of the Investigations supervisor to determine whether or not Investigations personnel will respond and assume responsibility of the investigation.

The Patrol supervisor will review each case and determine whether further patrol follow-up is justified. Cases returned to the initiating officer or another assigned Officer for further follow-up investigation shall remain in a pending status.

Cases which merit patrol follow-up investigation shall be assigned by the patrol supervisor to officers/investigators within his/her own division/watch. Cases which merit follow-up investigation by another division shall be forwarded to that division supervisor for assignment. Cases which are useful for informational purposes only may be assigned at the supervisor's discretion. Cases not cleared by patrol personnel shall be forwarded to the Investigative Services Division for assignment or suspension.

Supplemental information shall be screened by the Patrol supervisor and routed to the assigned patrol officer or the Investigations supervisor for evaluation and disposition.

When an officer/investigator generates new cases or new information on previously suspended cases, the officer/investigator is responsible for bringing those cases to the attention of the appropriate supervisor for evaluation and disposition.

Case files shall be maintained by the assigned investigator when the investigation is ongoing, and should contain a copy of crime reports, statements, evidence reports, case status, and any other reports or records necessary to the investigation. The case file shall be available to any Department member requiring the information contained therein. These files shall be consolidated into the central records system when case is closed or suspended for maintenance and disposal as per all police reports.

The supervisor assigning a case to an officer/investigator for investigation shall log: the officer assigned, date assigned, case number, crime(s), date the case clearance is due, and any other information necessary to track the case. Patrol supervisors shall log this information into the Case Management System as they assign cases. The Administrative Sergeant is responsible for the oversight of patrol case management, The Investigations Sergeant is responsible for the oversight of investigative case management.

IV

CASE MANAGEMENT PATROL INVESTIGATIONS

Patrol supervisors who assign a case for patrol follow-up to an officer on their watch shall log the information into patrol's case management system.

Disposition reports from assigned patrol follow-up cases shall follow the same guidelines as when initially assigned.

The Administrative Sergeant is responsible for monitoring and administratively ensuring that guidelines of the case management system are followed.

Whenever a disposition report is filed by the assigned patrol officer, the crime victim shall be notified by the officer.

V

INVESTIGATIONS DIVISION

It is the responsibility of the Investigations supervisor to evaluate each case received and assign those cases which most appropriately apply the investigative resources of the division. It is also the responsible of the Investigations supervisor to monitor the progress of each case assigned. It is expected that all assigned cases be cleared within 45 days of their initial assignment. Extensions of the 45 day requirement will be granted only upon supervisory review and approval.

Whenever a disposition report is filed by the assigned investigator, the crime victim shall be notified by the investigator.

VI

DISPOSITIONS - GENERAL

The Department complies with Oregon National Incident Based Reporting System guidelines in reporting the incidence and disposition of cases. There are two general types of case dispositions case clearances and case suspensions. Case clearances involve those cases cleared by arrest, cleared exceptional, and cleared unfounded. Case suspensions involve those cases closed by suspension.

Cleared by Arrest:

An offense is cleared by arrest or solved for crime reporting purposes when at least one person is arrested, charged with the commission of the offense, and presented to the prosecuting authorities for prosecution.

Cleared Exceptional:

An offense is cleared exceptional when the investigation establishes the identity of the person responsible for the commission of the crime, but that person is not arrested, charged or prosecuted for that offense. In order to qualify for an exceptional clearance, the following questions must be answered "Yes":

1. Has the investigation definitely established the identity of the offender?
2. Is there enough information to support an arrest, charge and turn the suspect over to the court for prosecution?
3. Are there circumstances beyond police control that prevent the prosecuting authority from prosecuting the offender?
4. Has the case been reviewed by the City/District Attorney's Office?

Cleared Unfounded:

A case may be cleared Unfounded if the investigation reveals that the reported offense did not occur, or that the investigation fails to develop sufficient elements to support the allegation that a crime has been committed.

Case Suspensions:

Cases are suspended when investigative leads have been exhausted or the required solvability factors are not met, and there remains no alternative means by which to clear the case. If a case is suspended, a disposition report must be prepared reflecting the justification for doing so.

VII

PROSECUTOR CASE IMPROVEMENT

Should the prosecuting attorney decline to prosecute or prosecute to a reduced charge due to an insufficient or improper investigation, it is the policy of the Police Department to fully review such cases. The prosecuting attorney's follow-up form/case evaluation will be forwarded to the involved employee and Division Commander via their supervisor and shall include:

1. The nature of the problem in procedure or investigation.
2. Suggested improvement or changes in policy to deal with similar instances in the future.

Richard L. Lewis
Chief of Police