

**Procedure**

**3.29**

**EFFECTIVE  
DATE  
9-1-00**

**Eugene  
Police Department**



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## **Case Management**

### **3.29.1 PURPOSE AND SCOPE**

Some cases end with the initial crime report; other cases are assigned to patrol officers or detectives for follow-up investigation. We manage the latter by examining each case, assigning it to an appropriate investigative section, reviewing its progress, and disposing of each case appropriately. We will also keep records of the numbers of cases investigated and the manner of their disposition.

#### **PART I – Responsibilities and Procedures for All Personnel**

- A. Investigating officer
- B. Case status
- B. Reporting of case clearances

#### **PART II - Responsibilities and Procedures for Special Assignment Personnel**

- A. Operations Analysis
- B. Records

#### **PART III - Responsibilities and Procedures for Supervisors and Command Personnel**

- A. Case assignment responsibility
- B. Case assignment procedures

### **3.29.2 RESPONSIBILITIES AND PROCEDURES FOR ALL PERSONNEL**

- A. Investigating officer
  - 1. You should do the assigned investigation and complete the report as soon as possible.
  - 2. If, during the investigation of a case, you generate a new case or new information on a suspended case, advise your supervisor.

3. You must submit a disposition report on each case within 30 days after you were given it. If your supervisor approves, you may submit a status report instead, and keep the case open.
4. *Detectives only:* At the end of each month submit an "Individual Monthly Performance Report" to your supervisor. Include:
  - a. All cases that you were assigned, or which you generated, during the month.
  - b. Your daily activities, including arrests, grand jury indictments, and search and arrest warrants obtained.
  - c. The disposition of any cleared or suspended cases.

**B. Case status**

Cases are either Open, Cleared, or Suspended. We will dispose of all cases as either Cleared or Suspended.

1. OPEN
  - a. *Active:* A case that is still being investigated.
  - b. *Warrant Outstanding:* A case with a suspect identified and a warrant issued.
  - c. *Referred:* A case which has been referred to another agency because:
    - (1) The case occurred outside our jurisdiction, but our department took an initial report for another agency;
    - (2) The case was initially reported as a Eugene case, which is later determined to have occurred in another jurisdiction; or
    - (3) The case occurred in our jurisdiction, but was referred to another agency (possibly a non-police agency) for investigation. The assigned investigator must keep track of these cases, obtain a disposition from the investigating agency, and prepare a disposition report.
2. CLEARED
  - a. *Arrest:* A suspect is cited, arrested, or taken into custody and then turned over to the court for prosecution. (A case would be cleared by arrest if an offender turns him or herself over to the court for prosecution)

even if no arrest is made.) A case involving several suspects may be cleared by arrest if only one is arrested and charged.

- b. *Exceptional:* A case may be cleared “exceptional” if you have probable cause that the suspect committed the crime but will not be arrested or charged for reasons outside police control. A “cleared exceptional” disposition cannot be used to clear a non-criminal case. If you want to clear a case as “exceptional”, you must be able to answer "yes" to each of the following questions:
- Is there probable cause to arrest a suspect and turn him/her over to the court for prosecution?
  - Do you know where the offender is, so you could cause him/her to be taken into custody?
  - Is there some reason, beyond police control, that stops you from prosecuting the offender (e.g., death of the offender, victim refuses to cooperate, offender not charged due to plea bargain)?
- c. *Unfounded:* A case may be cleared as “unfounded” if investigation reveals that a crime did not occur.

3. **SUSPENDED** - A case may be suspended when all investigative leads have been exhausted (or a supervisory decision is made to suspend the case), the crime remains unsolved, and the case cannot be cleared based on the information available at the time of the disposition. A suspended case may be reopened if you discover new information.

C. Reporting of case clearances

1. Cleared by Arrest
- a. The custody report will clear the case, and no other disposition report is required. If an offender is charged with additional crimes, list them on the original (or a subsequent) custody report.
- b. If the offender is arrested by another agency and charged with a crime in our jurisdiction, prepare a disposition report indicating "cleared by arrest." Attach a copy of the other agency's report.
- c. Reclassify the offense if the offense charged is different from the offense initially reported. Some examples:
- (1) You investigate a reported burglary and find it was actually a theft, and a suspect is arrested. Reclassify the case using a

Supplemental Report, and clear the case by preparing a Custody Report.

- (2) You investigate a reported burglary and arrest an individual in possession of some of the stolen property. You charge him with Theft I By Receiving. The original incident remains classified as a burglary, and cannot be cleared by arrest unless someone is charged with burglary. A new incident, entitled "Theft I By Receiving" is created. (A new case number and incident report **may** be required.)
- (3) You are investigating a reported hit-and-run accident. If you cannot identify the driver, the case would be suspended. If you identify the driver, but find that no actual hit and run occurred, reclassify the incident as a traffic accident with an appropriate disposition. (The driver might still be cited for other traffic offenses.) If you identify and charge the driver with hit and run, the case is cleared by arrest.

2. Other clearances

A Supplemental Report should be prepared indicating the disposition and reason for it.

### **3.29.3 RESPONSIBILITIES AND PROCEDURES FOR SPECIAL ASSIGNMENT PERSONNEL**

A. Operations Analysis

1. Enter the data from the daily "Case Management Log" reports and file the reports. If a case is assigned to an investigating officer, enter that officer's badge number in the "Investigating Officer" field on the complainant page in AIRS. If the case is suspended, enter "502" in that field.
2. Retain file copies of all cases sent to you where there is no follow-up investigation. Keep them for sixty days, or until they are assigned to an investigator, or a disposition has been entered in AIRS.

B. Records

1. If a case is suspended on the original report, enter the case suspension information into AIRS.
2. If a case disposition is "Warrant Outstanding", enter "WAR UNS" in the disposition field on the complainant page in AIRS.

3. If a case disposition is "Referred," enter "REFER" in the disposition field on the complainant page in AIRS.

### **3.29.4 RESPONSIBILITIES AND PROCEDURES FOR SUPERVISORS AND COMMAND PERSONNEL**

#### **A. Case assignment responsibility**

1. For Investigations Division, each unit supervisor will be responsible to assign follow-up investigations for his or her unit.
2. For Patrol Division, the Patrol Support Sergeant will be responsible to assign follow-up investigations to patrol personnel.

#### **B. Case assignment procedures**

1. Review each case report and decide if it should be investigated further. The answers to the following questions will assist you in deciding:
  - Are there enough investigative leads to solve the case?
  - Do the investigative leads match up with other cases?
  - How much investigation will be needed?
  - How serious is the crime?
  - Does this crime fit into a recognizable pattern?
  - How sensitive is the crime, considering the persons involved and the type of crime?
  - What is the potential for City liability or significant loss of public funds?
  - Could the resources necessary to investigate this case be better used in a different way?
2. After you review a case, you may:
  - a. Assign the case to one of your investigators; or
  - b. Send the case to the assignment supervisor of another investigative unit or to the Patrol Support Sergeant, if the case would be better investigated by that group; or

- c. Suspend the case and send it to the Operations Analysis, if the case will not be investigated. If property is involved, also notify the Property Control Unit supervisor.
3. Complete a daily "Case Management Log," telling how you assigned each case that you reviewed. Send a copy of the log to:
  - Operations Analysis
  - Each investigative unit supervisor
  - Patrol Support Sergeant
  - Records
  - Property Control Unit supervisor
4. Complete a "Case Management Summary" at the end of each month. This report is a summary of each category on the "Individual Monthly Performance Report" for each of your investigators. Submit these reports to the Division Commander by the 5th of the month.