

## Case Management

### 602.1 PURPOSE

A critical element of a successful program of criminal investigation is the case management function. Utilizing the experience, training and knowledge of investigators under the supervision of a senior manager is viewed as the most effective method of case management for the Urbana Police Department. Those undertaking this task review every criminal case, determine solvability, make assignments, and work closely with Support Services to properly classify and close cases when necessary. The Case Management Supervisor (CMS) shall also serve as the operational linchpin between the investigative, patrol, support and prosecutorial functions.

This policy establishes the position of the Case Management Supervisor and outlines the responsibility, authority and duties of that position.

### 602.2 PROCEDURE

The case management supervisor is appointed by the Chief of Police as the Criminal Investigations Division Commander. The daily task of case management may be shared by members of the Criminal Investigations Division, although ultimate responsibility and authority shall remain with the case management supervisor. The entire framework of processing and reviewing reports and making follow-up assignments is known as the case management system and may be referred to simply as CMS.

#### 602.2.1 DUTIES

- Review all department offense reports to ensure accuracy, completeness, and whether or not they meet the quality standards set by the Department
- Check and assign as necessary all status codes and other pertinent IUCR coding as required by the State of Illinois and the City computer system
- Determine whether follow up investigation is required on each report and if so, what type of investigation
- Determine who will be responsible for the follow up investigation
- Determine and monitor progress of those assignments
- Develop and maintain a computerized system of monitoring reviewed and assigned cases which facilitates information flow between Investigations, Patrol and Support Services
- Serve as a liaison between the State's Attorney's Office and the City Legal Department on prosecutorial matters. Included in this is the distribution of warrants
- Provide information as required to victims and others involved in crimes, other Department personnel and the press

#### 602.2.2 AUTHORITY

The CMS has the authority to assign cases to any sworn member of the Department for follow up. This includes the Evidence/Photo Technician. This also includes higher ranking Command

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Officers. Disputes between the CMS and other elements of the Department not in his/her chain of command shall be settled by the Deputy Chief or Chief of Police.

CMS has the authority to close cases without further investigation. Among other factors, CMS may consider:

- Known suspect identity
- Witnesses to the crime
- Significant physical evidence
- Suspect vehicle information
- Geographic home area of suspect
- Traceable stolen property
- Significant M.O. present
- Resource allocation considerations

CMS has the authority to open closed cases if new evidence becomes available.

#### 602.2.3 SERVICES

The CMS shall work closely with the CID PSR, the Support Services Supervisor and the Support Services Division Commander in matters of report standards, required coding and classifications.

The CMS will produce documentation which will track the actions taken on each case.

#### 602.2.4 EXCEPTIONS

CMS will not normally review certain classifications of reports. Generally, these include:

- Sex offender registrations
- Taxi applications
- Accidents
- Ticket only files
- Tow only reports

The Support Services Division Commander and CMS will agree on which report classes CMS will not regularly receive. This does not limit the Police Services Representatives distributing the reports to use judgment and give CMS a report it would not normally receive due to some unusual circumstances.