

1-05/160.00 Handling an Accelerated Civil Claim Settlement

This procedure shall be followed in instances where our personnel have made an error, we immediately recognize the error, and determine that the claimant is justified in seeking the requested compensation. For example, a clerk receives funds from a wage garnishment and inadvertently enters them in the wrong account.

Accelerated claim settlement procedures will enable the claimant to rapidly recover their funds, thereby avoiding legal action against our Department.

The procedure is as follows:

- Document the incident/error in a memorandum to the Bureau Captain. Attach pertinent documents (ASIS printout, crime/incident report, etc.)
- Forward the memo and attachment to your Bureau operations staff as soon as possible
- Bureau operations staff will prepare a memo from the Bureau Captain to Risk Management Bureau Captain recommending that the claim be paid
- E-mail the entire package will be hand-carried to the Civil Litigation Unit, Risk Management Bureau, who will take it to the Board of Supervisors for a quick resolution

Any questions regarding this procedure or the settlement should be referred to your Bureau operations staff or to the Civil Litigation Unit at (213) 890-5446.
