

98-06 CASE MANAGEMENT PROCEDURES



TASKFORCE FOR REGIONAL AUTOTHEFT

Unit Order: 98-06

Subject: CASE MANAGEMENT PROCEDURES

Effective Date:	03/15/1998	Last Date Revised:	02/20/2003
Last Date Reviewed:	04/09/2020	Next Review Date:	04/09/2021

PURPOSE

This Unit Order addresses case management procedures for all TRAP personnel and defines the role of investigators, team supervisors and area lieutenants for monitoring and tracking the status of their respective investigations.

RESPONSIBILITY OF THE INVESTIGATOR

Investigators shall devote their time investigating cases involving auto theft developed from leads, 2805 C.V.C. inspections, or cases which were assigned to them by their supervisors as referrals from other agencies.

Any case being investigated by TRAP detectives will be assigned a TRAP URN which will be issued by TRAP headquarters professional staff. Once an URN is pulled by an investigator, a **“First Report”** shall be written (SHAD 49, CHP 180, etc.) and submitted to TRAP Headquarters within **three (3) working days**. Any report not submitted within **fourteen (14) days** to TRAP headquarters for processing, will be brought to the attention of the concerned team supervisor and the area lieutenant who will assess the reason for the delay.

Supplemental reports documenting the progress of investigations shall be written and submitted to the team supervisor within a time frame that provides the supervisor with a contemporary knowledge of the status of the case.

Cases that have no additional significant developments within a 30-day period, and where there is no expectation of any future leads, shall be made **“Inactive”** and closed by the investigator using the appropriate supplemental report. Any exceptions will be noted by the investigator in a Supplemental report and approved by the team supervisor.

RESPONSIBILITY OF THE TEAM SUPERVISOR

The team supervisor is responsible for knowing the caseload of each of their investigators and to assign referred cases in a manner that maintains an equitable distribution of active cases.

The team supervisor shall read all Supplemental reports submitted for approval, and shall be responsible for logging team cases in a ledger. This will facilitate the review process and provide written documentation regarding the status of each case being investigated by an assigned detective.

The supervisor's review of supplemental reports shall ensure that all leads are pursued and that the appropriate assistance is supplied to the investigator for a successful solution to the investigation.

Each month, supervisors shall determine if cases are closed or inactivated. When possible, investigators should close cases:

- When filed
- When the expectancy of additional workable information and subsequent investigation is not feasible
- Subsequent to the preliminary hearing or after misdemeanor trial

If necessary, cases can be reactivated with a Supplemental report justifying its reactivation.

RESPONSIBILITY OF THE AREA LIEUTENANT

The area lieutenant shall be familiar with the nature of each case handled within their area. The lieutenant shall review the status of all investigations handled by their respective teams on a monthly basis. They shall discuss with the team supervisor the reasons which justify any case being open longer than 90 days, and submit a **brief** summary of those justifications to the Project Director when necessary.

MARTIN L. RODRIGUEZ, CAPTAIN

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PROJECT DIRECTOR
