

## CHAPTER 5 INTERNAL BUREAU OPERATIONS

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### • 5-1 TELEPHONE DEMEANOR AND PROCEDURES



## HOMICIDE BUREAU DETECTIVE DIVISION BUREAU ORDERS

**Bureau Order Number: 5-1**

**Subject: TELEPHONE DEMEANOR AND PROCEDURES**

Effective Date:	09/01/1995	Last Date Revised:	03/08/2021
Last Date Reviewed:	03/09/2021	Next Review Date:	03/09/2022

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All Bureau personnel receiving incoming telephone calls, whether the call originates externally or internally, shall:

- Give proper identification when answering the telephone. Unit and your title and name shall be given; i.e. "Homicide Bureau, Detective Jones. May I help you?"
  - Handle the call yourself, when possible, unless the caller asks to speak to a specific person.
  - When necessary to refer the caller to another Unit, explain the reason and provide the caller with the number.
  - Use message forms when taking messages. Write complete messages, include your name as the writer.
  - If the message is urgent, every effort should be made to contact the investigator or Team Lieutenant via County cell phone.
  - Return calls as soon as possible.
  - All conversations shall be polite and professional, without exception.
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• **5-2 FELONY WARRANT MANAGEMENT**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-2**

**Subject: FELONY WARRANT MANAGEMENT**

Effective Date:	09/01/1995	Last Date Revised:	09/01/2021
Last Date Reviewed:	09/01/2021	Next Review Date:	09/01/2022

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**I. CONCEPT AND ISSUES**

**A. PURPOSE**

The purpose of this order is to establish procedures for managing felony warrants.

## **B. BACKGROUND**

Homicide Investigators are responsible for serving felony homicide warrants issued as a result of their investigations. Investigators are responsible for tracking and updating the status of their arrest warrants. Additionally, investigators are responsible for complying with due diligence requirements.

## **C. SCOPE OF POLICY**

This policy is directed to all Homicide Bureau personnel and any other personnel assigned to Homicide Bureau in a temporary or permanent capacity.

## **D. TRAINING**

Homicide Bureau sergeants and lieutenants shall ensure that all personnel under their supervision have been appropriately briefed on the contents of this policy.

## **E. ACCOUNTABILITY**

The Unit Commander.

## **F. CONCLUSION**

The intent of this policy is to establish guidelines for proper felony warrant management.

# **II. POLICY**

## **GUIDELINES**

Team Lieutenants shall be responsible for utilizing a warrant tickler file system for tracking arrest warrants. Moreover, Team Lieutenants shall ensure that case investigators and the Data Center personnel are utilizing the Countywide Warrant System (CWS) tracking due diligence requirements and for recording dates of service or attempted service of warrants.

Warrants shall be entered into NCIC cases involving felonies. Additionally, Team Lieutenants shall be responsible for NCIC validation.

## **WARRANTS MANAGEMENT GUIDELINES**

Case investigators shall be responsible for filling out the Initial Case Filing form (see attachment) and for submitting the forms to the Data Center personnel for entry into CWS.

When a felony arrest warrant is issued by the municipal court, a tickler file shall be instituted for tracking due diligence requirements. This tickler file shall be reviewed during semi-annual inspections.

Investigators shall attempt to serve arrest warrants within the first thirty days after issuance by the court.

CWS shall be updated to reflect the attempted service date and time. Team Lieutenants shall pay particular attention to identifying those warrants that are invalid (for whatever reasons) and for initiating requests through the courts to quash the invalid or stale warrants. CWS shall be updated accordingly. Team Lieutenants shall review warrant files to ensure conformity with due diligence guidelines on an annual basis.

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• **5-3 NEXT-OF-KIN LETTERS**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-3**

**Subject: NEXT OF KIN LETTERS**

Effective Date:	09/01/1995	Last Date Revised:	03/09/2021
Last Date Reviewed:	03/09/2021	Next Review Date:	03/09/2022

Absent extenuating circumstances, a letter shall be sent to the next of kin of every homicide victim. The letter will extend sympathy and provide the next of kin with information concerning the investigation in to the circumstances of the murder of their kin. The letter will identify the investigators assigned to the case and how they may be contacted. The letter will briefly explain investigation procedures and the release of information gathered during the investigation.

It is the responsibility of the Homicide Bureau Team Lieutenant to ensure that a next of kin input form is completed and submitted to the Captain's Secretary in all cases involving murders. The next of kin letter input form shall be included with the "murder memo" draft. If a murder does not require a "murder memo" the input form shall be submitted on the next day following the incident.

The next of kin letter will be generated by the Captain's Secretary, utilizing the next of kin input form.

Both a next of kin letter input form and a sample next of kin letter are attached to this order for your review.

All completed investigative books will have the next of kin letter included as an exhibit. Additionally, the next of kin letter will be listed in the table of contents.

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• **5-5 APPROVAL AND DOCUMENTATION - NO INVESTIGATOR RESPONSE**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-5**

**Subject: APPROVAL AND DOCUMENTATION – NO INVESTIGATOR RESPONSE**

Effective Date:	09/01/1995	Last Date Revised:	01/15/2018
Last Date Reviewed:	04/19/2021	Next Review Date:	04/19/2022

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**I. CONCEPT AND ISSUES**

**A. PURPOSE**

The purpose of this order is to establish an approval process for non-response to certain death incidents.

**B. BACKGROUND**

The decision not to respond to a death incident requires the approval of the on-call team Lieutenant under certain circumstances.

**C. SCOPE OF POLICY**

This policy is directed to all Homicide Bureau personnel and any other personnel assigned to Homicide Bureau in a temporary or permanent capacity.

**D. TRAINING**

Homicide Bureau Sergeants and Lieutenants shall ensure that all personnel under their supervision have been appropriately briefed on the contents of this policy.

**E. ACCOUNTABILITY**

The Unit Commander.

**F. CONCLUSION**

The intent of this policy is to establish guidelines for non-response incidents.

**II. POLICY**

When the Homicide Bureau desk is notified of a death situation and no investigator response is contemplated, an on-duty, or on-call, Homicide Bureau Lieutenant shall be contacted and concur with any decision not to send an investigator to the scene.

The above will include early morning hours. Bureau Lieutenants will be contacted by phone as necessary.

The fact that a Bureau Lieutenant has concurred and the Lieutenant's name that has concurred with the desk decision not to send an investigator to the scene will be included in the narrative of the log entry.

An exception to the above will be in situations where the decedent apparently succumbs to natural causes and is 60 years of age or older. In this type of situation the desk may dispense with contacting the on-duty or on-call Lieutenant.

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• **5-7 UNSOLVED UNIT**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-7**

**Subject: UNSOLVED UNIT**

Effective Date:	09/01/1995	Last Date Revised:	03/16/2021
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The Homicide Bureau Unsolved Unit assumes investigative responsibility of dormant Homicide cases when the original investigators are no longer assigned to the Homicide Bureau. They also assume responsibility of dormant Homicide cases when new information prompts review or re-activation.

The Unsolved Unit investigators also act as outside agency liaison and assistants. They assist outside agencies with follow-up investigation of non-assigned Homicide cases. They also assist outside agencies in direction and identification of possible concurrent investigative interest.

The Unsolved Unit provides management for Task Force operations. They assist the primary investigator in case management and clue management.

The Unsolved Unit investigators provide training to Bureau and Department employees. They also provide training to outside agencies. The Unit is available to provide training and/or information for requests from throughout the community.

The Unsolved Unit provides consultation services to investigators in the areas of crime scene review, investigative review, psychological case evaluation and case procedural advice.

The Unsolved Unit is responsible for the management of clues received by the Bureau. (See Bureau Order 5-12 for details).

The management of foreign prosecutions is the responsibility of the Unsolved Unit. (See Bureau Order 5-11 for details of foreign prosecutions).

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• **5-9 INTERACTION WITH PRIVATE INVESTIGATORS**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-9**

**Subject: INTERACTION WITH PRIVATE INVESTIGATORS**

Effective Date:	09/01/1995	Last Date Revised:	
Last Date Reviewed:	04/28/2021	Next Review Date:	04/28/2022

Frequently, Homicide Bureau investigators come into contact with private investigators who represent the interest of various parties involved in homicide and missing person investigations. It is our policy to cooperate as much as possible with these individuals in the interest of justice.

Many private investigators are retired police officers or deputy sheriffs, some of whom have been assigned to

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Homicide Bureau. You are reminded that your access to confidential records is not to be shared with private investigators, regardless of any previous relationship or current friendships you may share. Releasing confidential information is a criminal offense and will not be tolerated.

Requests from private investigators for any confidential information shall be reported to a Bureau Lieutenant.

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• **5-13 HOMICIDE BOOKS - TIMELINES**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-13**

**Subject: HOMICIDE BOOKS – TIMELINES**

Effective Date:	09/01/1995	Last Date Revised:	03/10/2021
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All Homicide Bureau investigations shall be booked at 180 days or sooner. This will be regardless of whether or not investigative activity has concluded. Recordation of subsequent investigation will be added to the books as appropriate on an ongoing basis.

Team Lieutenants shall meet with the Bureau Commander to discuss the status of the investigation books.

In anticipation of a deviation from this order, the Team Lieutenant shall discuss the matter and the reason for the delay with the Bureau Commander. The conference shall take place prior to the 180 day deadline.

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• **5-14 SEARCH WARRANT NOTIFICATIONS**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-14**

**Subject: SEARCH WARRANT NOTIFICATIONS**

Effective Date:	09/01/1995	Last Date Revised:	12/16/2002
Last Date Reviewed:	04/28/2021	Next Review Date:	04/28/2022

Incidents where emergent conditions prevail or when telephonic search warrants are obtained, notification of pending warrants may be made via telephone. Telephone notifications shall be made by the Team Lieutenant through proper channels.

Prior to the use of a Special Weapons Team to serve a search and/or arrest warrant, prior notification must be made to a Detective Division commander. That commander or his designate will attend the pre-event briefing, and be present at the SEB/Investigator command post during the warrant service.

Operationally, within the Homicide Bureau, the above requirement will be accomplished by the concerned investigator(s) notifying their Team Lieutenant, who will in-turn notify either the Homicide Bureau Operations Lieutenant or Captain. After notification is made to this point, the Team Lieutenant may be directed to personally notify a division Commander, or this may be performed by the Operations Lieutenant or Captain, whichever is most expedient and effective.

Whenever possible, investigators should make notification as soon as they can after determining a need for Special Weapons Team assistance.

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**• 5-15 DESK OPERATION - HOURS**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-15**

**Subject: DESK OPERATION**

Effective Date:	09/01/1995	Last Date Revised:	
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Last Date Reviewed:	04/28/2021	Next Review Date:	04/28/2022
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The scheduled hours for the desk shifts are as follows:

**DAYS 0600 – 1400      PM 1400 – 2200      EM 2200 - 0600**

Modification of the above hours will be on a case by case basis. Changes will be with the concurrence of the concerned Team Lieutenant(s).

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• **5-16 EVIDENCE PROCEDURES**



**HOMICIDE BUREAU  
DETECTIVE DIVISION  
BUREAU ORDERS**

**Bureau Order Number: 5-16**

**Subject: PROPERTY AND EVIDENCE PROCEDURES**

Effective Date:	09/01/1995	Last Date Revised:	
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This order sets forth the Homicide Bureau policy regarding the handling of evidence and property.

Bureau personnel shall adhere to the policy outlined in the Manual Sections 5 -04/000.00 et seq.

Bureau personnel shall make every effort to expeditiously retrieve evidence and property from Station Evidence and Property rooms and book such evidence and property in the Homicide Bureau Evidence room. Property should be sent to the Property Custodian at the earliest possible date. Property of no value, either for evidence or sale, such as broken bottles, glass, pieces of wire, open liquor bottles, etc., you wish destroyed, so indicate by marking the property tag, "No Value - Destroy at Station." The property may then be left at the unit for destruction. The supplementary report should reflect such disposition.

This order notes that money and valuables shall always be stored in the Bureau safe. In addition, it is the policy of the Homicide Bureau that monies, firearms or other obvious valuables shall not be released or disposed of without the approval of the Bureau Commander.

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• **5-17 BUREAU EVIDENCE AUDITS**



**HOMICIDE BUREAU**  
**DETECTIVE DIVISION**  
**BUREAU ORDERS**

**Bureau Order Number: 5-17**

**Subject: BUREAU EVIDENCE AUDITS**

Effective Date:	09/01/1995	Last Date Revised:	04/28/2021
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Bureau evidence audits shall be conducted by the Homicide Bureau Lieutenant to verify that Departmental Manual Policy and Procedures, Chapter 5-04, Division Orders and Homicide Bureau Orders are being complied with as related to evidence procedures.

The Operations Lieutenant is assigned the responsibility of conducting audits for Homicide Bureau evidence. The audits shall be conducted every month. Upon completion, a report of audit findings shall be forwarded to the Division Chief, indicating the date of the audit, the persons conducting the audit, any items held over 90 days, including any investigations in progress regarding evidence discrepancies, and the date of the most recent safe combination change.

The audit procedure is as follows:

1. Ensure that items are properly entered into PRELIMS.
2. Items are properly packaged, labeled, stored.
3. Items receive appropriate dispositions in a timely manner.
4. Results of this audit shall be recorded in the comments section of the monthly and quarterly audit including, but not limited to, all discrepancies, corrections, explanations and suggestions.

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• **5-18 SEARCH WARRANT PREPARATION CHECKLIST PROCEDURES**



**HOMICIDE BUREAU**  
**DETECTIVE DIVISION**  
**BUREAU ORDERS**

**Bureau Order Number: 5-18**

**Subject: SEARCH WARRANT PREPARATION CHECKLIST PROCEDURES**

Effective Date:	09/01/1995	Last Date Revised:	04/28/2021
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Search warrant preparation items shall be stored in the case file.

- Copy of the completed search warrant checklist
- Copy of the Operations Plan
- Copy of the audio and video tape labeled with the file number, date, investigators name.

Any other items, including completed search warrant packets, shall be stored by the unit serving the warrant or in the case file, at the direction of the Team Lieutenant.

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**• 5-19 USE OF FORENSIC RESOURCES OUTSIDE THE CRIME LAB**



**HOMICIDE BUREAU**  
**DETECTIVE DIVISION**  
**BUREAU ORDERS**

**Bureau Order Number: 5-19**

**Subject: USE OF FORENSIC RESOURCES OUTSIDE THE CRIME LAB**

Effective Date:	09/29/2015	Last Date Revised:	03/09/2021
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# HOMICIDE BUREAU : CHAPTER 5 INTERNAL BUREAU OPERATIONS

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Last Date Reviewed:	03/09/2021	Next Review Date:	03/09/2022
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The purpose of this Homicide Bureau Order is to establish guidelines regarding the use of forensic resources outside those provided by the Sheriff's Department's Crime Lab.

The Crime Lab is now accredited in every forensic discipline, with the most recent accreditation being crime scene investigation. Because of the accreditation, the Crime Lab shall first be consulted by Homicide Bureau investigators whenever there is a need for any type of case work that is under the purview of the various Crime Lab sections.

If Crime Lab personnel state that the requested work exceeds the capabilities of the Crime Lab, or the Crime Lab cannot meet agreed-upon timely deadlines, the Homicide Bureau investigator will discuss the request with the Homicide Bureau Team Lieutenant, who will contact the Assistant Director who oversees the applicable Crime Lab section.

If the Assistant Director concurs that the request exceeds the Crime Lab's capabilities, or agreed-upon timely deadlines cannot be met, the Assistant Director will be asked to send an explanatory email to the applicable Homicide Bureau Team Lieutenant, who will ensure it becomes a permanent part of the Homicide Bureau case file.

Thereafter, the Homicide Bureau investigator may seek forensic work from resources outside the Crime Lab. The investigator shall also seek suggestions from the applicable Assistant Director regarding appropriate outside resources.

Any expenses associated with the use of an outside resource or vendor must be approved through the approved procurement process via the Bureau Operations staff, prior to authorization of work.

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## • 5-20 INVESTIGATOR SEPARATION PROCEDURES



## HOMICIDE BUREAU DETECTIVE DIVISION BUREAU ORDERS

**Bureau Order Number: 5-20**

**Subject: INVESTIGATOR SEPARATION PROCEDURES**

Effective Date:	12/01/2019	Last Date Revised:	
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## HOMICIDE BUREAU : CHAPTER 5 INTERNAL BUREAU OPERATIONS

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Last Date Reviewed:	03/11/2021	Next Review Date:	03/11/2022
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In an effort to facilitate an efficient transfer of personnel from Homicide Bureau, it is important to outline procedures so that the case intelligence is memorialized from the original Investigating Officers. Beyond the formal supplemental reports, the originally assigned Detectives have a working knowledge of the case and the nuances associated with the months or years of case work invested.

Inevitably, the original Investigating Officers will separate from Homicide Bureau because of retirement, promotion or other assignment transfer. In order to minimize the impact on the unsolved cases assigned to the separating detective, it is imperative that steps are taken to capture as much investigative insight as possible. To accomplish this goal, the following steps will be taken:

1. Recognizing the pending transfer, the Team Lieutenant shall remove the employee from the weekly rotation, in order to accomplish the tasks which are required to be completed prior to separation. It is recommended that this take place two - four months before the anticipated separation date, however this time period may be adjusted based on the volume of unsolved cases and the homicide tenure of the investigator. The investigator assigned for a decade will most certainly have more cases to clear than the investigator who was assigned for three years.
2. Via the Homicide Bureau Case Management System, the Team Lieutenant of the involved employee shall print a report:

FILE>REPORTS>CASE TRACKING>BY INVESTIGATOR. Enter BOTH for criminal and non-criminal, leaving the CASE STATUS blank and the date range default to zeros; click RETRIEVE. Print the report in its entirety.

3. With the investigator, review each listed case. Ensure that Case Management indicates:
  - A. 1<sup>st</sup> Sup. Written
  - B. Book Completed

Where items A or B are not completed, highlight the list to show where additional action is needed. After reviewing the list, the Team Lieutenant shall retain a copy and give the original to the employee to rectify.

4. Team Lieutenants shall monitor the progress by the investigator on a weekly basis.
5. Investigators shall note each unsolved case listed on the Case Tracking Report. In order to facilitate the review of unsolved cases, long after the original Investigating Officer has left Homicide Bureau, the investigator will prepare a case summary report in either written form or an audio recording. The summary should contain a basic overview of the case details and status of the case, as well as insight and intuitive details from the investigating officer. Lastly, the investigator shall assign a "potential solvability factor" from 1-10, to the case; ten being extremely solvable and one being no workable information at all. This subjective number will be based on the detectives overall impression of the case, based on the case work. The number shall be included in the audio recording or the written summary. This summary is not required to be extremely lengthy, but will provide an Unsolved Detective a general overview and insight into the case, without having to read the entire contents of the case file. The case

summary, in either written or audio form, will be placed into the poor boy and clearly labelled “Case Summary”, including the date and author’s name.

6. Via the Homicide Bureau Case Management System, the Team Lieutenant will then open each assigned case listed on the Case Tracking Report, and ensure that each case has a library number assigned. If not, note the URN number and obtain the case from the investigator. After the case is booked, all reports are complete, and the case summary is included, the “poor boy” should be routed to the Librarian who will issue a library number. The case will then be catalogued and stored in the library.
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