



# Department of State Police

## General Order

Effective Date: <b>December 6, 2022</b>	Number: <b>INV-01A</b>
Subject: <b>Case Management</b>	

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### **Policy**

Case management shall be applied to all investigations undertaken by Department members to facilitate the scope and direction of an investigation, in addition to providing documentation for the Department and court proceedings.

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### **Case Management**

Case management is an ongoing process involving all members and is used to maintain records in each case file including, but not limited to, preliminary investigative reports, records of statements, records of arrests, the results of examinations of physical evidence, and case status.

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### **Complaint/ Information**

All criminal information, including but not limited to, information relating to vice, drugs, and organized crime that is reported to the Department shall be evaluated for appropriate action. Minimum information required from the original source should include:

- Name;
- Address;
- Telephone number(s);
- Date of birth; and
- Nature of the complaint.

Routine handling of this information shall be relayed to the State Police Detective Unit (SPDU) of jurisdiction, a specialized unit within the State Police, or the local police department of jurisdiction.

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### **Minimum Complaint Information**

For the Division of Field Services (DFS), every case assigned or initiated shall be entered into the Daily Administrative Journal (DAJ) to be maintained by all Stations/Sections/Units. Minimum complaint information to be generated and/or entered shall include:

- Incident number;
- Date of entry;
- Investigating member;
- Complainant's name and address;
- Nature of complaint; and
- If applicable, date and unit/section to which report was forwarded.

For the Division of Investigative Services (DIS), the Division of Homeland Security and Preparedness (DHS), and Forensic Services Division (FSD) every case assigned or initiated shall be entered into ACISS Case Management. Minimum complaint information to be entered shall include:

- Date Initiated;
- Case Officer;
- Case Type;
- Case Description;
- Case Status (open/closed/pending/suspended etc.); and
- Case Synopsis within the Case Initiation Report.

### **Case Number**

For DFS, all case numbers shall be generated by RAMS.

For DIS, DHS, and FSD, all case numbers shall be generated by ACISS.

OS, DAS, DST shall generate case numbers based upon the records management system in use within said Division.

### **Case Responsibility**

Assignment of a case shall be to a single member who shall:

- Be responsible for the reports on the case;
- Account for evidence; and
- Coordinate the investigative activity and information.

This does not preclude the assignment of additional personnel, nor does it impede the ability of the supervisor(s) to direct investigative efforts or reporting.

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## Case File

Department Stations/Section/Units shall maintain a case file system utilizing the case number as the primary filing method.

The accessibility to ACISS case files is based on the value assigned to the Case Dissemination field. The accessibility of RAMS case files is all users.

Records and reports relating to active vice, drug, and organized crime investigations shall be securely filed within ACISS case management separate from the Department's central records system.

## Case Dissemination

Within ACISS, Case Dissemination is the method for distributing case information after it has been created. Such dissemination will affect the security of the case. The main classifications of Case Dissemination are:

- **System Wide**: the record is visible to any operator in ACISS Web, regardless of their assignment or the record's assignment;
- **Chain of Command**: the record will be secured according to assignment within the security model. The only operators who can view the case are the Case Lead law enforcement officer, operators listed in the Additional Authorized Users screen, and anyone who has the appropriate security clearance for the case; and
- **Hidden**: the record will be treated as a hidden entity and follow existing access rules for hidden entities. Hiding a case also hides the reports within the case but does not hide Core Entities related to the case.

## Case File Retention/ Purging Procedures

All case reports/records/files generated within or uploaded to ACISS or RAMS will be perpetually maintained electronically unless a court order directs the purging of particular case files.

Purging of any other records or case files shall be in compliance with the Secretary of the Commonwealth's retention schedule. Questions on file retention and purging shall be directed to the Department's Legal Section.

Hard copies of case files shall be maintained in secure areas with access limited to authorized personnel. Each MSP facility Officer-in-Charge shall be responsible for the secure storage of hard copies located therein. The central records facility of Department General Headquarters shall be secured and accessible only to authorized personnel. After-hours access shall be authorized and facilitated by the OIC of each facility and limited to members with the lawful authority to access said record(s).

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**Case File  
Retention/  
Purging  
Procedures,  
continued**

Release of / access to records shall be limited to Department members with an identified investigatory reason for accessing said record(s). Access outside of this limitation shall only be for a lawful reason with the approval of the Station/Section/Unit OIC.

Release of records to requesting law enforcement agencies shall be at the discretion of the OIC of the Department's facility of jurisdiction.

Release of records to the public shall only be made through a formal public records request to be filed with the Massachusetts State Police Legal Section / Records Unit. Exceptions to this requirement are provided in SUP-03 Media Relations.

**Review/  
Approval  
Process**

Reports shall be:

- Reviewed by the reporting member for completeness and accuracy prior to submission;
- Reviewed by a supervisor after submission for completeness and accuracy prior to approval; and
- Returned to the investigating member for further investigation if necessary.

**Case  
Suspension**

Station/Section/Unit Commanders shall:

- Approve a request to suspend a case by recommendation of the case member when:
  - Every reasonable avenue of investigation has been pursued and exhausted;
  - There is a lack of further leads or solvability factors;
  - Investigative resources are unavailable due to current workload; and/or
  - The seriousness of the crime is insufficient to justify continued investigative efforts.
- Ensure that the suspension does not preclude the case from being reopened for any reason.

Note: Certain cases due to their serious nature are not eligible for suspended status (e.g., murder, rape, armed robbery).

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### **Case Termination**

Only the Station/Section/Unit Commander shall approve requests to close a case and should consider, at a minimum, the following criteria in determining if a case merits termination:

- Seriousness of criminal offense;
- Availability of investigative resources;
- Unfounded complaint;
- Complainant's refusal to cooperate;
- Referral to another agency;
- Declination by prosecutor;
- Adjudication completed; and
- Administrative closing.

### **References**

SUP-03 Media Relations;  
MPAC: 42.1.2, 42.1.3, 42.1.4, 43.1.2, 82.1.1, 82.1.3, 82.2.3.

Promulgated By: **Christopher S. Mason, Colonel/Superintendent**