



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

700 – CASE MANAGEMENT

GENERAL ORDER: 2024-32
ISSUED: May 24, 2024

EFFECTIVE: May 24, 2024

REVIEWED/APPROVED BY:
Assistant Chief Nicole Waldner
DATE: April 23, 2024

ACTION: Amends General Order 2022-50 (November 30, 2022)

WILEAG STANDARD(S): 6.3.2, 6.3.4

700.00 PURPOSE

To establish a uniform procedure for department members to collaboratively manage criminal investigations.

700.05 NOTIFICATION OF THE CRIMINAL INVESTIGATION BUREAU

A. When a member of the department is involved in the initial investigation of a crime, the following procedures shall be followed:

1. The investigating member shall complete an *Incident Notification* in the Records Management System (RMS) if the incident meets any of the criteria listed in SOP 700.05(B). The investigating member shall notify their shift commander of the incident.
2. All required notifications to the Criminal Investigation Bureau (CIB) shall be made by the district shift commander, or his or her designee, who shall review and approve the *Incident Notification*.
3. A CIB supervisor shall review this information and determine if a member of the CIB will assist in the investigation.

B. A supervisor assigned to the CIB at extension [REDACTED] must be notified of any of the following types of incidents:

1. Crimes Involving Property (Felony)
 - a. If any of the following solvability factors exist:
 1. The suspect is named or otherwise known and can be identified or located.
 2. Physical evidence, such as latent prints or DNA, is available that may be able to assist in identification of the suspect(s).
 3. The crime was witnessed or captured on video.
 - b. The amount of the loss and/or damage exceeds \$5,000.

- c. The location of the incident is one which holds significance in the community, e.g., government building, critical facility, church, synagogue, place of worship, or cemetery.
 - d. Either individually or as a group, the suspect(s), victim(s) or location is part of an established or emerging crime trend.
 - e. Burglaries involving any of the following:
 1. Entry to a residence or business (not exclusively a garage or a storage unit).
 2. The suspect is named or otherwise known.
 - f. Any fire which has any of the following conditions:
 1. Results in death or injury.
 2. Causes damage that exceeds \$10,000.
 3. Requires a fire department response of greater than one alarm.
 4. Is suspicious in nature.
 5. When assistance is requested by the Milwaukee Fire Department's Fire Investigation Unit.
 - g. Any explosion or the presence of an explosive device.
2. Crimes Involving Weapons, Injury, Death (Felony) or Felonious Assault
- a. All crimes resulting in death or serious or life threatening injury.
 - b. All incidents where a firearm is discharged.
 - c. All robberies and thefts from person.
 - d. All sexual assaults, including fourth degree sexual assault.
 - e. All incidents involving child neglect.
 - f. All incidents involving physical abuse of a child.
 - g. Incidents that one could reasonably believe to be a "hate crime" as defined by [Wis. Stat. § 939.645](#).
 - h. Any incident involving a barricaded subject or a hostage.

3. Other Incidents

- a. Incidents where the victim or suspect is a dignitary, member of law enforcement, public official, or someone who the department should be cognizant of and will not be investigated by the Internal Affairs Division.
- b. All critical incidents as defined under SOP 453 Officer-Involved Deaths and Other Critical Incidents, section 453.05.
- c. Suspicious deaths.
- d. Improvised explosive devices, suspicious objects, military ordnance, and bomb threats involving buildings with access to the public.
- e. All disasters which result in the loss of life, great bodily harm and/or property.
- f. Industrial accidents resulting in death or great bodily injury.
- g. All critical missing persons as defined under SOP 180 Missing Persons, section 180.10(C).
- h. All auto theft investigations which involve V.I.N. switches, organized auto theft operations and interstate auto thefts.
- i. All felony summary and J and/or K-warrant arrests (including suspect alerts) and investigative alerts. This does not apply to arrests for substantial battery and operating auto without owner's consent (OAWOOC).
- j. All incidents of interference with child custody.
- k. All incidents of escaped prisoners.
- l. Vehicle pursuit incidents under the following circumstances:
 1. When an occupant of the fleeing vehicle is taken into custody;
 2. When a fleeing vehicle is recovered (regardless if any occupants are taken into custody); or
 3. When a vehicle published on the Felony Vehicle Bulletin is pursued (regardless if the vehicle was recovered or if any occupants are taken into custody).
- m. All incidents involving swatting calls.

Note: The member assigned to handle a swatting incident shall file the incident under [Wis. Stat. § 947.014\(2\)](#) and send an email to IFC@milwaukee.gov to alert the Fusion Division of the incident. The Fusion Division shall then file a Suspicious Activity Report.

- n. Matters not previously addressed in this SOP which may benefit from the involvement of a member of the CIB.

700.10 CASE FILE MANAGEMENT PROCEDURES (FELONY AND MISDEMEANOR)
(WILEAG 6.3.2, 6.3.4)

SharePoint will be the department's central platform for maintaining a record of necessary items of follow-up. Therefore, unless provided permission by the commander of the respective division of the CIB, all items of follow-up shall be entered into SharePoint. All police members assigned to the respective district, division, or unit shall have access to the appropriate SharePoint page.

(WILEAG 6.3.2.1, 6.3.2.3, 6.3.2.4)

A. Follow-up investigations may include, but are not limited to:

1. Reviewing and analyzing reports prepared during the preliminary investigation.
(WILEAG 6.3.4.1)
2. Reviewing department records and databases.
(WILEAG 6.3.4.3)
3. Seeking additional information from complainants, witnesses, neighbors, informants, and department members.
(WILEAG 6.3.4.3)
4. The incident may require contact with the victim(s) and witness(es) by the assigned members to obtain information not uncovered during the preliminary investigation.
5. Conducting interviews and interrogations consistent with department standard operating procedures and state law.
(WILEAG 6.3.4.2)
6. Arranging for the dissemination of information to other department members, as appropriate.
(WILEAG 6.3.4.5)
7. Making notifications and coordinate with other jurisdictions or governmental law enforcement agencies.
(WILEAG 6.3.4.3)
8. Completing background checks on witnesses, victims, and suspects, as appropriate.
9. Conducting surveillance and identification procedures consistent with department standard operating procedures and state law.
(WILEAG 6.3.4.4)
10. Entering investigative alerts, suspect alerts, temporary felony wants, stolen

- vehicles, and stolen property (including serial numbers) into NCIC.
11. Identifying, collecting, and preserving items of physical evidence.
(WILEAG 6.3.4.7)
 12. Planning, organizing, and conducting searches.
(WILEAG 6.3.4.6)
 13. Submit inventoried items for forensic examination and review the results of laboratory examinations.
 14. Attend and retrieve evidence at autopsies.
 15. Presenting evidence and statements to the district attorney's office to obtain arrest and/or search warrants.
(WILEAG 6.3.4.6)
 16. Plan, prepare and execute search and/or arrest warrants.
(WILEAG 6.3.4.6)
 17. Collecting additional evidence.
(WILEAG 6.3.4.7)
 18. Identifying and apprehending suspects and determining the involvement of suspects in other crimes.
(WILEAG 6.3.4.8)
 19. Completing any required reports related to follow-up investigations.
(WILEAG 6.3.4.9)
 20. Preparing cases for court preparation and assisting in the prosecution.
(WILEAG 6.3.4.10)
 21. Entry of a summary of the incident into the CIB SharePoint follow up page by CIB members including the incident number, type of incident, address of incident, district, offense date, and case status.
 22. Members shall ensure vehicles towed as evidence are entered into SharePoint in accordance with SOP 610.20(E).
 23. Supervisors shall ensure vehicles towed as evidence are processed in accordance with SOP 610.20(E-F) and the Evidence Vehicle Processing SOI.
- B. Each item of follow-up that cannot be completed during the initial investigation must be entered into SharePoint. It shall be the responsibility of the member or members assigned to the initial investigation to ensure that each item of follow-up is entered into SharePoint prior to the end of their tour of duty.
(WILEAG 6.3.2.3)

- C. CIB supervisors shall review active items in case management and assign personnel accordingly.
- D. It is the assigned member's responsibility to competently complete and document their assigned items of follow-up in case management.
- E. Shift commanders shall review completed items of follow-up for completeness and accuracy and provide final approval.
- F. Administrative Designator for Case Disposition
 - 1. The arresting officer shall ensure the respective adult or juvenile *Arrest Clearance* report in RMS is completed if an arrest is made.
 - 2. The investigating member shall ensure unfounded criminal incidents are properly completed in RMS in accordance with SOP 263 Records Management.
(WILEAG 6.3.2.2)
- G. All forms and documents in SharePoint related to case management shall be retained in accordance with existing retention schedules.
(WILEAG 6.3.2.4)

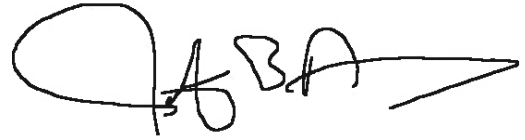
700.15 CASE MANAGEMENT PROCEDURES (TRAFFIC AND NON-CRIMINAL) (WILEAG 6.3.2)

- A. Each district or division is responsible for maintaining a database that records information on matters (not included in section 700.10) that cannot be completed during the initial investigation, but require follow-up. All police members assigned to the respective district or division shall have access to the case management database.
(WILEAG 6.3.2.1)
- B. The above database shall include specific information on the items of follow-up that need to be completed.
(WILEAG 6.3.2.3)
- C. Shift commanders shall review active items and assign personnel accordingly.
- D. It is the assigned member's responsibility to competently complete and document their assigned items of follow-up.
- E. Shift commanders shall review completed items of follow-up for completeness and accuracy and provide final approval by closing out the follow up in the case management database.

700.20 PROCEDURE FOR PROSECUTOR REQUESTS FOR FOLLOW-UP

Members shall refer to SOP 150.15(H) Court Procedures when items of follow up are identified by the prosecutor either during the initial review or after charges have been

issued.

A handwritten signature in black ink, appearing to read 'JBN' with a stylized flourish extending to the right.

JEFFREY B. NORMAN
CHIEF OF POLICE

JBN:mfk