



LOG NUMBER CASE MANAGEMENT SYSTEM



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I. PURPOSE

This directive:

- A. introduces the Case Management System (CMS) the application for processing Log Number investigations. The CMS maintains investigation data regarding the number, classification, and status of all Log Number investigations, from the intake process through the final disposition.
- B. sets forth certain procedures regarding the Log Number investigations conducted by the Bureau of Internal Affairs (BIA) and accountability sergeants
- C. uses terms specific to the Chicago Police Department's complaint and disciplinary system, as defined in **General Order G08-01-01 "Complaint and Disciplinary Definitions."**

II. POLICY

The Chicago Police Department is committed to:

- A. ensuring that the Case Management System (CMS) maintains accurate and reliable data regarding the number, nature, classification, and status of all administrative misconduct investigations and notifications. **(CD ¶438, ¶ 505a)**
- B. utilizing the functionality of the CMS to enhance and support accountability and transparency within the Bureau of Internal Affairs (BIA) and the Department. As Department members identify additional functionality features that will assist them in their roles in the Department's accountability system (e.g. intake personnel, investigators, reviewing supervisors, exempt members conducting Command Channel Review), BIA will work with the CMS developer to implement those features.

III. CASE MANAGEMENT SYSTEM

Case Management System (CMS):

- A. maintains accurate and reliable data regarding the number, nature, classification and status of all Log Number investigations and administrative notifications, from the intake process to final disposition, if any, and through any grievance process, arbitration, Police Board proceeding, or appeal relating to the final disciplinary decision (the "final disposition"); **CD (¶ 438, ¶ 505a)**
- B. identifies the status of administrative Log Number investigations; **CD (¶ 505b)**
- C. identifies the caseload for assigned investigators including BIA investigators and accountability sergeants; and **CD (¶ 505c)**
- D. maintains all documents and investigative materials, including audio and video in digital format, accessible in the CMS consistent with **S08-01-09 "Requirements of a Complete Log Number Investigative File."** **CD (¶ 505d)**
- E. applies color-coding to case queues to allow investigators and their supervisors to quickly identify how long administrative misconduct investigations have been open, clarifying the priority cases to ensure they are completed within 90 days (accountability sergeants) or 180 days (BIA investigators) consistent with **S08-01 "Complaint and Disciplinary Investigators and Investigations."**

- F. allows investigators to keep track of every step in their investigation directly in CMS through a "notes" function, which facilitates thorough documentation of each investigation.
- G. automatically generates internal and external email notifications to ensure timely and consistent contact with various parties, such as complainants, accused members, exempt members conducting Command Channel Review, etc.
- H. documents the Command Channel Review process, including concurrence/non-concurrence and comments, enhancing accountability and transparency within this investigative review process consistent with **S08-01-07 "Command Channel Review."**

IV. INVESTIGATIONS, TRANSPARENCY AND REPORTING FUNCTIONALITY

- A. BIA investigators and district/unit accountability sergeants will utilize CMS to initiate Log Numbers when they receive an allegation of misconduct. This unique tracking number remains with the complaint through all phases of the investigation and disciplinary process, through the final disposition. Department members will refer to G08-01 "[Complaint and Disciplinary System](#)" and G08-01-02 "[Complaint Initiation and Log Number Investigation Assignment](#)" for additional details.
- B. BIA's and COPA's administrative investigative files associated with each Log Number are electronically preserved within the CMS.
- C. CMS supports the City's and the Department's best efforts to ensure that all administrative investigation files, disciplinary history card entries, COPA and BIA disciplinary records, and any other disciplinary record or summary of such record, are retained electronically, and indefinitely, for purposes of:
(CD ¶ 508)
 - 1. historical trend analysis;
 - 2. non-disciplinary Officer Support System (OSS), to the extent applicable to a COPA or BIA administrative Log Number investigation; and
 - 3. public transparency.
- D. For additional non-disciplinary purposes, including historical trend analysis, the Department will track, via CMS, for each Department member and for every misconduct investigation: **(CD ¶ 552)**
 - 1. the nature of the allegations;
 - 2. the outcome of the investigations; and
 - 3. the disposition of discipline.
- E. For each complaint initiated, the CMS separately tracks, and has the capacity to conduct searches and generate reports, including ad hoc reports, sufficient to identify and analyze trends relating to, at a minimum, the following: **(CD ¶ 509)**
 - 1. allegations of discriminatory policing based on an individual's membership or perceived membership in an identifiable group, based upon, but not limited to: race, physical or mental disability, gender, gender identity, sexual orientation, religion, and age; **(CD ¶ 509a)**
 - 2. allegations of unlawful stop, search, citation, or arrest practices; **(CD ¶ 509b)**
 - 3. allegations of excessive force; **(CD ¶ 509c)**
 - 4. allegations of misconduct arising during an interaction with individuals in crisis; **(CD ¶ 509d)**
 - 5. allegations of retaliation against non-Department members; **(CD ¶ 509e)**
 - 6. allegations of conduct alleged to have occurred in retaliation for engaging in First Amendment protected activities, such as lawful demonstrations, protected speech, observing or filming police activity, or criticizing an officer or the officer's conduct; **(CD ¶ 509f)**

7. allegations of officer-involved gender-based violence, domestic violence, or sexual misconduct; **(CD ¶ 509g)**
 8. allegations of Department member substance and/or alcohol abuse; **(CD ¶ 509h)**
 9. the self-reported demographic information of complainants, including race, physical or mental disability, gender, gender identity, sexual orientation, religion, and age; **(CD ¶ 509i)**
 10. the types of allegations that are trending up or seen frequently across districts, beats, and units, to guide the development of awareness campaigns for officers to help correct conduct that might result in such complaints; and
 11. the districts, beats, or units that have high numbers of complaints or numbers of complaints that are trending up, to assist the command staff in identifying and correcting improper conduct.
- F. The information contained in the CMS supports specific reporting requirements intended for internal and external publication, including:
1. electronically published quarterly and annual reports of BIA and district Log Number investigations. These BIA reports will include, at a minimum, the following: **(CD ¶ 550)**
 - a. aggregate data on the classification of allegations, self-reported complainant demographic information, and complaints received from anonymous or third party complainants; **(CD ¶ 550a)**
 - b. aggregate data on complaints received from the public, specified by district or unit of assignment and subcategorized by classification of allegations;**(CD ¶ 550b)**
 - c. aggregate data on the processing of investigations, including:**(CD ¶ 550c)**
 - (1) the average time from the receipt of the complaint by BIA, or the district to the next or initial contact with the complainant or his or her representative;
 - (2) the average time from the investigative findings and recommendations to the final disciplinary decision;
 - (3) the average time from the investigative findings and recommendations to a final disposition; and
 - (4) the number of investigations closed based on the absence of a complainant affidavit, including the number of attempts (if any) to obtain an override affidavit in the absence of a signed complainant affidavit.
 - d. aggregate data on the outcomes of investigations, including the number of sustained, not sustained, exonerated, and unfounded allegations; the number of sustained allegations resulting in a non-disciplinary outcome; and the number resulting in disciplinary charges;**(CD ¶ 550d)**
 - e. aggregate data on discipline, including the number of investigations resulting in written reprimand, suspension, demotion, and termination;**(CD ¶ 550e)**
 - f. aggregate data on grievance proceedings arising from investigations, including: the number of cases grieved; the number of cases that proceeded before the Police Board; the number of cases that proceeded to arbitration; and the number of cases that were settled prior to a full evidentiary hearing, whether before the Police Board or in arbitration;**(CD ¶ 550f)**
 - g. aggregate data on outcomes of investigations by classification of allegations, broken down by self-reported race, gender, and age of the complainant and the Department member;**(CD ¶ 550g)**
 - h. aggregate data on:**(CD 550h)**

- (1) the number of Department members who have been the subject of more than two completed Log Number investigations in the previous 12 months; and
 - (2) the number of Department members who have had more than one sustained allegation of misconduct in the previous 12 months, including the number of sustained allegations;
 - i. aggregate data on Department members who have been the subject, in the previous 12 months, of more than two complaints in the following classifications of allegations, regardless of the outcome of those Log Number investigations: **(CD ¶ 550i)**
 - (1) allegations of discriminatory policing based on an individual's membership or perceived membership in an identifiable group, based upon, but not limited to: race, physical or mental disability, gender, gender identity, sexual orientation, religion, and age;
 - (2) allegations of excessive force; and
 - (3) allegations of unlawful stops, searches and arrests.
 - j. the disposition of misdemeanor criminal prosecutions of current Department members. **(CD ¶ 550j)**
2. audits conducted by the Department consistent with Department directive titled G08-01 "[Complaint and Disciplinary System](#)." Annually, the Audit Section will identify specific aspects of the investigation and disciplinary process involving complaints investigated by BIA and accountability sergeants to be audited to assess the extent to which investigations are conducted in accordance with existing directives. These audits will involve reviews of completed investigations and any recommendations of discipline. Once completed, the Department will make the findings of this annual audit public, ensuring that any personally identifiable information is redacted.

V. USER ACCESS PERMISSIONS

- A. BIA personnel, accountability sergeants, Department exempt-level command staff, Finance, the Police Board and others have access ("access permissions") to the CMS as necessary to undertake their respective duties.
- B. Access permissions must be approved by the Chief of BIA and will be granted based on rank and job duties. This helps safeguard the information contained in CMS, maintain the integrity of investigations, and reduce conflicts of interest.
 1. Non-supervisory personnel will normally have access permission only to modules required for their specific job function (e.g. Intake & Analytical Section personnel will have access to the "Intake" module).
 2. BIA investigators and accountability sergeants will only have access permission to view the cases specifically assigned to them.
 3. The Chief of BIA may designate a limited number of "Super Users," who have access to the entirety of CMS. Super User access will normally only be granted to BIA personnel whose job duties include assisting the CMS developer with the development of CMS features and functionality.
- C. CMS logs user access and activity as metadata with the investigative files within CMS. The Chief of BIA may request audits of this metadata to identify access and activity that may be non-compliant with Department policies or BIA directives. BIA exempt members and Section heads may also review specific user access and activity when misuse is suspected or periodically as non-targeted integrity checks.

- D. BIA personnel and accountability sergeants are reminded that CMS is a Department computerized information system, and all relevant Department policy regarding access confidentiality, and use of such systems therefore applies. This includes, but is not necessarily limited to, Department directives titled G09-01 "[Computerized Information Systems](#)," G09-01-01 "[Access to Computerized Data, Dissemination and Retention of Computer Data](#)," and G09-01-02 "[Computer Systems Security](#)."

VI. CONFLICT RESOLUTION

If this directive conflicts with a provision in any other Department or BIA directive in relation to CMS, members will seek guidance from the Chief of BIA.

Authenticated by KC

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