

**OFFICE OF INVESTIGATIVE SERVICES  
POLICY AND PROCEDURE #820**

**INTERNAL INVESTIGATION INFORMATION FLOW**

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**REFERRAL PROCESS:**

Requests for investigations of alleged criminal misconduct/misuse of funds by a DHR employee or entity contracted by DHR or its employee must be made in writing to the Director, Office of Investigative Services, by the Commissioner or by the Director of the Division/Office or the designee only.

**REVIEW AND ASSIGNMENT:**

Upon receipt and review of the written referral by the OIS Director, the Chief Investigator assigns the case an OIS Log Number and determines which region will conduct the investigation. After discussing the assignment with the IIC and Senior Investigator, the Chief Investigator provides the Senior Investigator the Internal Investigation Work Plan form along with copies of the referral and supporting documents.

**INVESTIGATIVE PROCESS:**

The Senior Investigator prepares and submits the Work Plan within 10 days of being assigned the investigation. This Work Plan serves as both a control and a planning document. The Senior Investigator reviews the proposed plan with the IIC prior to submitting it to the Chief Investigator.

The Senior Investigator and IIC are responsible for complying with the time frames specified on the Work Plan. Throughout the course of the investigation, the Senior Investigator keeps the IIC updated on the progress of the investigation and advises the IIC of any important developments in a timely manner. The IIC and Senior Investigator share responsibility to keep the Chief Investigator informed of the progress of the investigation.

The Senior Investigator will prepare and maintain an **Internal Investigation Contact/Action Sheet** to document all action and attempted actions taken during the investigation. The contact/action sheet should be reviewed/initialed weekly by the IIC under the last action taken, and a copy forwarded to the Chief Investigator every 30 days. In addition to the contact/action sheets, a progress report will be submitted to the Chief Investigator at 30 and 45 day intervals with the final report due at the end of 60 days.

The Senior Investigator will make initial contact with the agency's designated contact person within 48 hours of receipt of case. The Senior Investigator conducts required interviews and determines if joint assistance is needed from the DHR Office of Audits or any other agency. The Senior Investigator is also responsible for arranging polygraph examinations, handwriting analysis, document examination, or examination for latent fingerprints by the GBI Crime Lab.

Upon completion of the investigation, the Senior Investigator prepares a written report that addresses the allegations, presents investigative findings, and arrives at a conclusion. The report should be well organized, concise, and maintain continuity. The allegations should be thoroughly and properly addressed, and the conclusion should be supported by appropriate documentation including a witness list and list of exhibits. The final report is then submitted to the IIC. All investigations will be completed within 60 days. If the investigation goes over the 60 day time frame, written weekly updates through the IIC to the Chief Investigator are required, detailing the circumstances that prevent a timely conclusion. Unreported problems with an investigation will not be used as a reason to extend the completion date.

## INTERNAL INVESTIGATION INFORMATION FLOW (continued)

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### **FINAL REVIEW:**

The IIC is responsible for reviewing the final report for objectivity, content, and clarity. In the event that additional clarity is needed, the IIC will work in conjunction with the Senior Investigator to review and rewrite the report.

When completed, the following items will be forwarded to the Chief Investigator who is responsible for reviewing the report and forwarding it to the Assistant Director:

- The internal investigation report
- Exhibits/evidence
- Copy of the report on computer diskette
- **Internal Investigation Work Plan Time Report**

The OIS Director is the final authority as to the sufficiency and validity of the investigation and final report.

### **RESPONSE PROCESS:**

The Director reviews the report and gives final approval. The Administrative Operations Coordinator will assemble the official internal investigation file that includes the final report and exhibits. The Director will then forward a copy of the final report only to the Commissioner/Director of the requesting agency/office and other appropriate agencies.

### **CUSTOMER ACTION:**

It will be the decision of the requesting division/agency as to what, if any, further legal or administrative action will be pursued.

### **FOLLOW-UP PROCESS:**

Subsequent to completion of the investigation and release of the final report, the Senior Investigator is responsible to testify at personnel hearings, court trials, and any other actions required with DHR agencies.

Depending on the findings presented in the final report, OIS may be further involved within DHR with the Office of Audits, the Office of Human Resource Management, the Division/Office Director or the Commissioner's Office. Externally, OIS may be involved with the Attorney General's Office, county prosecutors, U.S. Attorney's Office, federal, state, or local law enforcement officials.