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MANUAL OF POLICY AND PROCEDURE

**SUPPLEMENT
CASE MANAGEMENT DIVISION**

**REVISED
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INTRODUCTION

This supplement to the manual of policy and procedure is presented as a matter of information and has been prepared to inform employees assigned to the case management division about specific practices and policies, as well as the conduct expected from them. While this manual is not intended to be a book of rules and regulations or a contract, it does include some important guidelines which employees assigned to the investigation division should know. Except for the at-will employment provisions, the manual can be amended at any time.

This supplement to the manual of manual of policy and procedure will not answer every question employees may have, nor would the Agency want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

No one other than authorized management may alter or modify any of the policies in this supplement. No statement or promise by a supervisor, manager, or designee is to be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Should any provision in this supplement be found to be unenforceable and invalid, such a finding does not invalidate the entire supplement, but only the subject provision. Nothing in this supplement is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act (NLRA) or be incompatible with the NLRA.

We ask that employees assigned to the case management division read this guide carefully, become familiar with the Agency and our policies, and refer to it whenever questions arise.

EXPENSE ENTRIES & INVOICE GENERATION

The case manager for the Agency oversees reviewing (and occasionally inputting) expense entry into the case management system. As of writing this document, that system is Trackops.

The case manager is also responsible for inputting their own expense entries into Trackops. Typically, these expense entries will fall under the following: Administrative [tasks such as organizing & uploading discovery, mailing discovery to expert witnesses or necessary parties, etc], Printing, Case Preparation, Case Discussion, and Report Writing. Mileage is occasionally used when delivering discovery documents or other documents to investigators when they are in the field.

For cases involving Specialized Data, the expense entry should reflect the direct cost from the vendor, while the invoice amount should reflect what is charged to the client. See the Wilshire Specialized Data cases in Trackops for examples.

A table for what is billed to Origin Investigations Inc. from the vendor and what is charged to our primary client for Specialized Data can be found with Investigator Brant, or from the work computer of the previous case manager.

The case manager will review the expenses and compile them into one invoice to send to the client. All invoices will include an admin & database fee, which is 10% each of the cost of work. If an invoice is \$1000 for work expenses, then the admin & database fee would be \$100 each, bringing the total to \$1200. To add the admin and database fee, when you have the invoice open in edit mode, click "apply template" at the top right corner, select "standard w/ fees" and it will add in those two expenses.

At the end of each month, if a client has not been invoiced for completed work, case management is to put all expenses put in during that month into an invoice for tax purposes. When the case is complete and billed, for all clients except the Superior Court of Los Angeles, the invoices are to be combined into one document and then sent to the client. They can then be broken down again once they are sent out. Save a copy for internal use of all invoices generated this way.

ADDING INVOICE PAYMENTS

The case manager for the Agency is responsible for updating all invoices in Trackops with payment information once the payments have come through. Some clients will pay up front for specific searches or requests, and others are to be billed at the close of the investigation. Once payment is received for the generated invoice, the payment information is then marked in the invoice in Trackops. If payment is made through check, write the check number; if payment is made through Lawpay, write the Transaction ID.

SUPERIOR COURT OF LOS ANGELES

When working cases for the Superior Court of Los Angeles, there are billing codes that have to be added to each expense entry and to the invoice as a whole. When it is time to submit the work completed by the Agency to the court, we send the fully generated invoices to Vanessa Sarco, who works in the accounting department and who has been trained on that system.

The case manager then ensures the proper paperwork [appointment document, hours document, additional hours document as needed, attorney approval letter as needed] is attached to the claim before submitting it to the court. The following is a table for adding the codes to expense entries when working as a Court Appointed Investigator.

Please note parking is not paid for by the Superior Court of Los Angeles. Parking as an expense should be noted by both case management and the investigators, but it is not an expense that will be paid for by the court.

CODE	WHAT THE CODE MEANS	WHEN TO USE IT
AC	Attorney Conference	Any time a member of the investigative team has a discussion about the case with an attorney.
CN	Conference	Any time the investigative team has an internal meeting regarding the case and next steps.
CR	Court Testimony	Any time a member of the investigative team is called into court to give testimony. This is to be used only when an investigator is testifying in court.
EP	Examine Evidence	Any time a member of the investigative team examines evidence that is not related to reports [video review, listening to jail calls, etc].
ER	Examine Report / Evidence	Any time a member of the investigative team examines evidence that is related to reports [police reports, witness statements, etc].
ET	Interview Experts	Any time a member of the investigative team interviews an expert in the field regarding the case.
EX	Miscellaneous Expense	A catch-all expense for things such as process service, printing, and mileage. For each type of miscellaneous expense, it needs to be invoiced separately by month (all mileage for January should be included in an invoice but not printing for January – these need to be different invoices).
ID	Interview Defendant	Any time the investigative team has a discussion about the case with the defendant, including but not limited to investigative status, investigative requests, and legal discussions.
IS	Investigate Scene	Any time a member of the investigative team is gathering evidence at the scene where a crime took place.
IW	Interview Witnesses	Any time a member of the investigative team interviews witnesses for the case.
PR	Preparation	A catch-all code which includes all court appearances that are NOT testimony, preparing case files, scheduling interviews, etc. This is used by Case Management and by the investigative team.
RF	Review Case File	This code is to be used when the investigative team is reviewing the general case.
RW	Report Writing	Any time a member of case management or the investigative team writes an update regarding the case.
TR	Travel Time	Investigators are to not bill travel time when possible. Travel time generally has to have prior approval by the court.
WJ	Waiting Time - Jail	Time spent by an investigative team waiting to interview the defendant when they are in custody.

Once the invoice(s) are generated, they are to be sent to Vanessa Sarco in the accounting department, as well as the following information regarding the case for her to input the claim to the superior court of California.

- Appointment Date
- Defendant Name / Client Name
- Court Case Number
- Type of Case [Felony or Misdemeanor]
- Courthouse
- Presiding Judge
- Defendant Code
 - Counsel Type

After that, the case manager reviews the claim to make sure all needed paperwork is included.

The case manager is also responsible for contacting the clerks in the appropriate departments regarding information needed (such as upcoming court dates) for cases.

TRACKOPS SUPPORT

The case manager for the Agency is in charge of creating & sending invitations of user profiles to clients & client contacts for cases. Case management should contact the client first regarding whether or not they are interested in having an accessible profile through the case management system before an invitation is sent out.

When creating a profile, have all available methods of contact, including office number, personal number, and email listed in the client & client contact information. If there is a billing department for the client, be sure to include that in the “billing” email section.

The case manager is also in charge of initial support for Trackops (the case management system used for writing this) for the client. This typically involves sending or resending invitation links or helping them navigate how to find their cases in the system. For more extensive aid for Trackops.

The case management systems used are always referred to as “case management systems” when speaking to the clients.

The case manager should be able to create both a username and password for a client contact without the client needing to log on. If a client contact is not technologically savvy or wants a user profile but doesn’t want to set one up, that can be done by the case manager so long as the Login Link is sent to your own work email.

A client would be “John Smith Law Firm” while the client contact would be “John Smith”. Billing policies, locations, etc can be managed through “client” while “Client Contact” exists as a more personalized page for the contact.

INPUTTING & MANAGING CASES

The case manager for the Agency oversees creating new cases into Trackops when required. For established clients, this can be done from their client page. For new clients, a new client page & client contact page will need to be created before a case can be added into the system.

Input all information given by the client into the system, including any notes the client sent. Notes can be added at the bottom of a page for subjects, or in a general update for the investigative team to review.

Do not add any files, if there are any to be added for the case, when prompted by “add supporting files”. This will not sort the files, and it’s easier to add the files once the case is fully uploaded through the “Files” tab.

Any files provided by the client are placed under “Discovery”. Any internal documents are placed under “Investigation” or anything found during the investigation. Fully generated reports are placed in the “Client” folder, and then emailed to the client.

Two flags exist when building a case in Trackops: Case Review and Rush. If a case has an urgent time limit, it should be flagged as “RUSH”. If the case is a case review, it should be flagged as a Case Review, assigned to Investigator Passas, and left with the label “New”.

The following labels are used for marking cases:

LABEL	USE
New	When a case is first uploaded into Trackops and Case Management is still uploading files, editing subject pages, etc. It is to indicate we will be working on a new case but the case isn't fully finished being uploaded. It is also used to mark Case Reviews.
Pending Client Approval	When a case review has been completed and the review sent to the client. This is to indicate we have not been cleared to fully work the case and are waiting for approval from the client to begin.
Pending Assignment	An approved case that needs a primary investigator to be assigned to it. This is used sparingly.
Open / Working	A case that is actively being worked on
Pending / Hold	A case where the client wants more work done on the case at a later date.
Investigation Complete	When the work for a case has been completed and the invoice for the case has been sent to the client.
Closed	When the work for a case has been completed and the invoice for the case has been paid for by the client.

If there is information that is needed for the investigation (such as, when conducting a background check, if all that was provided was a common name, an investigator will need supplemental information). If supplemental information, or confirmation, is needed, it is the responsibility of the case manager to reach out to the client to obtain that information.

The case manager is also responsible for generating, reviewing, and sending both investigative reports and/or case reviews as needed. Both should be placed in the “client” folder of their respective cases, as well as emailed directly to the client.

The case manager is also responsible for tracking budgeted hours on a given case, and when the hourly budget of a case reaches over to contact the necessary people. Those should be the following:

- Lead investigator to halt work on the case
- Investigators Brant & Passas as an update and to confirm if Origin will need to request additional funds or hours
- The client [after approval for bullet 2] regarding the necessary hours & budget.

When adding in case reviews, follow the procedure for adding new cases to Trackops but flag the case as “Case Review”. As discussed above, keep the case labeled as “New” until the assigned investigator has finished their review of the case, which it should then be labeled as “Pending Client Approval”.

The case manager, while not responsible, should read through all updates generated by the investigative team to stay familiar with the cases that are actively being worked.

POTENTIAL CASES & DRAFTING PROPOSALS

The case manager is also responsible for drafting and sending proposals for potential cases to client representatives. The case manager will either be emailed or answer a phone call from the call center regarding potential cases. The case manager will take notes on the case, the budget, and what results that the client is looking for. Case management will then price it according to the pricing for the Agency (\$250/hr + admin & database fees + specialized data [when applicable]).

A proposal should follow the following steps:

- Outline the core elements of the case the client inquired about
- Outline the proposed work for the case after speaking to the needed investigative members (Investigators Brant & Passas for possible routes of investigation & necessary time needed, Investigator Vannoy for all cases involving only locates and background investigations).
- Outline the pricing for proposed work and total pricing (include Admin & Database fee in the price but do not list them out as separate entities).

CLIENT CORRESPONDENCE

The case manager is responsible for corresponding and updated all client representatives regarding the status of their cases and explaining results of their cases as needed. To be as informed about the case as possible, case management should read through reports included in the discovery and all updates posted by the investigative team.

The case manager is also responsible for writing internal updates regarding client & defendant meetings. Clients will occasionally ask for the notes from these meetings, and the updates can be sent through email in that case.

CALENDAR MATIENANCE

The case manager is responsible for keeping both the shared Agency calendar and the Trackops calendar up to date. The Trackops calendar is for surveillance & court appearances, and the agency calendar is to track who is available for work & who is out of the office, working in the field, or unavailable for case assignments.

The case manager is also responsible for keeping track of due dates for cases. Most cases do not have a set due date, but it is the responsibility of the case manager to track cases that do have a due date, and to keep tabs with the investigators on when the work will be completed.

The case manager is also responsible for scheduling meetings conducted between client representatives and/or expert witnesses and members of the investigative team.

The case manager is also responsible for scheduling surveillance as needed for investigators.

TRAVEL BOOKING

The case manager is responsible for booking all needed travel for the investigative team. This includes booking cars, hotels, and flights. Flights are generally booked through SouthWest, Kayak, or Expedia [see Investigator Brant for profile information]. Investigators with a Global Traveler Number will need to have that number included for all tickets bought for that investigator. Arrival flights are booked as early in the morning as possible and departure flights are booked in the evenings.

Southwest is the easiest to book through, as it's the easiest to navigate changing flights or travel plans, and for canceling flights.

When booking hotels, gauge prices based off government rates. Hotel prices should be booked using government rates as well.

Case Management is also responsible for writing travel write-ups, which contain the cost estimates for traveling on specified dates and would typically contain the date range, cost of flight through different airports, hotel, and car prices.

The best type of vehicle typically rented for investigators are a medium sized SUV in terms of price & size of the vehicle.

SPECIALIZED DATA

The case manager is responsible for inputting, tracking, and managing specialized data requests. Origin Investigation's biggest client for specialized data is Wilshire Law Firm. Most requests for specialized data will be submitted through a specific link [<https://origininvestigations.com/#specialized-data>] but specialized data can be requested for any client that is either a law firm or a law enforcement agency. Any other requests through individuals would have to be cleared through Jayden.

As of writing this document, there is a bug in Airtable where the subject names do not appear in the interface. The case manager will add the name of the subject, if there is one, to the "request notes" section. The case manager and/or the intelligence analyst will then verify the submitted information through CLEAR after being trained. The most important information to verify is the address, the DOB, and the SSN of individual subjects for specialized data, and for businesses to verify the address, name of the business, EINS or DUNS the business has, and identifiable board members who the data could be connected to, especially with insurance requests.

The case manager then adds the Wilshire requests to the Wilshire living document and requests from other law firms or clients into a different living document to track all specialized data that has been sent.

Client representatives from Wilshire will reach out regarding requests they have or have not received – many times they cannot find the results of their requests once they are sent. You respond to the email (if the results have been sent out) that it was sent and that they will be contacted shortly with the results. All results for Wilshire's specialized data can be found on their specific interface if you need to search for past results that have already been sent out. You will then re-send their results through the email specialized-data@origininvestigations.com.

All results for Wilshire Law Firm must include their client name & internal reference number either in the result section or in the subject of the email. See previously sent emails and delivered Airtable results for clarification.

CLIENT NOTES

The following are notes regarding specific clients & policies for the clients.

- **General Notes**

- Create a fake social media account for Twitter, Instagram, Facebook, and Linked-In for investigative purposes.
- When making reservations at a location for the purposes of surveillance, do NOT use the true name of the organization.
- When booking hotels / cars that will be used for multiple cases, the cost will be prorated across the cases. The expense entry should be labeled such as: [Airfare / Prorated (Case Number)].
- If a task is "drop-kicked" back to you, it needs to be redone.
- All expenses are to be added into Gusto as well as Trackops.
- If a case is over the allotted budget, either the case manager or the primary investigator [if the primary investigator is Investigator Passas or Brant] needs to reach out to the SIU investigator to get approval for additional budget.
- The Agency uses ProofServe for simple process-services.

- **Repwest Insurance**

- Investigators cannot charge for Background Investigation
- Case Review, Report Writing can be billed for a maximum of 3 hours
- Travel Time can be billed for over 3 hours for cases with Alley Gens with prior approval from SIU Investigator Gens.
- The invoices are to be sent to the SIU investigators who are assigned the cases.
- Fuel is not a covered expense for Repwest cases.
- Any travel time for a case that is not in the City of Los Angeles is to be billed as "Investigation" by the investigator. Travel time is to be used for flights to/from the case location.

- **Wilshire Law Firm**

- This company primarily hires Origin Investigation for specialized data requests
- Billing for this company can happen only on Fridays and sent to their billing department. That email is accounting@wilshirelawfirm.com. For billing specialized data, an invoice and a CSV excel form. The form should be a table with the headers of each column, from left to right (--- used to separate them) are: Internal Reference Number --- Date --- Specialized Data Requested --- Client --- Subject --- Requestor --- Amount Billed to Law Firm)

- **Grace Legal Group**

- All Grace Legal cases are billed through the Los Angeles Superior Court
- When a case is approved through Grace Legal, the primary investigator needs to have a strategy call scheduled with the case manager Alexa Jackson and the lead attorney, Zino.
- When doing a case review for Grace Legal, move the discovery from Clio to Trackops & organize the discovery as they are labeled in Clio. Be aware that there is a "notes" section in Clio where there can be client meeting notes that are important for the investigative team to be aware of.
- When sending case reviews to Grace Legal, label the case reviews with the name of their client.

- **Eghbali Law Firm**

- When sending invoices to Eghbali in an email, edit the name of the PDF to include the first and last name of the clients.

MANUAL OF POLICY AND PROCEDURE ACKNOWLEDGEMENT

I acknowledge receipt of the Origin Investigations, Inc. Manual of Policy and Procedure (Supplement – Case Management Division) and agree to follow the guidelines within it. I also acknowledge the following:

- Receipt of this manual supplement does not create a contract of employment or in any way alter my at-will employment status; the Agency or I can end the employment relationship at any time, with or without notice, and with or without cause.
- I am not entitled to any particular sequence of disciplinary measures prior to termination.
- With the exception of the at-will employment policy, this manual may be modified at any time.
- Violation of any policy in this manual, or any policy included as an addendum, may be grounds for discipline, up to and including termination.
- This manual does not include every process, policy, and expectation applicable to employees, or my position specifically; I may be counseled, disciplined, or terminated for poor behavior or performance even if the behavior or performance issue is not addressed in the manual.
- Should any provision in this manual be in conflict with federal, state, or local law, that provision only will be considered ineffective, while the rest of the manual remains effective.
- If I have questions regarding any policy in this manual, or other expectations related to my behavior or performance, it is my responsibility to speak with Jayden Brant.

EMPLOYEE

Signature

Date

Name