VENTURA COUNTY COMMUNITY COLLEGE DISTRICT
# POLICE DEPARTMENT

## TRAINING BULLETIN #25-001

## CASE CORRECTIONS IN RIMS

This training bulletin is designed to guide Ventura County Community College District Police Department members in efficiently correcting errors in cases using the Records Information Management System (RIMS).

Accurate and thorough documentation is essential for maintaining the integrity of investigations, ensuring accountability, and upholding the Department's professional standards. This bulletin outlines the new process for identifying, submitting, and approving corrections to case reports within RIMS, helping to minimize errors, track corrections, and maintain compliance with departmental policies and legal requirements.

Using the correction tracking features in RIMS, Department members can easily track corrections, be notified of corrections, and automatically return cases for review after corrections have been made.

## PROCEDURE FOR REVIEWERS TO MARK CORRECTIONS



Supervisors and Records Division personnel will now use the right sidebar to mark a case for correction using the available options to clearly state the errors and pinpoint the areas requiring correction. Below are the steps supervisors and records personnel should follow to efficiently mark a case for correction.

1.  Once an error is identified, mark the appropriate bullet button under the Items for Narrative section on the right sidebar. Note: the word "narrative" in this section refers to the note left by the reviewer to the report author, notating the correction; it is NOT referring to the case narrative/report.
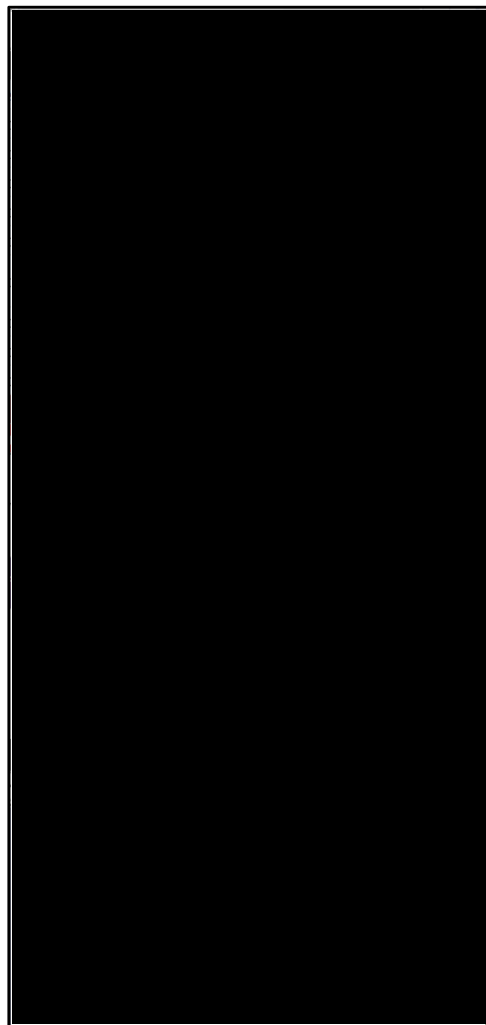
2.  After selecting the appropriate error, the tan narrative box at the end of the list will populate with the error. At this point, the reviewer should enter any additional information to explain the error and/or explain the sets that need to be taken to correct the error.

3.  After one error is selected, the reviewer can then select an additional error, as applicable, and provide additional details.

4.  Once all errors have been marked for correction, the reviewer will see a list of pending corrections highlighted in green underneath the tan narrative box.

5.  The white box at the bottom of the sidebar can be double-clicked to open a separate note box to allow the reviewer to add any additional notes that are relevant to the case/corrections but separate from the items being marked for correction. Notes entered here will need to be marked as verified by the report author during the correction process.
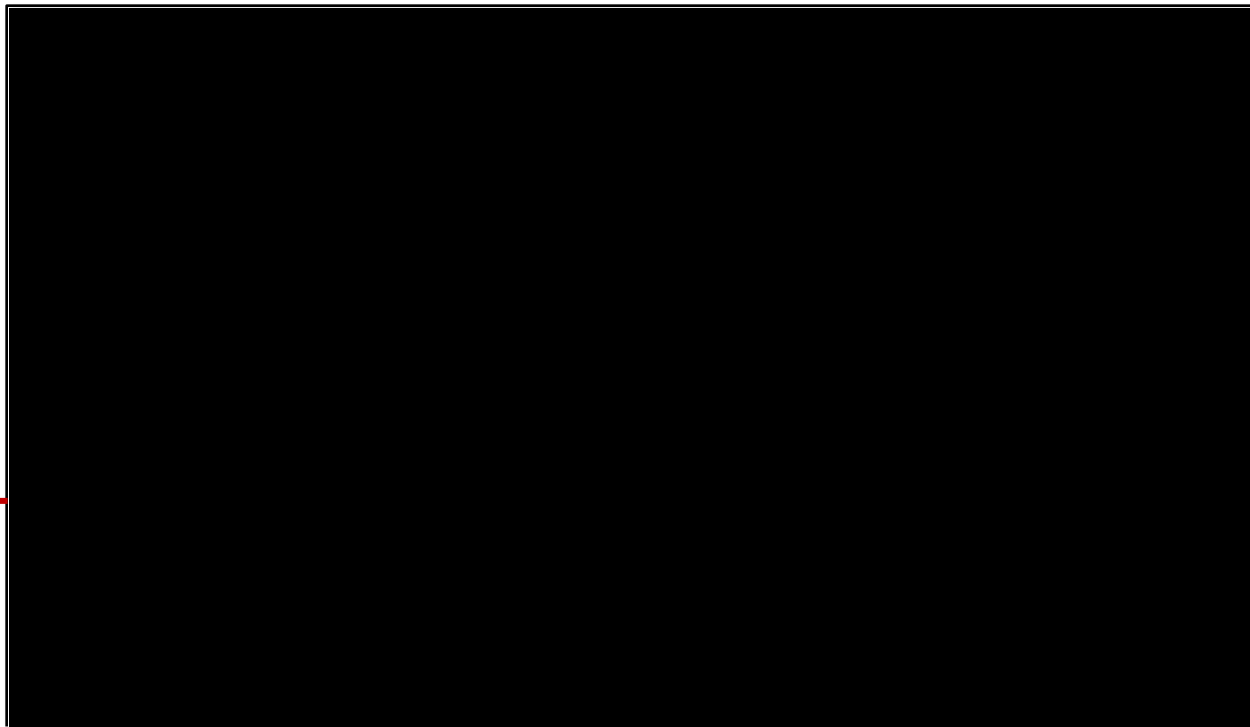
6.  After selecting **Save** on the Case window, a "Case has outstanding items" pop-up window will appear to confirm to the reviewer the items needing correction. When ready, the reviewer must select **Enter** to kick the report back to the report author for correction.
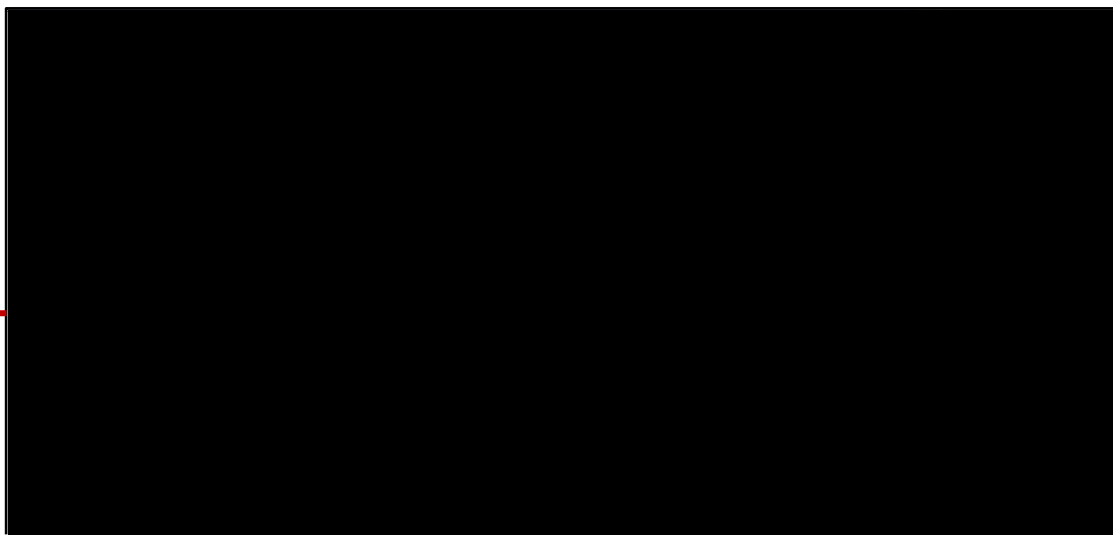


7.  Reviewers should now be able to see in the Approval Log the cases that have been kicked back for correction. Cases with corrections pending will be highlighted with a status of "Awaiting correction." The default highlight color is red.

## PROCEDURE FOR MEMBERS TO MAKE CORRECTIONS

When a reviewer kicks a case report back to a Department member for correction, the member will receive a notification message in RIMS. Messages can be viewed by double-clicking the message notification, which is highlighted yellow by default.
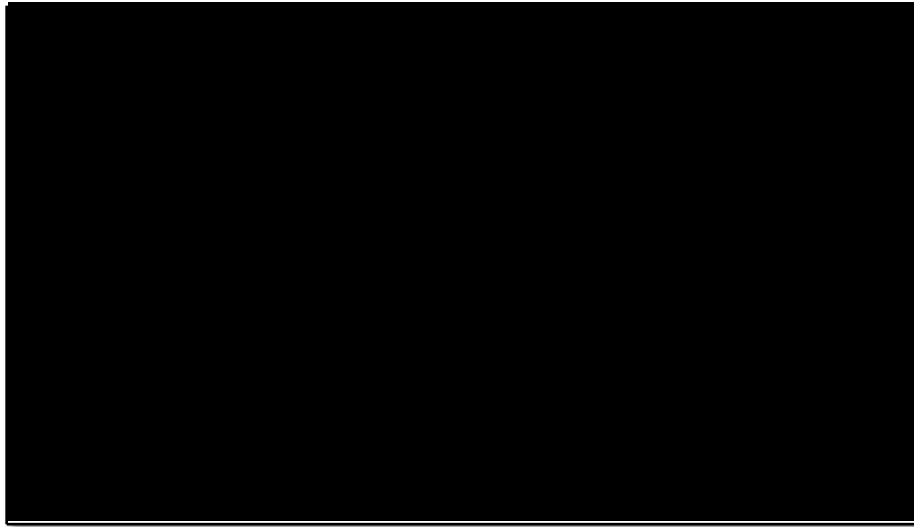
After double-clicking the message notification, a pop-up window will appear with the automatically generated message outlining the corrections needed. After reading the message, it can be deleted, forwarded, replied to, or simply left as "read," whichever is necessary as determined by the member to whom the message was sent.
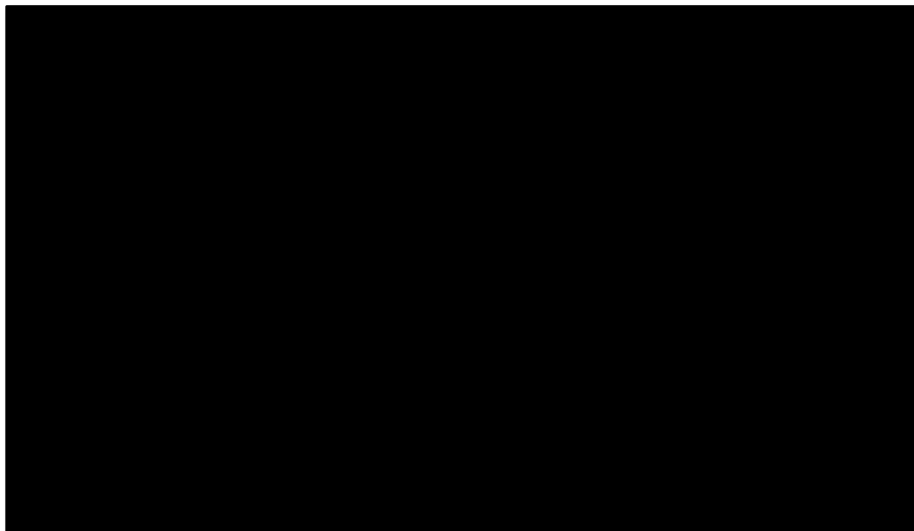
Whenever a Department member receives a notification for case corrections, the member must access the case through the **Review Your Cases** tab in the Case Log. Members should develop a habit of reviewing their cases on a regular basis (e.g., daily, at the start of shift, etc.).



In the Case Review window, Department members can view the status of all their cases that have not yet gone through the approval process, including cases that are late, awaiting approval from a supervisor, awaiting review from the Records Division, or awaiting a correction.

Cases awaiting correction are highlighted in red by default. To begin making corrections to a case report, double-click the report from the list.
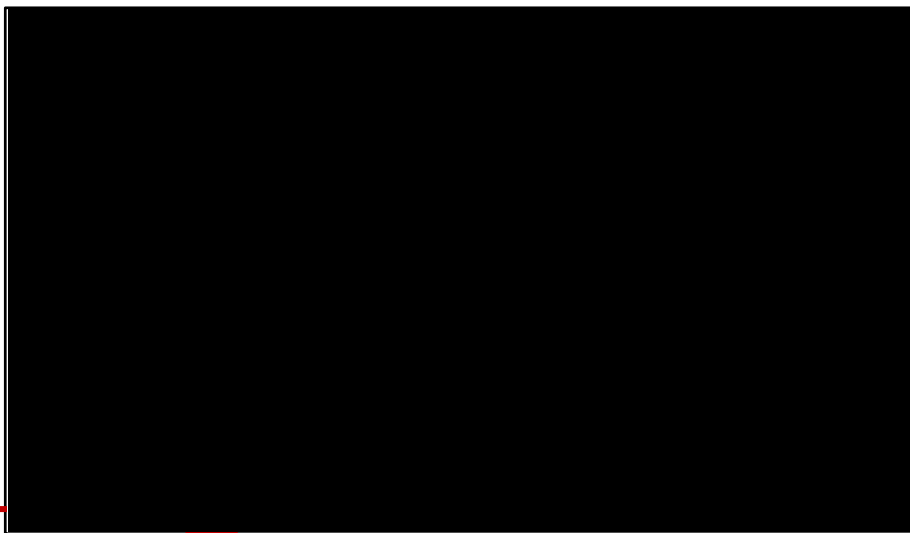
After selecting the case that is awaiting correction, the Case window will open with an Items sidebar window to the right, which will be used to mark correction items as completed.

After making the required corrections, checkmark each item awaiting correction. Once completed, select the **Save** button.
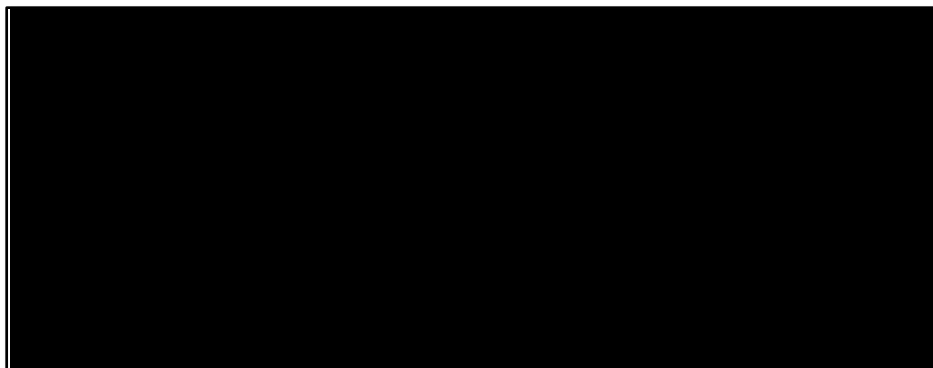


After selecting <u>S</u>ave on the Case window, a "Case has outstanding items" pop-up window will appear for the author to enter notes and return the case back into the Approval Log. Add any appropriate notes for the reviewer in the space provided. When ready, the author must select **Enter** to resubmit the report for approval.

The reviewer who originally marked the case for correction will automatically receive a RIMS message notifying them that the corrections have been made. The message will also contain the notes entered by the author.
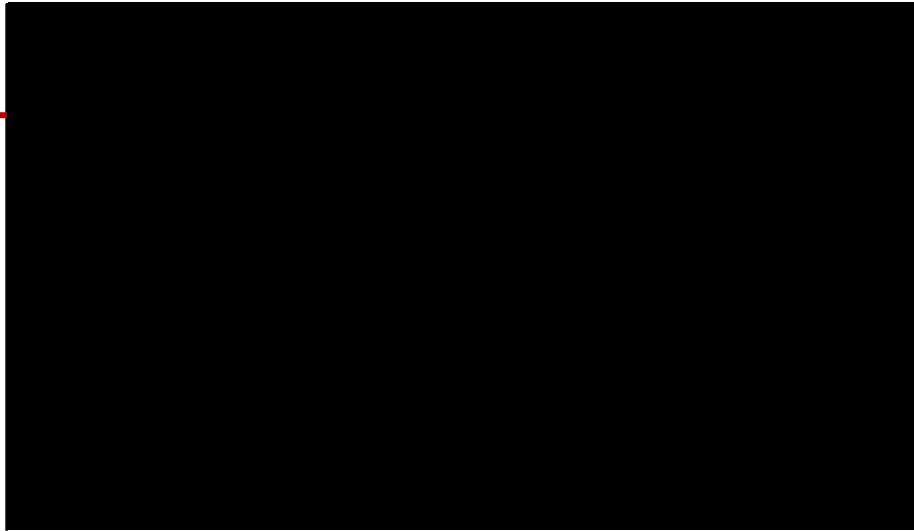
Once a case has been returned after correction, Department members can view the status of their corrected cases in the Officer Case Review window (after selecting Review Your Cases).

The case that has been corrected and resubmitted will be highlighted by default in yellow, and the status "Awaiting Supe verify" will be displayed.

## PROCEDURE FOR REVIEWERS TO VERIFY CORRECTIONS

When a member returns a corrected case report to the reviewer, the reviewer will receive a notification message in RIMS. Messages can be viewed by double-clicking the message notification, which is highlighted yellow by default.
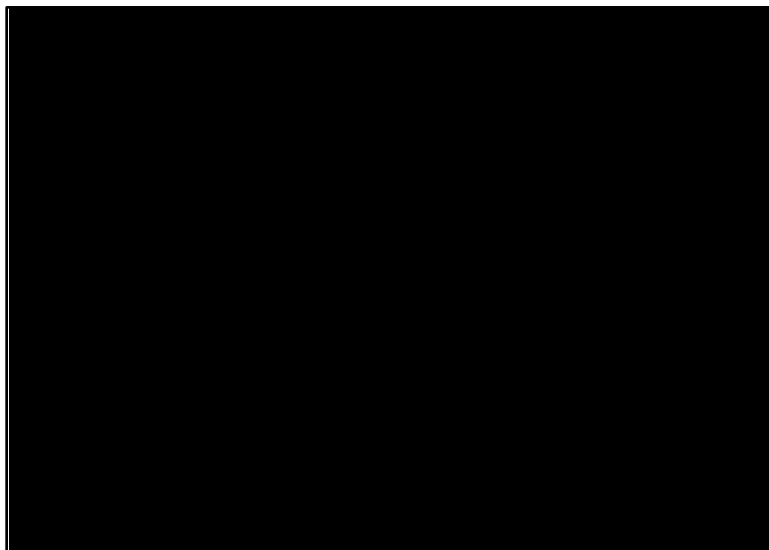
After double-clicking the message notification, a pop-up window will appear with the automatically generated message with the note(s) left by the member who made the corrections. After reading the message, it can be deleted, forwarded, replied to, or simply left as "read," whichever is necessary as determined by the reviewer to whom the message was sent.

In the Approval Log window, reviewers can view the status of all cases that are pending approval, including cases that are late, awaiting review from the Records Division, or awaiting a correction.

Cases that have been corrected and returned for review are highlighted in yellow by default with the status "Verify." To begin verifying corrections to a case report, double-click the report from the list.

Once a case has been opened to verify corrections, the Items for Narrative sidebar window will appear with a list of items that were previously marked for correction.



In the sidebar window, reviewers can mark additional items for correction, as necessary, and return the case in the same manner as described previously in this Training Bulletin.

Below the list of markable errors will be a list of items that were previously marked for correction, which have been marked as corrected by the report author. Reviewers must verify that each correction was made and then checkmark the box next to the appropriate item to verify the correction.

The sidebar window also displays the last message sent to the reviewer by the author using the correction features in RIMS.
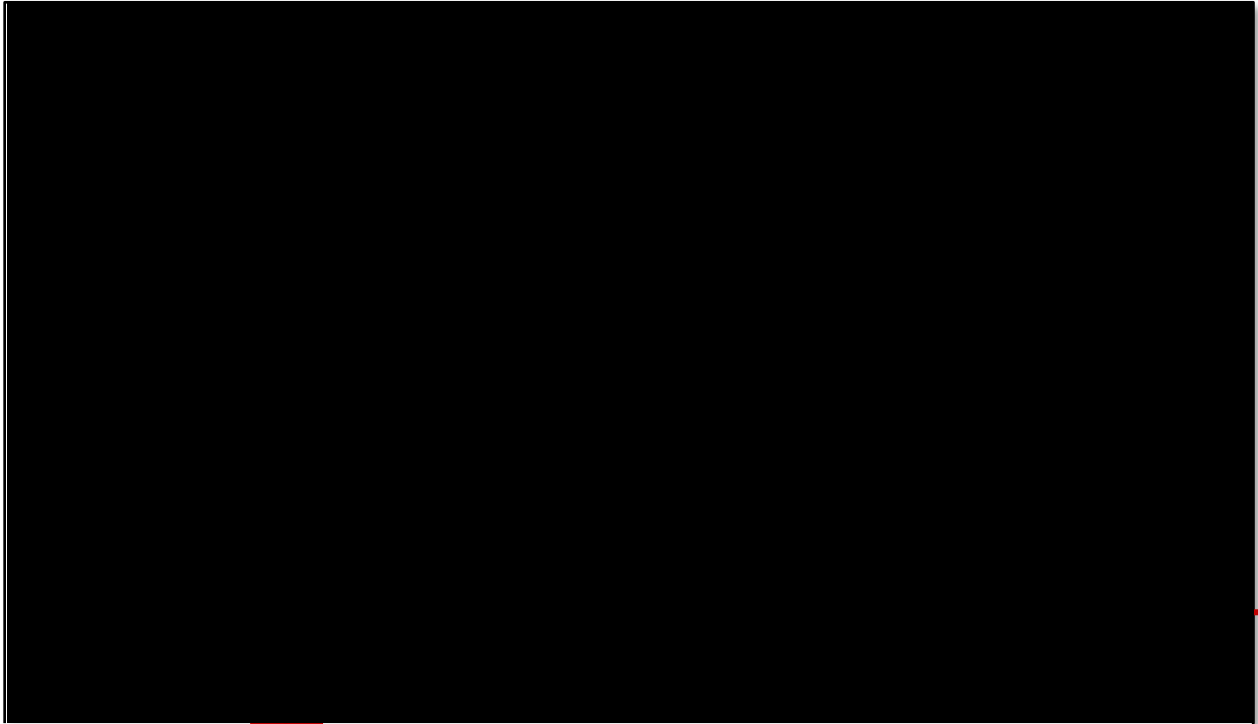
Once all corrections have been verified, select **Save**. In the Case Approval pop-up window, make any necessary selections and select **Enter** when ready.

## You have now successfully made case corrections using the correction tracking features in RIMS!

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