



Case Management



Case Management – Basics?

- Ability to lead
-manage
-be a supervisor - the CHEF
-analyse
-structural work
-adopt developments
-get in contact with people
-convince
-**TAKE DECISIONS**



Case Management

Way to lead/manage team:

- Initial facts
- Establish case
- Establish Team
- Scheduling Investigation
- Supervising
- Reviewing
- Finishing



Case Management

German way:

- Structured (follow plan)
- Precise
- success orientated



Case Management

Case Selection!

- Selection Criteria
- Emerging Issue – Criminal Organizations, VAT Fraud, Banking Sector, Tax Heavens,
- Public Concern – PEPs (politically exposed Person)
- Amount of tax-damage
- Joint investigations – combined investigations (police, customs, tax investigation, state security,)
- Availability of resources – know what you are able to do, have therefore, how long you have it, time frame



Investigator – Team Selection

- Team assignment “kings and knights”
- Skills available – analytical, innovative, bookkeeping, asset recovery,
- Leader assignment – leadership management skills
- Current Workload– important for scheduling
- Initial plan of processes
- Involvement prosecutor / Judge / Administration Manager



Case Management

Resources

- Money
- Facilities – office, technical staff. IT, admin stuff,
- Location – “near to the fire”
- Support – police/customs/special surveillance units/observation units/asset recovery/IT/.....
- Time



International Co-Operations Aspects

- Needs concerning Inter Co-op
- How to approach the possibilities
- Agreements/contracts
- What to think about before
- Next steps
- Who has to be informed/involved active or/and passive



Case Management

Investigation plan

- Schedule
- Preparation – installation of “team”
- Pre-investigation steps – information gathering
- Team meeting schedule – “jour fix”
- Allocation of task – precise
- Documentation of investigation
- Reporting
- Initial steps
- Detailed organizational structure – who, what, where, when, if not what’s then?
- Scheduling operational day – THE DAY



Case Management

Investigation running

- Updates – JOUR FIX
- Be aware of steps – take decisions
- Reviewing
- Adopt new developments
- Support team
- Steady contact to Prosecutor / Judge – inform them
- “Success surveillance”
- Follow the PLAN – stay flexible
- “Stop if necessary” – 50 % evidence within first six months – rest three times longer – success?



End of the investigation

- Final report
- Final steps – have to be discussed with prosecutor / judge
- End of investigation
- Reviewing!
- Team meeting
- Analysis of investigation, success, progressing, decisions, – be self critical
- **“Team Party”** – important!