

San Diego  
Internet Crimes Against Children  
Task Force

Operations Manual

**Portions of this document are deemed by the San Diego Police Department to be exempt from public disclosure because the public interest served by not disclosing the information clearly outweighs the public interest served by disclosure, pursuant to California Government Code section 7922.000.**



May 2024

## **SAN DIEGO INTERNET CRIMES AGAINST CHILDREN TASK FORCE**

### **MISSION STATEMENT**

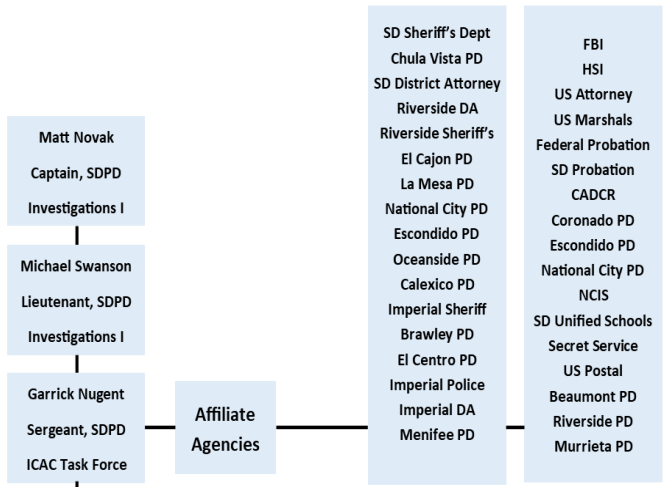
The San Diego Internet Crimes Against Children Task Force exists to protect children from being victimized by electronic means.

### **GOAL STATEMENT**

In today's world, our children learn to use the internet not only to compete in tomorrow's world but to engage in social networking; however, the threat to our children from predators who hide their identity behind the veil of technology is greater than ever. The San Diego Internet Crimes Against Children Task Force will provide an active law enforcement presence on the Internet, striving to identify and prosecute the individuals responsible for criminal behavior and to educate both parents and children on the safe use of the Internet.



**San Diego Internet  
Crimes Against  
Children Task Force  
Organizational Chart**



Full Time Investigators	FBI	HSI	US Postal	NCIS	DA	US Atty	RCFL
Det. Steve Dickinson SDPD/ICAC	SSA Renee Green	GS David Glaze	SA Darin White	SSA Christina Huntzinger	DDA Miriam Shoval	AUSA Mandy Griffith	FE Bobby Meza
Det. Crystal Duerr SDPD/ICAC	SSA Mike Rod	SA Angela Forbes		SA Britani Lewis	DDA Danika Law	AUSA Andrew Sherwood	
A/Det. Amber Banning SDPD/ICAC	SA Ed Cabral	SA Bonnie Myers		SA Stephanie Horman	DDA Francesca Balerio		
PISO Jen Grabbe SDPD / ICAC	SA Erin Hickey	SA Beth Watrous		SA Elise Diaz	DDA Daniel Shim		
Det. Robert Briggs SDPD/ICAC	SA Dan Evans	SA Pearlene Hill		SA Matthew Armstrong	DDA Erin Casey		
Det. Laura Hurtado SDSD/ICAC	SA Kimberly Anderson	SA Kerstyn Kowalski		SA Chaz Hatton			
Det. Tami Mason SDUSDPD/ICAC		SA Brian Ficucell		SA Celia Rosa			
Inv. Ron Burlison SD DAI/ICAC		SA Ed Coderes					
Det. Ruby Lopez-Ng CVPD/ICAC		FI Sheri Rouse					

## **JOB DESCRIPTION AND DUTIES**

---

### **I. LIEUTENANT DUTIES**

#### **1. Supervision**

The lieutenant is responsible for the following functions:

- a. Overall operation of the Internet Crimes Unit
- b. Communication and coordination between the Internet Crimes Unit and other investigative units within the department
- c. Compliance with required inspections
- d. Review monthly statistics
- e. Preparation of sergeant's evaluation

#### **2. General Duties**

The Lieutenant shall also perform the following general duties:

- a. Insure that Departmental Procedures about the investigation of high-tech crimes are updated as needed
- b. Maintain liaison with the District Attorney's Office and other allied police agencies
- c. Coordinate Media, Press Releases and Conferences

### **II. ICAC UNIT COMMANDER DUTIES**

#### **1. Supervision**

The unit Commander is responsible for the following functions:

- a. Day-to-day operations of the Internet Crimes Unit
- b. Budget preparation for the Internet Crimes Unit (Grant Preparation and Submittal)
- c. Preparing and submitting bi-annual and annual grant reports
- d. Purchasing equipment for the ICAC Unit and its affiliate agencies
- e. Approve and arrange training and travel for ICAC investigators and affiliate agencies.
- f. Communication and coordination between the Internet Crimes Unit and other investigative units within the department and the 30 affiliate agencies

- g. Coordinate and assist other ICAC units in Imperial County and Riverside County
- h. Assure investigations transferred or assigned to affiliate agencies are being completed and statistics are being reported back to the ICAC Unit WPO.
- i. Prepare the monthly I.C.A.C. activity reports to be sent to the I.C.A.C. Director at N.C.M.E.C. headquarters
- j. Compliance with required inspections
- k. Review monthly statistics

**2. General Duties**

The unit Commander shall also perform the following general duties:

- a. Ensure that Departmental Procedures about the investigation of high-tech crimes are updated as needed.
- b. Maintain liaison with the District Attorney's Office and other allied police agencies
- c. Coordinate Media, Press Releases and Conferences
- d. Attend morning briefings at 0830 hours and exchange information with other Department Investigations Sections.

**III. ICAC UNIT SERGEANT DUTIES**

**1. Supervision**

The unit sergeant(s) shall be responsible for the following supervisory functions:

- a. Keeping the Child Abuse / Sex Crimes Lieutenant informed on important matters about the operation of the unit
- b. Supervising the daily work of detectives and support staff
- c. Reading and approving all reports including, but not limited to follow-ups, D.A. packages, and cases initiated or investigated by unit detectives.
- d. Hold bi-weekly meetings with unit staff to include status reports, team problem-solving, training, and housekeeping items. Hold monthly meetings with affiliate agencies

- e. Reviewing overtime requests in accordance with department procedures
- f. Completing evaluations in accordance with department procedures
- g. Reviewing and purging divisional files in accordance with department procedures
- h. Investigating citizen's complaints in accordance with department procedures

**2. Proactive**

The Internet Crimes / I.C.A.C. Unit sergeant(s) shall be responsible for the following activities:

- a. Direct and oversee online investigative activities of unit investigators.
- b. Maintain an active role in the San Diego County High Technology Crime Investigators Association
- c. Maintain active communication with other I.C.A.C. grant recipients around the state and the nation
- d. Provide training sessions for law enforcement county-wide
- e. Maintain positive working relationships with other agencies

**IV. ICAC UNIT INVESTIGATOR'S RESPONSIBILITIES**

- 1. Developing community partnerships to reduce the risks of online or computer-related child exploitation.
- 2. Develop and maintain problem-solving relationships between local law enforcement agencies and our task force members. Working relationships between the following types of agencies will be an absolute necessity.
  - a. All local police agencies and the Regional Training Center
  - b. The District Attorney, U.S. Attorney, California Attorney General
  - c. San Diego Children's Hospital, Center for Child Protection
  - d. San Diego County Department of Social Services, Child Welfare Services
  - e. San Diego County S.A.R.T

- f. Federal law enforcement / F.B.I. Child Crime Coordinator(s)
- 3. Assist county law enforcement officers with crime case investigations that involve child victims and electronic devices such as computers, cellular phones, and other computer peripherals.
  - a. Assist with the seizure of computers and computer peripherals
  - b. Assist with the seizure of electronic media such as disks, CDs, etc.
  - c. Act as a go-between for field officers/ investigators and the Regional Computer Forensics Lab (R.C.F.L.)
  - d. Provide line-up and in-service training on computer crime awareness
- 4. Assume investigative responsibility for the following types of cases:  
Online solicitation of a minor(s) for sexual purposes
  - a. Production of computer-related child pornography
  - b. Distribution of child pornography via the internet
  - c. Transporting a child into our jurisdiction for sexual purposes
  - d. Solicitation by a resident of a minor in another jurisdiction for sexual acts, via the internet

**V. ICAC UNIT CLERICAL PERSONNEL DUTIES**

Unit is clerically supported by (1) full-time Word Processing Operator (WPO). The WPO is responsible for the following duties:

- 1. General Duties:
  - a. Answer incoming telephone inquiries from the public or outside law enforcement agencies. Provide general information and resources regarding the unit. Direct to appropriate unit member if required.
  - b. Process orders and procure office supplies for the unit (Staples, Store Requisitions, Open Purchase Orders, etc.)
  - c. Correspondence; collect and distribute mail; make mailing labels and envelopes for detectives.
  - d. Update personnel information as needed on telephone rosters and the PD Roster Plus Database.
  - e. Assist detectives with interview tape transcriptions as needed.
  - f. Liaison with law enforcement agencies.

2. NCMCEC – National Center for Missing and Exploited Children:
  - a. Download Cybertips daily from NCMEC VPN.
  - b. Assign Cybertips and ICAC case number, log, and process for Sergeant to assign to Detectives.
  - c. If the Cyber Tips relate to a currently open case, add the new information in the ICAC Database and forward the Cybertip to the Detective working on the case.
3. ICAC – Internet Crimes Against Children Database:
  - a. Responsible for inputting, updating, and maintaining cases in the ICAC database.
  - b. Confirm all closed cases are properly noted in the database; documentation is signed by Sergeant, and filed away.
4. Maintain, track, and analyze logs. In preparation for a bi-weekly staff meeting, print out the following logs.
  - a. Regional Computer Forensics Laboratory Log.
  - b. Administrative Subpoena Log (Detectives send the request to the federal agency and c/c WPO to enter the information into a log. When the subpoena is received Detectives will forward information to the WPO for final update).
  - c. Arrest Log
  - d. Property Log
  - e. Deconfliction Log (WPO contacts all affiliate agencies to retrieve data)
  - f. Stats Log
  - g. Maintain Unit Equipment Inventory Log (to ensure equipment and software inventory is current)
5. Assist Sergeant with Statistical reports as directed:
  - a. Case Status reports
  - b. Quarterly Management Reports (QMR's)
  - c. Quarterly progress reports for grantor: Office of Juvenile Justice & Delinquency Prevention (OJJDP)
  - d. Semiannual progress reports for grantor: Office of Emergency Services (OES)



- e. Monthly status report for Performance Measures.
6. Process Payroll:
- a. Complete payroll bi-weekly time sheet.
  - b. Collect leave slips and make copies for our records.
  - c. Collect overtime slips.
  - d. Submit payroll paperwork (timesheet, overtime slips, and leave slips) to payroll by specified date and time.
  - e. Process the Unit's monthly overtime report and forward it to Investigations I Senior Clerk and Captain.

#### **VI. ICAC UNIT POLICE INVESTIGATIVE SERVICE OFFICER**

Unit is supported by (1) full-time Police Investigative Service Officer (PISO). The PISO is responsible for the following duties:

1. General Duties:
- a. When the WPO is unavailable, the PISO will answer incoming telephone inquiries from the public or outside law enforcement agencies. Provide general information and resources regarding the unit. Direct inquiries to appropriate unit members if required.
  - b. Process Administrative Subpoenas and keep log entries on subpoenas sent out and returned.
  - c. Download NCMEC referrals in the absence of the WPO.
2. Investigative Duties:
- a. Conduct ICAC investigations as assigned by the ICAC Sergeant or Commander.
  - b. Assist county law enforcement officers with crime case investigations that involve child victims and electronic devices such as computers, cellular phones, and other computer peripherals.
  - c. Assist with the seizure of computers and computer peripherals.
  - d. Act as a go-between for field officers/investigators and the Regional Computer Forensics Lab (R.C.F.L.).

- e. Refer cases to ICAC Investigators when appropriate.

## **OFFICE: RULES AND REGULATIONS**

---

1. The Internet Crimes Against Children Task Force will maintain normal officer hours, 0730 to 1700 hours, Monday through Friday. Sworn personnel assigned to the unit may work the 5-day / 8-hour workday schedule or the 4-day/10-hour workday schedule.
2. Support staff may work the 5-day / 8-hour workday schedule or the 36-hour/44-hour workweek schedule.
3. Unit personnel will ensure that office business hours are covered to provide service to the public and law enforcement personnel.
4. Unit personnel will notify the unit supervisor of any illness or injury that prevents them from reporting for duty at the appropriate time and place.
5. Unit personnel will follow the rules and regulations of the San Diego Police Department or their parent agency.
6. Designated I.C.A.C. investigators will follow approved I.C.A.C. investigative procedures. Conflicts between I.C.A.C. investigative procedures and agency investigative procedures will be resolved by the unit supervisor.
7. Investigative personnel assigned to the unit will wear "business casual" attire for normal duties. Appropriate business attire will be worn for court and other official duties. The unit supervisor may make exceptions to this policy.
8. All ICAC search warrants, where a full-time member of the ICAC Task Force is the case agent, MUST have an SDPD sergeant on the scene when the warrant is served. If a sergeant is unavailable, the Investigations 1 Lieutenant will be the scene supervisor.
9. On all Allied Agency warrants where full-time ICAC team members are assisting in the service of the warrant, there must be a supervisor on the scene or they will not participate.

### **Office Security:**

- The office is alarmed with a key card and entry code. The last employee to leave for the evening is to make sure the office is empty, all visitors have left, no contractors or employees are left in the office, ensure the office is secure and the alarm is set before their departure.
- LE employees will ensure when not on their person all firearms are secured and locked.

- No visitors will be allowed in the office unless: 1) They have official access through the FBI. 2) Are an LE Officer on official business or touring the office. 3) Are a contractor for the office. 4) If no LE credentials the visitor must be escorted at all times. 4) **Short** tours/visits to family, friends, and co-workers are permitted, with prior approval from the ICAC supervisor, and must be escorted at all times.
- If you have interviews in the office all companions will wait downstairs in the lobby unless they are unaccompanied juveniles, LE, VIP, or cleared by the ICAC Commander.

### **Operations:**

- No Investigator from any agency will conduct Knock and Talks alone.
- SDPD Investigators will have an SDPD Supervisor present when conducting a Knock and Talk.
- During Search Warrants all LE will have their service weapon, handcuffs, two loaded magazines, a radio, ballistic vest, and any other safety gear issued to them by their agency
- After “dressing down” at a search warrant all LE will have an agency badge visible at all times. Civilians on the scene will have their agency's credentials visible.
- Only sworn law enforcement or civilian employees who have prior approval from the SDPD Sex Crimes Lieutenant will be allowed to attend search warrant or undercover operations (UC). All RCFL and HSI civilian Forensic Examiners are excluded from this policy.
- All investigators must follow the Internet Crimes Against Children (ICAC), All investigators must follow the ICAC Operational and Investigative Standards. Any deviation must be approved by the ICAC Sergeant, Task Force Commander
- All undercover accounts will be approved and registered with the ICAC Sergeant.  
The ICAC Commander will track and have a copy of all;
  1. Accounts used by investigators and the UC profile names.
  2. Photos used on all UC accounts.
  3. Signed permission forms permitting ICAC to use those photos in a UC capacity.

Any Deviation from the above policies must be approved by the ICAC Commander before any action takes place.

## **CALL OUT PROCEDURES**

---

The I.C.A.C. Task Force will have an On-Call Supervisor and Investigator available on a 7 / 24 basis to provide technical assistance to other investigative units. The on-call personnel will also be a resource to field units. Personnel in on-call status will have a vehicle and special equipment immediately available to respond to a “call back” request.

1. **(Redacted – record exempt)**
2. The unit supervisor will be the first point of contact to evaluate requests for assistance.
3. The unit supervisor will have the authority to call out additional unit personnel as needed.
4. Officers/investigators needing assistance with search warrant development, warrant service, and evidence collection should make every effort to schedule these activities with Task Force personnel ahead of time to avoid an emergency callback situation.
5. On-call status for investigators assigned to the unit will rotate on a bi-weekly basis.
6. Personnel in on-call status will adhere to the rules and regulations of the San Diego Police Department and their parent agency regarding vehicle operations and take-home vehicle status.

## **VEHICLE ASSIGNMENT AND TAKE-HOME POLICY**

---

The purpose of this policy is to establish guidelines for the use of police vehicles assigned to the I.C.A.C. Task Force. Assignment of vehicles will be made by a unit supervisor. Vehicles will be assigned based on the needs of the unit and the seniority of the detective in the unit. If further division is required, seniority in the department will prevail. Personnel from outside agencies will comply with the policies and procedures of their agencies.

Any other use of a department vehicle must be authorized by a supervisor.

All SDPD personnel authorized to drive and/or take home a City-owned vehicle must adhere to all the applicable laws and regulations including but not limited to the following:

- Department Procedure #1.16 Take Home Vehicles
- Department Procedure #1.12 Operation of Vehicles

Personnel from outside agencies shall comply with the policies and procedures of their agencies.

## USE OF UNDERCOVER FUNDS

---

**(Redacted – record exempt)**

**(Redacted – record exempt)**

The use of investigative funds is to be overseen by the unit Sergeant or Lieutenant and expenditures must be approved before funds are spent.

All purchases must be for the operations of the San Diego Internet Crimes Against Children Task Force as outlined in the current SDICAC budget. Any purchases outside of the agreed budget must be approved by the Grant Organization Program Manager, Either the Office of Juvenile Justice and Delinquency Prevention U.S. Department of Justice or the Office of Emergency Services, State of California.

- Undercover funds are to be maintained in a controlled bank account and accessed with the authorization of the Grant Administrator.
- Purchases over the amount of \$ 1,000.00 must be approved through The Executive Assistant Chief. This request will be in memo form and approved through the chain of command.
- Purchases over the amount of \$ 500 up to \$999.00 may be purchased by the ICAC Commander with an e-mail approval from the Investigations I Captain.
- Purchases up to the amount of \$ 500.00 may be purchased by the ICAC Commander with an e-mail approval from the Investigations I Lieutenant.
- The ICAC Commander will ensure all purchases are properly documented receiving the proper stamps from the Grant Administrator with appropriate copies being dispersed.
- The use of funds outside these guidelines shall be pre-approved by the unit Lieutenant.