



CR NEWS

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Biometric Services Bureau (BSB) Electronic Arrest Reporting (EAR)/Livescan Responses

It is important for law enforcement agencies to review the message within the responses received on the livescan device. The message will let you know the status of the record and if it has processed. If an arrest record processes successfully you will receive at least two DPS responses, a FBI and a DHS response. For the DPS responses, when an arrest record is submitted and received by DPS, but not processed, you will receive an accepted message (MAC). If a record processes successfully, you will receive an identification message (MID). The MID response for an arrest record will contain the state's identification number (SID) for that individual. If you have received a reject message (MRJ), in most cases, this means there is something that needs to be corrected and the record resubmitted. You may resubmit the corrected record without contacting DPS. Agencies can look up MRJ reject codes in the [Livescan Booklet](#) to review specific codes and actions to be taken when a MRJ message is received.

Agency's with a livescan to report arrest records have the ability to submit a ten finger look up (TFLU). TFLU records are a quick check to possibly identify someone who has a criminal history. TFLU records that process successfully will receive two DPS responses, MAC and MID. For TFLU records that do not process successfully your agency will receive an MRJ. You will not receive a FBI or DHS response for this record type. TFLU records are not retained by DPS and does not update the criminal history database. If a TFLU record receives a MID response with a No Hit, a SID will not be supplied.

There are times when agencies do not receive responses from the arrest record they have submitted. This could be due to several factors. DPS requests that agencies do not resubmit if a response is not received. An agency should check the [CJIS Site](#) to verify the arrest has applied to the Computerized Criminal History (CCH). If the arrest has not been applied to CCH after 4 hours, then contact DPS (call 512-424-5248). Please keep in mind if systems go down and are unable to process records, allow a minimum of 24 hours after systems are functioning normally before contacting DPS when a record has not been applied to CCH. When contacting DPS, DPS will verify if the prints have/have not gone through MBIS and will let the agency know if they are able resubmit.

To make corrections or add additional charges to an arrest, which has been applied to CCH, should be done through the [CJIS Site](#) or by faxing 512-424-2476. For questions or concerns about electronic arrest reporting, please contact your DPS Field Support (general support line: 512-424-2478) or the Biometric Coordinator at livescan@dps.texas.gov.

Access and Dissemination Bureau (ADB)

TxDPS Secure Website – FACT Clearinghouse Update:

Effective July 1st, 2021, the TX DPS Secure Site – FACT Clearinghouse will automatically close applicants that are in the following worklist(s) after 90 days:

- NEW_HIT
- NEW_HIT_SOR
- NEW_NOHIT
- NEW_OTHER
- NEW_SUBSCRIPTION
- NEW_HIT_FRB
- NEW_NOHIT_FRB
- REJECT_CCH
- REJECT_FBI
- REJECT_FBI_MULTIPLE

The following worklists will not automatically close and will need to be closed by your agency:

- EVENT_ALL
- EVENT_CCH
- EVENT_FRB
- EVENT_SOR

DPS still recommends closing all worklist items as soon as your agency reviews them. A reminder that the closing an applicant's record from the worklist does not disable subscriptions. To view the current subscription list for your agency, please download the "All Active Subscriptions" from the Offline Applicant Management feature.

If you have any questions, please contact our Fingerprint Services Unit by email Fingerprint.Service@dps.texas.gov or by phone 512-424-2474 – Option 6.

CJIS Technical Security Office

The Importance of Security Alerts & Advisories

Part of a holistic approach to patch management for operating systems, software applications and networking equipment is crafting a vendor resource list for the resources the agency deploys. Contact vendors and visit their websites to sign up for critical patches and security update alerts.

CJIS Security Policy version 5.9 in Section 5.10.4.4, Security Alerts and Advisories, the agency shall: Receive information system security alerts/advisories on a regular basis. Issue alerts/advisories to appropriate personnel. Document the types of actions to be taken in response to security alerts/advisories. Take appropriate actions in response. Employ automated mechanisms to make security alert and advisory information available throughout the agency as appropriate.

The agency should keep a company product list for the alerts and advisories they receive to meet Section 5.10.4.4 requirements. Here are a few alerts; please consider signing up to receive the no cost current alerts via the subscribe links inside the articles to stay informed.

Cybersecurity & Infrastructure Security Agency (CISA part of DHS) provides current security issues, vulnerabilities, exploits and the information to help detect and mitigate vulnerabilities.

<https://us-cert.cisa.gov/ncas/alerts>

US-Cert Vulnerability Summary for a Week
<https://us-cert.cisa.gov/ncas/bulletins/sb21-067>

CJIS Technical Security Office continued

TX DIR Information Sharing & Analysis Organization Alerts

<https://dir.texas.gov/View-About-DIR/Information-Security/Pages/Content.aspx?id=169>

Multi-State Information Sharing & Analysis Center (MS-ISAC) provides cybersecurity webinars, newsletters and advisories on known vulnerabilities in popular software free for SLTT entities.

<https://www.cisecurity.org/ms-isac/>

Microsoft product updates

<https://technet.microsoft.com/en-us/security/advisory>

Stay in the tech know realm with Webcasts

<https://www.sans.org/webcasts/upcoming>

Staying informed of current trends helps create a more aware environment. Awareness is key to thwarting malicious actors infiltrating the agency's resources. Ensure IT staff members are aware of these threats and applying necessary updates. Communication is key to getting the word out to those who support the computers and network at the agency. Agencies need to embrace the alert information received and act on it accordingly by perhaps sometimes providing the information to their LASO or IT support for validation. Being informed can help minimize damage to the computer and network infrastructure. The agency resources stay safer, also keeping the agency on a CJIS compliant path.

Questions? We're here to help!

Contact your auditor or the CJIS Security Committee at security.committee@dps.texas.gov

Helpful Resources:

To report a Virus or Malware incident to OIC, call 1-800-638-5387 (1-800-63-TLETS)

DPS CJIS Security Technical Office home page <https://www.dps.texas.gov/securityreview>

FBI CJIS Security Policy <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>

DPS CJIS Security Documents & Samples <https://www.dps.texas.gov/SecurityReview/documents.htm>

Criminal History Record Information Processing (CHRIP) Bureau

CJIS Website Portal

"We are pleased to introduce Austin Jordan. He is the new Assistant Electronic Disposition Reporting Coordinator. Austin is a great addition to our EDR team and will be working with the EDR Coordinator on all CJIS Website Portal functions and administration. His contact information is: Austin.Jordan@dps.texas.gov, phone number: 512-424-7585."

Websites

The Crime Records Division is in the process of modernizing the CJIS Website Portal. This modernization effort is aimed at increasing the efficiency and user friendliness of the CJIS Site. The new CJIS Site will only support the following browsers: Microsoft Edge, Chrome, Safari, and Firefox. Due to end of life of Internet Explorer 11, this browser is not recommended and will not be supported by the modernized CJIS Site. The implementation will be completed in phases, prioritized by CJIS Site functions. Currently NICS Indices Entry Reporting, the Juvenile Sealing Worklist, Latent Reporting, and some county's EDR functions have been converted to the new CJIS portal.

If you are using one of the applications on the new portal, it is important that you continue to log into the CJIS Site through the legacy portal, <https://cch.dps.texas.gov/CJISAuth/>. Use the tabs/links at the top of the page to navigate to the new portal. If the account on the legacy portal becomes Inactive, it can affect account functions on the new

Criminal History Record Information Processing (CHRIP) Bureau continued

If you are new to the CJIS Website and are new to Electronic Disposition Reporting (EDR) via the online portal, please complete the Application for Access on the New Website Portal, <https://cch.dps.texas.gov/les/>.

If you have an existing CJIS Site Account, legacy site or new site, do not complete an Application for a New User for any purpose on either site. Contact GRP_CJIS_SITE@dps.texas.gov with the question or update to the existing account.

REACTIVATION: Needed when the account has been Deactivated or Locked due to no activity in 30 days.

- Send an email to GRP_CJIS_SITE@dps.texas.gov with a request to Reactivate/Unlock the account.
- The request is manually processed by a person at DPS.
- The User receives an email from cjis@dps.texas.gov that includes a link to reactivate the account. *The email is sent to the User ID (email address) associated with the account.
- ****Use the link in that email.****
- The link will take the user to the Security Profile page of the account. On that page, verify the Site Image, Site Phrase, and the Security Questions and Answers. If the link takes you to any other web page, contact your local IT Department.
- Create/Enter a New Password, confirm the New Password.
- Click on 'Save Changes'.
- The page will then navigate to the Login page.
- Login with the User ID and the newly created Password.

TIPS:

- Deactivation/Locking after 30 days of Inactivity is an automatic process to stay in compliance with CJIS Security Policy. It cannot be stopped or delayed by anyone at DPS.
- Log into the account every two to three weeks, even if you do not complete any actions. This is the only way to reset the 30 day time clock.

PASSWORD RESET:

- Enter the User ID (email address) on the Login page, click 'Login'.
- Click on 'Forgot Password' under the password field.
- Answer the Security Question. Enter a New Password, Confirm the New Password.
- Page will navigate to the Login page. Login using the new password.

If you do not remember the answer to the security question:

- Click on 'Forgot your Answer?'
- This will generate an email to the Entity Administrator of your agency.
- The Entity Administrator will open the email and click on the link in that email.
- That will take the Entity Administrator to the CJIS Site, where they will click on 'Reset Now' in the upper right corner.
- The User receives an email from the Entity Administrator that includes a link to reset the password. *The email is sent to the User ID (email address) associated with the account.
- ****Use the link in that email.****
- The link will take the user to the Security Profile page of the account. On that page, verify the Site Image, Site Phrase, and the Security Questions and Answers. If the link takes you to any other web page, contact your local IT Department.
- Create/Enter a New Password, confirm the New Password.
- Click on 'Save Changes'.
- The page will then navigate to the Login page.
- Login with the User ID and the newly created Password.

TIP:

- If the Entity Administrator or the User do not receive the emails in the above situation, contact your local IT Department. There may be a firewall or email filter on the local network that is not allowing the emails to get to the intended Inbox.

Criminal History Record Information Processing (CHRIP) Bureau continued

PASSWORDS MUST:

- Not be the same as the previous 10 passwords.
- Be at least 8 characters long.
- Contain a number and a special character.
- Passwords are Case Sensitive.

AUTHENTICATION CODE ENTRY:

Browser Authentication is required after every time internet cookies are cleared/deleted. If your browser settings are set to clear cookies at a regular interval (every time browser is closed, once a week, etc.) the Authentication is required the next time you access the CJIS Site.

It is important that you follow the steps below exactly when Authenticating a browser:

- Go to the login page, type in your User ID/email address.
- Page navigates to the Authentication page or opens it in a new tab.
- Important: ****Leave that page open. Do Not close the Authentication page.**** - If this page is closed before receiving and entering the PIN, then a new PIN will be generated and sent every time the page is opened. The data tables will not keep up with repeated PIN requests.
- Receive the Authentication PIN code via email.
- Enter that Authentication PIN and your password into the Authentication page.****** - The Authentication webpage will time out after 15 minutes. If the code is not entered in that 15 minute window, a new code will be required.
- It should then navigate back to the Login page and/or give a message that the browser has been successfully authenticated.

ACCOUNTS:

- Do not share your password with anyone at any time, not even Entity or Website Administrators.
- Do not share an account with multiple users. To stay in compliance with FBI CJIS Security Policy, accounts are single user specific. This includes the email address/User ID on the account, only one person, the site user, can have access to that email account.
- There is no limit to the number of users an agency can have with individual accounts and individual email addresses/User IDs on the CJIS Website.

Enhancement of the CJIS Division's Biographic Verification Service

In 2006, the National Crime Prevention and Privacy Compact

(Compact) Council provided input and direction regarding the FBI's policy to permit name checks for individuals whose fingerprints were rejected twice for image quality issues. The guidance was limited to federal, state, and regulatory agencies with established legal authorities for fingerprint submissions for noncriminal justice purposes. This policy allowed agencies to complete a CJIS Name Check Request form when their request met all the following conditions:

- ❖ The request was for noncriminal justice purposes, and
- ❖ The request was rejected twice for image quality issues, or
- ❖ The applicant was permanently physically unable to provide fingerprints, specifically double amputees.

In May 2019, the Compact Council approved a proposal to expand that policy to include those who are permanently incapable of physically providing legible fingerprint images due to amputation, illness, or some injury affecting their hands or fingers. The Compact Council adopted the definition of "permanently physically incapable" as: An individual whose medical condition or disability permanently prevents the collection of any fingerprint impressions or quality impressions due to medical degradation of ridge detail. Also, an individual whose fingerprint impressions due to age or nature of work are determined to be illegible after two quality rejects for which the second submission included a new collection of fingerprints.

The policy authorizes agencies to perform a biographic query of the Next Generation Identification (NGI) System for individuals who are double amputees or who meet the definition of permanently physically incapable. The policy also establishes the processes for using the CJIS Biographic Verification Service, which is the new name for the previous Name Search Service.

The CJIS Biographic Verification Service should be considered only as a final attempt to request national criminal history information, because as a name-based search, it does not constitute a positive identification.

Criminal History Record Information Processing (CHRIP) Bureau continued

An agency wishing to use the CJIS Biographic Verification Service must email a completed CJIS Biographic Verification Request form to CJISBioVerify@fbi.gov. The CJIS Biographic Verification Request Form and instructions are accessible at <https://www.fbi.gov/services/cjis/fingerprints-and-other-biometrics>.

There are two categories of individuals identified in the Compact Council's definition of "permanently physically incapable." The area of the form the agency must complete depends on the conditions of the individual:

Permanently Physically Incapable or Double Amputee

The agency is not required to submit a completed fingerprint card or submission with "AMP," "All AMP," or similar notations for individuals who are double amputees or those whose medical conditions or disabilities prevent the collection of any fingerprint impression.

The agency should select "Permanently Physically Incapable or Double Amputee" as the reason for the request. All fields noted with an asterisk are required. If the form is incomplete or missing any required data fields, CJIS Division staff will not process the request and will return the form to the agency for correction and resubmission.

Fingerprint Impressions are Determined to be Illegible

Before submitting a CJIS Biographic Verification Request, the following criteria must be met:

- ❖ The agency must attempt to send the fingerprint submissions twice and receive a rejection response from the NGI System due to poor fingerprint quality.
- ❖ The second submission must have been a new collection of fingerprints. (Note that the NGI System cannot technically confirm the second submission was a new collection of fingerprints [rather than a resubmission of the first set of illegible fingerprints]. This procedure will be enforced through policy and audit.)
- ❖ The fingerprints must be from an individual whose fingerprints were illegible due to medical degradation of ridge detail, age, or nature of work.
- ❖ One of the rejection responses must have been the L0008 error message stating "The quality of the characteristics is too low to be used. Candidate(s) were found. Please resubmit a new set of fingerprints for comparison to the candidate(s)."

The agency should select "Fingerprint Impressions Are Determined To Be Illegible" as the reason for the request. All fields noted with an asterisk and the two Transaction Control Numbers associated with the rejected submissions are required. If the form is incomplete or missing any required data fields, CJIS Division staff will not process the request and will return the form to the agency for correction and resubmission.

The agency must submit the CJIS Biographic Verification Request within 90 days of the second rejection, and the second rejection should have been within 1 year of the first rejection.

The FBI's website at www.fbi.gov also provides guidance and training for taking fingerprints under special circumstances, such as deformed or missing fingers, fully amputated fingers, tip-amputated fingers, extra fingers, scarred fingers, and worn fingerprints.

For additional information about recording legible fingerprints or to request training, contact <https://fbi.gov/services/cjis/fingerprints-and-other-biometrics/recording-legible-fingerprints> or the CJIS Division's Customer Service Group by telephone at 304-625-5590 or by email at identity@fbi.gov.

See the latest posts on the CJIS Link blog

Learn how the FBI's Mobile Biometric Application helps special agents and task force members with criminal bookings, security vetting, and identification. Users get responses within minutes, which is especially beneficial for agents working in a remote area.

Find out how a phone call to the National Threat Operations Center led to the arrest of a fugitive who had been wanted since he escaped from prison in 1974.

Visit the CJIS Link blog at www.fbi.gov/services/cjis/cjis-link to learn how the programs and services administered by the FBI's CJIS Division can help your agency fight crime.

Criminal History Record Information Processing (CHRIP) Bureau continued

CJIS and JJIS Completeness Percentages

A reminder that the granting agencies will be looking at the 2015 through 2019 reporting years for the 90% Completeness Percentages. It is recommended that someone in each department for your county run a County Combined Completeness Report on a regular basis to track how your county is doing.

If you are currently below 90% completeness in either Adult or Juvenile for the 5 year average then please contact your CJIS Field Support Auditor or the CJIS main line for information and assistance.

Average Days to Report Dispositions

On September 5, 2019, the Governor issued an executive order to improve disposition reporting timeframe.

“Beginning January 1, 2020, all future grant awards from the Office of the Governor to counties shall require a commitment that the county will report at least 90 percent of convictions within seven business days to the Criminal Justice Information System at the Department of Public Safety. By January 1, 2021, such reporting must take place within five business days.”

Contact your CJIS Field Auditor if you have questions.

Subscribing to the listserv

The CHRIP Bureau has a listserv to inform all of our reporting agencies of updates, changes and any notifications about what is happening with the CJIS and JJIS Reporting. All Offense Code updates and CJIS Conference Information are sent to the listserv.

If you would like to subscribe to the listserv, please follow these steps:

- 1) Send an email to LISTSERV@LISTSERV.DPS.TEXAS.GOV. Make sure that:
 - a. The subject line is left blank.
 - b. The message body is clear/blank (including signatures).
 - c. Type: SUBSCRIBE CJISJJIS FirstName LastName, in the message body.
- 2) Once you have completed that, you will receive an email stating that “You are now subscribed to the CJISJJIS list.”

Crime Information Bureau (CIB)

VALIDATIONS

Each month DPS send notification emails to agency TACs (and any other personnel added to the validation site). These designated agency personnel will be able to download/save a listing of records entered under their ORI. Non-entering agencies (NEA) who have records entered into TCIC/NCIC under the NEA's ORI will receive the same notification.

Upon the completion of the validation procedures, as set by TCIC/NCIC policy and that of the local agency, the agency must certify that all records for that specific validation period are current, up to date and contain all available information, by the 25th of the deadline month. The listing contains records entered into TCIC/NCIC during a specific month of any given year.

1. Records must be compared to the documentation used for entry (case report, warrants, protective orders, etc.).
2. Complainants/victims/reporting parties must be contacted for all property and missing person cases. Court personnel (or other applicable personnel) must be contacted for warrants and protective order entries.
3. Re-running DL/ID, CCH/III, registration and reviewing local files must also be done to ensure all records contain all available information to aid in location, apprehension, location or protection of property and persons.
4. All records deemed invalid must be cleared or cancelled.

Agencies are required to validate each record every year. While NCIC states you must validate vehicle (including parts), boat and gun files only once, at the 60 to 90-day mark, Texas has opted to require agencies to validate every record annually.

Sex Offender Registration Bureau (SOR)

The 87th Legislature convened on 01/12/2021 and adjourned on 05/31/2021.

There is always a possibility for a special session later in 2021. Our Department will notify our user community with updates as soon as they're available.

During this session there were many bills introduced and analyzed that could have impacted the Sex Offender Bureau. However, no substantial SOR related bills were passed, making this a light session for the Bureau and our user community.

We invite you to utilize the link below to view active Texas Bills that were introduced, engrossed, enrolled, and passed. It's a useful resource and the site provides users with bill sponsors, committee information, current bill summaries and historical legislative data as well.

We encourage you to log into the secure site regularly to receive important updates and access to many resources users may need to accomplish registration duties. Additionally, feel free to reach out to the Sex Offender Registration Bureau by phone or email.

<http://legiscan.com/tx>

[SOR: 512-424-2800](tel:512-424-2800)

TxSOR@dps.texas.gov

CRS Auditors/Field Representatives

CJIS Security Office

James Buggs	CJIS Technical Auditor		james.buggs@dps.texas.gov	512-424-7794
Vacant	CJIS Technical Auditor			
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Stephaine Williams	CJIS Technical Auditor		stephaine.williams@dps.texas.gov	512-424-7910
Sonya Stell	CJIS Technical Auditor		sonya.stell@dps.texas.gov	512-424-2450
Deborah Wright	CJIS Technical Auditor		deborah.wright@dps.texas.gov	512-424-7876

ACCESS & DISSEMINATION BUREAU

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CRIME INFORMATION BUREAU

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CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

Andrew "Drew" Lambert	CJIS Auditor	Region 1	andrew.lambert@dps.texas.gov	903-255-5795
Jeff McIlhaney	CJIS Auditor	Region 2	jeff.mcilhaney@dps.texas.gov	979-776-3167
Craig Lopez	CJIS Auditor	Region 3	craig.lopez@dps.texas.gov	512-424-7614
Allante Smith	CJIS Auditor	Region 4	allante.smith@dps.texas.gov	512-424-7618
Orlando Gallegos	CJIS Auditor	Region 5	orlando.gallegos@dps.texas.gov	512-424-5539
Aaron Bonner	CJIS Auditor	Region 6	aaron.bonner@dps.texas.gov	512-424-5068
Vacant	CJIS Auditor	Region 7	@dps.texas.gov	512-424-5973
Christopher Fiest	CJIS Auditor	Region 8	christopher.fiest@dps.texas.gov	512-424-7792
Anna Gay	CJIS Auditor	Region 9	anna.gay@dps.texas.gov	512-424-7552
	CJIS Auditor Assistant Line			512-424-2478

INCIDENT BASED REPORTING BUREAU

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Laurie Connally	Field Service Rep	Region 4	laurie.connally@dps.texas.gov	512-424-2025
Leslie Dvorak	Field Service Rep	Region 5	leslie.dvorak@dps.texas.gov	512-483-1625
Alejandra "Alex" Martinez	Field Service Rep	Region 6	alejandra.martinez@dps.texas.gov	512-424-2911

SEX OFFENDER REGISTRATION BUREAU

Tyon Cooper	SOR Field Rep	Region 1	tyon.cooper@dps.texas.gov	512-424-7615
Charles Francis	SOR Field Rep	Region 2	charles.francis@dps.texas.gov	512-424-2343
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DPS IDENTIFICATION SUPPLIES ORDER FORM



DPS IDENTIFICATION SUPPLIES ORDER FORM

CR-12 (Rev. 1/2021)

TO: CRIME RECORDS DIVISION
 TEXAS DEPARTMENT OF PUBLIC SAFETY
 PO BOX 4143
 AUSTIN TX 78765-4143

Date: _____

Website address for FBI supply order: <https://forms.fbi.gov/cjis-fingerprinting-supply-requisition-form>

Please furnish the following supplies:

FORM NUMBER	DESCRIPTION	#PER PACKAGE	QUANTITY
CR-6	DPS Applicant Fingerprint Card*	250 per package	
CR-12	DPS Identification Supplies Order Form	100 per pad	
CR-23	Out of State Probation; Parole Supervision Fingerprint Card	single cards	
CR-26	Death Notice Form	100 per pad	
CR-42	Request for Criminal History Check	100 per pad	
CR-43	Adult Criminal History Reporting Form With Preprinted TRN and Fingerprint Card Attached*	100 per package	
CR-43	Adult Criminal History Reporting Form With Fingerprint Card Attached*	100 per package	
CR-43J	Juvenile Criminal History Reporting Form With Preprinted TRN and Fingerprint Card Attached*	100 per package	
CR-43J	Juvenile Criminal History Reporting Form With Fingerprint Card Attached*	100 per package	
CR-43P	Adult Probation Supervision Reporting Form With Preprinted TRN and Fingerprint Card Attached*	200 per package	
CR-43P	Adult Probation Supervision Reporting Form With Fingerprint Card Attached*	200 per package	
CR-44	Adult Supplemental Reporting Form	100 per package	
CR-44J	Juvenile Supplemental Reporting Form	100 per package	
CR-44S	Adult Supplemental Court Reporting Form	100 per pad	
CR-45	Adult DPS Fingerprint Card*	250 per package	
CR-45J	Juvenile DPS Fingerprint Card*	250 per package	
	Fingerprint Card Return Envelopes (For arresting agencies only)	100 per box	

*DPS does not pre-stamp the agency ORI on any fingerprint card
 +Overnight services are available at ordering agency's expense

AGENCY _____

STREET ADDRESS _____

NOTE: Please order minimum of three months supply.
 Please submit your order at least 4 weeks
 prior to depletion of your supplies.

CITY _____ STATE _____ ZIP _____

ATTENTION _____

NOTICE: Provide a complete shipping address.
 PO Boxes are acceptable.

PHONE # () _____

**Direct questions concerning supply orders to (512) 424-2367
 Fax# (512) 424-5599 • crssupplyorder@dps.texas.gov**

CRS DIRECTORY

CRS MANAGEMENT

Michelle Farris	Assistant Chief	michelle.farris@dps.texas.gov	512-424-7659
Luz Dove	Deputy Administrator	luz.dove@dps.texas.gov	512-424-7964
Ursula Cook	Deputy Administrator	ursula.cook@dps.texas.gov	512-424-2407

CJIS Security Office

Stephen "Doc" Petty	Manager	stephen.petty@dps.texas.gov	512-424-7186
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ACCESS & DISSEMINATION BUREAU

Tina Saenz	Manager	tina.saenz@dps.texas.gov	512-424-2078
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Lisa Garcia	CRS Billing Clerk	lisa.garcia@dps.texas.gov	512-424-2912
Assistance Line	Record Checks		512-424-5079
Assistance Line	Secure Site		512-424-2474
Tierra Heine	CJIS/JJIS Forms and Fingerprint Card Supplies	tierra.heine@dps.texas.gov	512-424-2367
Vacant	CJIS/JJIS Forms and Fingerprint Card Supplies		512-424-2367
	crssupplyorder@dps.texas.gov		512-424-5599

Fax order form to:

CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

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Kerrie Herrera	Evening Shift Supervisor, CCH Data Entry/Control	kerrie.herrera@dps.texas.gov	512-424-2473
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Austin Jordan	Assistant EDR Coordinator	austin.jordan@dps.texas.gov	512-424-7585
Error Resolution Assistance Line			512-424-7256
CJIS Auditor Assistance Line			512-424-2478

BIOMETRIC SERVICES BUREAU

Loann Garcia	Manager	loann.garcia@dps.texas.gov	512-424-2409
Randy Coppedge	Day Fingerprint Shift Supervisor	randy.coppedge@dps.texas.gov	512-424-5709
Sandra Amaro	Day Fingerprint Shift Supervisor	sandra.amaro@dps.texas.gov	512-424-5748
Debbie Parsley	Evening Fingerprint Shift Supervisor	debbie.parsley@dps.texas.gov	512-424-5304
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Chiquita Ruffin	Assistant Biometric Coordinator	chiquita.ruffin@dps.texas.gov	512-424-7404
Cathleen McClain	AFIS Coordinator	cathleen.mcclain@dps.texas.gov	512-424-2456
Madelyn Halley	Assistant AFIS Coordinator	madelyn.halley@dps.texas.gov	512-424-2089
24 hour Fingerprint Assistance Line			512-424-5248

CRIME INFORMATION BUREAU

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Margarete Perryman	TLETS Ops Supervisor	margarete.perryman@dps.texas.gov	512-424-7308
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Adina Decuire	TCIC Control Room Supervisor	adina.decuire@dps.texas.gov	512-424-2152
Sarah Bates	TCIC Audit Supervisor	sarah.bates@dps.texas.gov	512-424-2253
TCIC/TLETS Audit Assistance		TCIC.audit@dps.texas.gov	512-424-2809
TCIC/TLETS Training Assistance		TCIC.training@dps.texas.gov	512-424-2832
24 hour TCIC Control Room- ORI Requests/Updates, Offline Requests & TxGang		TCIC.operations@dps.texas.gov	512-424-2088
Operations Information Center (OIC)		OIC@dps.texas.gov	512-424-2139

INCIDENT BASED REPORTING BUREAU

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Vacant	Use of Force Program Specialist	UoF@dps.texas.gov	512-424-2091
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Elisa Hood-Waddle	Supervisor, IBR	elisa.hood-waddle@dps.texas.gov	512-424-2091

SEX OFFENDER REGISTRATION BUREAU

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Alan Sustaita	SOR Program Supervisor	alan.sustaita@dps.texas.gov	512-424-5682
Ryan McKenna	SOR Supervisor	ryan.mckenna@dps.texas.gov	512-424-7366
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800