

CR NEWS

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Texas Crime Information Center (TCIC) Control Room and Audit

Record Validation

Validation is a very important procedure for locating inaccurate or invalid TCIC/NCIC records or for locating additional information that has become available since the records initial entry. New or corrected information can be obtained by reviewing the original warrant or case report which includes all supplemental attachments pertaining to said record, contacting the victim or complainant; by reaching out the courts, including prosecutors and reviewing jail and arrest files; or by speaking to investigators and detectives. You can also run a query to compare the record to all available information in TCIC during a validation. This has the great potential for providing your agency with new and updated information to include in an entry or to indicate that a person (wanted, missing or a party of a protection order) is deceased or incarcerated, so that your agency may take appropriate action on records that may no longer need to be in the TCIC/NCIC database. Driver license returns will also provide information on those persons who have recently renewed or obtained a DL or ID card.

By signing and returning the validation certificate each month, agencies are certifying the following:

1. The records contained on the validation listing have been reviewed by the originating agencies;
2. The records which are no longer current have been removed from the NCIC active database and all records remaining in the System are valid and active;
3. Records contain all available information; and
4. The information contained in each of the records is accurate.

Please note that during the pre-audit process, auditors will inquire into the vehicle registration, driver license and CCH databases to verify that all available information is included in each record. Upon arrival at your audit, they will also compare information included on an original warrant or in a case report (including supplemental attachments) to make sure all the information contained in the record matches the warrant or report.

For questions regarding validation please contact TCIC Control Room at (512) 424-2088 or at tcic.controlroom@dps.texas.gov and for questions about the audit process please contact TCIC/TLETS Audit at (512) 424-2809 or at tcic.audit@dps.texas.gov.

CR NEWS is published by the Texas Department of Public Safety. Comments, suggestions and mailing list updates are welcome.

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Crime Information Bureau

TLETS MIGRATION TO OPEN FOX MESSENGER

The Crime Information Bureau (CIB) will be challenged this year with the task of completing the migration of TLETS terminals. Over 10,000 Omnixx Force terminals will be converted to OpenFox Messenger. This migration will also include changes to Omnixx Console and Trainer. 2018 will also include ORI validation for the State of Texas and the testing of our TxGang Online Audit. The TCIC/TLETS training staff will end the year by updating our training manuals to reflect changes. We look forward to the challenges ahead in 2018 and for another opportunity to serve the state of Texas.

Statewide OpenFox Messenger Migration began 01/22/2018 and is scheduled to be completed on 07/06/2018. CIB is tasked with converting over 10,000 terminals across the state. We chose to schedule conversions by region to ensure that our internal resources would be available to assist our agencies through the transition. Our training and control room staff are working with agencies to coordinate resources to ensure a smooth transition to OpenFox Messenger. Our TLETS Program Administrators and Programmers continue to trouble shoot and work with our vendor to ensure issues found are resolved in a timely manner.

Once all terminals have been converted to OpenFox, Configurator 7.2 and nexTEST will replace Omnixx Console and Trainer. We will need to work with our vendor to configure and test this new component. Our training and TLETS staff will transition to developing and learning these new components so that we can train internal and external users. By December 2018 our Training staff will begin updating training materials to reflect OpenFox Messenger. We will need to update all components of our trainings and will return back to training in 2019.

2018 will mark a busy year for CIB. We will continue to convert terminals across the State to OpenFox Messenger. Our staff will begin to develop Configurator and nexTEST for release later this year. As well as update our training material and get ready to get back out there and train in 2019. Auditors will implement a new TxGang audit and continue to develop our current and new processes as needs arise. All these tasks will prepare us for the unforeseen challenges of 2019.

NCIC/Nlets ORI VALIDATION

Every two years, states are required by NCIC and Nlets to validate their agencies Originating Agency Identifiers (ORIs). Biennial ORI Validation is due at the end of this year. The TCIC Control Room will utilize the online audit process to provide instructions to our agencies to complete the validation within OpenFox Messenger. Once your notice is received, we ask that you please validate and/or update your agency's information utilizing the message key UORI.

TXGANG AUDIT

Our TCIC/TLETS Audit team will begin beta testing a new TxGang Online Audit with local agencies this summer. This will provide an opportunity for staff to become familiar with the process. As well as identify areas that may need to be corrected or adjusted within the TxGang audit process. The Audit team will begin to rollout the TxGang Audit statewide January 2019.

Access and Dissemination Bureau (ADB)

Secure Site Account Users & Supervisors

The Secure Site allows criminal justice and non-criminal justice agencies access to criminal history record information for an authorized purpose. We currently have over 20,000 accounts and this number is growing daily. All account supervisors must ensure that all approved users are assigned to a supervisor. All supervisors must keep their account active and have signed their entity agreements. Users will be unable to perform criminal history searches if they are not being supervised or if their supervisor's account becomes inactive or disabled. This includes accessing the FACT Clearinghouse (fingerprints) to view records. Instructions are available on the website.

Link: <https://secure.txdps.state.tx.us/DpsWebsite/Index.aspx>

If you have questions or need assistance, please call the Criminal History Inquiry Unit at [512-424-2474](tel:512-424-2474).

Audit Unit – CJIS

In January 2018, the Audit & Training Unit initiated the Full Electronic Audits. The audits provide efficiency in meeting the FBI requirements to triennially audit agencies receiving restricted state and FBI data. This audit format allows auditors to communicate with agencies in greater quantities. The onsite statewide audits will alternate with electronic audits in the future.

Training Unit

The Rap Back program was initiated on January 15th 2018, which required changes in the Secure Site training module for the Clearinghouse. It is imperative that all data users with access to the Clearinghouse take the training to maintain access.

CJIS Security Awareness Training is also mandatory for all agencies with access to the Secure Site Clearinghouse. If training is not completed, agencies will not be compliant with the FBI.

The Audit & Training Unit does offer training. The training consists of the usage of the TXDPS Secure Site and the CJIS Security Policy requirements.

If you have any questions about the required online training or would like to schedule training, please contact the training unit at [512-424-5089](tel:512-424-5089).

FBI Civil Rap Back Program

On January 15, 2018, the Federal Bureau of Investigation (FBI) Civil Rap Back Program was implemented through the FACT Clearinghouse. The Department of Public Safety (DPS) now provides updated national criminal history record information along with Rap Back notifications on eligible active subscriptions that have been established in the FACT Clearinghouse. The following are some examples of what you can expect:

- Additional FBI Rap Back Worklists.
- Automatic Subscriptions to FBI Rap Back for new applicants printed on or after 01/15/2018.
- Validation of Subscriptions every 4 years, including Texas Only Subscriptions.
- Notification of any new arrests, dispositions, Sex Offender Registry activity, updates (expungements/ partial expungements), and death notifications, that occur within and outside of the State of Texas.
- No additional fees to participate in the FBI Civil Rap Back Program.

A criminal justice agency may submit applicant hard cards to the DPS for processing and use the FACT Clearinghouse to receive their Texas and FBI criminal history responses. If an agency chooses to submit applicant hard cards for fingerprint based background checks, the applicants must sign the Authorized Language Form and the forms must be retained by the submitting agency. A signed Authorized Language Form is also required to participate in the FBI Civil Rap Back Program.

Information and resources regarding the FBI Civil Rap Back Program is available in the FACT Clearinghouse under the "FBI Rap Back Resources" link. If your agency has any further questions, please contact the Rap Back Unit at [512-424-2746](tel:512-424-2746) or RapBackUnit@dps.texas.gov.

Fingerprint Applicant Services of Texas (FAST)

Agencies Using FAST

Calendar Year	Total
2018	1,629

Access and Dissemination Bureau (ADB) Continued

FAST Fingerprint Total

Calendar Year	Fingerprint Total	Jan	Feb	Mar
2018	194,258	62,509	61,700	70,049

FAST Reject Report

Month/Year	Jan-18	Feb-18	Mar-18
DPS Rejects	91	146	135
FBI Rejects	889	857	931
Total FP	62,509	61,700	70,049
DPS Rate	0.1%	0.2%	0.19%
FBI Rate	1.4%	1.4%	1.33%

Fingerprint-Based Applicant Clearinghouse of Texas (FACT)

Total Clearinghouse Subscriptions

Month	January	February	March
CY18	8,604,786	8,672,651	8,730,525

FBI Rap Back Programs

FBI Civil Rap Back Program

Subscriptions	Total	Notifications	Total
January	6,647	January	11
February	52,565	February	67
March	94,035	March	329

Criminal Justice Rap Back Program of Texas

Subscriptions	Total	Notifications	Total
January	1	January	0
February	15	February	16
March	74	March	23

Criminal Justice Information System (CJIS)

2018 Criminal Justice Information System (CJIS) Conference

Thank you to everyone that attended the CJIS Field Support Unit's biennial CJIS Conference that was held from March 21st – 23rd 2018 in Austin, TX at the Double Tree by Hilton Austin. We had an outstanding turn-out, with almost 600 attendees from around the state. It was great to see everyone and to provide relevant and useful information to all of the reporting agencies.

Below is a link where you can find copies of the presentations that were given at the conference. Feel free to save this link and/or download these presentations to review the information provided at the conference.

https://www.dps.texas.gov/administration/crime_records/pages/cjisConference2018.htm

New CJIS Field Support Supervisor

Crime Records Service would like to introduce John Morse as your new CJIS Field Support Supervisor. John began his career with the Department of Public Safety in 2000 as a Fingerprint Technician. He promoted to a CJIS Field Support Auditor in 2005. As a Field Support Auditor, he has worked with Criminal Justice Agencies across the state providing training and assistance in reporting to the criminal history database. In January 2018, John was promoted to the CJIS Field Support Supervisor.

CJIS Field Support Unit Region Coverage

With the promotion of John to the supervisor position and Rickey Harrison accepting another position within Crime Records Service, we are currently in the hiring process for 3 field auditor positions. In an effort to maintain coverage for our agencies, Region 4, Region 8 and Region 9 will temporarily be assisted by a field auditor from a different region. Once we complete the hiring and training of new field auditors, we will evaluate where to place them while maintaining statewide coverage.

If you are unsure who to contact for assistance, please call our main CJIS line at 512-424-2478 or send an email to

CJISJJIS@dps.texas.gov

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:
 - The subject line is left blank.
 - The message body is clear/blank (including signatures).
 - Type: SUBSCRIBE CJISJJIS First Name Last Name, 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."

CJIS and JJIS Completeness Percentages

We are 3 months into 2018 and we wanted to remind you that the granting agencies will be looking at the 2012 through 2016 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 for information and assistance.

Reporting Reminders

Juvenile Referral Reporting Agencies- The most common mistake made on the CR-43J/CR-44J is dates.

There are three required dates in the Referral Section on the CR-43J and CR-44J reporting forms:

- Date of Fingerprinting (DOA)
- Date of Birth (DOB)
- Referral Date (ADA)

Please be sure to complete all of the required fields to ensure that the referral is entered into CCH in a timely manner.

CJIS SECURITY OFFICE

Online CJIS Security Technical Audit Process:

What is it?

An online process for agencies to complete the CJIS Security Technical Audit in a timely manner and reduce onsite visit time. The online audit includes reviews with the agency's technical auditor before the actual onsite visit is scheduled.

Who is affected by this?

The online audit affects those agencies requiring a triennial audit under the FBI CJIS Security Policy in section **5.11.2 Audits by the CSA**. If unsure, contact your CJIS Security Technical Auditor or the CJIS Security Committee to check if the agency is scheduled for this cycle.

Why is this being changed?

To streamline the overall process for the agencies and the time it takes conducting an on-site audit. Allowing the agency to identify non-compliant issues and the ability to resolve them before the on-site visit, limits the interruption of normal duties experienced by the agencies.

The online process empowers the agency by allowing the Agency Coordinator the ability to add other personnel (such as the LASO, IT, etc.) to the online questionnaire process so they may assist the agency answering questions. This will aid in eliminating wait times and scheduling conflicts for responses from those individuals or sections.

How is it done?

The agency will be contacted by a technical auditor who will explain the process. Log in credentials will be verified, the audit assigned & an email generated providing the link plus other useful information. The agency will still receive an email from the auditor confirming the on-site visit, along with links to our website.

The agency inputs responses to the audit questions and submits back to their auditor for review. The auditor will review then determine if agency is compliant or not compliant; notes will be added if needed and submitted back to the agency for any updates. The entire process is available for review and monitor throughout by both the agency and the auditor. Once responses have been received the auditor will schedule a site visit for any follow up or questions remaining.

Once completed, the agency will have access to all completed audits, notes, and pending actions through this portal for reference and review as needed at any time.

Questions?

We're here to help! Contact your CJIS Technical Auditor or the CJIS Security Committee at Security.Committee@dps.texas.gov

Electronic Arrest Reporting (EAR)/Livescan

Livescan DOs and DON'Ts:

When using a livescan to submit arrest data to Texas DPS it is important to remember the following dos and don'ts.

DOs

- **Do** check all return messages.
- **Do** review reject messages, correct transaction, and resubmit.
- **Do** use current version of offense codes.
- **Do** transmit adult class C offenses.
- **Do** use corresponding ADN for class C (**233**) and federal (**234**) offenses.
- **Do** submit a new set of fingerprints for each arrest.

DON'Ts

- **Do not** transmit out of state probation and paroles via livescan.
- **Do not** resubmit any transactions; verify with DPS first (Call 512-424-5248). For corrections or added charges, use the CJIS site: <https://cch.dps.texas.gov/CJISAuth/login/CJIS> or fax to 512-424-2476.
- **Do not** use offense code 99999999.
- **Do not** submit Juvenile class C offenses.
- **Do not** transmit a juvenile offense if the referral date is past 10 days.
- **Do not** populate an arrest record with identification database on a name search from a DL search.

If you have any questions or concerns about electronic arrest reporting or livescan, please email: livescan@dps.texas.gov.

Incident Based Reporting Bureau (IBRB)

The Crime Records Service is excited to announce the merger of the Texas Data Exchange (TDEx) and Uniform Crime Reporting (UCR) programs under the umbrella of the new Incident Based Reporting Bureau (IBRB)! Due to the similarities in the incident data that is contributed through both TDEx and UCR programs, the bureau will be able to identify opportunities to streamline information sharing to agencies that contribute to both programs. In addition, IBRB field representatives will be able to educate agencies that are either new or already contributing data to either program on the benefits, overlap, and unique data sets between the two. We are looking forward to a great year with many changes, and will be sure to communicate new happenings for the bureau with agencies over the coming months.

Texas Data Exchange (TDEx)

TDEx Audit Process:

Every three years, criminal justice agencies accessing CJIS systems and the National Data Exchange (N-DEx) are required to undergo an audit to ensure compliance with the FBI's CJIS Security Policy (CSP) and N-DEx program requirements. In an effort to ensure compliance with CSP and N-DEx, the TDEx program will be implementing the TDEx audit process for the purpose of evaluating compliance with policy and program requirements associated with access to, use, and dissemination of information derived from CJIS systems.

Over the next several months, TDEx will be identifying and contacting potential pilot criminal justice agencies across Texas to test the proposed audit process which will require response to a preliminary questionnaire, and participation in a pre-audit, interview and assessment, and a post-audit follow up with the Department's TDEx auditor. Upon completion of the pilot, TDEx will update and formalize the audit process and begin outreach to inform all contributing agencies of next steps, training and important dates. If you have an interest in participating as a pilot agency, please contact the TDEx Program office, Monday – Friday from 8:00 AM to 5:00 PM, at tdex@dps.texas.gov, or (512) 424-2629.

Uniform Crime Reporting (UCR)

Crime in Texas Online:

The *Crime in Texas* (CIT) Online Portal was released in January 2018, and was developed to provide a platform for the public to access online and on demand statistical and analytical information about crime reported in the state. The Portal allows users to create unique queries utilizing specific data points associated with selected contributing entities, resulting in a more intuitive way to gather statistical data that is tailored to the needs of the requestor, without the need to make a manual request to the UCR program office.

To view CIT Online, please visit <https://txucr.nibrs.com/>. Please keep in mind that crime data available through the CIT Online Portal is dynamic and reflects data that may have been reported to the program after the publication date for the CIT publication, which is a snapshot in time. Because of the possibility for continuous updates to the data available in the portal, users must be aware that statistics from the Portal may not align with statistics published in the CIT publication for the same given time period.

We value all feedback as our goal is to make the public portal as easy to use as possible, and to provide the public with a system allowing them to conduct research, trend analysis, comparisons and statistical review for contributing UCR agencies across the state. Please submit all feedback and suggestions to ucrstats@dps.texas.gov.

NIBRS Regional Workshops

House Bill 11 (HB11) of the 84th Regular Session introduced the requirement for Texas to begin its transition from a primarily Summary Reporting (SRS) state to a National Incident Based (NIBRS) state, by setting a goal for transition to NIBRS by September 2019. While the number of NIBRS contributors within the state is increasing daily, the majority are still SRS reporting agencies.

The Department of Public Safety will be hosting a series of information/training sessions around the state during the month of May 2018 to assist agencies in making the transition from SRS to NIBRS, and to meet the state goal of September 2019. This workshop will cover the following topics:

- NIBRS Overview
- Crime In Texas (CIT) Online
- TTIC (Texas Transnational Intelligence Center) Overview
- UoF (Use of Force) Overview
- Texas UCR Repository Portal Overview

For detailed information on locations, topics and invitational travel, please visit http://www.dps.texas.gov/administration/crime_records/pages/nibrsRegTrngs.htm.

SEX OFFENDER REGISTRATION (SOR)

Sex Offender Registration Year End Review

Another year has passed and we would like to take this opportunity to re-cap some of the highlights of 2017 involving sex offender registration.

SOR Conference

The 2017 State of Texas Sex Offender Registration Conference gave us the opportunity to inform attendees of the recent legislative changes to the registration program as well as provide insight into various aspects of agencies or activities involved with the registration, compliance or monitoring of registered sex offenders. Highlights of legislative changes include:

- Residency Restrictions: Institutions of Higher Education (HB 355)
- Changes to Civil Commitment Requirements (SB 1576)
- Addition of Continuous Trafficking and Bestiality to the list of offenses requiring registration (HB 29 and SB 1232)
- Registrant Notice Upon Entry onto School Premises (SB 1553)
- Limitations on Registered Sex Offenders in General Law-Municipalities (HB 1111)

Detailed information regarding these bills and the changes made are summarized in a document called "Legislative Change Summary – 2017 SOR" located within the Notices, Forms, Resources section in the Secure Sex Offender Registration web site.

Conference organizers are currently working on securing a location for our next conference projected in 2019. Updates regarding our next conference will be made available as they develop. We hope that you have the opportunity to attend and look forward to seeing you there!

Backlog Reduction Initiative

2017 was a year for which the Bureau embarked on a backlog reduction initiative related to errors or rejected initial registration record reporting. Field representatives worked diligently to resolve errors and made movements to ensure that contact was made with contributors on initial registrations that were rejected. The second phase of this project requires on-site visits with contributors; therefore, field representatives will be taking errors to local agencies in an attempt to correct these submissions and update the registry.

The Bureau would like to stress the importance of capturing a verifiable set of fingerprints in addition to collecting and reporting complete offense information when completing the initial registration. These two items have been identified as the most common reason why a registration record cannot be created on a person.

Questions regarding errors or information required at the time of initial registration can be directed to your designated sex offender registration field representative or txsor@dps.texas.gov or (512) 424-2800.

Field Representatives: Update on Vacancies, Region Changes and Field Training

The field representative unit of the Bureau has had some personnel changes during the year of 2017. The majority of vacancies have been filled and new hires have started to travel to conduct requested trainings, to conduct field visits, as well as, correct errors with agencies.

Changes have also occurred regarding the geographic regions that each field representative represents. The state is now divided into 6 Regions. Region 1 currently has a field rep vacancy for which we hope to fill in the near future. Field representatives from other areas will be traveling out to Region 1 to help support this area. The updated Regional Map is located on page 9.

If your agency needs training or would like to host a regional training, please contact your designated sex offender registration field representative or txsor@dps.texas.gov or (512) 424-2800.

Updated Web Sites

Both the Secure and Public Sex Offender Registration web sites went through enhancements in the third quarter of 2017. Secure Site enhancements allowed local users to have more accessibility to update or amend information contained in the record. Users can now make edits to information submitted by their agency and entry has been expanded to allow contributors to enter initial registration information when the person is identified in the registry. Entries of verification and change of status events have been streamlined to lessen the number of screens a user needs to navigate through, lessening the time it takes to report these specific events.

Help file and resource information have also been expanded to assist users with the new site. This information is available within the Notices, Forms, Resources section in the Secure Sex Offender Registration web site. The Bureau is also endeavoring in modifying training curriculum to include both Registration and Web Site training. Agencies will be able to receive information on how to register offenders and learn how to access and navigate the web site at the same time. Stay tuned for developments on this project.

Region 1 Vacant

Region 2 O. (512) 424-2343 C. (512) 517-0959

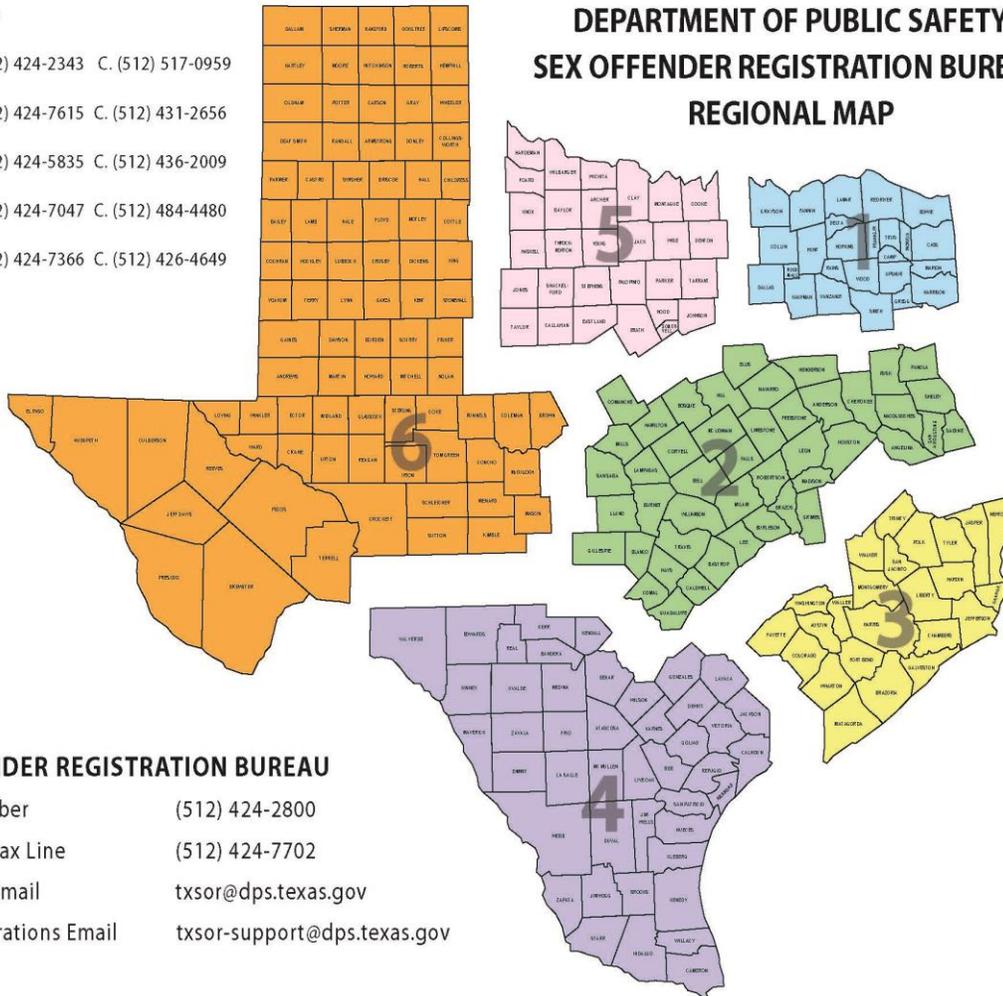
Region 3 O. (512) 424-7615 C. (512) 431-2656

Region 4 O. (512) 424-5835 C. (512) 436-2009

Region 5 O. (512) 424-7047 C. (512) 484-4480

Region 6 O. (512) 424-7366 C. (512) 426-4649

DEPARTMENT OF PUBLIC SAFETY SEX OFFENDER REGISTRATION BUREAU REGIONAL MAP



SEX OFFENDER REGISTRATION BUREAU

General Number (512) 424-2800
 SOR Bureau Fax Line (512) 424-7702
 SOR Bureau Email txsor@dps.texas.gov
 Support Operations Email txsor-support@dps.texas.gov

DPS IDENTIFICATION SUPPLIES ORDER FORM

CR-12 (Rev.11/16)



TO: CRIME RECORDS SERVICE
 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	COUNT PER PKG	QUANTITY ORDERED
CR-6	DPS Applicant Fingerprint Card*	250 p/pkg	
CR-12	DPS Identification Supplies Order Form	100 p/pad	
CR-23	Out of State Probation/Parole Supervision Fingerprint Card	Single cards	
CR-26	Death Notice Form	100 p/pad	
CR-42	Request for Criminal History Check	100 p/pad	
CR-43	Adult Criminal History Reporting Form with Preprinted TRN and Fingerprint Card Attached*	100 p/pkg	
CR-43	Adult Criminal History Reporting Form with Fingerprint Card Attached*	100 p/pkg	
CR-43J	Juvenile Criminal History Reporting Form with Preprinted TRN and Fingerprint Card Attached*	100 p/pkg	
CR-43J	Juvenile Criminal History Reporting Form with Fingerprint Card Attached*	100 p/pkg	
CR-43P	Adult Probation Supervision Reporting Form with Preprinted TRN and Fingerprint Card Attached*	200 p/pkg	
CR-43P	Adult Probation Supervision Reporting Form with Fingerprint Card Attached*	200 p/pkg	
CR-44	Adult Supplemental Reporting Form	100 p/pkg	
CR-44J	Juvenile Supplemental Reporting Form	100 p/pkg	
CR-44S	Adult Supplemental Court Reporting Form	100 p/pad	
CR-45	Adult DPS Fingerprint Card*	250 p/pkg	
CR-45J	Juvenile DPS Fingerprint Card*	250 p/pkg	
	Fingerprint Card Return Envelopes (For arresting agencies Only)	100 p/box	

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

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

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

AGENCY _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

CRS DIRECTORY

CRS MANAGEMENT

Angie Kendall	Assistant Division Director	angie.kendall@dps.texas.gov	512-424-2471
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Ursula Cook	Deputy Administrator	ursula.cook@dps.texas.gov	512-424-2407

CJIS Security Office

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ACCESS & DISSEMINATION BUREAU

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Charlene Cain	CCH Internet Coordinator	charlene.cain@dps.texas.gov	512-424-2090
Brandon McCradic	Program Supervisor-Billing Unit	brandon.mccradic@dps.texas.gov	512-424-2312
Jennifer Norton	Customer Service Rep	Jennifer.norton@dps.texas.gov	512-424-7111
Lisa Garcia	CRS Billing Clerk	lisa.garcia@dps.texas.gov	512-424-2912
Amanda Horelica	CRS Billing Clerk	amanda.horelica@dps.texas.gov	512-424-2936
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		

Fax order form to: **512-424-5599**

CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

Holly Morris	Manager	holly.morris@dps.texas.gov	512-424-2686
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Lenore Hemstreet	Evening Shift Supervisor, CCH Data Entry/Control	lenore.hemstreet@dps.texas.gov	512-424-2473
Cassandra Richey	EDR Coordinator	cassandra.richey@dps.texas.gov	512-424-2479
James McElroy	CJIS Systems Support Specialist	james.mcelroy@dps.texas.gov	512-424-2500
Error Resolution Assistance Line			512-424-7256
CJIS Auditor Assistance Line			512-424-2478

FINGERPRINT PROCESSING BUREAU

James Ferguson	Manager	james.ferguson@dps.texas.gov	512-424-7173
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
Sandra Montemayor	Evening Fingerprint Shift Supervisor	sandra.montemayor@dps.texas.gov	512-424-5749
Debbie Parsley	Evening Fingerprint Shift Supervisor	debbie.parsley@dps.texas.gov	512-424-5304
Mary Ann Gold	Midnight Fingerprint Shift Supervisor	mary.gold@dps.texas.gov	512-424-2408
Louis Rocha Jr.	Midnight Fingerprint Shift Supervisor	louis.rocha@dps.texas.gov	512-424-7439
Loann Garcia	LiveScan Coordinator	loann.garcia@dps.texas.gov	512-424-2409
Chrystal Davila	Work Flow Coordinator	chrystal.davila@dps.texas.gov	512-424-7026
Cheryl Sanchez	AFIS Coordinator	cheryl.sanchez@dps.texas.gov	512-424-2089
Cathleen McClain	Assistant AFIS Coordinator	cathleen.mcClain@dps.texas.gov	512-424-2456
24 hour Fingerprint Assistance Line			512-424-5248

CRIME INFORMATION BUREAU

Luz Dove	Manager	luz.dove@dps.texas.gov	512-424-7964
Margarete Perryman	TCIC Training Supervisor	margarete.perryman@dps.texas.gov	512-424-7888
Adina Decuire	TCIC Control Room Supervisor	adina.ducuire@dps.texas.gov	512-424-2152
Sheila Vasquez	TCIC Audit Supervisor	sheila.vasquez@dps.texas.gov	512-424-2253
TCIC/TLETS Audit Assistance		TCIC.audit@dps.texas.gov	512-424-2809
TCIC/TLETS Training Assistance		TCIC.TLETS.training@dps.texas.gov	512-424-2832
24 hour TCIC Control Room		TCIC.controlroom@dps.texas.gov	512-424-2088
TCIC QC Analysts Help Line - ORI Requests/Updates, Offline Requests & TxGang			512-424-2900

INCIDENT BASED REPORTING BUREAU

Natalie Acevedo	Manager	natalie.acevedo@dps.texas.gov	512-424-2037
Earl Adams	Statistician	thomas.adams@dps.texas.gov	512-424-2418
Rafael Martinez	Supervisor, UCR Field Reps	rafael.martinez@dps.texas.gov	512-424-7135
Assistance Line			512-424-2091

TEXAS DATA EXCHANGE (TDEx)

JC Villanueva	Manager	jc.villanueva@dps.texas.gov	512-424-7167
TDEx Assistance Line		tdex@dps.texas.gov	512-424-2629

SEX OFFENDER REGISTRATION BUREAU

Vincent Castilleja	Manager	vincent.castilleja@dps.texas.gov	512-424-2279
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800