



CR NEWS

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ONLINE CJIS SECURITY AUDIT PROCESS

It has been almost a year since we implemented the online process for FBI CJIS Security Audits.

With this in mind, we thought it would be a good idea to revisit the overall process and provide some updates regarding the recently released FBI CJIS Policy v5.7 and audit. If you are not familiar with the policy changes, we would encourage you to review the updated policy here: <http://www.dps.texas.gov/SecurityReview/documents.htm>

The current online audit has some minor changes; for example, the agency needs to have a full count of devices (Workstations, Laptops/MDTs, Handheld) that have the ability to process Criminal Justice Information. This is one of the first questions when starting the audit and provides a good overview of your agency and how your local data network is set up.

What is the CJIS Technical Audit?

It starts with an online process for agencies to complete the CJIS Security Audit checklist in a timely manner and thereby reduce the amount of time it takes to conduct an onsite visit. It includes reviews with the agency's auditor before the actual visit takes place.

Who does this impact?

It affects those agencies requiring a triennial audit under the FBI CJIS Security Policy. Reference section **5.11.2 Audits by the CSA**

If you are not sure, contact your CJIS Security Auditor or the CJIS Security Committee to see if you will be scheduled this cycle.

Why are we implementing this online process?

To streamline the overall audit process for agencies and the time it takes to conduct an onsite audit.

It allows the agency to identify non-compliant issues and the ability to resolve them before the onsite visit.

It empowers the agency by allowing the Agency Coordinator the ability to add other personnel (such as the LASO, IT, etc.) to the checklist for them to answer questions. This will aid in eliminating waiting times for responses from those individuals or sections.

The good news for agencies is the new process has significantly reduced the onsite audit times. This means less interruption for the agency.

How do we complete the audit?

- An auditor who will explain the process will contact your agency.
- Login credentials are verified, the audit will be assigned and an email will be generated providing the link to the audit plus other useful information.

ONLINE CJIS SECURITY AUDIT PROCESS continued

- The agency will also receive an email from their auditor scheduling the onsite visit, along with links to our website.
- The agency will then begin filling out the online checklist so the agency can submit back to their auditor by the specified deadline for review; this submission deadline will also include the submission of required documentation to the auditor.
- The auditor will then review and determine if the agency is compliant or not compliant on each item; notes may be added if needed and the audit will be submitted back to the agency to address areas on non-compliance.
- The agency saves the auditor for Final Review by the auditor, who will go over it again to ensure everything is correct.

What about the results?

After the onsite visit, the auditor will write a summary of the audit results. If any issues were out of compliance, they are noted. Once the auditor has completed the Final Review, the audit is then available for the agency to review. In addition, an email of compliance or non-compliance will be sent. The agency is also able to refer back to previous audits conducted for their agency to review their audit history.

Questions? We are here to help! Contact your auditor or the CJIS Security Committee at Security.Committee@dps.texas.gov

Access and Dissemination Bureau (ADB)

FBI Civil Rap Back

The Rap Back Unit started 2019 with upgrades to The FACT Clearinghouse functionality. There are several new features that increase the availability of information to agencies about their subscriptions.

One of the most notable new features are additional columns in the Offline Applicant Management tool, a list that can be used to see all of the individuals your agency is currently subscribed to. These new columns include Social Security Number if available, the most recent fingerprint date for the ORI associated to the subscription, and an overall column of whether or not the subscription is eligible for FBI Rap Back. An updated version of the Offline Applicant Management User Guide is available in the Clearinghouse that explains the columns and batch subscription management functionality.

There have also been changes to the FBI Rap Back worklists. There is a new worklist for those with new FBI Rap Back subscriptions flagged as not having a hit, which will increase the transparency of which subscriptions now have FBI Rap Back. The names of these worklists have also been modified to better indicate their contents.

Finally, we modified the email notifications to increase the clarity of what the notification is for. We now have an email for new activity (both Texas and FBI events) and separate emails for new Texas and FBI Rap Back subscriptions. This change will greatly assist users in determining if an individual they are subscribed to now has FBI Rap Back or has a new triggering event such as an arrest.

The Civil Rap Back User Guide has also been updated to account for these changes and is available in the Clearinghouse. If there are any further questions on these updates, agencies are welcome to contact the Rap Back Unit at rapbackunit@dps.texas.gov or 512-424-2746.

Biometric Services Bureau

New Livescan Coordinator

Chrystal Davila has over 5 years of service with DPS Crime Records. She started in March 2013 as a Fingerprint Analyst and promoted to Work Flow Coordinator in August 2016. In November 2018, Chrystal promoted to Livescan Coordinator. As the Livescan Coordinator, she assists criminal justice agencies with various aspects of livescan, mobile ID, and Universal Facial Workstations.

Things to keep in mind when purchasing a Livescan Device

When your agency is considering purchasing a livescan device, we recommend contacting the Livescan Coordinator prior to purchasing to verify if your agency can connect to the Texas DPS. Purchasing a livescan is a valuable investment for an agency because of the benefits of having a device. Such as, a speedy update to the Computerized Criminal History (CCH) and Interstate Identification Index (III), two finger look up (TFLU), and inkless fingerprinting to name of few. There are also a few things to keep in mind when purchasing a livescan device.

- Does your agency plan on reporting class C arrests only, or class B and above?
If your agency wants to submit class B and above, and your agency central books with County SO, an agreement needs to be created between the County SO and the agency that the County SO will not submit on the agency's behalf.
- Two Finger Look Up (TFLU) transactions are only a benefit for an agency that has a livescan that submits arrest data. The TFLU is a quick check to possibly identify someone who has a criminal history.
- There are additional transaction options such as:
 - Criminal Justice Applicant
 - Sex Offender Registration (SOR) Fingerprints
 - Deceased transactions

We can also provide your agency with a list of validated livescan vendors in Texas. Also, keep in mind you may choose to select any vendor from the FBI's Certified Product list and that vendor would need to go through a validation process with Texas DPS if the livescan will connect to DPS. You can email livescan@dps.texas.gov.

Crime Information Bureau

The Gun File

Agencies must assure that the information they enter into the NCIC gun file is accurate, timely and documented. Stolen, recovered, lost or felony gun records must be entered as soon as possible but not to exceed 72-hours. NCIC will allow a duplicate gun record to be entered if the ORI in the second entry is different, so TLETS users should inquire into the gun file prior to making any record entry.

Firearms are identified by make, model, serial number, type (rifle, shotgun, etc.) and cartridge-type designation. Serial numbers are located in various places on a gun, which makes it difficult for owners and officers to locate them. The most common location for serial numbers is on the bottom of the gun butt or inside of the frame, depending on the manufacturer and type of weapon.

Crime Information Bureau continued

According to the Bureau for Alcohol, Tobacco, Firearms and Explosives, the serial number engraving must have a minimum depth of 0.003 inch as of January 30, 2002. Serial numbers should be entered omitting spaces, hyphens and symbols with alphabetic characters that are part of the serial number must be included in the entry. In the event more than one number appears on the firearm, the numeric located on the frame or receiver should be entered in the SER Field and other numbers should be entered in the MIS Field. If unsure of the correct serial number, note each one and specify its location on the firearm.

TCIC CONTROL ROOM

With nearly 15,000 crime records entered on a monthly basis from numerous statewide law enforcement agencies, the importance of accurate and correct information is crucial to successfully locating a wanted person, stolen vehicle or alerting our law enforcement officers of a potential threat. The inherent responsibility for the accuracy and completeness of these records lies with the entering agency and the individual(s) entering these records; however, oversights, omissions and basic human error can alter these records and their effectiveness. Fortunately, DPS has an established the TCIC Control Room that provides a means of quality control checks and balances for our Texas agencies. A multi-person LES team, divided into three shifts, works tirelessly 24 hours a day, 7 days a week, 365 days a year to ensure these records are entered correctly according to the guidelines set forth in the NCIC Operating Manual.

The men and women working in the Control Room check, double check and compare various items of entered data and identifying information with state and federal databases to ensure all current information is included. The time dedicated to reviewing these records is done so in an effort to help our Texas agencies and those communities that they serve and protect. Although quality control is an essential and prevalent function of the TCIC Control Room, its purpose is more than just about finding and correcting errors. The TCIC Control Room also offers real time customer service and its employees have been going through extensive cross training of more analytical duties in order to better assist all Texas agencies in resolving any issues or problems they may encounter.

For more information or assistance, please contact the Control Room directly at 512-424-2088 or send an email to tcic.operations@dps.texas.gov.

TLETS Messenger Features: Draft Messages and Templates

Have you ever been interrupted in the middle of filling out a record entry form? Do you regularly have to enter certain individuals or cars for the same missing person or stolen vehicle report every few weeks? With OpenFox Messenger, you can save the form that you were in the process of completing and return to it later, this feature is called a draft message.

Messenger allows users to save the form(s) as a message template. Both draft messages and message templates are saved into your drafts folder, and both may be double-clicked to reopen them in their original form. However, unlike a message template, when you submit a draft message, the draft is removed from your drafts folder. When you submit a message template, the template remains in your drafts folder so that you can use it again.

Message templates are a type of draft message, which you can use to store commonly run transactions so that you do not have to type in the same information repeatedly. An example would be, Jane Smith runs away from home every couple of weeks requiring operators to enter the same missing person's report week after week. In Messenger, operators can fill out all the fields in the enter missing person form and save the form as a message template. The operator would need to update the template with new information received from the new police report, but the operator would not have to start from scratch saving valuable time for the operator and the family looking for their missing runaway.

Crime Information Bureau continued

The “Last Contact Date” and “Agency Case #” fields have been left blank.

Click on the icon in the upper-left hand corner of the form and choose the “Save Draft/Template” item.

Messenger presents the user with a popup box that can be used to change the message summary and choose whether to save the form as a draft message or a message template. Alternatively, press Ctrl-D on the keyboard while on the form to get the same options.

Below subject has been changed to “Frequent Smith Runaway”. Click “Save Template” allowing the operator to use this form regularly or click “Save Draft” to finish later.

Criminal Justice Information System (CJIS) Field Support

Adult and Juvenile Completeness Percentages

It is a new year and we want to remind you that 08/01/2019 is the date that Completeness percentages for adult and juvenile reporting, the average of the years 2013 through 2017, needs to be at 90% for grant applications. The Completeness Reports for the years 2013-2017 are emailed to the CJISJJIS Listserv at the beginning of each month. If you have any questions, please contact your CJIS Field Auditor directly, CJIS office at 512-424-2478, cjisjjis@dps.texas.gov or contact your local COG: <http://txregionalcouncil.org/>.

If you have access to the CJIS Site <https://cch.dps.texas.gov>, you can run the Combined Disposition Completeness Report at any time to find out your county's Completeness Percentages.

Juvenile Sealing Worklist

Please note that the list you receive is not an "automatic sealing", this is a list of "scheduled sealing". This means that DPS is not automatically sealing records; DPS will not seal a record without a signed sealing order.

Ensure that DPS legal address is on the list of agencies to notify for sealing a juvenile record.

You can either e-mail Expunction/Sealing orders to Expunctions@dps.texas.gov, fax to 512-424-5666, or mail to Texas Department of Public Safety, PO Box 4143, Austin, TX 78765-4143, Attn: Expunctions/Sealings.

You do not need to send an email to DPS (cjisjjis@dps.texas.gov) to notify us about records that do not qualify for sealing. If a record does not qualify and you mark the record as "Not Qualified" on the CJIS Site, that serves as notification to DPS.

If a record does not qualify because of incorrect or missing information on the criminal history, you should contact your CJIS Field Auditor or cjisjjis@dps.texas.gov (if you do not know who your auditor is) and let them know which record (SID) does not qualify and what information is incorrect or missing.

If a record is on your worklist in error and should not be there based on eligibility requirements, please send a detailed email to your CJIS Field Auditor or cjisjjis@dps.texas.gov (if you do not know who your auditor is).

New Field Auditors

Please welcome our two newest CJIS Field Auditors, Allante Smith and Orlando Gallegos



❖ Allante Smith

Allante Smith is a graduate of Sam Houston State University where he received a Bachelor's degree in Criminal Justice. Upon graduation, he worked as a juvenile detention officer for the Harris County Juvenile Probation Department for 4 years. He has transitioned to the DPS family and thoroughly enjoys his job as a CJIS Field Auditor. In his spare time, he enjoys movies and cheering on the Houston Texans!



❖ Orlando Gallegos

Orlando Gallegos spent about 9 years in police communications, with different departments throughout the state. He started with Wichita Falls Police Department and ended with El Paso ISD Police Department. He graduated from New Mexico State University with a Bachelor's in Criminal Justice. In his spare time, he enjoys taking road trips and exploring new places, and spending time with his kids.

CJIS Field Support continued

Name Based Disposition (NBD) File

When a prosecution or court transaction is submitted electronically from a reporting agency and passes edits but cannot be matched to an arrest, the Computerized Criminal History (CCH) application places the transaction into the Name Based Disposition (NBD) file. When a new arrest is processed, the transactions in the NBD file are searched for matches. Any matching prosecution or court transactions are automatically re-submitted for processing. Transactions remain in the NBD file until they match an arrest, are manually corrected and re-submitted by the agency, or are closed by the originally submitting agency. DPS is requesting the counties to review and correct any NBD records that they created in the file. NBD is available via the CJIS Site to allow agencies the opportunity to review their NBD transactions and either make a correction and resubmit or retire the transaction.

Please feel free to email or call your field auditor with any questions.

Subscribing to the listserv

The Criminal History Record Information Processing (CHRIP) Bureau has a listserv to inform all of our reporting agencies of updates, changes and any notifications about what is happening with CJIS and JJIS Reporting. All Offense Code updates and CJIS Conference Information are sent out through 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, "You are now subscribed to the CJISJJIS list."

CJIS Website

When a Password Reset is requested, it is a manual process at CRS. An Administrator must manually reset the password on the User Account. Please click on the 'Password Reset' only once. The administrators of the site work through all account requests as quickly as possible in the order they are received, including Password Resets.

When a Reactivation of an account is requested and processed by a Site Administrator, an email is generated and sent to the User. Included in that email is a link to use to reestablish the User Security Profile and to complete the Reactivation process. The link in the email will take the user directly to the Security Profile setup page. Enter a new password and any other changes to the Security Profile then click 'Save Changes'. The page will redirect to the Login Page, continue to login using the new password. An email will be sent notifying you that your account was recently updated. Only respond to that email if you did not update the account. In the event an account needs Reactivation, please send an email to grp_cjis_site@dps.texas.gov asking to reactivate the account. Please do not fill out an application for a new account.

When filling out a request for access application, be sure to enter the full name of the office where you work. As an example, please do not enter only the county, 'Tarrant County', please do enter the full name of your office, 'Tarrant County District Attorney's Office'. Please use your First and Last Name in the appropriate fields, do not enter your title in a Name field, as an example; enter 'Jane Smith', not 'Administrator Smith'.

If your email address has changed, you can update the new address on your account. Go to the drop down arrow by your name in the upper right corner of the page and select Security Profile, your profile page will open. Enter your new email address in the two boxes on the right side of the profile page. Then click 'Save Changes'.

If an invalid User ID or Password is entered three or more times in a short time span, the account will be Locked. The Lock will last 10-30 minutes after which you will be able to try logging on again. A Locked account does not require a Reactivation or a Password Reset, just a little time for the account to re-set itself.

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 • crssupplyorder@dps.texas.gov

AGENCY _____

STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

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
Deborah Wright	Lead Technical Auditor	debbie.wright@dps.texas.gov	512-424-7876
Dan Conte	Lead Technical Auditor	daniel.conte@dps.texas.gov	512-424-7137

ACCESS & DISSEMINATION BUREAU

Tina Saenz	Manager	tina.saenz@dps.texas.gov	512-424-2078
Rochelle Torres	Program Supervisor, SSAS	rochelle.torres@dps.texas.gov	512-462-6171
Susie Dial -Herrera	Program Supervisor, Training & Audit	susanne.dial@dps.texas.gov	512-424-7927
Catalina Rodriguez-Combs	Supervisor, ADB Support	catalina.rodriguez-combs@dps.texas.gov	512-424-5894
Tanya Wilson	Program Supervisor, ADB	tanya.wilson@dps.texas.gov	512-424-2523
Sharon Hill	Supervisor, NCUJ Training & Audit	sharon.hill@dps.texas.gov	512-424-7920
Ashley Baker	Fingerprint Services Supervisor	ashley.baker@dps.texas.gov	512-424-5105
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
Eliza Garcia	CJIS/JJIS Forms and Fingerprint Card Supplies	eliza.garcia@dps.texas.gov	512-424-2367

crssupplyorder@dps.texas.gov

Fax order form to: 512-424-5599

CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

Holly Morris	Manager	holly.morris@dps.texas.gov	512-424-2686
John Morse	Supervisor, CJIS Field Support	john.morse@dps.texas.gov	512-424-5067
Brittany Chromcak	Supervisor, CCH Data Entry/Control Unit	brittany.chromcak@dps.texas.gov	512-424-7290
Nicole Berry-Moss	Day Shift Supervisor, CCH Data Entry/Control	nicole.berry-moss@dps.texas.gov	512-424-2216
Nenore Hemstreet	Evening Shift Supervisor, CCH Data Entry/Control	nenore.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

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
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
Chrystal Davila	LiveScan Coordinator	chrystal.davila@dps.texas.gov	512-424-7026
VACANT	Work Flow Coordinator	@dps.texas.gov	512-424-7173
Cathleen McClain	AFIS Coordinator	cathleen.mcclain@dps.texas.gov	512-424-2456
VACANT	Assistant AFIS Coordinator	@dps.texas.gov	512-424-2089
24 hour Fingerprint Assistance Line			512-424-5248

CRIME INFORMATION BUREAU

Dax Roberts	Manager	dax.roberts@dps.texas.gov	512-424-5436
Margarete Perryman	TCIC Training Supervisor	margarete.perryman@dps.texas.gov	512-424-7888
Adina Decuire	TCIC Control Room Supervisor	adina.decuire@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.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

INCIDENT BASED REPORTING BUREAU

Brian Isaac	Manager	brian.isaac@dps.texas.gov	512-424-7893
JC Villanueva	TDEX Program Specialist	jc.villanueva@dps.texas.gov	512-424-7135
Rafael Martinez	Supervisor, Field Reps	rafael.martinez@dps.texas.gov	512-424-2522
Elisa Hood-Waddle	Supervisor, IBR	elisa.hood-waddle@dps.texas.gov	512-424-2091
Assistance Line			

SEX OFFENDER REGISTRATION BUREAU

Christopher Sawyer	Manager	christopher.sawyer@dps.texas.gov	512-424-2279
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800