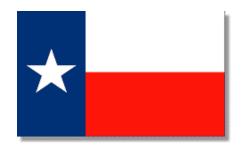
#### THE CRIME RECORDS DIVISION NEWSLETTER



# **CR NEWS**

Volume 27, Number 1

JAN.— MAR. 2022



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

CR News MSC 0230 Attn: Heidi Paul PO Box 4143 Austin, TX 78765-4143

# Access & Dissemination and Biometric Services Bureau Welcome New Managers

New Manager, Access & Dissemination Bureau - Catalina Rodriguez-Combs

Catalina started her career with the Department in October 2016 as a Non-Criminal Justice Auditor II within ADB and within a year promoted to Auditor III. In March 2018, she promoted to Criminal History Support Supervisor, which transitioned into the Access & Dissemination Support Supervisor in August of 2018. Here she was instrumental in developing processes and procedures to help with vendor monitoring and assisted with analyzing legislative bills during the 86th Legislative Session by identifying the potential impact bills may have on the Department. In July 2019, Catalina transferred into the ADB Audit & Training Supervisor Position where she continued to utilize her skills and further enhance the Audit and Training Program. Catalina then became the Fingerprint Services Unit Supervisor in September 2020 and established updates to the



FACT Clearinghouse to ensure compliance with the FBI. In January 2022, she was promoted to the CRD Manager for ADB and will continue to use her skills from each unit she has previously supervised.

#### New Manager, Biometric Services Bureau - Christina "Tina" Saenz



Tina Saenz began her career with the department as part of the Non-Criminal Justice Audit and Training Unit in August of 2013. In this position she traveled across the state performing audits and

providing trainings to a wide range of non-criminal justice agencies. She spent a year and a half in this position before promoting to Supervisor of the Criminal History Inquiry Unit in early 2015. Later that year she promoted again to FBI Rap Back Program Supervisor in November where she was instrumental in writing the policies and procedures that govern the new CJ Rap Back and FBI Rap Back programs, as well as handling trainings for the Secure Site and FACT Clearinghouse. In May of 2018, Tina promoted to Manager of the Access and Dissemination Bureau, where she spent over

three years working with state and federal agencies prior to transferring to the Biometric Services Bureau Manager position on January 1, 2022.

# Criminal History Record Information Processing (CHRIP) Bureau CJIS Website Portal

#### **Electronic Disposition Reporting**

To increase website compliance with FBI CJIS Security Policies concerning single user specific access to confidential PII, the CJIS/LES website is no longer accepting generic, position-based email addresses on new account applications. E.g. CountyClerk@\_\_\_ or JailAdministrator@\_\_ or DeputyClerk1@\_\_\_. All new accounts must have single person specific email addresses with secure government domains. E.g. Cassandra.Richey@dps.texas.gov or Jane.Doe@co.travis.com or JDoe@cityofaustin.gov, etc.

If you currently have a generic, position-based email address on an existing account, as long as your name is on that account, you will be able to continue using that email address. That email address will not be able to be used by any other person at any time. If you obtain a new, single user specific email address, you can change the email address on the account at any time by going to: Menu – Account – Profile.

The CJIS/LES Website portal was converted to the new modernized website on 10/04/2021. We continue to identify and resolve issues with the modernized website as they are brought to our attention. Please be patient as we and our programmers work through identified issues. Should you have any technical difficulties with the website including logon issues and password resets, please email grp\_cjis\_site@dps.texas.gov for the fastest response.

The new CJIS/LES Site supports the following browsers: Microsoft Edge, Chrome, Safari, and Firefox. Due to end of life of the Internet Explorer 11, this browser is not supported by the modernized CJIS/LES Site. 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, <u>do not</u> complete an Application for a New User for any purpose on either site. Contact GRP CJIS SITE@dps.texas.gov with the guestion 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 will receive an auto generated email letting them know that their account has been unlocked.
- \*The email is sent to the User ID (email address) associated with the account.
- The user will then be able to login without establishing a new password.
- \*If the user forgot their password, they can use the 'Forgot Password' option on the log in page.
- If an error message appears at the time of login that the 'Account is locked for: newly converted user. Not set up.' Email <a href="mailto:qrp\_cjis\_site@dps.texas.gov">qrp\_cjis\_site@dps.texas.gov</a> and a Website Administrator will reactivate the account and re-establish the permissions on the account
- Some accounts have not transferred due to them being inactive for such a long period on the old website.
- \*\*If this is the case, it can take up to 24 hours to fully convert the account\*\*

#### 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:

- Click on 'Forgot your password?' under the Log In button on the login page.
- Enter your email that you use to login and click 'Send Reset Email'.
- Use the link that is sent to your email to establish a new password.
- Return to login page and login with your username and new password.
- \*\*Password reset by your Entity Administrator\*\*
- If your agency has an Entity Administrator, they can also process a password reset for you if you are assigned to their ORI.
- The administrator will logon to their CJIS account and navigate to the entity administration section.
- They will then find your name in their entity list, right click the name and click 'Reset Password' in the dropdown.

#### TIP:

- If the User does 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.
- If an account is locked for a 30 day inactivity lockout, an entity administrator will not be able to process an unlock and the user or their administrator will need to contact <a href="mailto:grp\_cjis\_site@dps.texas.gov">grp\_cjis\_site@dps.texas.gov</a> to request an account unlock.

# Criminal History Record Information Processing (CHRIP) Bureau continued CJIS Website Portal

- If the user requests a password reset from an unauthenticated browser the Website Administrator at DPS will receive a notification.
- The user will still establish a new password, but when they attempt to logon they will get an error that they requested a password reset from an unauthenticated browser.
- Send an email from the email address associated with the account to <a href="mailto:GRP\_CJIS\_SITE@dps.texas.gov">GRP\_CJIS\_SITE@dps.texas.gov</a> to verify that you are the one that requested the password reset.
- The account will be unlocked by an administrator at DPS.
- The User will receive an auto generated email letting them know that their account has been unlocked.
- Once the unlock email is received by the user they will logon with the password they created immediately before the lockout happened.
- \*\*The password was saved and they do not need to click 'Forgot Password' again. Clicking 'Forgot Password' will keep them in a loop.\*\*

#### 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 you use a new or different browser, if the browser software has been updated, if a new or different computer is used, etc. If your browser settings are set to clear cookies at a regular interval (every time browser is closed, once a week, etc.) the Authentication will be required the next time you access the CJIS Site.

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

- Go to the login page, type in your User ID/email address and password.
- 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.

#### REPORTS:

The open offense report has undergone substantial changes and is now designed to run in real time. With this in mind, there is a 10,000 record limit on the open offense reports. If your report exceeds 10,000 records, there will be a message that your search parameters have returned more than 10,000 records and will ask that you decrease the time frame parameters.

#### 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 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.
- \*\*Entity Administrators Creating New User Accounts:
- If an Entity Administrator creates a new account for a user under their entity, either the user or the administrator must send an email to <a href="mailto:grp\_cjis\_site@dps.texas.gov">grp\_cjis\_site@dps.texas.gov</a>. In the email please include the username (email address) of the new user along with what permissions they will need. When an Entity Administrator sets up an account for a new user, no permissions are established. A DPS CJIS/LES Website Administrator will need to add the permissions to the account.

## Access & Dissemination Bureau (ADB)

#### Non-Criminal Justice Fingerprint Submissions for Fiscal Year 2021

The Access & Dissemination Bureau (ADB) provides services for agencies with statutory authority to receive fingerprint criminal history record information from Texas and the FBI. The fingerprint submissions are processed through our Fingerprint Applicant Services of Texas (FAST) program, CJ Livescans for applicant purposes, and CJ agencies and legal name change hard cards submitted to TX DPS.

ADB processed the following fingerprint submissions for Fiscal Year 2021:

Hard Cards Total	22,267 <b>1,003,356</b>
Livescan	12,280
FAST	968,809

#### New ADB Program Support Specialist - Nathan Lee

Nathan Lee started his career with the Department in September 2020 as a License and Permit Specialist at the South Austin Driver's License office. Nathan began his new position with Criminal Records Division in March 2022. He is originally from the Dallas-Fort Worth metroplex and to pursue his education, he relocated to San Marcos, TX. In May of 2020, he graduated from Texas State with a Bachelor's in Public Administration. Nathan is looking forward to learning his new role and working with his colleagues.



### **Biometric Services Bureau (BSB)**

#### New Assistant MBIS Coordinator - Chiquta "Q" Ruffin



Chiquta Ruffin has over 7 years with Texas DPS Crime Records Service. She started as a Fingerprint Analyst in January 2015, was promoted to Assistant Biometric Coordinator in 2019, and in January 2022, became the Assistant MBIS Coordinator. In this position, she will continue to utilize her knowledge and skills by providing analytical and qualitative research, coordinating, planning, development, implementation, and oversight as it pertains to MBIS and related programs. Chiquta looks forward to assisting Cathleen McClain and the division in any way she can.

## Biometric Services Bureau (BSB) continued

#### New Assistant Biometric Coordinator - Jessica Carmona-Lara

Jessica Carmona-Lara is the new Assistant Biometric Coordinator. She joined the department a little over a year ago in hopes to continue exercising her bachelor's degree in criminal justice from California State University, East Bay. Jessica started her criminal justice career working as a counselor in a prison and then embarked on her DPS journey as a CCH Quality Assurance Analyst. She hopes to have a long career with DPS and to do her job to best of her ability. When she is not working, she likes to travel, hike, ride her bike through nature or visit family in San Antonio. Lastly, she likes to hear about people's favorite places to eat. So, if you see her around, do not hesitate to let her know what your favorite place to eat is.



# Sex Offender Registration (SOR)

#### **SOR-Offense Codes Article**

The Sex Offender Registration Bureau Has Consolidated Old Offense Codes! In the past when you filled out a CR-35 or added offenses to an offender's profile on the Secure Site, there was an exhaustive list of possible Offense Codes.

Moving forward when entering offense information to a record, you will see that the options have been consolidated and some of the Offense Code Numbers now include the Penal Code subsection of said offense. For instance, Aggravated Kidnapping with an Affirmative Finding and the Victim was Younger Than 17 Years of Age - 10992004. In the past, there were 10 choices to enter on the drop-down that has now been consolidated to one. Sexual Assault of a Child - 22.011(a)(2) - 119911a2 - The first four numbers 1199 combined with the Penal Code subsection 11a2. This consolidation will save time with the added bonus of having substantially similar offenses easier to determine.

The Sex Offender Registration Bureau is available if you need any assistance or have any questions. Please feel free to contact us at 512-424-2800 or at TXSOR@dps.texas.gov

"Indecent Assault or any out-of-state, Federal, foreign, or military offense that is substantially similar to it will not require registration under 62.001(5)(H), but might still be required to register as extrajurisdictional, board-ordered. Registrars or those evaluating a duty to register should be aware of the existence of this new offense and contact the Department with any questions."

<sup>\*\*</sup>Correction to an article published in CR NEWS, Volume 24, Number 3-July-Sept 2019:

# CJIS Security Office Technical Audit

#### Ransomware

With more users working remotely, it's extremely important to maintain vigilance for phishing emails and keeping both operating systems and antivirus software updated. Such attacks have eroded the old protections employed by the enterprise, such as firewalls at the border of our secure networks. Working from home may cause a remote worker to become complacent due to the fact they're not in an office atmosphere. Due to this, the possibility of such Ransomware attacks requires our end users to be more vigilant and security conscious.

Ransomware is a type of malware used by threat actors to infect computers and encrypt computer files until a ransom is paid. Once the files are encrypted, instructions are usually provided to the victim on how they can pay the ransom. If the ransom demands aren't met, the encrypted data will most likely remain that way. Even if the ransom is paid, it's not guaranteed the victim will receive the information to unlock(decrypt) their data. Ransomware is often delivered through "phishing" emails which may appear from a legitimate source; there may be a link or document to click which will start the attack. In some cases it may be delivered by a "drive-by download", which is a file downloaded from the internet without the user's consent and/or knowledge.

#### Tips to protect yourself:

Back up your Computer; Store your backups separately; Keep your computers patched & updated, this includes the anti-virus software; Be careful clicking links on the internet; Verify a user who has sent you a file (do not open if you cannot verify).

#### Responding to a ransomware attack:

Isolate the infected system such as disconnecting the network cable or disabling its wireless connection. Turn off all other computers and devices.

Secure your backups.

Some additional tips from the FBI regarding security recommendations for agencies.

FBI recommends network defenders apply the following mitigations to reduce the risk of compromise.

- Educate employees on how to identify phishing, spear-phishing, social engineering, and spoofing attempts. Advise employees to be cautious when providing sensitive information such as login credentials electronically or over the phone, particularly if unsolicited or anomalous. Employees should confirm, if possible, requests for sensitive information through secondary channels.
- Create protocols for employees to send suspicious emails to IT departments for confirmation.
- Mark external emails with a banner denoting the email is from an external source to assist users in detecting spoofed emails.
- Enable strong spam filters to prevent phishing emails from reaching end users. Filter emails containing executable files from reaching end users.
- Advise training personnel not to open e-mail attachments from senders they do not recognize.
- Require all accounts with password logins (e.g., service account, admin accounts, and domain admin accounts) to have strong, unique passphrases. Passphrases should not be reused across multiple accounts or stored on the system where an adversary may have access. (Note: Devices with local administrative accounts should implement a password policy that requires strong, unique passwords for each administrative account.)
- Require multi-factor authentication for all services to the extent possible, particularly for webmail, virtual private networks, and accounts that access critical systems.
- If there is evidence of system or network compromise, implement mandatory passphrase changes for all affected accounts.
- Keep all operating systems and software up to date. Timely patching is one of the most efficient and cost-effective steps an organization can take to minimize its exposure to cybersecurity threats

#### Questions?

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

- To report incidents, remember to first contact the agency's Terminal Agency Coordinator, Local Agency Security Officer & IT Support.
- Notify the Operations Intelligence Center (OIC) at 1-888-DPS-OIC0 (1-888-377-6420). The OIC will then contact the CJIS Technical Auditor on call to reach you.

# CJIS Security Office continued CJIS Field Support

#### **CJIS Field Support Unit**

The CJIS Field Support Unit provides training and assistance on the data required to be reported to the Computerized Criminal History database. Please call your CJIS Field Support Auditor with any questions you have or if you would like to schedule a training.

#### **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.

#### **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;

- 1. The Date of Fingerprinting (DOA)
- 2. The Date of Birth (DOB)
- 3. The Referral Date (ADA)

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

#### **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.

# **CRD Auditors and Trainers**

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Todd Hittner	Training & Development		todd.hittner@dps.texas.gov	512-424-7885
	- ·			

## **DPS IDENTIFICATION SUPPLIES ORDER FORM**



#### **DPS IDENTIFICATION SUPPLIES ORDER FORM**

CR-12	Day	1/	202	1
UR-121	Rev.	-17	ZUZ	ı

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

Date:	

 $We bsite \ address \ for \ FBI \ supply \ order: \ \underline{https://forms.fbi.gov/cjis-fingerprinting-supply-requisition-form}$ 

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	AGENCY
+Overnight services are available at ordering agency's expense	
	STREET ADDRESS
NOTE: Please order minimum of three months supply. Please submit your order at least 4 weeks	CITY STATE ZIP
prior to depletion of your supplies.	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**

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