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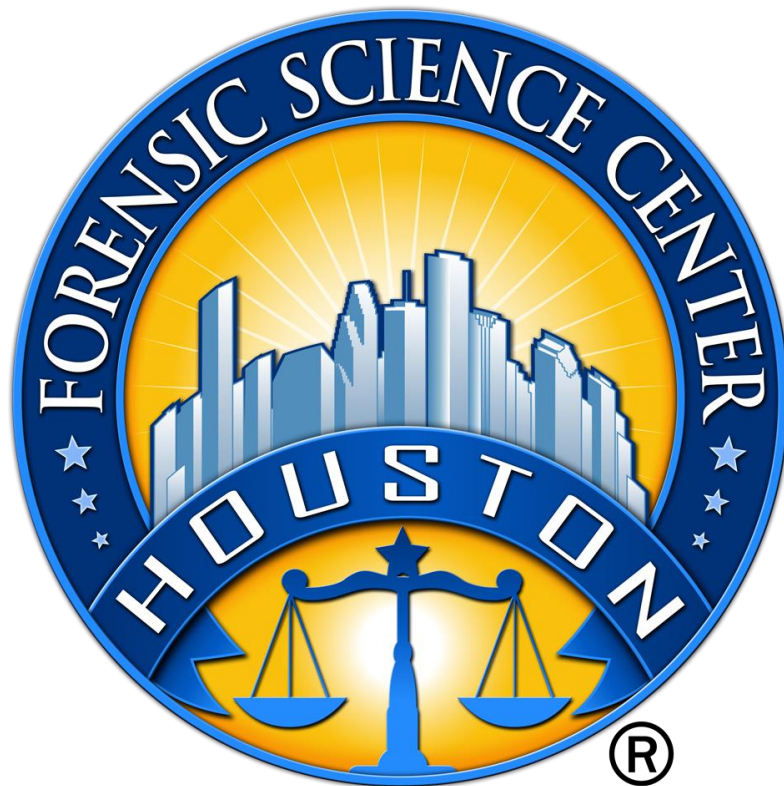
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Houston Forensic Science Center, Inc.

## Board of Directors Virtual Meeting

*August 14, 2020*



**Position 1 - Dr. Stacey Mitchell, Board Chair**

**Position 2 - Anna Vasquez**

**Position 3 - Philip Hilder**

**Position 4 - Francisco Medina**

**Position 5 - Janet Blancett**

**Position 6 - Ellen Cohen**

**Position 7 - Lois J. Moore**

**Position 8 - Mary Lentschke, Vice Chair**

**Position 9 - Vicki Huff**

**Ex-Officio - Tracy Calabrese**

HOUSTON FORENSIC SCIENCE CENTER, INC.

**NOTICE OF SPECIAL PUBLIC MEETING**  
***PUBLIC ACCESS WILL BE VIA TELECONFERENCE ONLY***  
**August 14, 2020**

In accordance with Texas Governor Greg Abbott's temporary suspension of certain provisions of the Texas Open Meetings Act, issued March 16, 2020, notice is hereby given that beginning at 8 a.m. on the date set out above, the Board of Directors (the "Board") of the Houston Forensic Science Center, Inc. (the "Corporation," or "HFSC") will meet via videoconference (Microsoft Teams.) HFSC is conducting this virtual meeting to advance the public health goal of limiting face-to-face interactions and to slow the spread of the coronavirus (COVID-19.)

Gov. Abbott's [temporary suspension of certain open meetings laws](#) was issued in response to the COVID-19 pandemic and in accordance with section 418.016 of the Texas Government Code. Gov. Abbott specifically suspended certain provisions of the law, which required government officials and members of the public to be physically present at a specified meeting location. The relevant suspensions are in effect until terminated by the Office of the Governor or until the Governor's disaster declaration is lifted or expires. Accordingly, this meeting will not take place in a specified physical location for the public to attend in person, however, the virtual meeting will be available to the public and allow for two-way communication between the Board and members of the public.

As required and in accordance with the Governor's temporary suspension, notice of this meeting, the agenda and the agenda packet are posted online at:  
<https://houstonforensicscience.org/meeting-archives.php>

The items listed in the agenda may be taken out of order at the discretion of the Chair. After the conclusion of the meeting, a recording thereof will be posted to  
[www.houstonforensicscience.org](http://www.houstonforensicscience.org).

**Attending the virtual meeting**

The public is not required to create an account to attend the meeting online and the videoconference can be accessed, free of charge.

To attend the videoconference meeting via computer, please use the following link:  
[https://teams.microsoft.com/dl/launcher/launcher.html?url=%2f\\_%23%2f%2fmeetup-join%2f19%3ameeting\\_MWUzZWE5ZjAtODcwZS00MDdkLWJkYjMtYjU0NWl0OWIyNTew%40thread.v2%2f0%3fcontext%3d%257b%2522Tid%2522%253a%2522f03b68b6-d9fe-4735-8648-33b13ef1c3ed%2522%252c%2522Oid%2522%253a%2522a717bead-e9b6-4660-beb2-a7bdef7a335b%2522%257d%26anon%3dtrue&type=meetup-join&deeplinkId=49dc61be-0032-40a8-a6dc-](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2f_%23%2f%2fmeetup-join%2f19%3ameeting_MWUzZWE5ZjAtODcwZS00MDdkLWJkYjMtYjU0NWl0OWIyNTew%40thread.v2%2f0%3fcontext%3d%257b%2522Tid%2522%253a%2522f03b68b6-d9fe-4735-8648-33b13ef1c3ed%2522%252c%2522Oid%2522%253a%2522a717bead-e9b6-4660-beb2-a7bdef7a335b%2522%257d%26anon%3dtrue&type=meetup-join&deeplinkId=49dc61be-0032-40a8-a6dc-)

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or go to <https://houstonforensicscience.org/meeting-archives.php>

In addition to the required free videoconference link, members of the public may call into the meeting by dialing the following teleconference number and entering the subsequent conference ID number: 281-886-3266, **Conference ID:** 948 017 269#

**Callers must mute themselves upon dialing into the meeting to limit interruptions.**

To attend the meeting using a mobile device and through the free videoconference link, the Microsoft Teams mobile application (“app”) must be downloaded (free of charge) to the device. After downloading the app, proceed to the link above and you will be directed to the videoconference, through the app. However, members of the public must be muted to minimize disruption of the meeting.

**NOTICE OF PUBLIC COMMENT**

The public is permitted to speak during the public comment agenda item and as permitted by the Chair. However, requests to speak during the public comment period must be submitted via email to the HFSC Secretary of the Board at:  
[info@houstonforensicscience.org](mailto:info@houstonforensicscience.org) **no later than 9 a.m. Thursday August 13, 2020.**

The request must include the speaker's name, contact number, address and topic of the comment. Speakers should limit their comments to three minutes. The Board Chair may limit both the number of speakers and the time allotted for each speaker. The Chair will call on each speaker by name, during the designated public comment period.

If you have questions regarding attending this virtual meeting please contact Jordan Benton, secretary of the Board of Directors, at **832-993-1924**.

**AGENDA**

1. Call to order.
2. Roll call; confirmation of presence of quorum.
3. Public comment.
4. Reading of draft minutes from July 10, 2020 board meeting. Consideration of proposed corrections, if any. Approval of minutes.
5. Report from Dr. Stacey Mitchell, board chair, including a monthly update of activities and other announcements.

**Reports and presentations by corporate officers, and possible related action items**



6. Report from Dr. Peter Stout, president and CEO, including technical updates, outreach efforts, staffing changes and other corporate business items, including steps taken to operate safely and effectively during the COVID-19 pandemic.
  - a. Presentation from Dr. Stout regarding a proposal to consolidate Harris County and City of Houston property and evidence management, including an overview of the state of forensics nationally
7. Monthly operations report from Dr. Amy Castillo, vice president and COO, including a review of the COVID-19 pandemic's impact on laboratory operations and an update on backlogs in the forensic biology/DNA and latent print sections.

Reports and presentations by staff

8. Presentation from Mr. Timothy Schmahl, manager of latent prints, and Ms. Aimee Grimaldi, project engineer, on the latent print backlog.
  - a. Mr. Schmahl will provide a brief overview of the latent print backlog and the challenges presented by having more evidence items in each case.
  - b. Ms. Grimaldi will provide an overview of a planned lean six sigma project, the project's risks, timeline, team selection process and goals.
9. Report from Mr. Jerry Pena, director of CSU and digital multimedia evidence, regarding a significant spike in homicides in July and a planned renovation at the vehicle examination building.
10. Report from Ms. Erika Ziemak, quality director, regarding quality assurance, a review of the blind quality control program, testimony monitoring, a stakeholder survey and proficiency tests.
11. Adjournment.

**Certification of Electronic Posting of Notice of the Board of Directors ("the Board")  
of the Houston Forensic Science Center, Inc. (the "Corporation")**

I, Jordan Benton, coordinator of board relations and executive administration, do hereby certify that a notice of this meeting was posted [online](https://houstonforensicscience.org/meeting-archives.php) at <https://houstonforensicscience.org/meeting-archives.php> on Tuesday, the 11th day of August, 2020, as required by Section 551.043 et seq., Texas Government Code and in accordance with Governor Abbott's March 16, 2020 temporary suspension of certain provisions of the Texas Open Meetings Act.

Given under my hand this the 11th day of August 2020.

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Jordan Benton

## Open Meeting Laws Subject to Temporary Suspension

Effective March 16, 2020, and subject to the following conditions, the following statutory provisions are temporarily suspended to the extent necessary to allow telephonic or videoconference meetings and to avoid congregate settings in physical locations:

- those that require a quorum or a presiding officer to be physically present at the specified location of the meeting; provided, however, that a quorum still must participate in the telephonic or videoconference meeting ○ TEX. GOV'T CODE § 551.122(b)

- TEX. GOV'T CODE § 551.127(a-3), (b)–(c), (e), (h)–(i)
- TEX. GOV'T CODE § 551.130(c)–(d), (i)
- TEX. GOV'T CODE § 322.003(d), (e)(2)
- TEX. GOV'T CODE § 845.007(f)(2)
- TEX. GOV'T CODE § 855.007(f)(2)
- TEX. CIV. PRAC. & REM. CODE § 74.102(f)
- TEX. INS. CODE § 2151.057(d)(1)
- TEX. LOCAL GOV'T CODE § 379B.0085(a)

- those that require physical posting of a notice; provided, however, that the online notice must include a toll-free dial-in number or a free-of-charge videoconference link, along with an electronic copy of any agenda packet ○ TEX. GOV'T CODE § 551.043(b)(2)–(3)
- TEX. GOV'T CODE §§ 551.049–551.051

- those that require the telephonic or videoconference meeting to be audible to members of the public who are physically present at the specified location of the meeting; provided, however, that the dial-in number or videoconference link provided in the notice must make the meeting audible to members of the public and allow for their two-way communication; and further provided that a recording of the meeting must be made available to the public ○ TEX. GOV'T CODE § 551.121(f)(1)

- TEX. GOV'T CODE § 551.122(d)
- TEX. GOV'T CODE § 551.125(e)–(f)
- TEX. GOV'T CODE § 551.126(d)(1)
- TEX. GOV'T CODE § 551.127(f), (j)
- TEX. GOV'T CODE § 551.130(e)–(f)
- TEX. GOV'T CODE § 551.131(e)(1)
- TEX. GOV'T CODE § 322.003(e)(3)
- TEX. GOV'T CODE § 436.054(e)
- TEX. GOV'T CODE § 845.007(f)(3)
- TEX. GOV'T CODE § 855.007(f)(3)
- TEX. AGRIC. CODE § 41.061(c)–(d)
- TEX. AGRIC. CODE § 41.1565(c)–(d)
- TEX. AGRIC. CODE § 41.205(d)–(e)
- TEX. AGRIC. CODE § 62.0021(c)–(d)

- TEX. EDUC. CODE § 66.08(h)(2)(B)
- TEX. FAM. CODE § 264.504(e)
- TEX. FIN. CODE § 11.106(c)(4)–(5)
- TEX. FIN. CODE § 154.355(d)(2)–(3)
- TEX. INS. CODE § 462.059(a)(1), (c)
- TEX. INS. CODE § 463.059(d)
- TEX. INS. CODE § 2151.057(e)
- TEX. INS. CODE § 2210.1051(b)(2)–(3)
- TEX. INS. CODE § 2211.0521(b)(2)–(3)
- TEX. LOCAL GOV'T CODE § 379B.0085(b)(2)–(3)
- TEX. SPEC. LOC. DIST. CODE § 9601.056(c)
- TEX. TRANSP. CODE § 173.106(e)–(f)
- TEX. TRANSP. CODE § 366.262(c)–(d)
- TEX. TRANSP. CODE § 370.262(c)–(d)

- those that may be interpreted to require face-to-face interaction between members of the public and public officials; provided, however, that governmental bodies must offer alternative methods of communicating with their public officials.
  - TEX. GOV'T CODE § 551.007(b)
  - TEX. GOV'T CODE § 551.125(b)(1), (d)

These suspensions are in effect until terminated by the Office of the Governor, or until the March 13, 2020 disaster declaration is lifted or expires.

Houston Forensic Science Center, Inc.

VIRTUAL MEETING OF BOARD OF DIRECTORS

MINUTES

July 10, 2020

The undersigned, being the duly appointed secretary of the Houston Forensic Science Center, Inc., (“HFSC” and/or the “Corporation”) hereby certifies the following are true and correct minutes of the July 10, 2020 virtual meeting of the Board of Directors (the “board”) of the Corporation.

- A. In a manner permitted by the Corporation’s Bylaws, the meeting was called by providing all directors with notice of the date, time, (instructions for Microsoft Teams access and call-in options) and purposes of the meeting more than three days before the date of the meeting.
- B. In accordance with Chapter 551, Texas Government Code and Governor Greg Abbott’s March 16, 2020 temporary suspension of certain provisions of the Texas Open Meetings Act, notice of this meeting was duly posted online to [www.houstonforensicscience.org](http://www.houstonforensicscience.org) on July 7, 2020 along with a free-of-charge videoconference link, dial-in phone number and an electronic copy of the agenda packet, as required.
- C. The virtual meeting on Microsoft Teams was called to order by Board Chairwoman Stacey Mitchell at approximately 8 a.m. on Friday July 10, 2020. She reminded directors to be mindful of audio delays, to unmute before speaking and to use the “raise hand” function in Microsoft Teams before speaking.
- D. Board Secretary Jordan Benton called the roll. The following directors were present: **Stacey Mitchell** (the chairwoman’s photo was visible in her icon during the meeting,) **Philip Hilder** (“PH,”) **Anna Vasquez** (“AV,”) **Francisco Medina** (“FM,”) **Janet Blancett** (“J,”) **Lois Moore** (“LM,”) **Vicki Huff** (“VH,”) **Mary Lentschke** (“ML,”) and **Tracy Calabrese** (“TC”)

Chairwoman Mitchell declared a quorum.

**Ellen Cohen (“EC”) was not present at roll call or for the executive session. Director Cohen joined the meeting at 9 a.m. when the board reconvened into open session.**

- E. Chairwoman Mitchell announced that HFSC’s second virtual board meeting was being held in compliance with Governor Greg Abbott’s temporary suspension of certain provisions of the Texas Open Meetings Act in response to the COVID-19 pandemic. She reminded members to mute their microphones during the meeting and to unmute when speaking.
- F. At approximately 8:02 a.m. the board went into executive session in accordance with Sections 551.071(a) and 551.074(a,) consultation with attorney regarding pending or contemplated litigation, and personnel matters to deliberate the president and CEO’s annual performance evaluation. Chairwoman asked Dr. Peter Stout, president and CEO, and Ms. Akilah Mance, HFSC’s general counsel, to remain in executive session with the board. She asked Secretary

Benton to stop recording the meeting.

- G. The meeting reconvened at approximately 9 a.m. Secretary Benton began recording the meeting. The Chairwoman announced Director Cohen had joined the open session at 9 a.m. and declared a quorum was present. Ex-Officio Calabrese rejoined the open session at approximately 9:02 a.m.
- H. The chairwoman asked the board if there were any voting items to address from the executive session. Director Hilder made a motion to give Dr. Stout a three percent merit increase. Director Blancett seconded the motion. Secretary Benton called the roll. The following directors were in favor: Stacey Mitchell, Philip Hilder, Anna Vasquez, Francisco Medina, Janet Blancett, Lois Moore, Vicki Huff, Mary Lentschke and Ellen Cohen. With none opposed, the motion passed unanimously.
- I. Chairwoman Mitchell reminded the board that Dr. Stout is supposed to present in July, as part of his annual evaluation, annual priorities and performance objectives for the new fiscal year. She said Dr. Stout had requested to present those in September this year due to the COVID-19 pandemic. Director Moore made a motion to approve the request. Director Huff seconded the motion. Secretary Benton called the roll. The following directors were in favor: Stacey Mitchell, Philip Hilder, Anna Vasquez, Francisco Medina, Janet Blancett, Lois Moore, Vicki Huff, Mary Lentschke and Ellen Cohen. With none opposed, the motion passed unanimously.
- J. Chairwoman Mitchell said the board agenda included an email address and phone number for the public to use to address the board. The Chairwoman asked Secretary Benton if any members of the public wished to address the board. Ms. Benton said no one had requested to address the board. The chairwoman opened the floor to members of the public. With no one present to speak, Chairwoman Mitchell closed the public comment period.
- K. Chairwoman Mitchell asked if any changes were needed for the June 10, 2020 board meeting minutes. No directors had changes. Director Blancett made a motion to approve the minutes. Vice Chair Lentschke seconded the motion. Director Huff and Director Cohen abstained. With none opposed, the motion passed unanimously.
- L. Chairwoman Mitchell presented a chair's report. Chairwoman Mitchell welcomed the Honorable Ellen Cohen to the board of directors and thanked her for her willingness to serve. Chairwoman Mitchell reminded the board to use the Microsoft Teams "hand raise" function to ask questions during staff presentations.
- M. As part of the president's report, Dr. Stout reminded the board that as sections eliminate backlogs and complete older cases overall turnaround times increase because the calculation is from the moment a request is made through the point when a report is issued. At the moment, turnaround times are being impacted by the forensic biology, latent prints and toxicology sections working through their backlogs. The toxicology section, he added, is completing cases at an impressive rate despite reducing onsite staffing numbers due to the pandemic. Dr. Stout said recruitment for open and new positions continues. He said Courtney Head, manager of the forensic biology/DNA section, is temporarily filling the technical leader post until another staff member fulfills all the educational requirements for the role. Dr. Stout said nearly all in-person outreach events have been cancelled because of the pandemic, though Councilmember Tiffany

Thomas and her staff did tour the lab. Virtual outreach activities are increasing, and Dr. Stout presented to the Texas Criminal Defense Lawyers Association's Rusty Duncan Conference and to a Jewish Federation women's professional group. Dr. Stout said the pandemic is impacting operations and 10 HFSC staff have tested positive for the coronavirus. Of those, five had since returned to work onsite. Dr. Stout said the multimedia unit has recovered after it was unable to respond to audio/video call outs due to staff being out either with the coronavirus or as a result of exposure. Several other staff remain self-quarantined due to exposure. Dr. Stout said the 27-member crime scene unit continues to feel strained by the increased number of call outs and limited staffing. CSU has implemented an on-call schedule and may resort to emergency 12-hour shifts if needed. Dr. Stout said seized drugs and client services and case management returned to alternating shifts on July 6 to reduce the number of staff onsite. He said the pandemic is causing issues across the justice system, noting the Harris County courts have a backlog of 80,000 criminal cases. Chairwoman Mitchell said HFSC is following Centers for Disease Control (CDC) guidelines and combining in policy guidelines for first responders and health care providers. She added that HFSC is taking aggressive steps to protect staff. In response to Chairwoman Mitchell's question regarding whether the lab has enough personal protective equipment (PPE,) Dr. Stout said the lab has about a 12-month supply. Director Blancett asked if the lab uses the same reagents as those used in COVID-19 testing and whether it is being impacted by a shortage of those chemicals. Dr. Stout said the lab has not experienced reagent shortages but continues to monitor the. He said at crime scenes CSU is now double gloving, wearing eye protection and using N95 masks instead of surgical masks. Dr. Stout said it appears all COVID-19 positive cases on staff have either been from household exposure or from outside of work. He said visits to the lab are restricted and all visitors must have their temperature checked before entering and wear a mask. Staff are also wearing masks. In addition, curtains have been hung to separate cubicles and chairs have been removed from common areas and conference rooms. HFSC has also contracted with Bode Technology to perform weekly COVID-19 testing, which began July 6. Bode has promised a 48- to 72-hour turnaround time on results, allowing HFSC to more quickly identify staff who are positive. HFSC will provide the testing every Monday in July. Director Blancett asked if staff confirmed positive for the virus can get tested at HFSC. Dr. Stout said that if a staff member that has tested positive meets CDC clinical guidelines for recovery from the virus, they can come at the end of the day to get tested again. Staff who are symptomatic must get tested elsewhere, he added. Chairwoman Mitchell asked if COVID-19 testing has impacted Bode's ability to complete analysis on rape kits. Dr. Stout said the virus testing is a separate function, though HFSC is closely monitoring whether Bode will maintain the promised turnaround time on COVID tests. In response to a question from Director Blancett about whether there is any local or federal funding available to pay for the COVID-19 testing, Dr. Stout said it is possible, but everyone is currently struggling to find funding mechanisms. Chairwoman Mitchell asked how staff felt about having tests available to them. Dr. Stout said the response from staff has been overwhelmingly positive. Dr. Stout said the pandemic also delayed plans for creating annual goals for next year and they will be discussed in September. Dr. Stout said that also by September, the forensic biology section will have a better idea of the impacts the new probabilistic genotyping software, or STRMix, will have on the section's capacity for their annual goals since complex data from the software increases case review time. He said other labs have had their productivity cut in half the first year of implementing the software. In a mid-year review of 2020 goals, Dr. Stout said HFSC had accomplished its biggest annual goal and moved to the new facility. HFSC has also completed goals relating to one-on-one meetings, semi-annual reviews and voluntary turnover. The lab is struggling to meet its goal of

having an overall turnaround time of 45 days. As backlogs are eliminated, turnaround times go up in a contradictory manner making the goal challenging if not impossible to accomplish, Dr. Stout explained. The goal will not be changed mid-year, but the impact to staff will be minimal, though a failure to meet this goal will impact him and Dr. Castillo. Dr. Stout said the lab set a goal to have no more than a 15 percent backlog for received requests in a year, which will also not be achieved. Dr. Stout said the 2021 goals presented in September will better consider how to create a production goal that is both possible to meet and reflects stakeholder needs.

- N. Dr. Amy Castillo, vice president and COO, said the lab's turnaround time increased because the toxicology section completed nearly 700 backlogged cases last month, impacting the average. Dr. Castillo said the latent print section is also working older cases in the backlog in addition to newer rush requests. The section is averaging a 400- to 500-day turnaround time as it completes the oldest cases in the backlog. Dr. Castillo said as coronavirus cases climb in Houston, the seized drugs and client services and case management sections returned to rotating schedules. The seized drugs section is creating a paperless workflow to allow for more work from home. Dr. Castillo said the five new positions in the toxicology section will help with a backlog in blood alcohol requests. Dr. Castillo shifted focus to the forensic biology/DNA section's rape kit backlog, noting 1,130 sexual assault kits are over 30 days old. Of those, 511 are awaiting a review to determine whether any DNA profiles in the cases are eligible for upload into the DNA database, 296 will be analyzed by a commercial vendor and 323 will be completed by HFSC. Dr. Castillo reminded the board the backlog had grown because it took longer than expected to train analysts to use new probabilistic genotyping software and because vendor laboratories did not have capacity to immediately complete cases as the lab shutdown to move to the new facility. Dr. Castillo said another challenge the section faces is that the five new analysts must have their first 50 cases administratively and technically reviewed by section management. This too is slowing down the process. Dr. Castillo said the section has 10 full-time DNA analysts, four of whom are authorized to conduct administrative and technical reviews. She said one of the four analysts had to quarantine recently due to a potential exposure to a person who was COVID positive, slowing down that part of the process. To help mitigate future bottlenecks in the review process, Dr. Castillo said that new analysts will receive technical review training after they complete the requirement to have 50 cases reviewed by section management. Dr. Castillo said in addition to sexual assault kits, DNA analysts also perform work on other crime types and often receive requests to rush a case. In June, 40 percent of the work completed were urgent requests.
- O. Dr. Castillo told the board HFSC had selected two vendors to do sexual assault kit analysis: Signature Science, LLC in Austin and Bode Cellmark Forensics in Virginia. She said HFSC has worked with both vendors previously. HFSC will use federal grant dollars not exceeding \$648,850 to pay the vendors for the work. Dr. Castillo said cases sent to Signature Science will be completed by October. Cases sent to Bode Cellmark will be completed by March 2021. Dr. Castillo added that analysts from both laboratories are licensed to testify in Houston. Director Cohen asked if the contract is based on a flat fee or on the number of kits HFSC sends to the labs. She also asked whether the contract includes recourse for HFSC if the labs fail to meet the promised turnaround time. Dr. Castillo said HFSC does not have to send a certain number of kits to get the fixed price. She said the contract does not include penalties for delayed turnaround times. Dr. Castillo requested board approval to enter into a contract for DNA services with both Bode Cellmark Forensics and Signature Science, LLC using the FY 2019



DNA Capacity Enhancement and Backlog Reduction federal grant to not exceed \$648,850. Director Moore made a motion to approve. Director Blancett seconded the motion. Secretary Benton called the roll and the following directors were in favor: Stacey Mitchell, Philip Hilder, Anna Vasquez, Francisco Medina, Janet Blancett, Lois Moore, Vicki Huff, Mary Lentschke and Ellen Cohen. With none opposed, the motion passed unanimously.

- P. Mr. David Leach, CFO and treasurer, requested board approval to reallocate funds in the current fiscal year budget. Mr. Leach thanked the City of Houston's finance department for expediting HFSC's funds for the new fiscal year. Mr. Leach said no changes had been made in the total budget but as spending continued money needed to be moved around to better reflect that activity. Director Blancett made a motion to approve the budget reallocations. Director Moore seconded the motion. Secretary Benton called the roll, and the following directors were in favor: Stacey Mitchell, Philip Hilder, Anna Vasquez, Francisco Medina, Janet Blancett, Lois Moore, Vicki Huff, Mary Lentschke and Ellen Cohen. With none opposed, the motion passed unanimously.
- Q. Mr. Leach presented the treasurer's report and provided an overview of HFSC spending, noting that as usual, more than 70 percent of the budget is for personnel. The remainder is for services, supplies, capital and non-capital expenses. Mr. Leach compared the 2019 budget to 2020, noting revenue had remained the same. Grant funding had increased slightly, he said. Mr. Leach said the largest difference between last year's budget and this year's budget is the \$30 million in capital spending for the 500 Jefferson lease and vehicles for the crime scene unit. Mr. Leach showed the board how personnel costs had increased between 2018 and 2019 as staffing grew in the latent print section and crime scene unit. The toxicology section's five new employees will be reflected in next year's budget. Of the forensic disciplines, Mr. Leach said the forensic biology/DNA section costs the most to operate.
- R. Mr. Jerry Pena, director of the crime scene unit (CSU) and multimedia section, said the multimedia section had been particularly hard hit by COVID-19 with three staff members testing positive and another two quarantined due to direct exposure. Two other staff members that had previously tested positive had since recovered and reported back to work. However, the multimedia section had no staff available to respond to audio/video callouts. Those calls were being covered by the crime scene unit. Mr. Pena said one crime scene investigator is also recovering from the virus and another had recovered and reported back to duty. CSU had five staff in June quarantined either due to a positive test result or direct exposure. Those absences impacted the short-staffed, 24/7 unit, especially as the call volume continues to rise. He said the unit began a temporary on-call schedule July 3. Under this schedule, a CSI remains on call for 12 hours after they complete a shift. Mr. Pena said if CSU suffers anymore personnel losses, he will implement an emergency, two-shift, 12-hour schedule to ensure full coverage for HPD. Director Blancett asked what type of PPE CSIs are wearing at scenes and whether it offers sufficient protection. Mr. Pena said CSIs are double gloving and using N95 masks, eye protection and disposable shoe covers at scenes. They also have Tyvek suits if necessary. Chairwoman Mitchell asked Mr. Pena what the worst-case scenario is for CSU if the call volume continues to increase. Mr. Pena said the unit would need to prioritize scenes, with officer-involved shootings getting top billing, followed by murders, sexual assaults and aggravated assaults. The severity of the case will also dictate how many CSIs get deployed to a scene. Typically, HFSC sends at least two CSIs to a scene. But if necessary, the pair will be split up to cover multiple scenes after one is secured. He said if staffing is hit hard, the unit

may have to turn down calls. Mr. Pena said in January, CSU received a record high number of 63 or 64 vehicles to process at the vehicle examination bay. He said in June the unit processed 58 vehicles. Mr. Pena said the vehicles received must be processed quickly because the search warrants typically have a time limit. He said except for May the average number of vehicles received each month in 2020 has surpassed the number received in 2019.

- S. Mr. Charles Evans, director of business development, updated the board on the upcoming renovations to the vehicle examination building. The Houston City Council approved the Interlocal Agreement (ILA) with HFSC on June 17 allowing HFSC to use the city's vetted construction companies. Mr. Evans reviewed the scope of the \$152,000 project, noting 75 percent is funded by a federal grant and 25 percent by HFSC. Mr. Evans said the final project details will be decided July 16. The project must be completed by December to accommodate the grant guidelines. Mr. Evans said a larger motor for venting had been installed in the basement firing range as well as additional duct work. The landlord covered the expenses. Mr. Evans said the Houston City Council approved on July 1 a 10-year lease with HFSC for the crime scene house located at 1620 Crockett St. Mr. Evans said the former fire station allows HFSC to host community outreach events and CSU training exercises.
- T. Ms. Erika Ziemak, quality division director, said the division met its June goals for submitting blind quality controls but was encountering new challenges as some disciplines adjust their workflows due to the pandemic. The greatest challenge is currently in the latent print section. The section has two request types: a processing request, which is a submission for physical item of evidence to see if prints can be developed, and comparison requests, when an examiner compares prints after it has been developed. Many comparison requests are automatically made when an officer submits a latent lift card to the Houston Police Department Property Room. But sometimes an officer asks for a case to be prioritized or "rushed." Ms. Ziemak said the latent print section is currently prioritizing older cases and rush cases. As a result, the latent print section is not completing blind cases. Ms. Ziemak said the quality division is also challenged by mixtures of DNA. She reminded the board about two forensic biology blind cases mentioned at the June meeting. Ms. Ziemak noted she had detailed the findings of one of the mixture cases but had not shared information about the second as the investigation was ongoing. That second investigation has since been completed and turned out to be more complex than the first one which uncovered that the staff member who had swabbed the back of her neck to create the blind sample had her spouse's DNA on her body, creating the mixture. In the second instance, however, the staff member, who also swabbed the back of her neck to create a single-source DNA sample, resides with several people. The resulting mixture was low quality, making it difficult to determine whether there were two or three contributors. Two analysts agreed the results pointed to a three-person mixture but suggested running it through the new probabilistic genotyping software. Ms. Ziemak said the software backed the analysts' conclusions that the sample was a three-person mixture, however, was unable to determine profiles for two of the contributors. Ms. Ziemak said the quality division will take additional steps to ensure single-source DNA samples submitted as part of the blind program do in fact have only one person's DNA present. She said the two blind cases speak point to the sensitivity of DNA testing and are an example of the complexity of mixtures submitted to the section from different crime scenes. Director Huff asked if the cause of the mixture is known. Ms. Ziemak said they were unable to determine the DNA profiles of the second and third contributors. Ms. Ziemak said the lab is undergoing a remote virtual assessment that began July 1. She said there is one who will focus on the forensic biology/DNA section. Other

sections may also be asked to provide documentation. The assessor is reviewing documents virtually and using FaceTime to observe staff in the lab. Ms. Ziemak said the FBI's assessment, used to ensure the lab meets the standards necessary to access the national DNA database, is I is scheduled to occur onsite in October, though this could change due to the pandemic. Ms. Ziemak reminded the board that in December 2018 they passed a resolution requiring HFSC to adopt applicable standards on the Organization of Scientific Area Committees registry. She said nine standards had been published and the lab has implemented five of them HFSC is working to implement the remaining four standards. Ms. Ziemak highlighted a multidisciplinary standard that requires analysts to have 16 hours of continuing education annually. HFSC adopted the standard and broadened it to apply to all staff. Ms. Ziemak said staff have not testified since Harris County suspended jury trials in March, which has now been extended through September 1.

- U. Chairwoman Mitchell requested a motion to adjourn the meeting. Director Moore made a motion to adjourn. Director Cohen second the motion. The meeting ADJOURNED at approximately 11:41 a.m.

By: \_\_\_\_\_

Jordan Benton Secretary

# President's Report

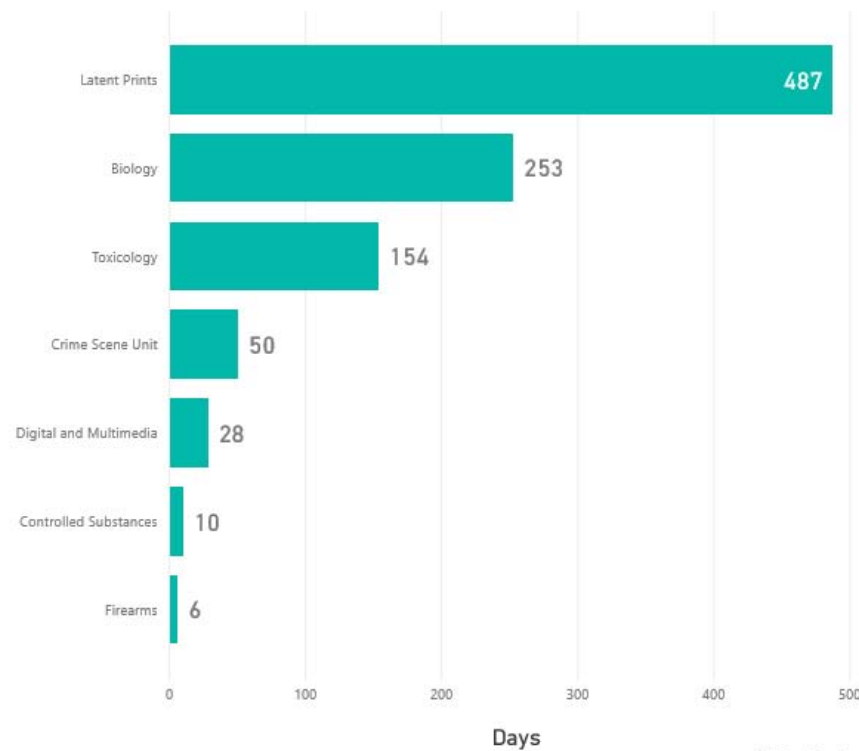
August 14, 2020

# HFSC and COVID-19

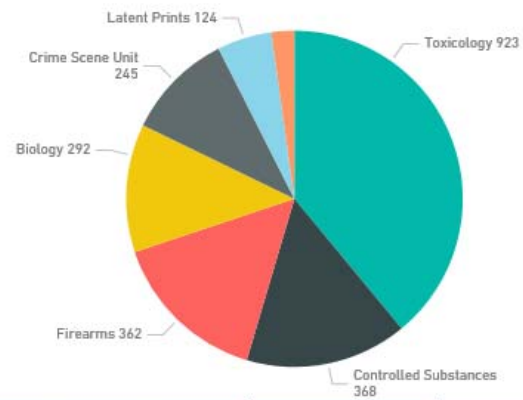
- 13 positives, one individual out
- Testing weekly through August 17
- As of August 10:
  - 159 tested, about 79 percent of staff, nearly everyone that comes onsite at least once a week
  - Of those, 40 have been tested five times
  - 491 total collections, 459 analyzed
  - About two dozen tubes have leaked



## Average Turnaround Time for -July 2020



## Requests Completed by Section



Turnaround Time - Days

125

Completed Requests

2366

Month Comple...

- ☐ 01-January
- ☐ 02-February
- ☐ 03-March
- ☐ 04-April
- ☐ 05-May
- ☐ 06-June
- ☒ 07-July

Year Completed

- ☐ 2014
- ☐ 2015
- ☐ 2016
- ☐ 2017
- ☐ 2018
- ☐ 2019
- ☒ 2020

This data is current as of 7/31/2020.

# Staffing August 5, 2020

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• 200 staff<ul style="list-style-type: none"><li>• 192 HFSC employees</li><li>• 7 City of Houston civilians</li><li>• 1 toxicology fellow (Army)</li></ul></li><li>• 12 open positions, 7 offers accepted<ul style="list-style-type: none"><li>• 2 experienced crime scene investigators</li><li>• 2 crime scene investigator trainees</li><li>• 1 multimedia analyst</li><li>• 2 experienced toxicology analysts</li></ul></li></ul> | <ul style="list-style-type: none"><li>• 5 active vacancies<ul style="list-style-type: none"><li>• 1 forensic biology/DNA analyst</li><li>• 1 manager latent print lab*</li><li>• 3 toxicology analysts</li></ul></li><li>• 2 vacancies on hold<ul style="list-style-type: none"><li>• 1 forensic biology/DNA technical lead</li><li>• 1 seized drugs analyst</li></ul></li></ul> <p>* Incumbent provided 90 day resignation notice</p> |
|---|--|



Note: Includes recruitment of five toxicology analysts approved in FY2021 budget.



# Outreach

My items:

- Virtual meeting with Council Member Sallie Alcorn and staff

Virtual staff presentations:

- STRmix training for HPD investigators
- Gap Science webinar featuring Kelly Freeman of DNA: “A Day in the Life of a DNA Analyst”
- James Miller trained HPD officers on controlled substances and dangerous drugs
- George Mason University hosted Skype A Scientist with DNA analyst Ema Ruzic
- DNA analyst Aja Moss participated in a Math Modeling Speaker Series hosted by Claflin University in South Carolina
- Firearms examiner Melissa Nally presented to Iowa State University students and the CSAFE, the Center for Statistics and Applications in Forensic Evidence
- Toxicology analyst Melissa Rodriguez presented at a CSI camp for high school students hosted by the University of Mississippi



# Miscellaneous catch up

- Shooting range: inspections complete, all in working order
- Treasurer's report:
  - Quarterly, unless there's something urgent
  - Not much change month to month
  - Annual audit is ongoing



**RANT  
AHEAD**



# Forensics in the US

What labs face nationwide



## The jurisdictional return on investment from processing the backlog of untested sexual assault kits<sup>☆</sup>

Paul J. Speaker

John Chambers College of Business and Economics, West Virginia University, Morgantown, WV, 26505, USA

### ARTICLE INFO

Article history:  
Received 8 January 2019  
Received in revised form

### ABSTRACT

The economic problem for the forensic laboratory is a problem faced in all arenas; li available to address seemingly unlimited desires. This is as true for entities in the pul

American Economic Journal: Applied Economics 2017, 9(1): 165–201  
<https://doi.org/10.1257/app.20150043>

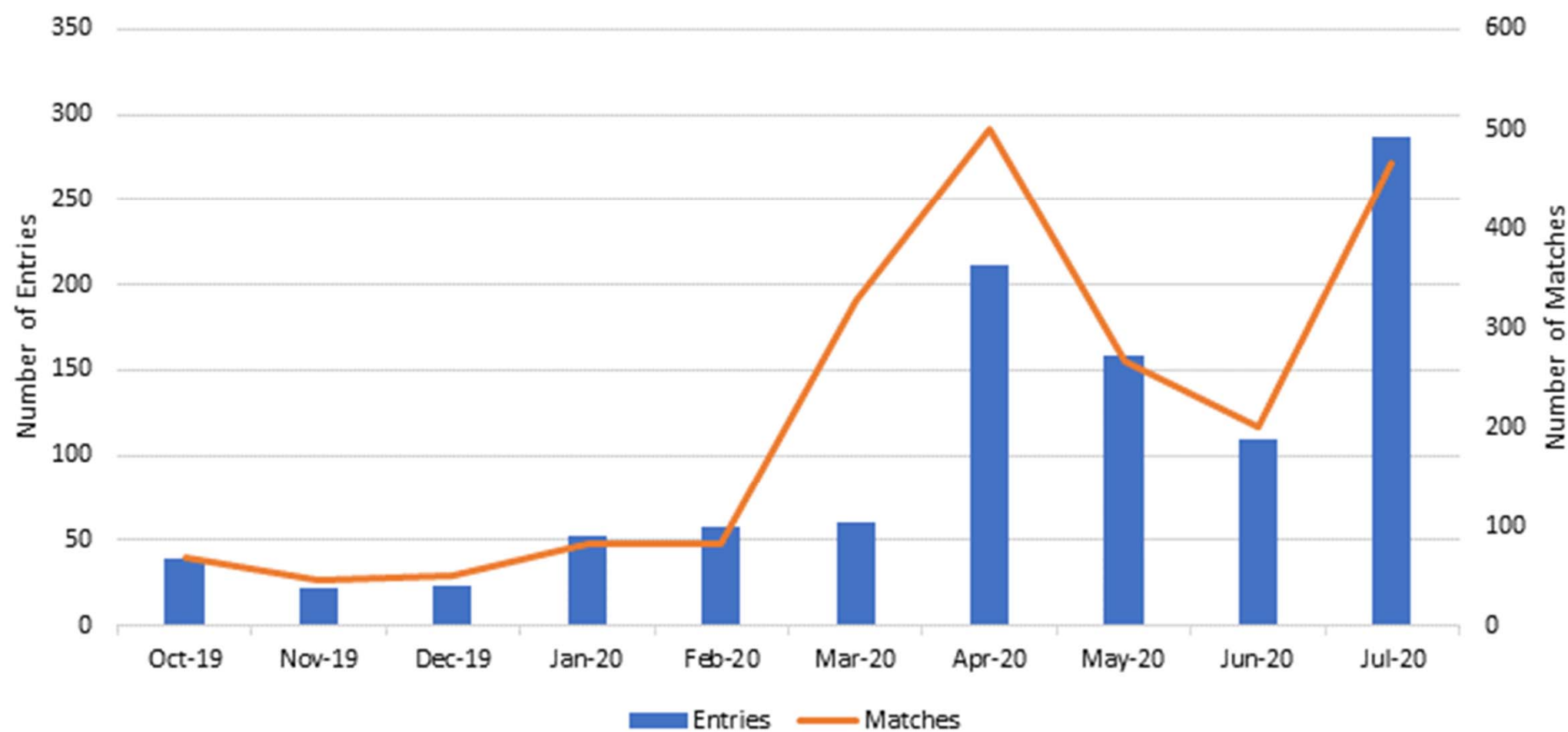
## The Effects of DNA Databases on Crime<sup>†</sup>

By JENNIFER L. DOLEAC\*

*Every US state has a database of criminal offenders' DNA profiles. These databases receive widespread attention in the media and popular culture, but there has been no rigorous analysis of their impact on crime. This paper intends to fill that gap. I exploit the details and timing of state DNA database expansions in two ways*

- Economic evaluation of return on Investment (ROI) on ONE type of evidence
- For testing all SAKs ROI **between 9,800% to 64,000%**
- A CODIS entry is **estimated to be worth \$20,000**

CODIS Entries and Matches



U.S. Department of Justice  
Office of Justice Programs  
*Bureau of Justice Statistics*



November 2016, NCJ 250151

# Publicly Funded Forensic Crime Laboratories: Resources and Services, 2014

Matthew R. Durose and Andrea M. Burch, *BJS Statisticians*  
Kelly Walsh and Emily Tiry, *Urban Institute*

Bulletin





**TABLE 9**

**Annual operating budget for publicly funded forensic crime labs, by type of jurisdiction and number of full-time employees, 2014**

	Number of labs	Annual operating budget (in millions)
All labs	409	\$1,680
Type of jurisdiction		
Federal	39	\$302
State	193	796
County	98	306
Municipal	79	277
Number of full-time employees*		
100 or more	27	\$568
50-99	51	416
25-49	90	378
10-24	134	262
9 or fewer	107	56

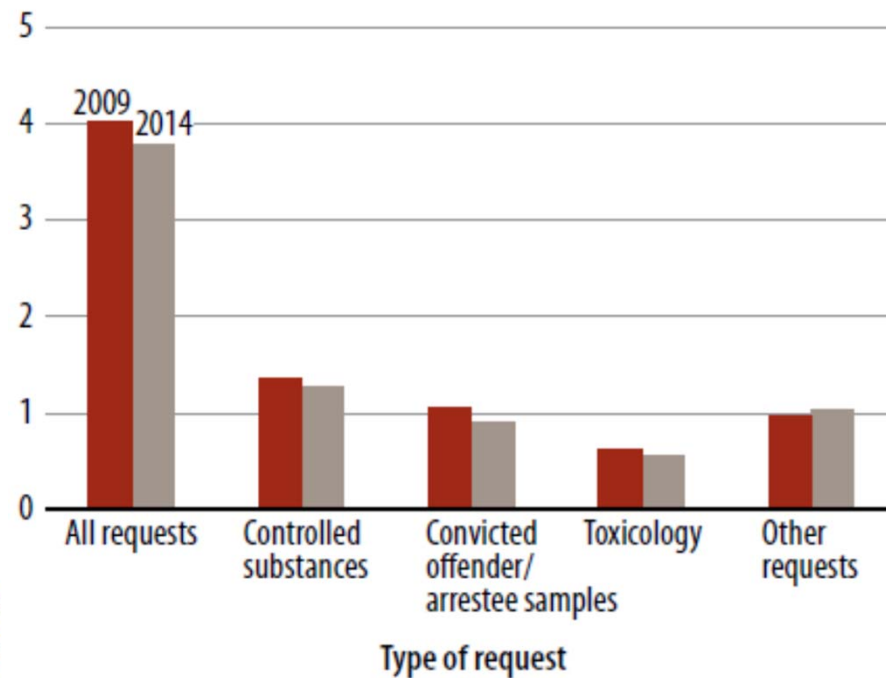
- 3.8 million requests received in 2014
- More than half have less than 24 employees
- Average: 35 employees
- ~\$440 per request



**FIGURE 1**

Number of requests for services received by publicly funded forensic crime labs, by type of request, 2009 and 2014

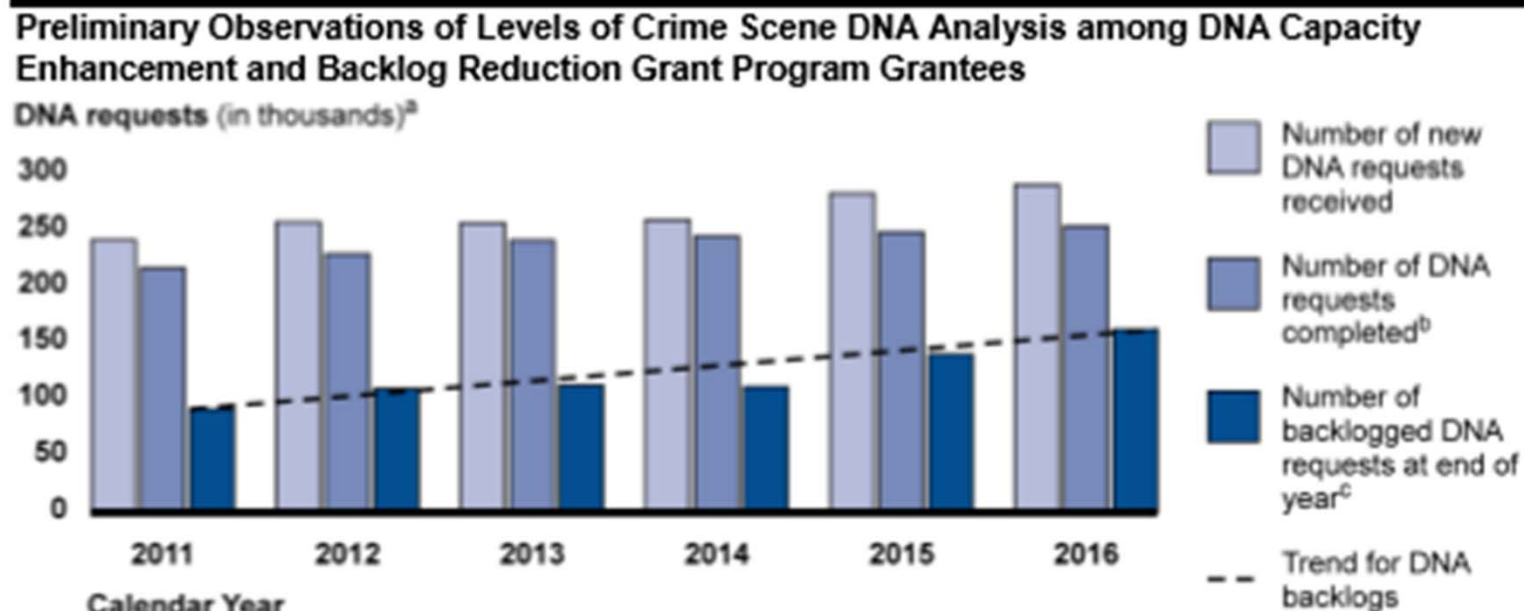
Number (in millions)



The workload:

- Latent prints: 4 to 24 percent
- Seized drugs: about 33 percent
- Toxicology: about 25 percent
- **DNA casework: 2 to 13 percent**

# National backlogs *increasing* despite \$500M federal investment



Source: GAO analysis of CEBR grant program data. | GAO-18-651T





# REPORT TO CONGRESS

## Needs Assessment of Forensic Laboratories and Medical Examiner/Coroner Offices

- \$640M additional needed annually by labs (2017)
- Controlled substances expenses increased **37%**, tox increased **25%**.
  - Lab growth: less than **3%**
- Thousands of additional practitioners needed.
- Federal funding available for DNA.
- ***Dedicated funding not available for ALL other disciplines.***

In the face of these pressures, how do we do more?



# Reimagining Property and Evidence Handling

Houston and Harris County



Consolidating property and evidence handling under one joint city/county independent civilian oversight umbrella would, among other thing, improve the disposal of evidence, increase efficiencies in the crime laboratories, lead to better outcomes for the criminal justice system and greater public trust.

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The goal



**HPD EVIDENCE TAPE  
PROPERTY ROOM**

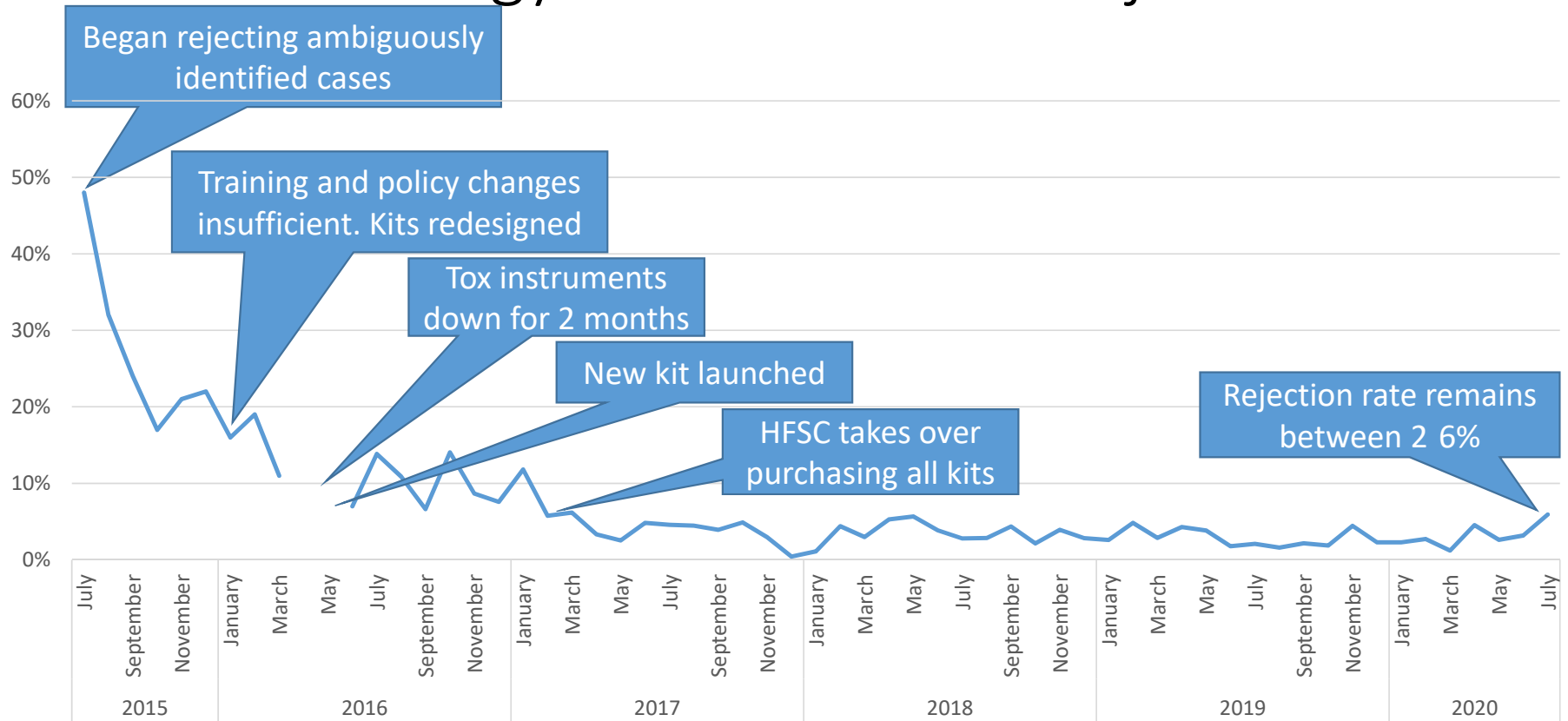
**HPD EVIDENCE  
PROPERTY ROOM**

*QMP*

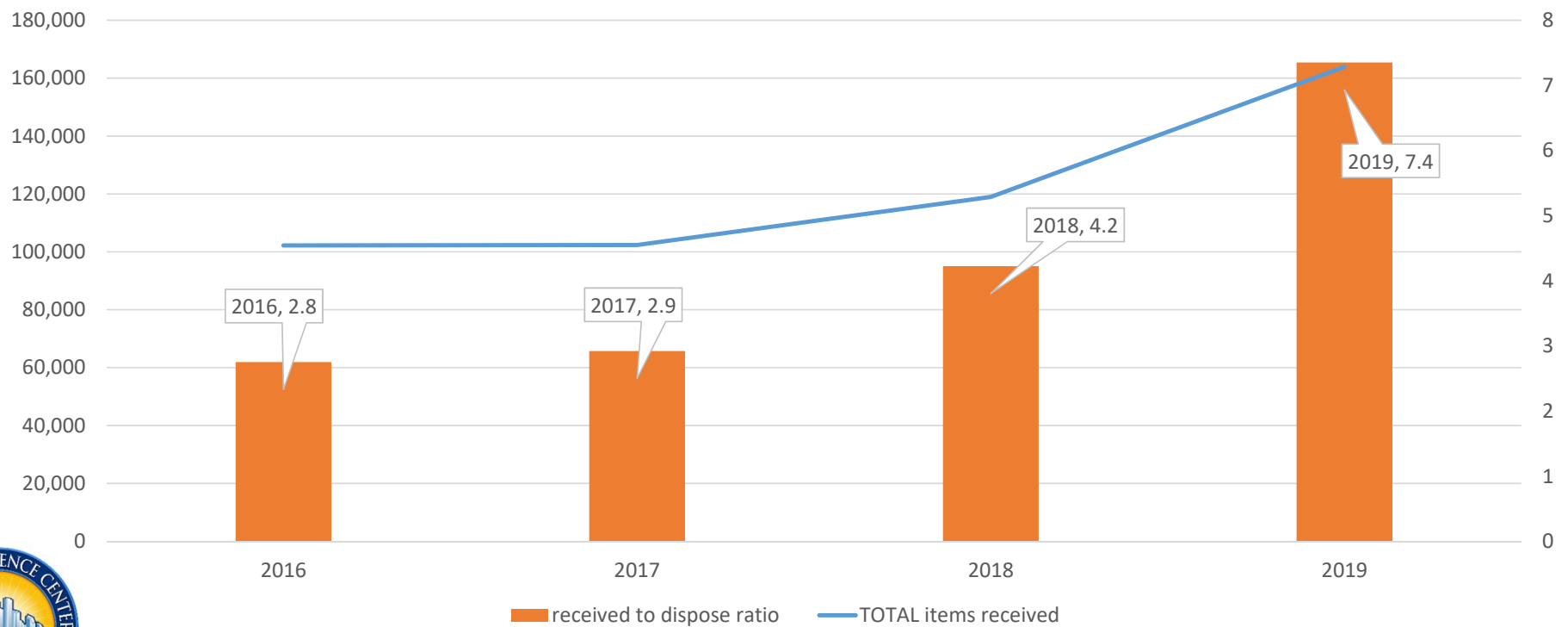
*5-4-18*

**HPD EVIDENCE TAPE  
PROPERTY ROOM**

# Toxicology blood evidence rejection

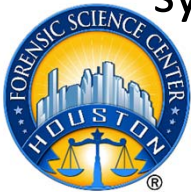


# HPD: evidence received vs evidence disposed



# Property management systemic impacts

- **Law enforcement:** Lost time to inconsistent policies, administrative overhead of tagging property.
- **Laboratories:** poor quality evidence reduces forensic results, resources lost to remediation. Increased risk of poor outcome.
- **Prosecution:** Inconsistent policies, poor quality evidence compromises cases. Bottleneck of transfer of evidence. Increased risk of poor outcome.
- **Defense:** Inconsistent policies, poor quality evidence compromises cases. Increased risk of poor outcome. Difficulty with disclosure.
- **Defendants/victims:** Lost and damaged evidence and property. Opaque system. Lack of trust in system. Risk of unjust outcome.



# 5-year, 10-step plan to consolidate Harris County Sheriff's Office and HPD property operations

- Negotiate governance structure
- Establish property management task force
- Facility updates, management
- Migration audit
- Seek philanthropic investment
- Implement evidence management and automated systems to reduce human error
- Establish pricing structure for other smaller agencies to join consolidated structure



# Evidence impacts *everything* in criminal justice

- 6 minutes to accession a correct toxicology kit
- An incorrect kit:
  - 1 hour for the lab to report, 2 hours for the officer to fix, 3 hours for lawyers and courts
  - 6% rejection = 390 rejections per year
  - **2,400 labor hours per year**
  - Cost of unjust results?
- Must have a mechanism to focus on improved process and disposal
- Improve trust in system
- Property management is high risk \_ a risk that does not **have** to rest with law enforcement



# CONSOLIDATION OF CITY/COUNTY PROPERTY AND EVIDENCE MANAGEMENT

## Executive Summary

The City of Houston and Harris County have successfully consolidated services in recent years leading to efficiencies in services that impact both municipalities and the criminal justice system, most notably the Joint Processing Center. Similar to those collaborations, consolidating the City and County's property and evidence systems under one joint city/county civilian management structure would benefit all stakeholders from law enforcement to district attorneys, defendants and crime victims.

Consolidating property and evidence handling under one independent civilian oversight umbrella would, among other things, improve the disposal of evidence, increase efficiencies in the crime laboratories and lend to greater public trust. The justice system is exquisitely dependent on proper evidence handling and property management, since when it goes awry it can lead to wrongful convictions and other egregious miscarriages of justice.

Consolidating the management of the facilities does not require any *new* structures to be built at this time. Rather the goal is to utilize an existing secure facility to expand capacity for high-risk items while improving the efficiency of storage in existing facilities. The establishment of an evidence disposal task force including the Harris County District Attorney's Office, the courts and other stakeholders is essential to managing inventory.

This paper provides a more in-depth look at what such a consolidation might look like, data that highlights opportunities for improvement and a 10-step plan for delving into a merger.

# CONSOLIDATION OF CITY/COUNTY PROPERTY AND EVIDENCE MANAGEMENT

## INTRODUCTION AND BACKGROUND:

Property and evidence management is a challenge for law enforcement agencies nationwide. Typically, these agencies, as is the case in Houston and Harris County, are tasked with properly maintaining, storing and inventorying evidence for years, and often decades. Like others in the justice system, law enforcement is dependent on effective, proper evidence handling to succeed, yet this complex logistical enterprise falls outside their core technical capabilities. It is often overlooked, underfunded and shunted aside due to the more immediate and pressing task of ensuring public safety. Unfortunately, when evidence is mishandled or lost it only adds to negative perceptions. Recent events put new emphasis on the need to help law enforcement mitigate unnecessary risks and allow them to dedicate resources toward excelling at community policing. Property management is one high-risk function that can be better handled outside of law enforcement.

Each error, each lost or misplaced item, each improperly tagged piece of property, each broken chain of custody can lead to a miscarriage of justice. A trial that goes awry. A criminal who doesn't get convicted. A wrongful conviction. And there are the delays. Like other crime laboratories, the Houston Forensic Science Center (HFSC) and the Harris County Institute of Forensic Sciences (HCIFS) are exquisitely dependent on proper evidence handling and management. When evidence does not arrive at the lab properly, it is rejected. Sometimes, the evidence has been mishandled or packaged in a way that makes testing impossible. And, if evidence has been compromised without the lab's knowledge \_ handled without gloves or a mask \_ it could have a negative and even disastrous impact on analysis. An unknown DNA profile, for example, could belong to a patrol officer or property room employee and inadvertently end up in the national DNA database, CODIS. In Houston, both laboratories expend significant resources remediating evidence prior to testing. Both laboratories likely, unbeknownst to them, analyze items that have been irreparably mishandled or have little chance of yielding useful results. None of this is unique to this region. But we may be in a unique position to rehabilitate the system.

## A POSSIBLE SOLUTION

HFSC's unique structure, a local government corporation overseen by a nine-member board of directors, has a clause in its founding documents that allows expansion to include county representatives. Consolidating Houston and Harris County property under HFSC would save money and resources, while improving public safety and the justice system's efficacy.

The physical facilities would remain largely intact. In fact, multiple structures provide the region with greater resilience in a natural disaster. Rather, this effort focuses on consolidating management and logistics to improve evidence handling and quality.

The new organization would address multiple issues. First, it would need to standardize evidence packaging and handling and create a consistent tracking and inventory system, including one management system. This improves efficiency and quality. Personnel training and accreditation would be addressed. A consolidated organization would work more effectively with the courts and the Harris County District Attorney's Office to focus on disposal, reversing the alarming increase in the receive-to-dispose ratio.

Notably, laboratory efficiency also benefits. Some federal agencies, such as the Department of Justice and the National Institute of Standards and Technology (NIST,) are focused nationally on poor quality evidence. Standardization, improved handling and training all result in better evidence going to the labs. Like in most parts of the country, this region does not have enough laboratory capacity, so consolidating those functions provides



little return on investment. But improving property management and evidence handling would yield real savings and efficiencies.

#### IN HOUSTON AND HARRIS COUNTY TODAY:

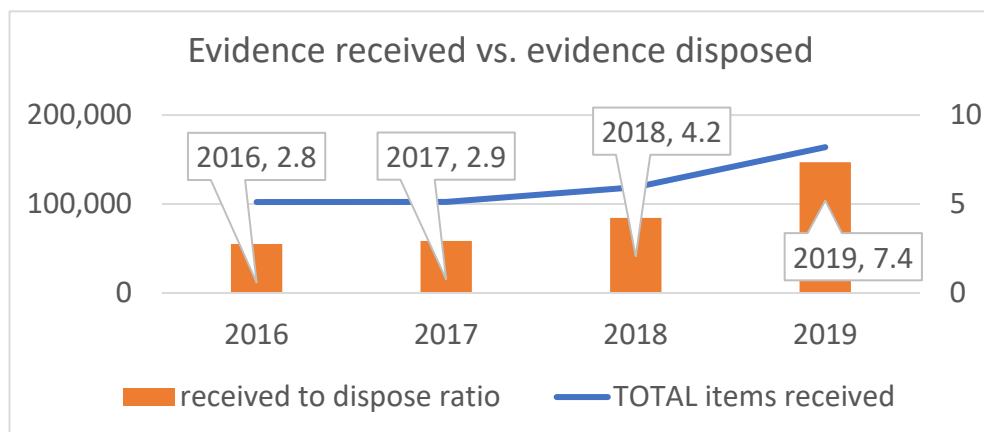
Harris County and Houston have a multitude of evidence storage facilities, each overseen by a different agency using a unique tracking system. Yet all are destined, as part of trial, to land in a Harris County courtroom.

The Houston Police Department (HPD) had been plagued by past evidence and property room problems and now oversees an ISO 9001 accredited facility considered one of the best in the nation. And they still struggle with the size and complexity of the task of inventorying nearly 1.2 million items.

HPD's property operation, which includes a facility on Washington Avenue and a narcotics warehouse, is challenged by an imbalance of items coming in and disposal of older pieces. **The trend over the last four years has risen to a receive-to-dispose ratio of more than 7:1. This is unsustainable.** Significant effort is necessary to bring the ratio below one, which is ideal.

Meanwhile, the Harris County Sheriff's Office has its own property management system plagued by similar issues. Each constable office and precinct in Harris County also handles evidence. Their problems have made spectacular headlines.

Comparatively, the **Las Vegas Police Department's** property room, widely regarded as a leader in this field, maintains an **inventory of about 1.1 million items** and receives approximately **180,000 items annually, a little more than HPD**. Las Vegas, though, with an annual budget of \$6 million and 47 staff, achieved a **receive-to-dispose ratio of 0.83 in 2019**.



#### WHAT THIS ENTAILS:

Property management is high-risk. It is dependent on disciplined, relentless attention to detail. It must be a high-reliability organization. It also \_ for reasons real and perceived \_ directly impacts public trust in law enforcement, further increasing the risk. A 10-step plan consolidates HPD and HCSO property functions in the first five years. Independent civilian oversight of these functions would be a visible and real effort that will improve public trust, just as putting the forensic laboratory functions under the LGC structure significantly improved credibility.

To succeed, city and county budgets for property management must be re-apportioned. HFSC's experience demonstrates that consolidating existing personnel and remediating legacy challenges is a long, arduous process. It is that experience that helps HFSC know how to navigate the journey.

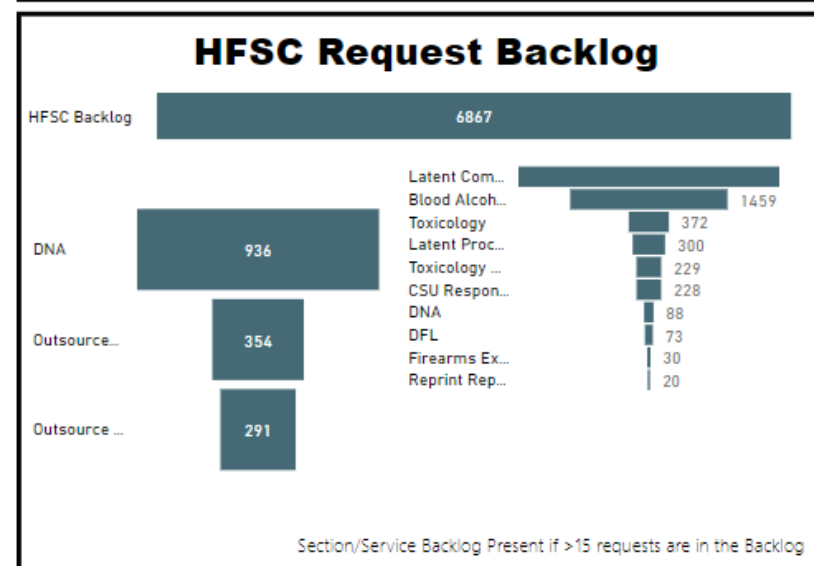
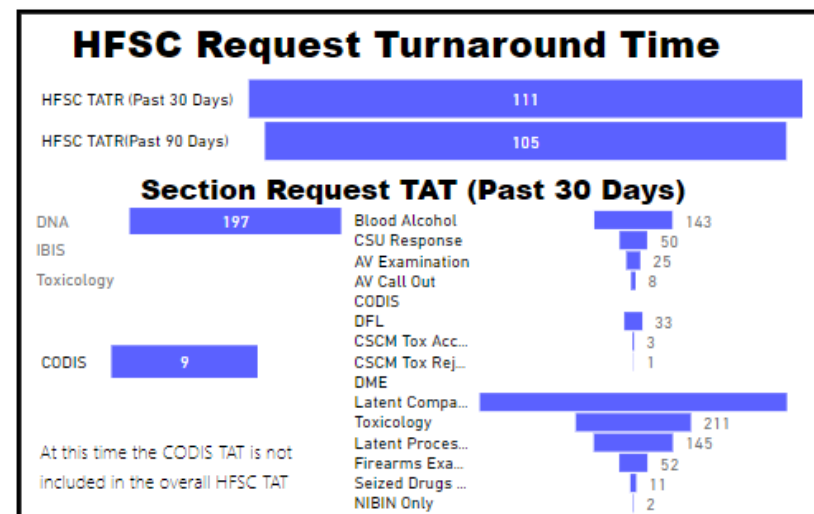
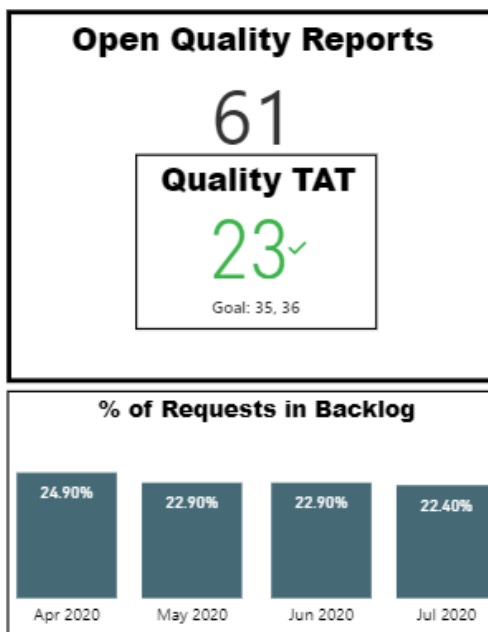
## TEN-STEP PLAN

- 1) **Expand HFSC's board by two seats to make it an 11-member body.** The two additional seats would be Harris County appointees, ideally representing the judicial and community advocate perspectives.
- 2) **Negotiate a separate legal agreement between HFSC, the City of Houston and Harris County** that allows for the consolidation of property and evidence management but does not change existing agreements between HFSC and the City of Houston regarding crime laboratory operations. The new agreement should provide a non-punitive path for classified personnel to be reassigned to other, more important law enforcement duties, within their agencies within a matter of months. Civilian personnel currently working in those facilities must all be provided a path to other jobs within the city and county to allow HFSC to hire personnel that specialize in inventory, logistics and evidence handling.
- 3) **HFSC has an experienced senior management staffer that has proven adept at handling large-scale projects,** such as HFSC's recent facility move. That staff member would be dedicated to managing this project. A senior individual experienced in materials logistics management, such as retail warehousing, would be hired at the onset of the project.
- 4) **Seek philanthropic investment,** particularly from the Arnold Foundation, the Charles Koch Foundation and others.
- 5) **Establish a task force with HCDAO, HCSO, HPD and the courts to build universal destruction policies and procedures.** No property management system can endure a 7:1 receive-to-dispose rate. HFSC has a core group of Lean Six Sigma engineers with 3 certified black belts that can rebuild more efficient processes. The destruction process must be scrupulously evaluated and rebuilt to decrease the ratio to 0.9.
- 6) **HPD has the dominant evidence management system (EMS) on the market, Porter Lee's EMS.** This is a serviceable software that could easily handle consolidated operations. HFSC and HPD already operate in a linked, cloud-based environment. Harris County is now moving to a similar platform and will be able to connect in the same manner. Networking improvements in existing facilities and migrating EMS to the cloud environment is an early stage improvement. HFSC's experience is that IT systems are as important and central as the physical facility.
- 7) **Additional facility space is needed in the system.** HPD's property room is well designed but over capacity and it is likely other property rooms in the county suffer from similar space issues. HFSC has identified a secure downtown facility that could hold the highest risk evidence, such as drugs, guns and cash, freeing up space in existing warehouses. This facility could include an incinerator to facilitate drug disposal.
- 8) **Migration audit.** A significant audit of current items in HPD and HCSO facilities.
- 9) **Rebuilding and identifying high-tech systems that will reduce human error** and increase efficiencies across systems.
- 10) **Establish pricing structure and mechanisms for other, smaller regional agencies to join the consolidated system.** Once HCSO and HPD are consolidated, it will be easier for constable offices and other agencies to utilize the consolidated service.

# Operations Report

August 14, 2020

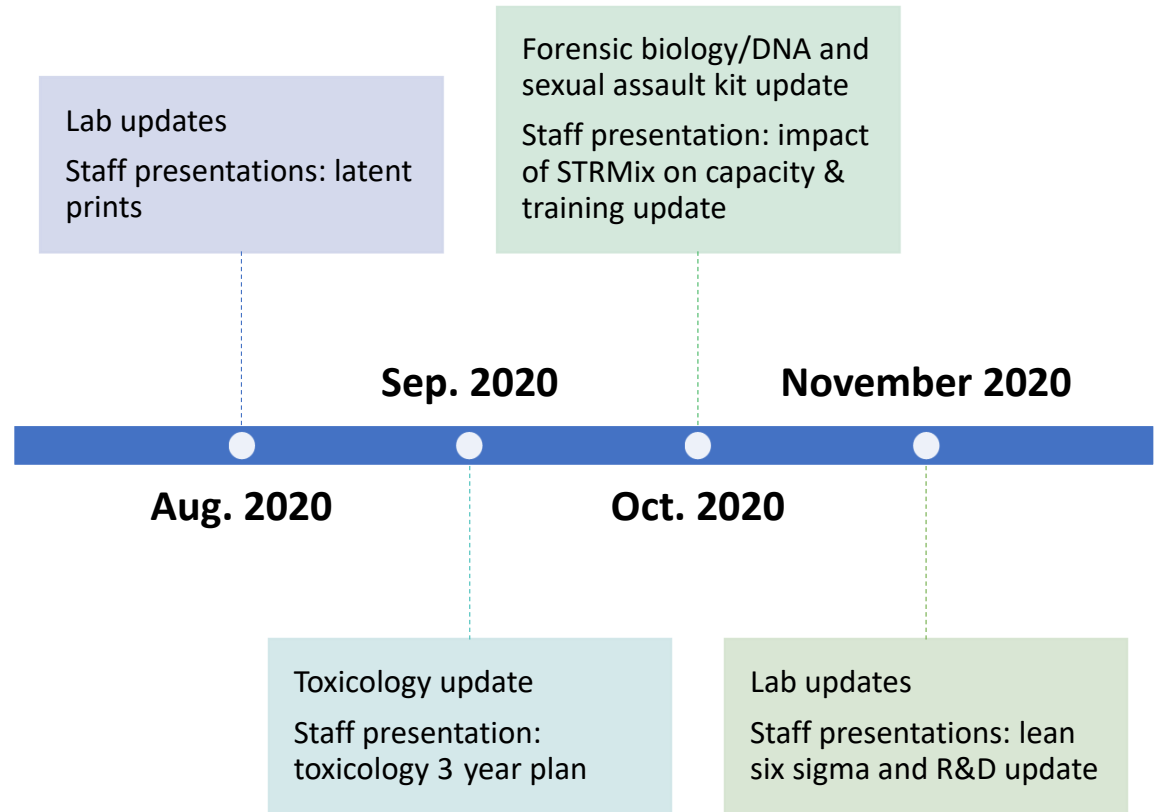
# July 2020 Company Overview



# Highlights

- Schedule for operations reports
- Overview of COVID 19 impacts to labs
- Backlog update: forensic biology/DNA and latent prints

# Schedule for Operations Report Highlights



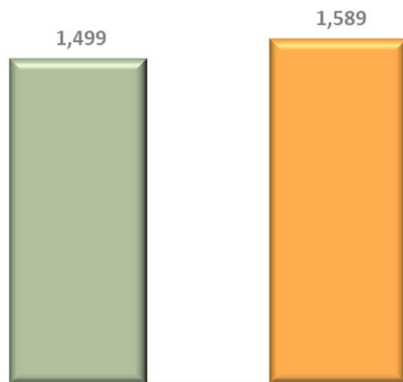
# Section Impacts from COVID-19



# Seized Drugs

NUMBER OF REQUESTS RECEIVED VS COMPLETED

■ # of Requests Received ■ # of Requests Completed



APRIL-JULY 2020

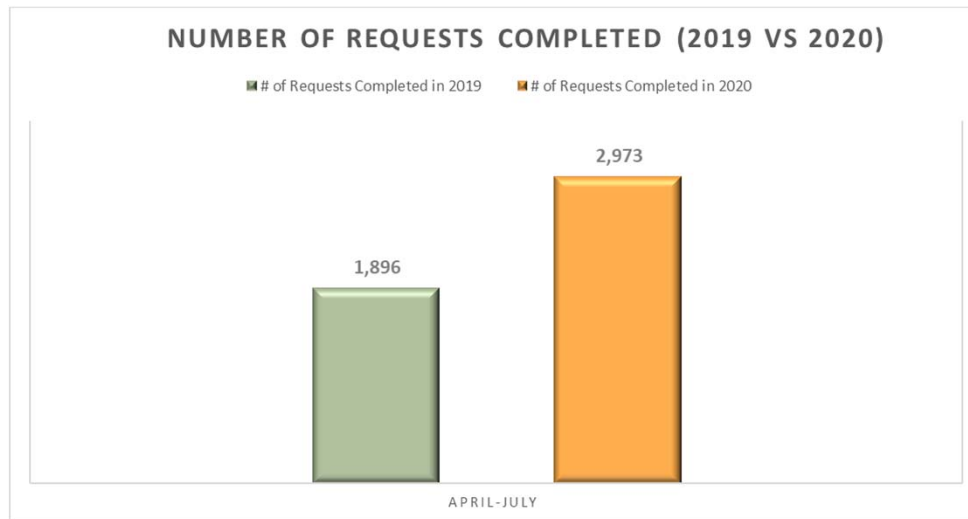
- New semi quantitative marijuana test responsive to Texas hemp legalization to rollout August 31
- Rotating teams work one, 50 hour week onsite and one week offsite
- 14 day turnaround time



# Blood Alcohol/Toxicology

**Blood Alcohol Backlog: 1459**

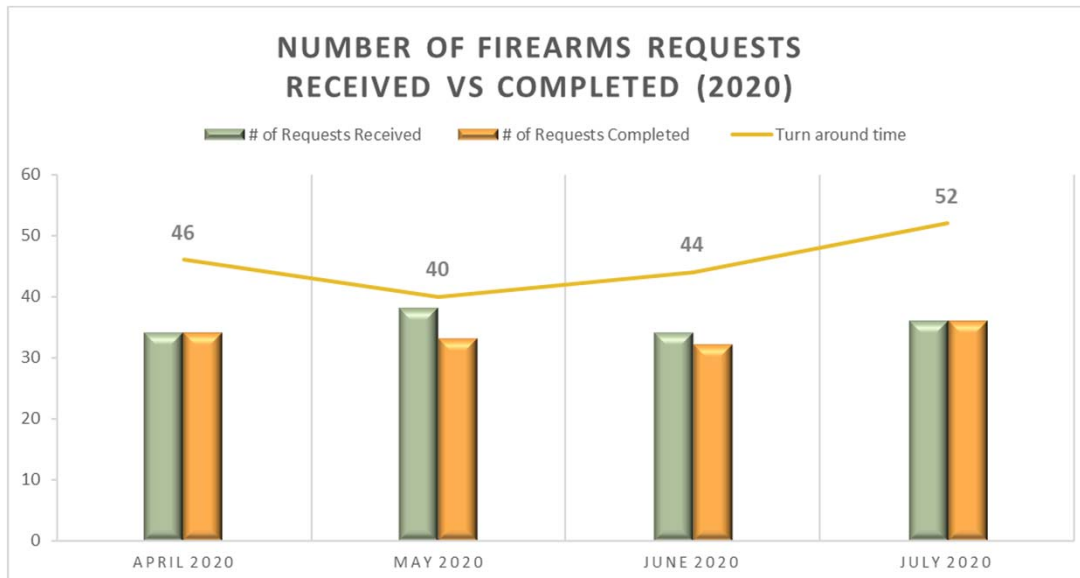
**Drug Testing Backlog: 602**



Includes blood alcohol, toxicology screening and outsourcing

- Recruiting for new positions: 3 accepted, 3 open
- Production increased despite pandemic

# Firearms/National Integrated Ballistic Information Network (NIBIN)



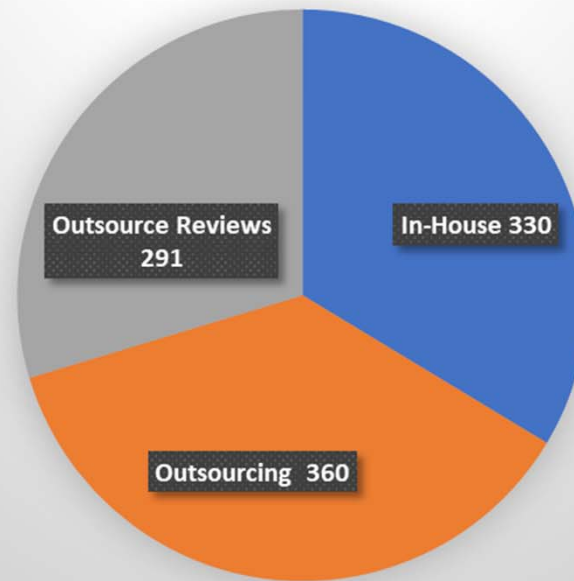
- Two teams rotate one week onsite, one week offsite
- NIBIN technicians onsite daily. Average turnaround time of 38 hours.
- Firearms turnaround time increasing, looking at process to address this

# Backlog update

Sexual assault kits and latent prints



# Sexual Assault Kit (SAK) Backlog 981



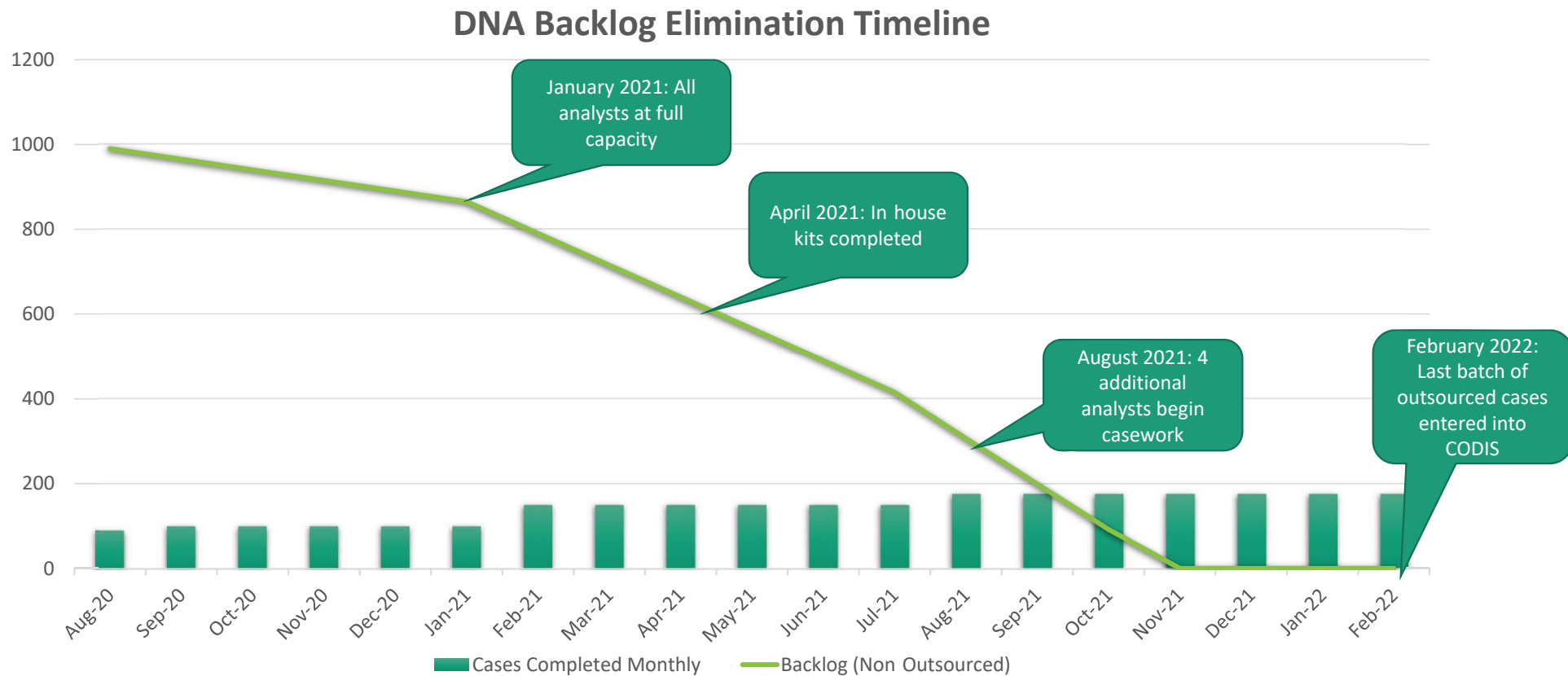
## Definitions:

In house: sexual assault kits to be processed by HFSC

Outsourcing: sexual assault kits to be tested by a commercial laboratory

Outsource Reviews: sexual assault kits that have been tested by a commercial laboratory but require HFSC review to determine if DNA profiles are eligible for upload into the DNA database

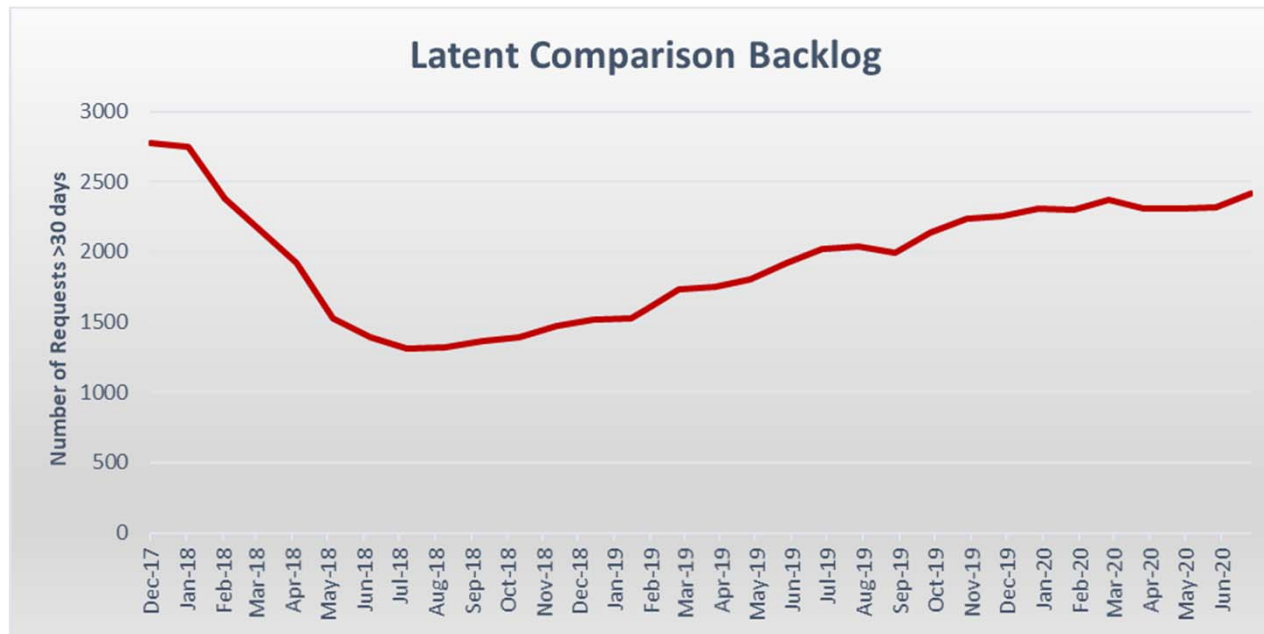
# DNA Backlog Elimination Timeline



Number of SAKs shipped to vendor labs: 363

Number of SAKs returned from vendor labs: 0

# Latent Print Comparison Backlog 2,419

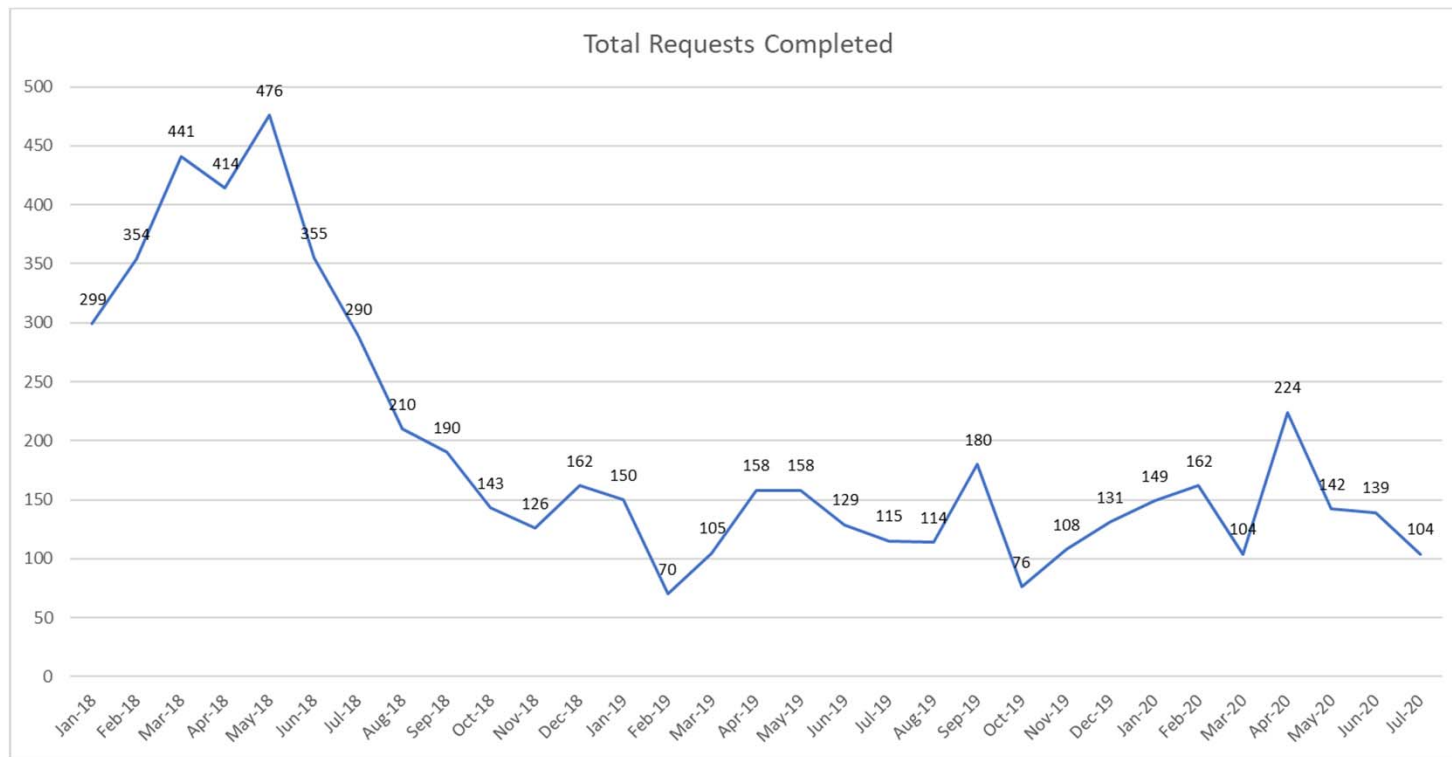


## Contributing factors to increase in the backlog

- Increase in number of items per request
- Four latent print examiner vacancies

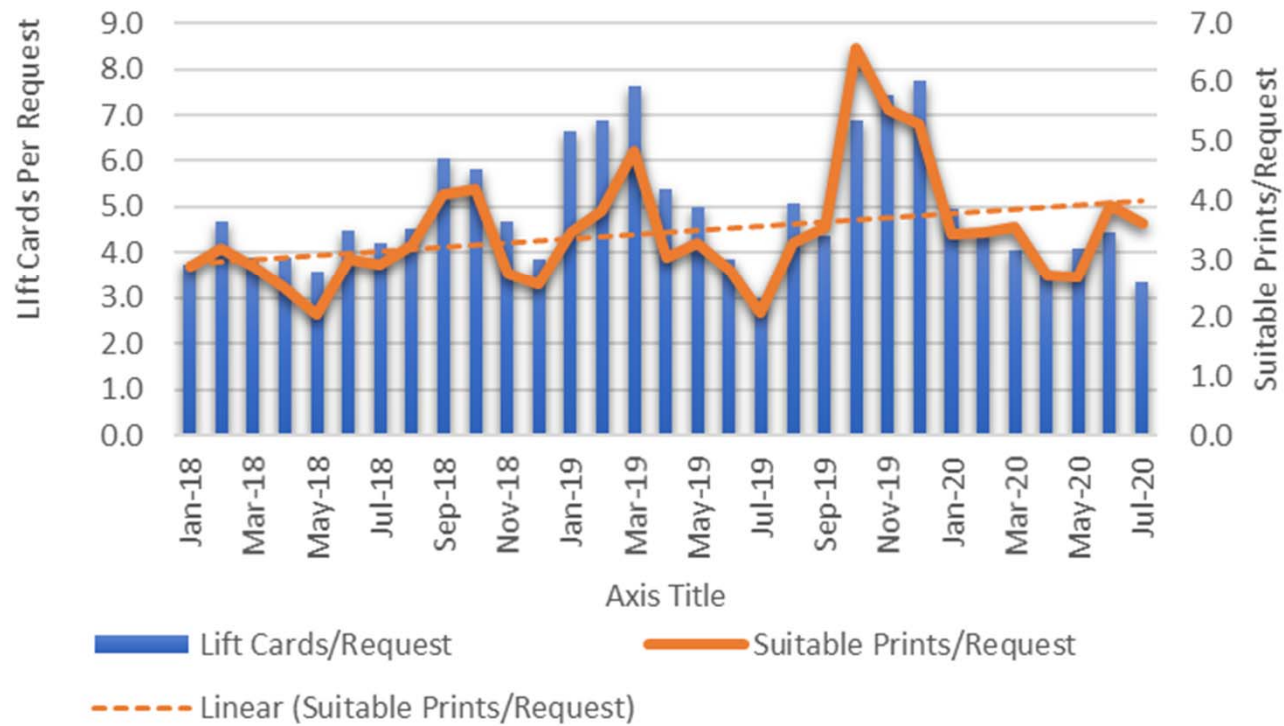
# HFSC Latent Print Section

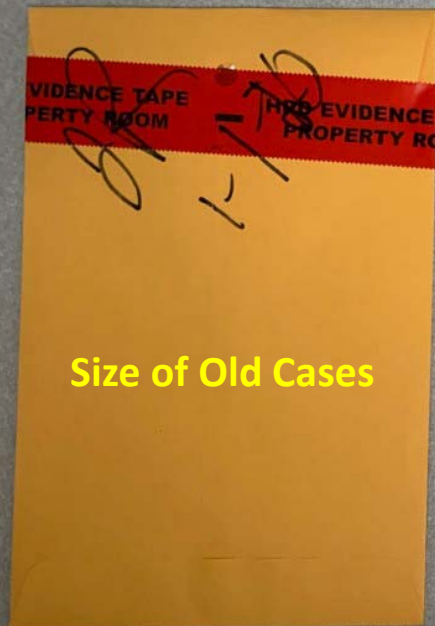
# Latent print comparison requests: 2018-2020



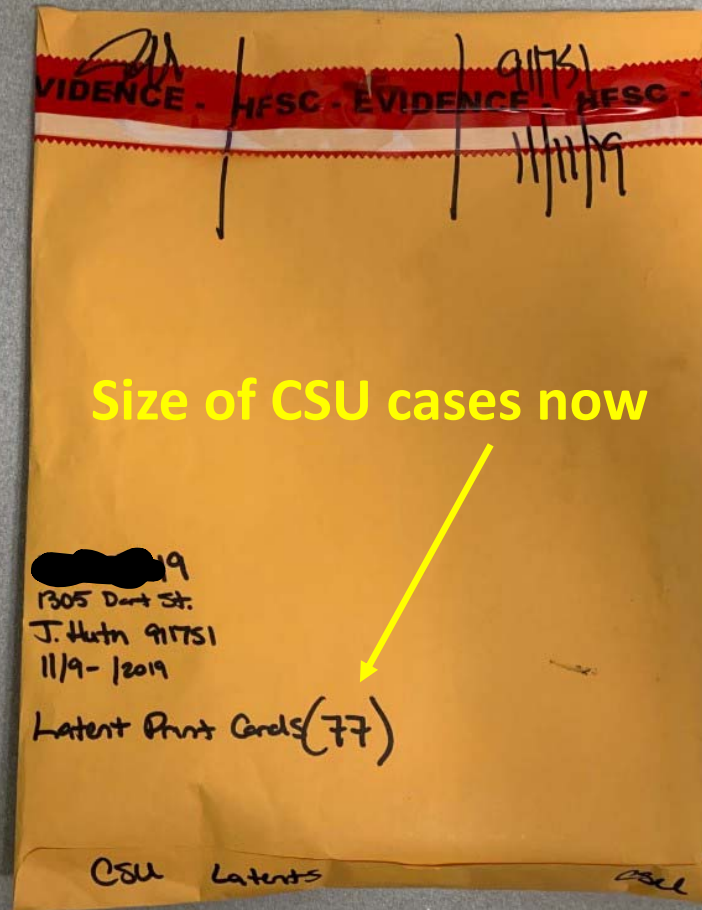


## Make-up of Latent Print Comparison Requests





Size of Old Cases



Size of CSU cases now

## Current Strategy

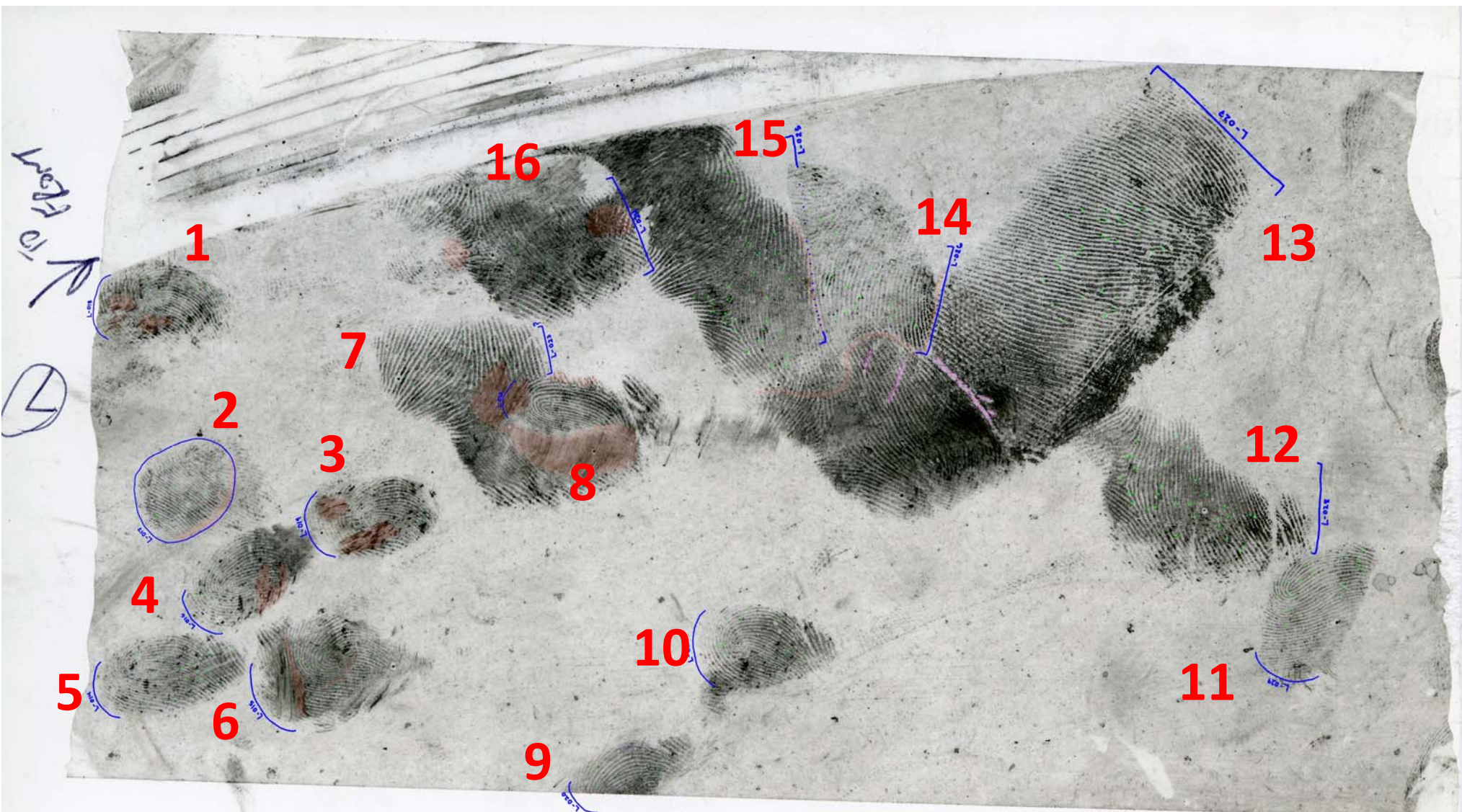
- Four latent print apprentices were trained offsite for 5 months
- Returned in March, tested out of training modules
- Three trainees began supervised casework in June
- Full independent casework authorization expected by January 2021

So, why does a latent print case take so long?

The number of latent prints within a package has increased and it can vary from case to case.

1. Examiner inventories and uniquely identifies each item (lift card or photograph)
2. Examiner analyzes each latent print to determine if its suitable for comparison
3. After suitability is determined, a second examiner verifies that conclusion





Handwritten note: "L-030" with an arrow pointing to fingerprint 1.

Handwritten note: "L-031" with a circle around it.

1

7

2

3

16

15

14

13

8

12

4

10

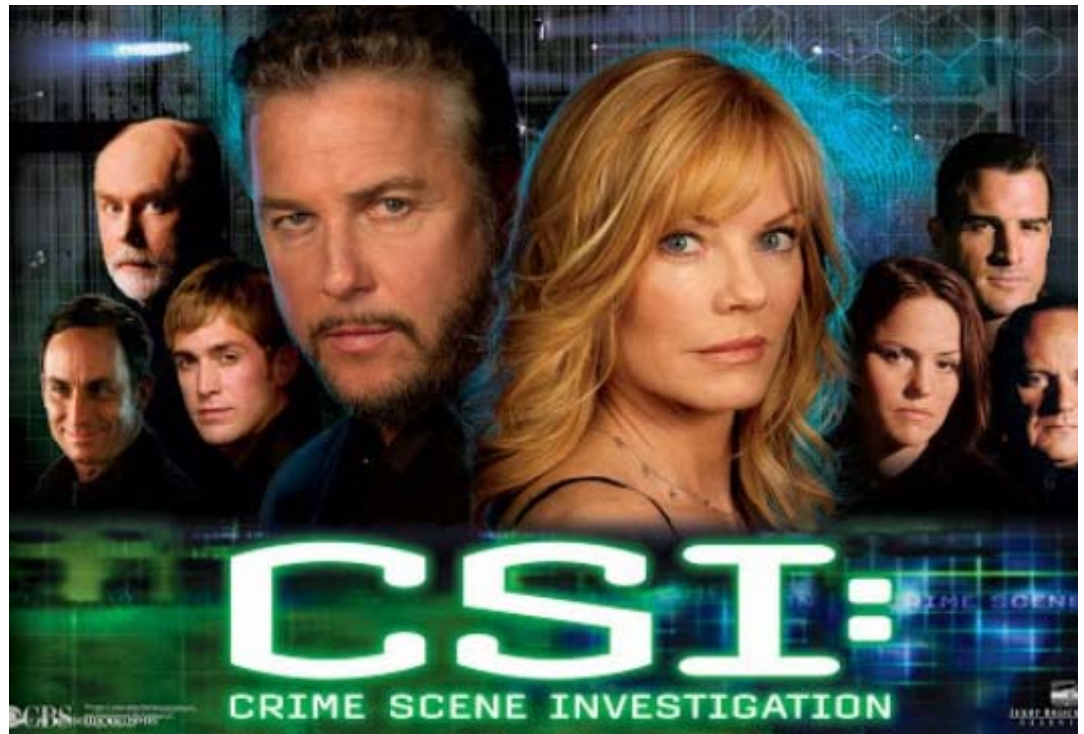
11

5

6

9

- Each latent print deemed suitable for comparison is searched in multiple databases
- The database generates candidate lists and are then ***manually*** compared by an examiner
- Contrary to how it works on TV shows, the database ***does not*** compare or “match” prints.







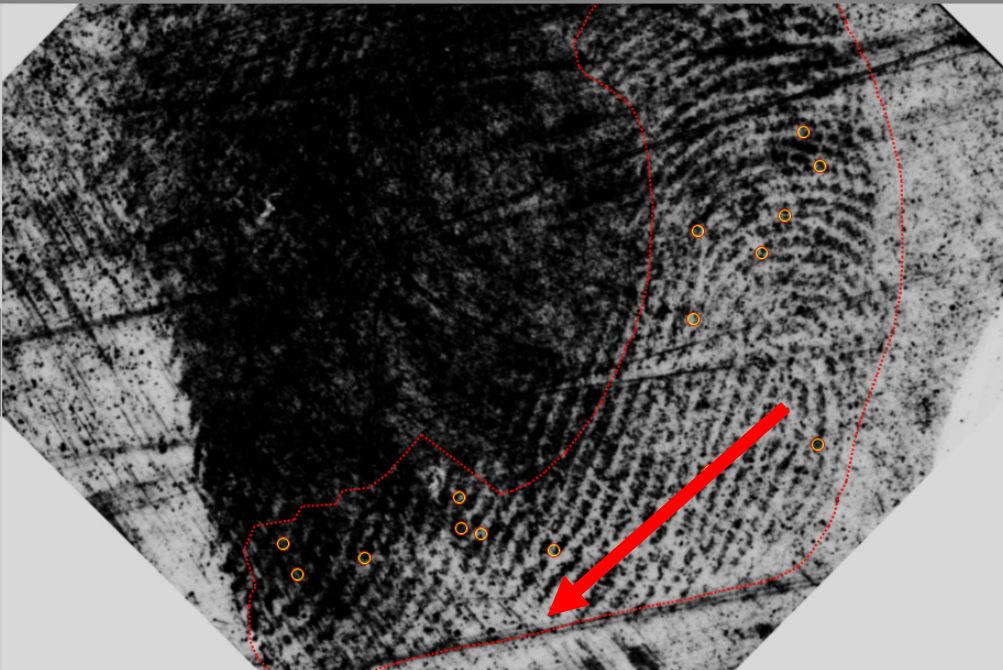


File Edit View Options Task List Help

Fit Image

Undetermined


About Image:


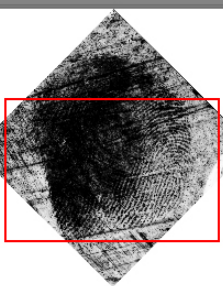


Fit Image

Undetermined

About Image:





Prev Next

Determination

Exclusion

ID

? None

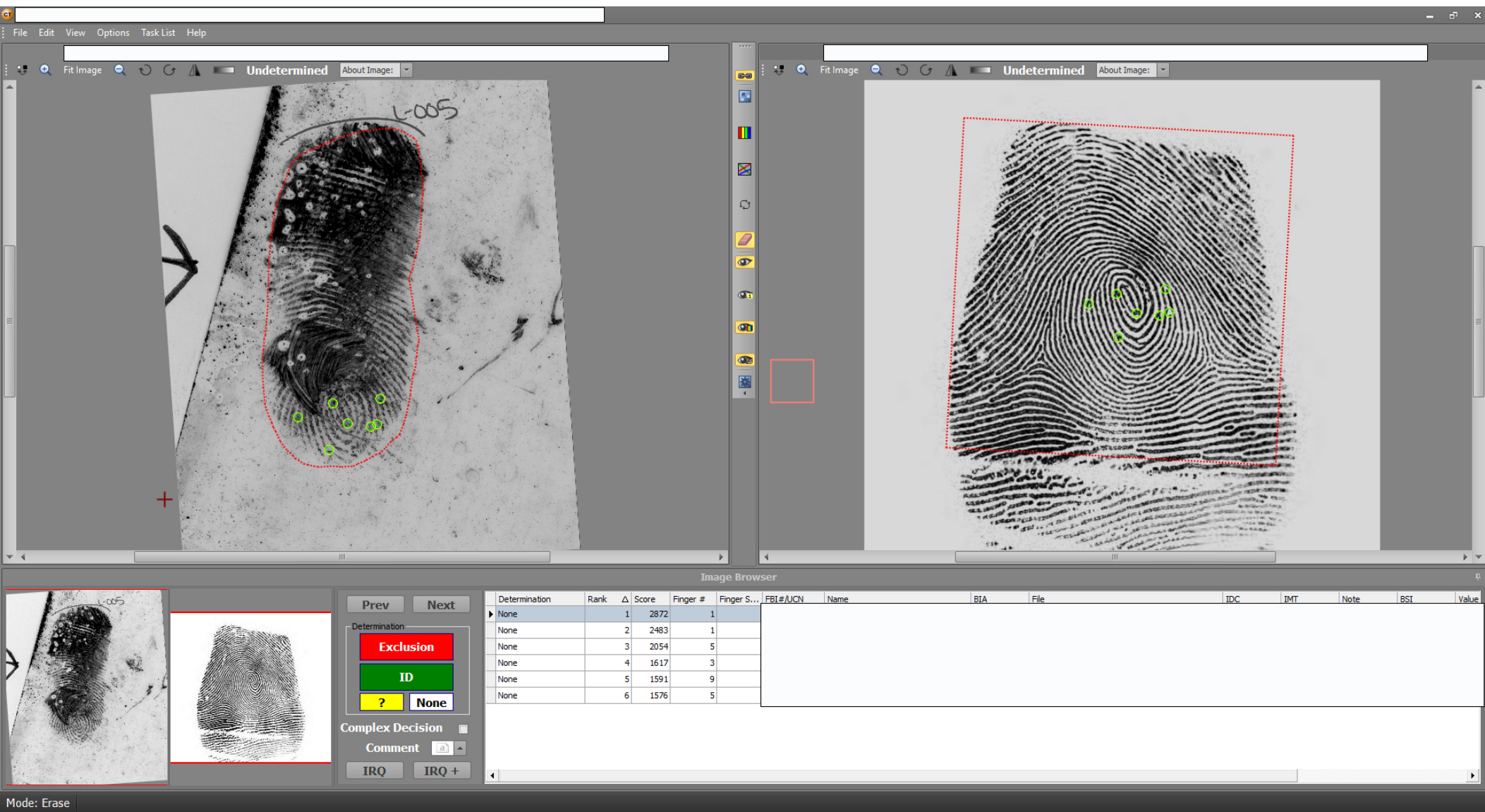
Complex Decision

Comment

IRQ IRQ +

Determination	Finger #	Name	FBI#/UCN	BIA	File	BSI	NDR	Value	ComplexDe...	Comment
Exclusion	5									
Exclusion	5									
Exclusion	4									
Exclusion	8									
Exclusion	8									

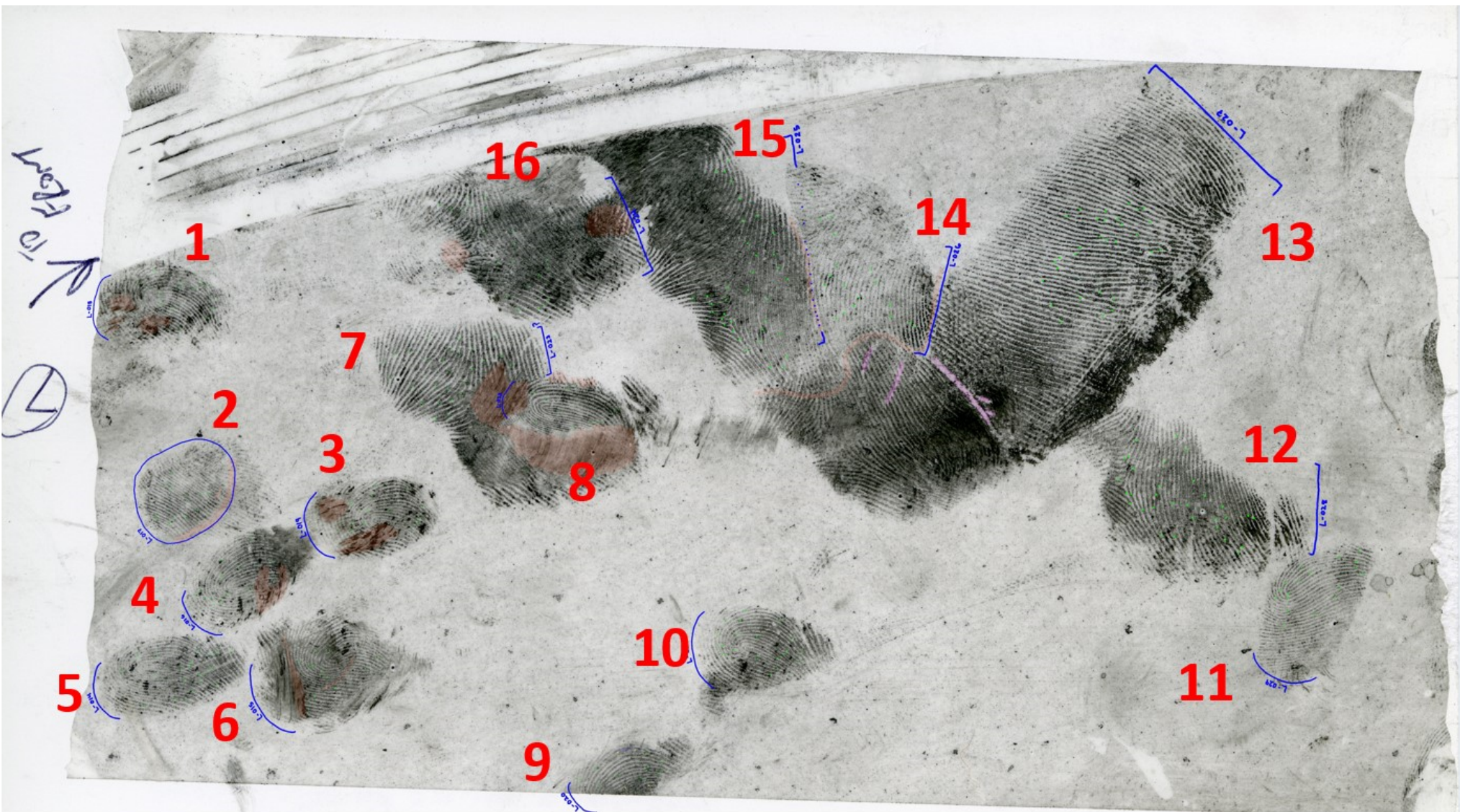
Mode: Mark Points



## Almost done ...

Once the examiner finishes, the case is technically and administratively reviewed by a different examiner, who thoroughly check the case documentation and work performed to ensure accuracy before release





This particular case only had **11 latent lift cards**

However, **47 suitable latent prints** were contained on those 11 lifts

Once searched in database systems, **six different individuals** were preliminarily associated

The case was assigned on **May 22, 2020**

The case was completed on **July 14, 2020**

**THE STAKEHOLDER BENEFITS FROM MORE INFORMATION BUT THE PROCESS IS LONGER**

As you can see, the process is complex and can be lengthy ...

A lean six sigma project starting in October will examine the processes  
and determine resource needs

# Latent Print LSS Project

# Lean Six Sigma Development Group

## **February 2018 – September 2018**

Supply Chain Management: improved supply chain process by decreasing purchase order turnaround time from 16 to 8 days. Cost savings of \$60,000/year in standing orders

CODIS Process: turnaround time decreased from 43 days to 20 days.  
Section has maintained improvements even with an increase in requests

## **June 2018 – February 2019**

Management Dashboard: designed a dashboard with actionable, real time production data

## **August 2018 – February 2019**

Multidisciplinary Requests: implemented gun magazine preservation policy internally and externally to better preserve the integrity of potential latent print and DNA evidence on the items

Work Product Evidence Return: created process to return test fire evidence to Houston Police Department property room and inventory and improve storage of DNA extract evidence created during analysis. Critical to complete before HFSC move

## **HFSC Move November 2018 – November 2019**

## **June 2019 - Current**

Review Project: In progress. Goal is to improve the technical and administrative review processes

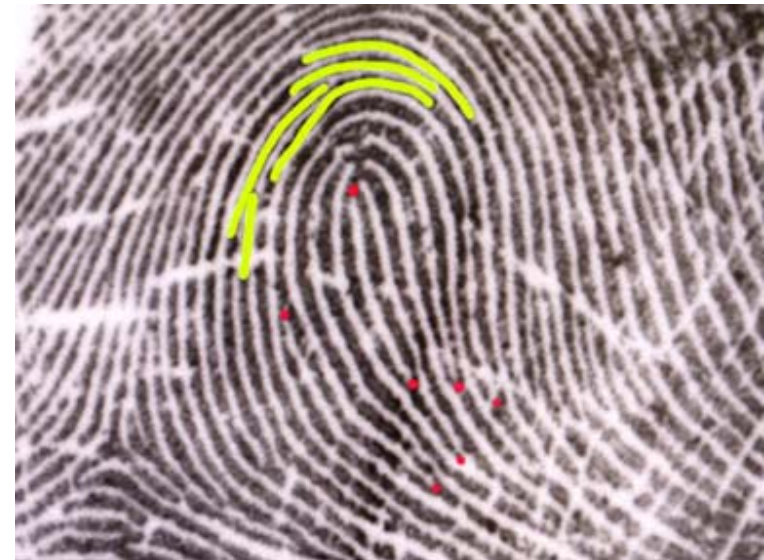
Quality Score: In progress. Goal is to design a way to measure quality at HFSC





# Latent Print Project Overview

- Goal is to improve current processes
  - gain efficiency
  - reduce backlog numbers
  - decrease turnaround time
- Quality of the work cannot be compromised due to process changes
- Build capacity
- Develop a staffing projection model to predict future needs and to determine whether or when latent section needs to expand as CSU grows and requests increase



# Project Risks

- Project team time
  - 10 20% a week
  - significant section participation
- Production output will be impacted
- Virtual meetings
- Stakeholder collaboration
  - internal
  - external



# Project Team Selection Process

## Project Champion

Executive management

## Subject Matter Experts

External expert

## Analysts

Examiners/processors

Trainees

## Section Management

Manager

Technical Leader

Supervisor

## Support Staff

Client Services/Case Management

Quality division

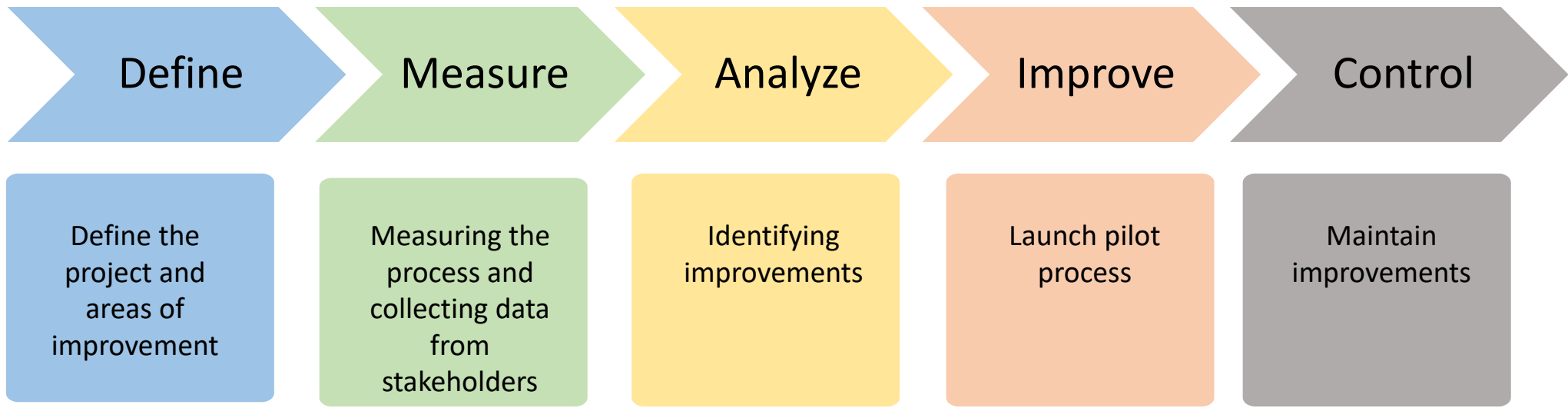
Research and development

## Perspective

Other sections



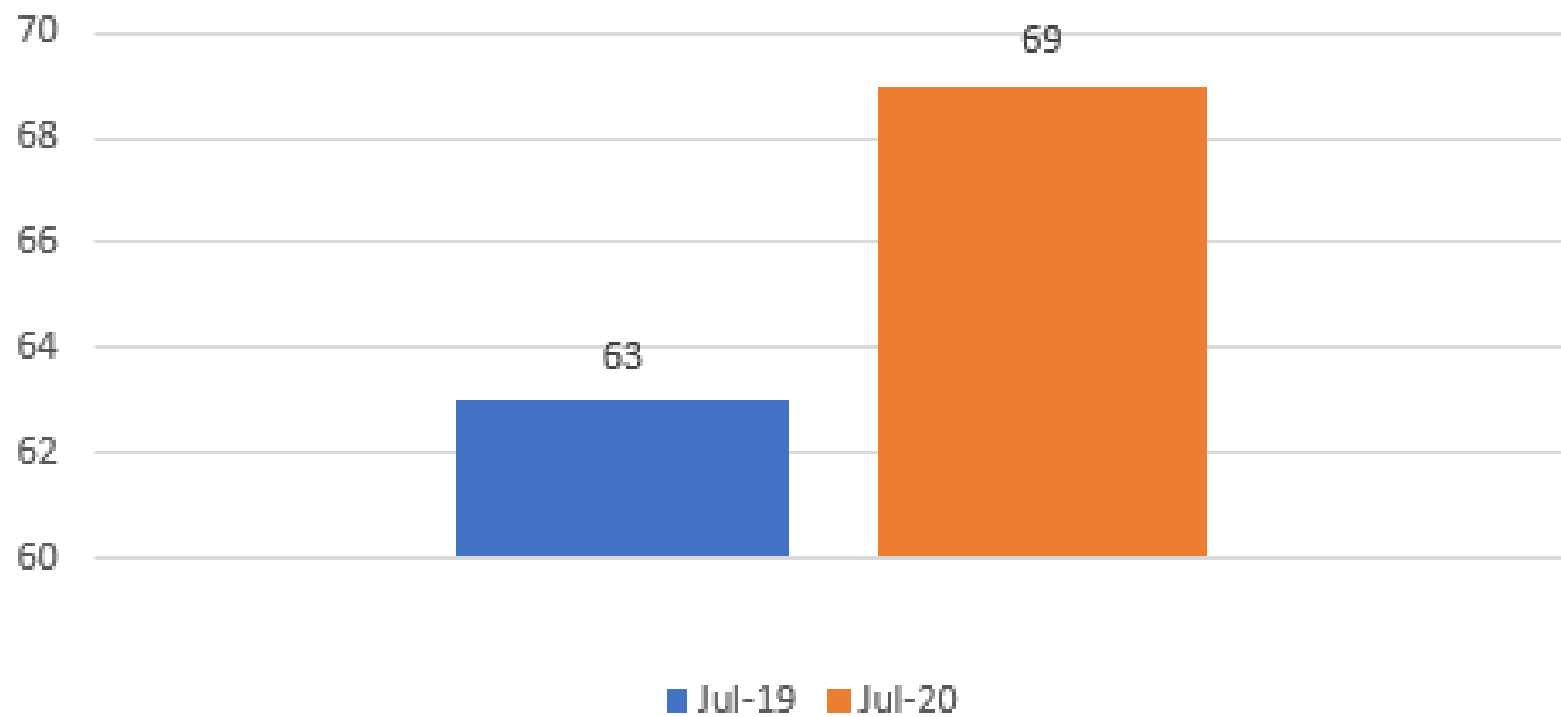
# Timeline: 6 - 8 Months



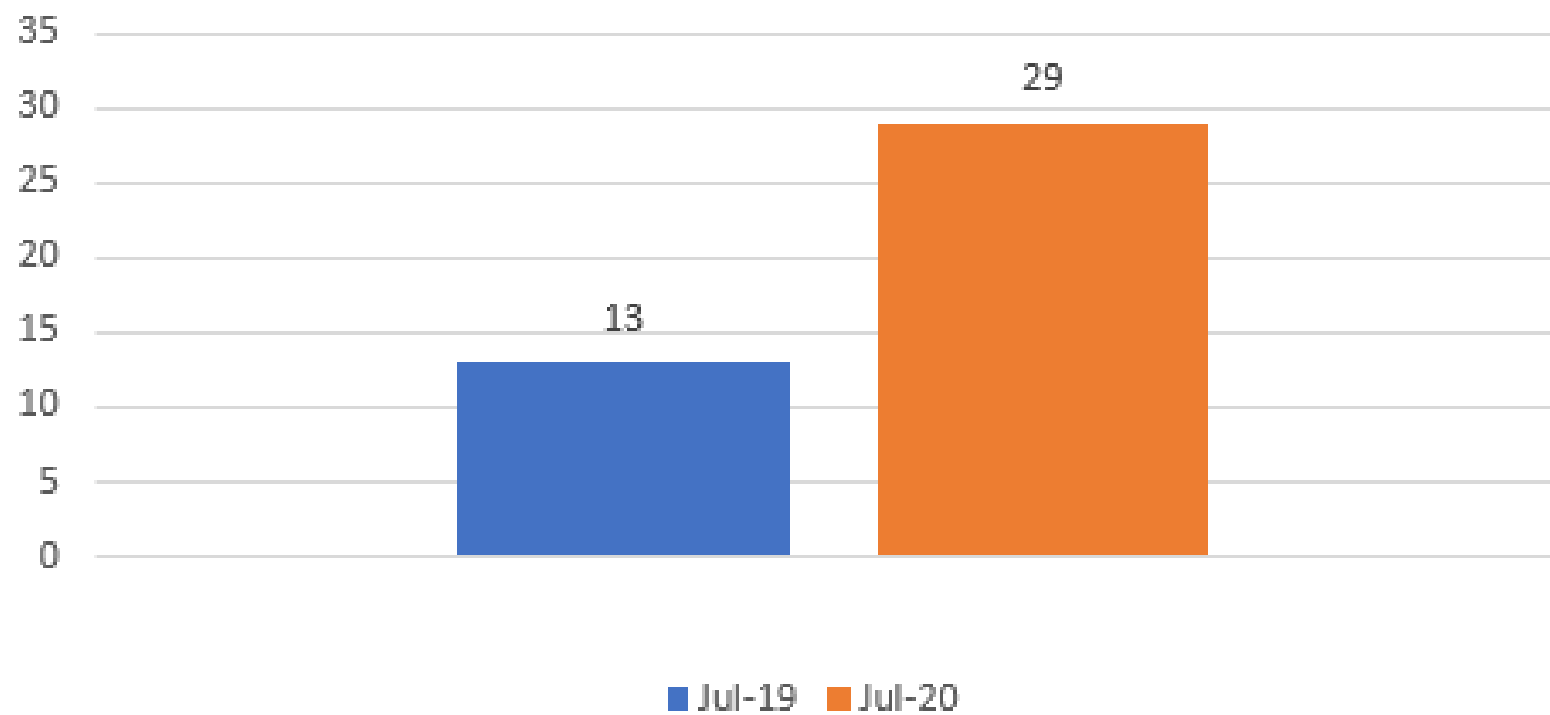
# Crime Scene and Multimedia

August 14, 2020

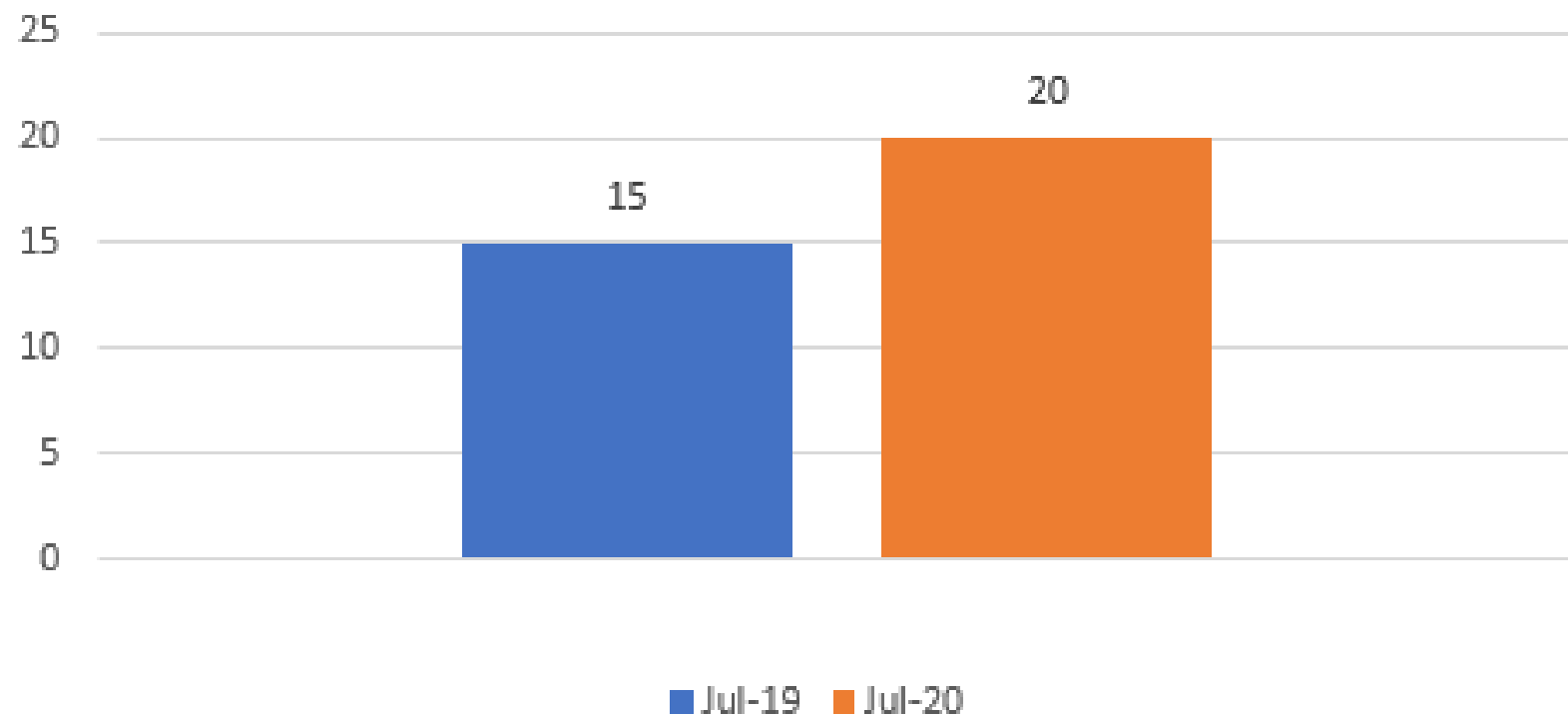
## July 2019 vs July 2020 Total Calls



## July 2019 vs July 2020 Homicides

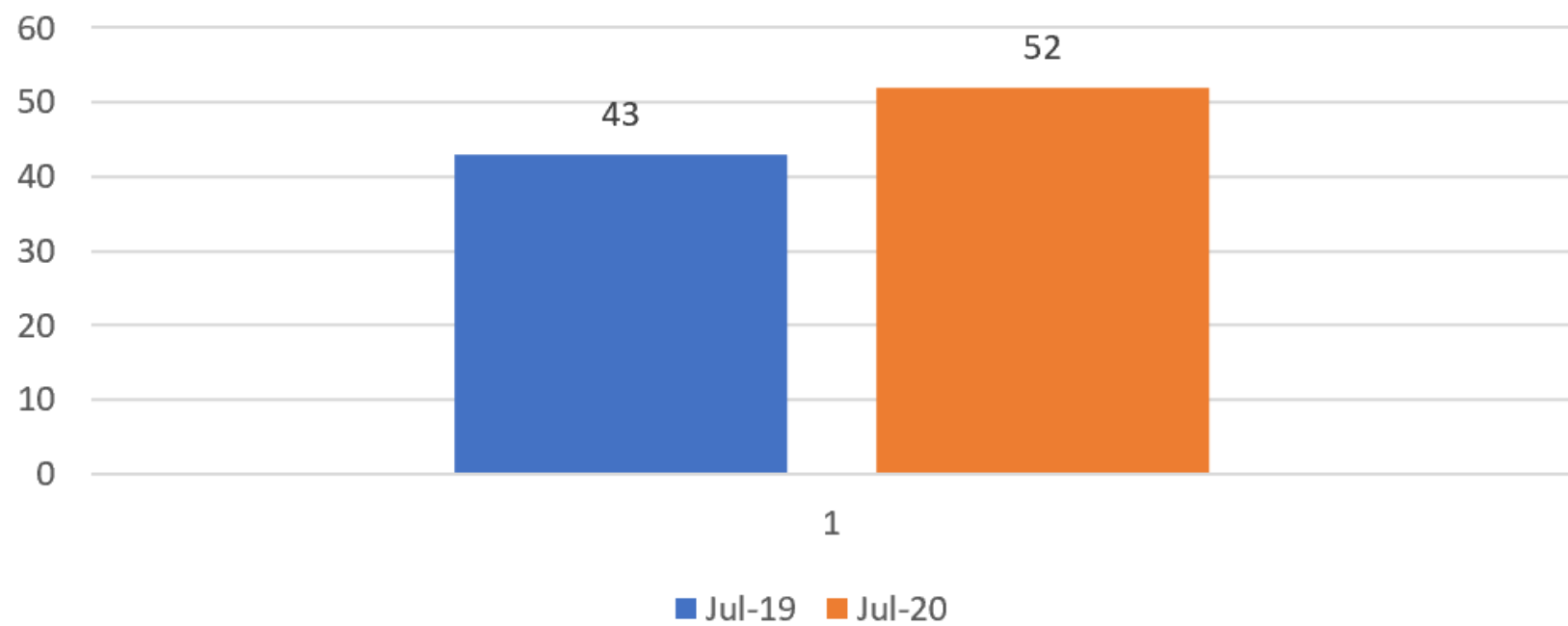


## July 2019 vs July 2020 Aggravated Assaults





## July 2019 vs July 2020 Vehicle Examination Requests



# Homicides: 10 Largest U.S. Cities

	1/1/2019 7/31/2020	1/1/2020 7/31/2020	Percent increase/decrease
Milwaukee	50	95	90%
Chicago	288	435	51%
Memphis	100	146	46%
Houston	140	197	41%
Philadelphia	186	243	31%
New York City	176	228	30%
St. Louis	113	146	20%
Pittsburgh	23	26	13%
Los Angeles	153	168	10%
Dallas	125	124	1%

# Vehicle Examination Building: Renovation Plan

- Renovation to begin in coming weeks
  - Air conditioning
  - Enclosing open bays
  - Bathroom
- Began with broad scope
  - Replace floors to prevent evidence contamination
  - Redesigning office area
  - New perimeter fencing
  - Repaving lot in front of VEB

**HAD TO PRIORITIZE DUE TO AVAILABLE BUDGET: \$152,000**

# How we prioritized

- Air conditioning:
  - Old system, about to die
  - Condensation falls on vehicles, potentially damaging evidence, including biological evidence
  - Climate controlled environment critical for evidence preservation on vehicles, especially potential biological evidence
- Bay enclosures and expansions:
  - Climate control
  - Current partial enclosure doesn't protect evidence from heat, humidity
  - Not enough space for number of vehicles
- Bathroom
  - Flooded in Harvey
  - Renovations at that time subpar, better conditions for staff

# Security

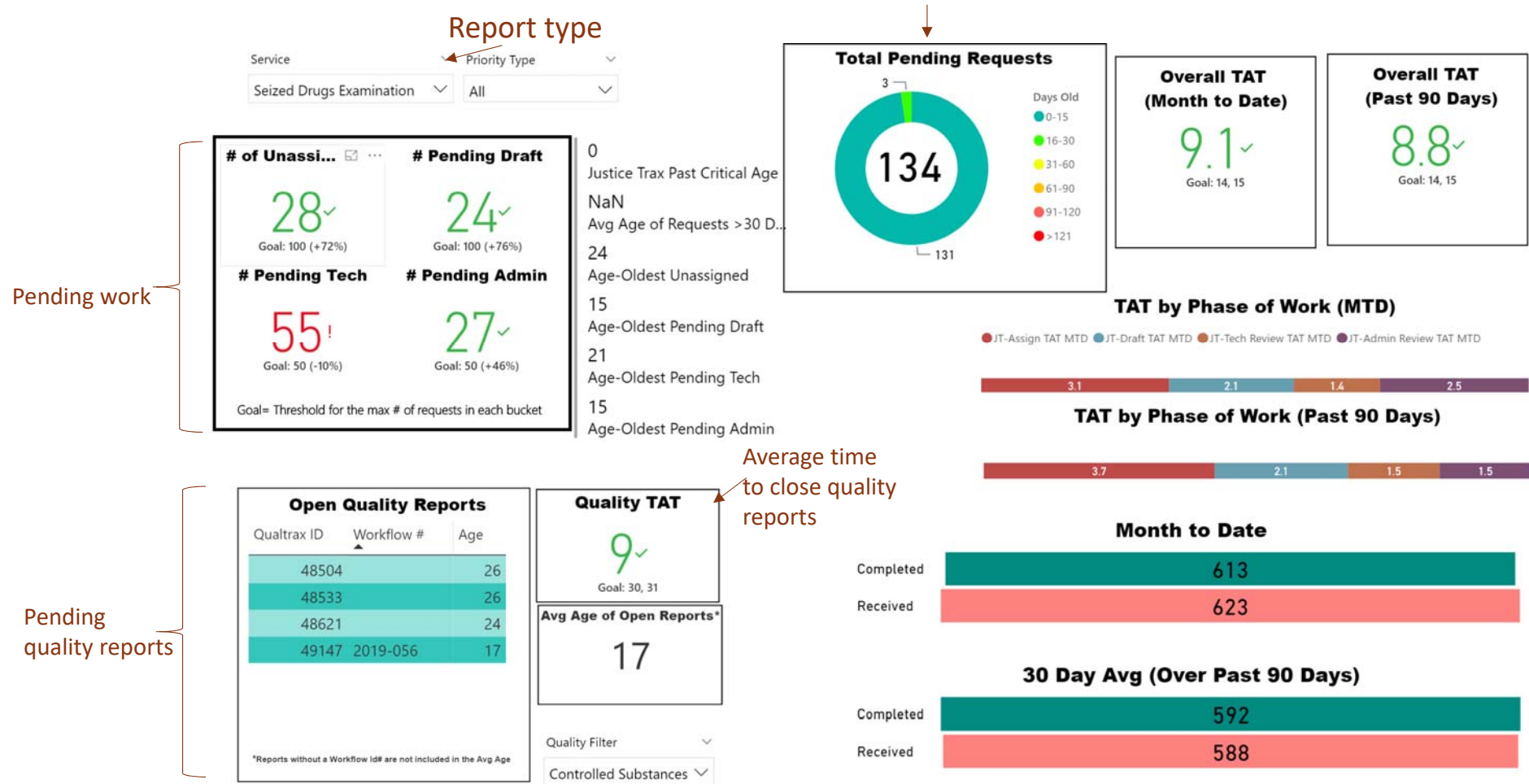
- HPD helping fund this priority:
  - Security camera upgrade
  - Badge access for the Dart Street vehicle gate

**Seeking funding to upgrade lighting inside and outside of VEB**

Detail data

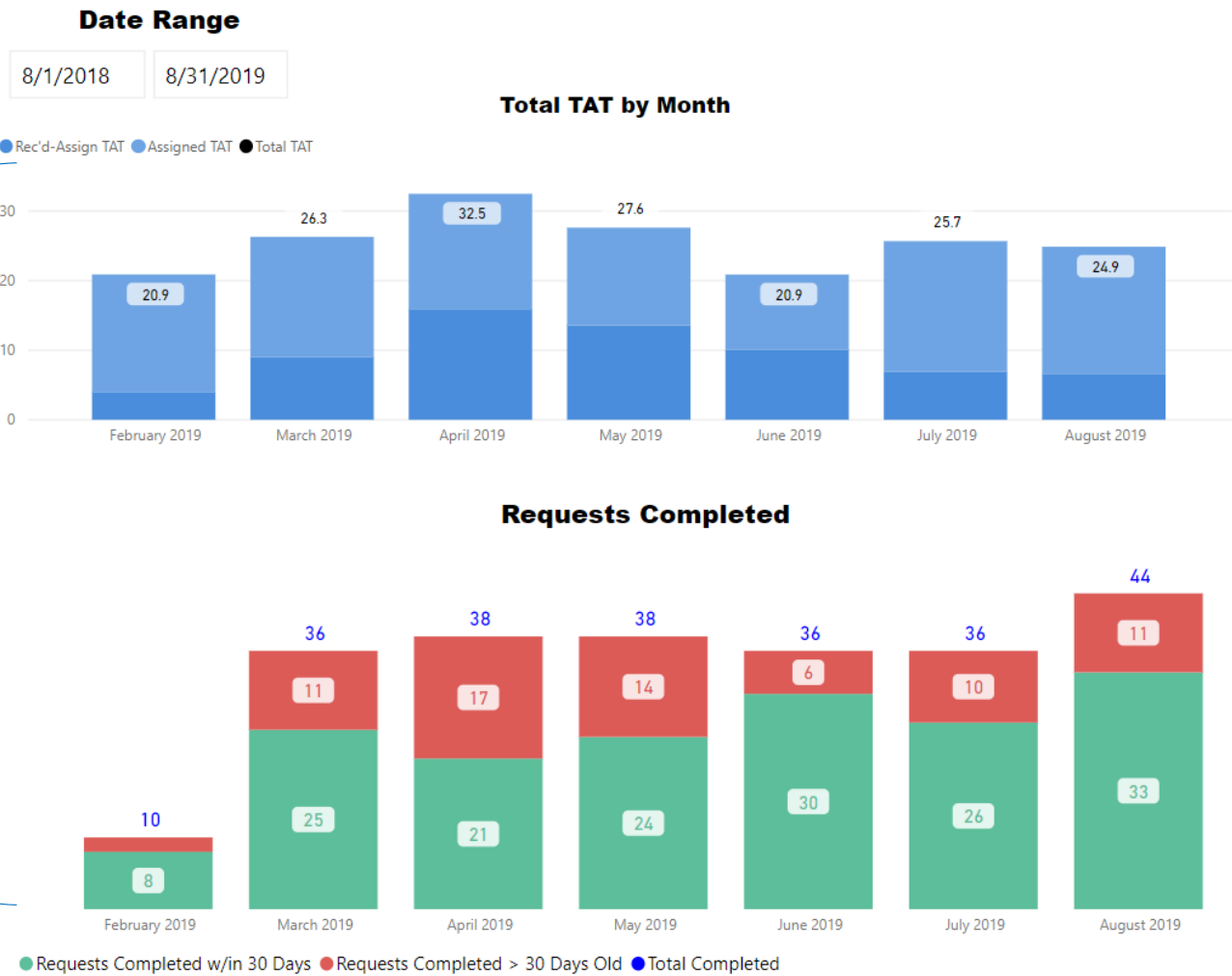
Key for Dashboard Section Pages

Center of ring=total pending cases  
Ring=breakdown of age for all pending cases



TAT= Turnaround Time    MTD= Month to date    Critical age=30 days    Critical pending=requests open over 30 days

# Key for Dashboard Historical Pages 1/2



Data broken down by month

Type of testing

**Request Type**

Firearms Examination

Priority Type

All

Report type

## Selected Time Frame Averages

26.11
Total TAT (Rec'd-Compl.) Avg
16.08
Assigned TAT (Asgmt.-Compl.) Avg

Overall average for the selected date range

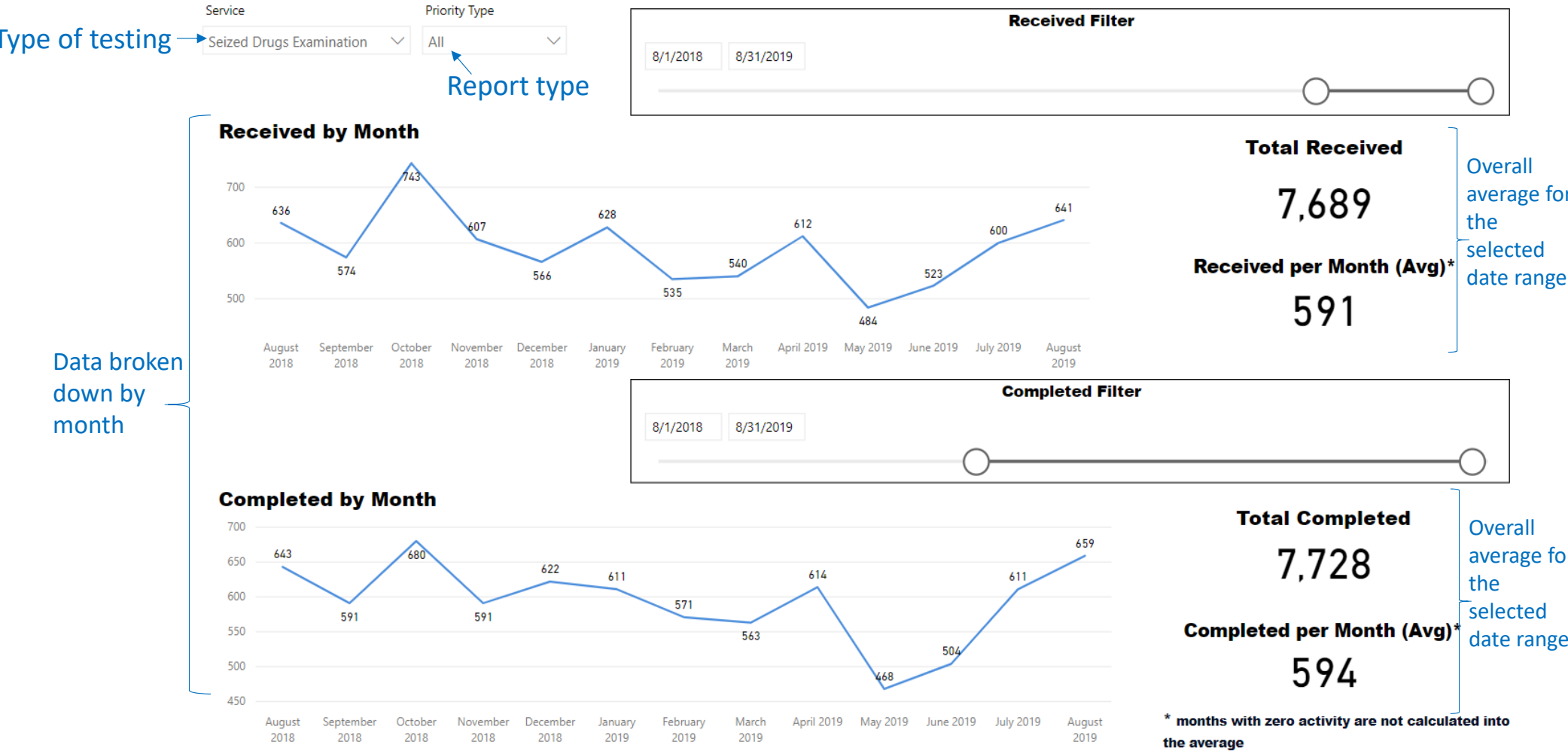
Received to Complete
238
Requests Completed
71
Requests Completed > 30 Days Old
29.83 %
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

TAT= Turnaround Time

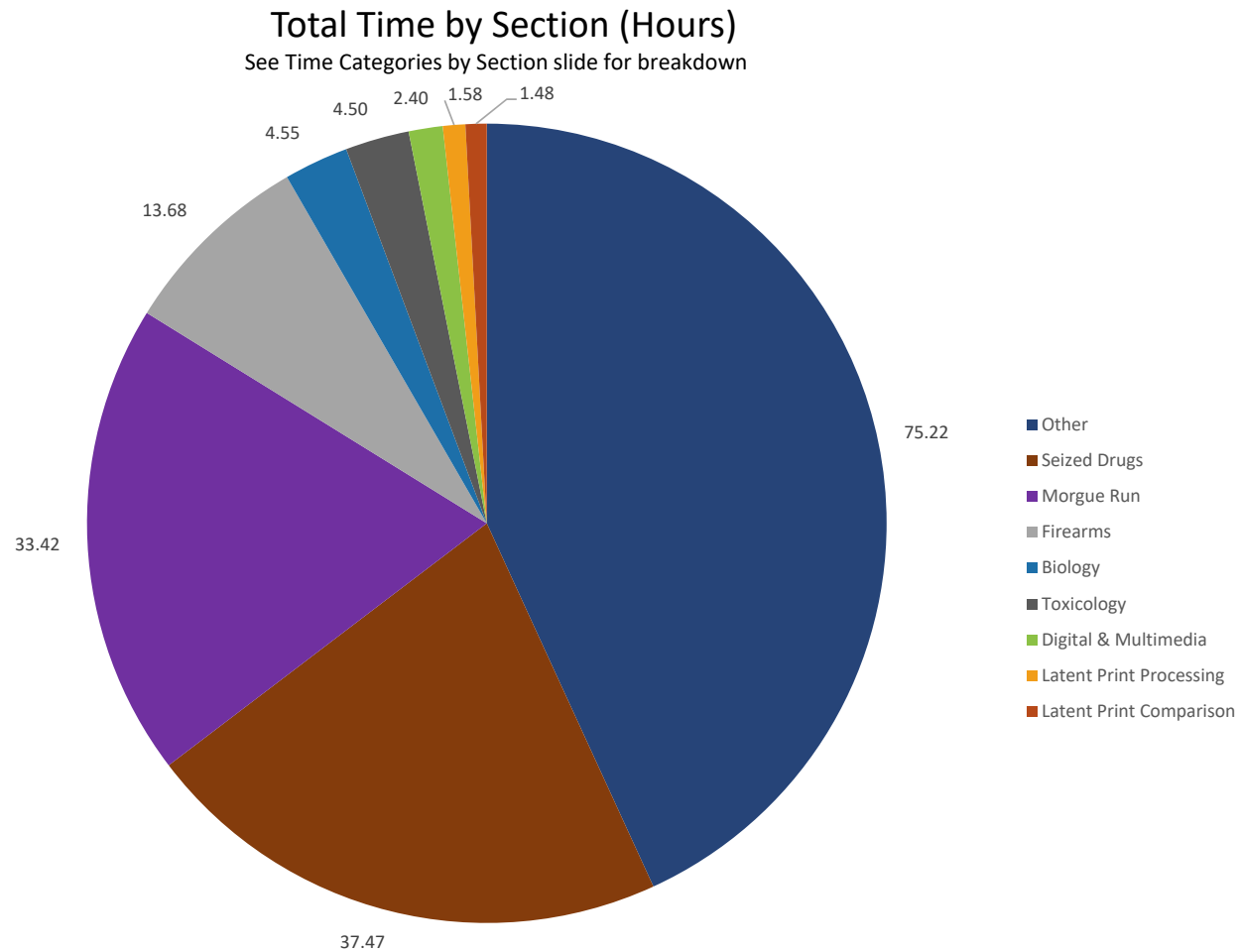


# Key for Dashboard Historical Pages 2/2

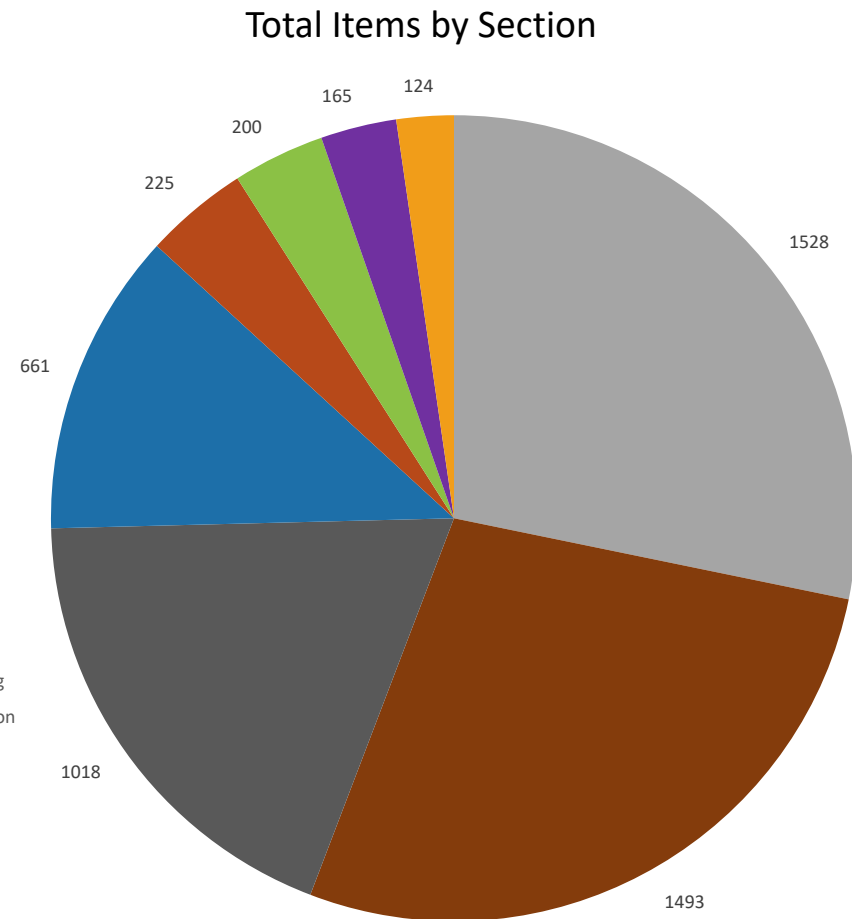


# Client Services and Case Management (CS/CM)

# CS/CM – July

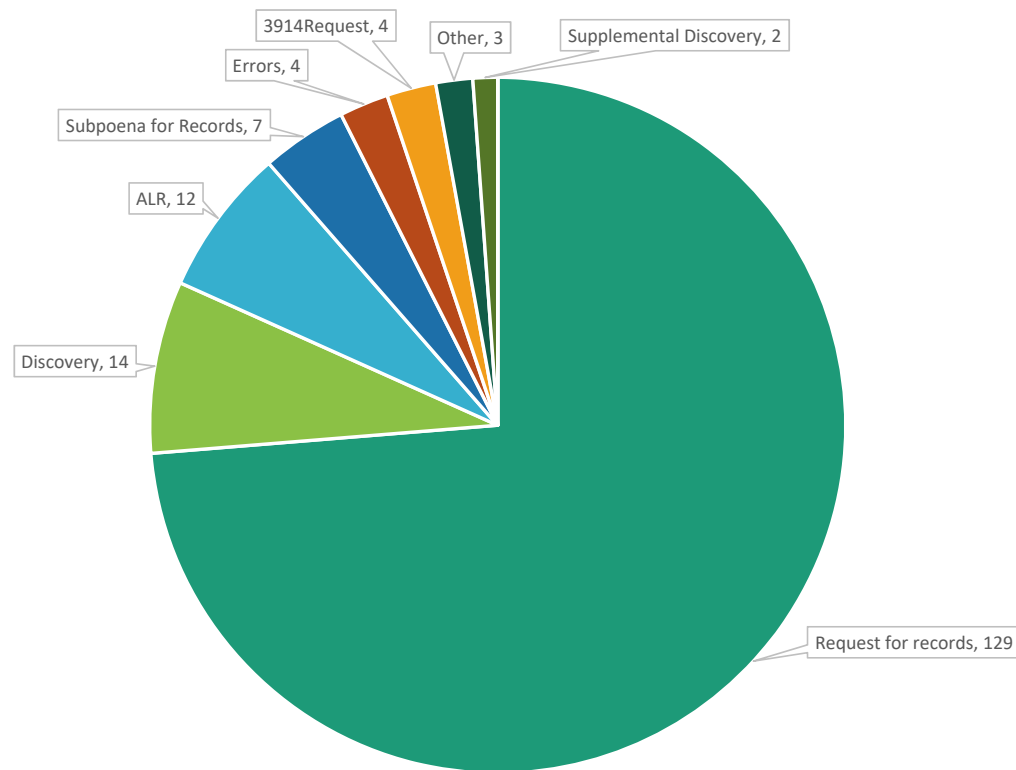


# Evidence Handling



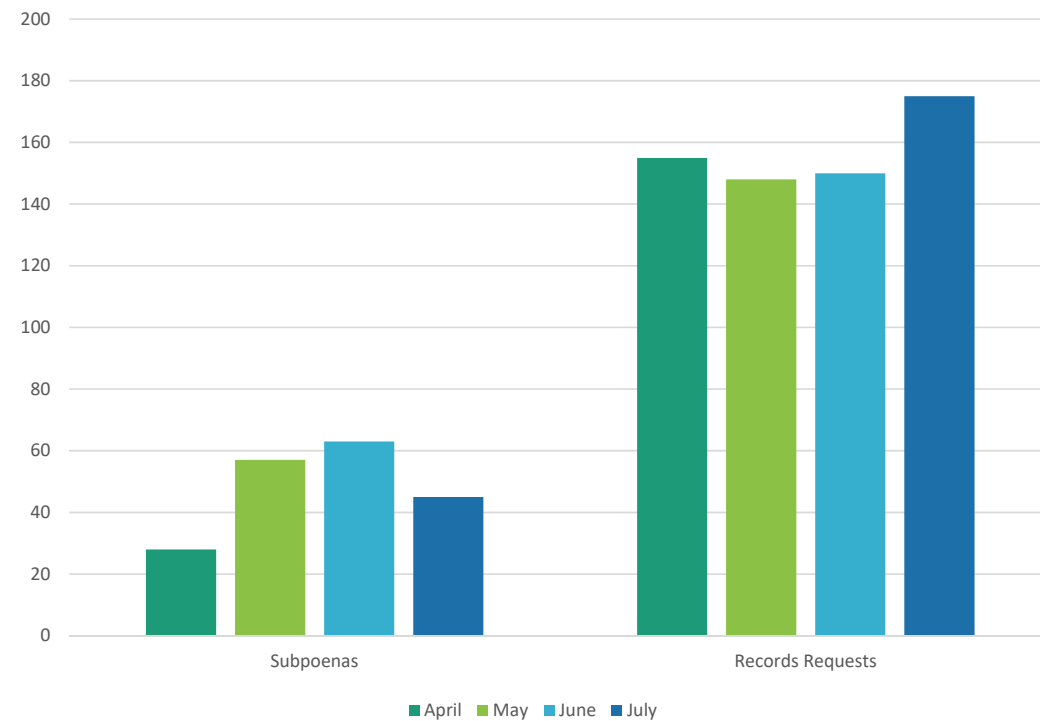
# CS/CM – July

Requests by Type



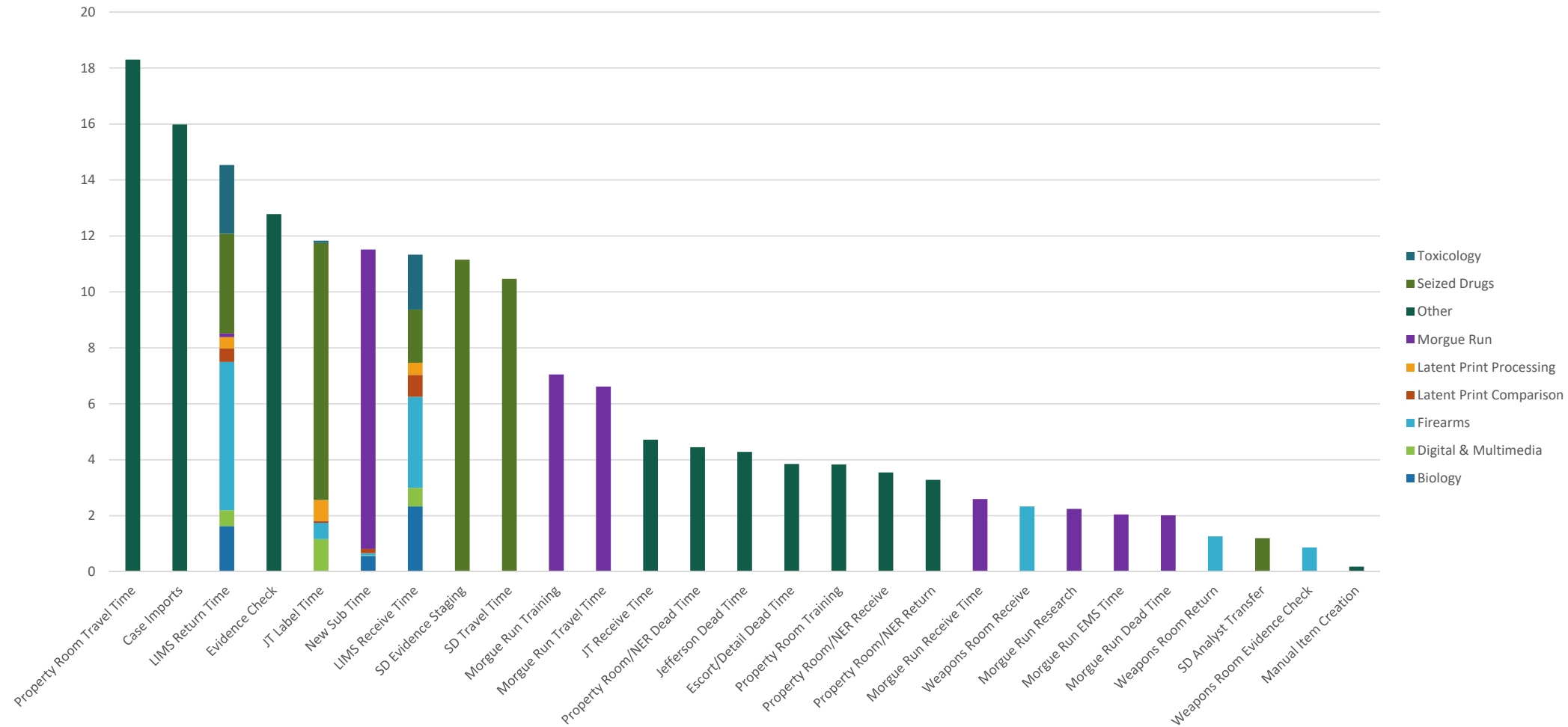
# Administrative

Subpoenas & Records Requests



# Time Categories - July

# Evidence Handling



Service

CSCM Tox Accession

Priority Type

All

# o

# Pending Draft

31✓

Goal: 150 (+79.33%)

0✓

Goal: 3 (+100%)

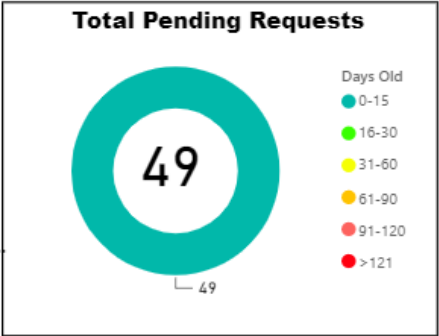
# Pending Admin

18✓

Goal: 60 (+70%)

Goal= Threshold for the max # of requests in each bucket

- 0
- Justice Trax Past Critical Age
- NaN
- Avg Age of Requests >30 D...
- 4
- Age-Oldest Unassigned
- 0
- Age-Oldest Pending Draft
- 4
- Age-Oldest Pending Tech
- 0
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

2.9✓

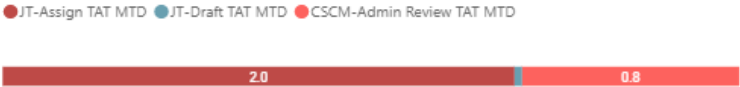
Goal: 5, 10

Overall TAT (Past 90 Days)

2.5✓

Goal: 5, 10

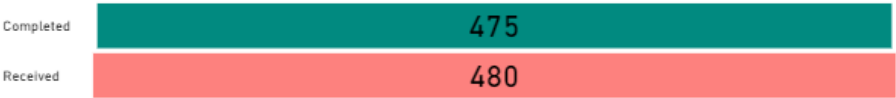
TAT by Phase of Work (MTD)



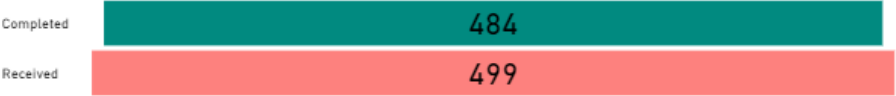
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
57237		129
63981	2020-042	43

\*Reports without a Workflow ID# are not included in the Avg Age

Quality TAT

30✓

Goal: 30, 31

Avg Age of Open Reports\*

43

Quality Filter

Client Services/Case Manage...

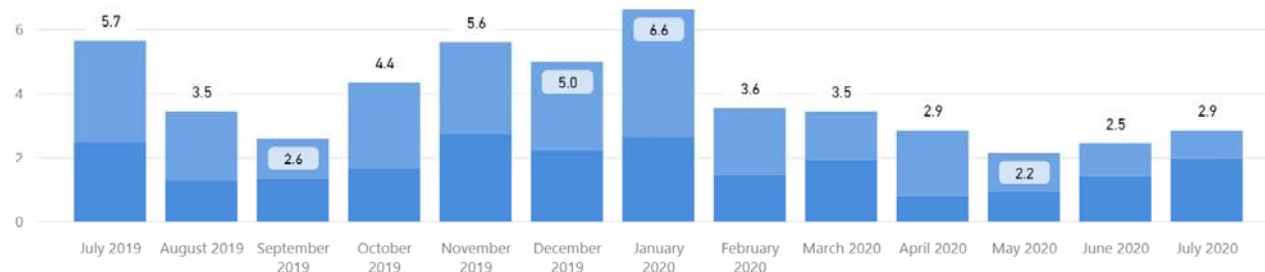
## Date Range

7/1/2019

7/31/2020

## Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



## Request Type

CSCM Tox Accession

Priority Type

All

## Selected Time Frame Averages

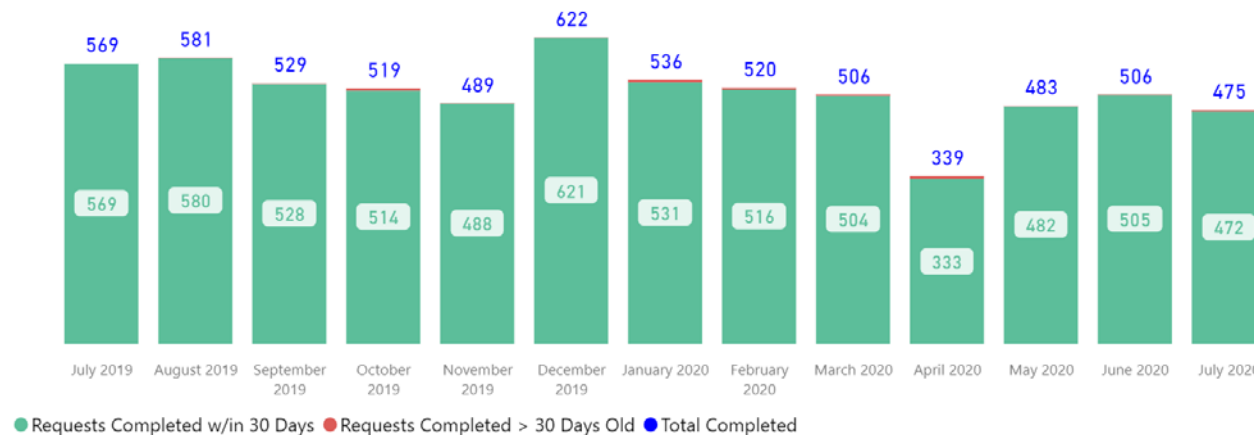
3.98

Total TAT (Rec'd-Compl.) Avg

2.17

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



● Requests Completed w/in 30 Days ● Requests Completed > 30 Days Old ● Total Completed

## Received to Complete

6674

Requests Completed

31

Requests Completed > 30 Days Old

0.46 %

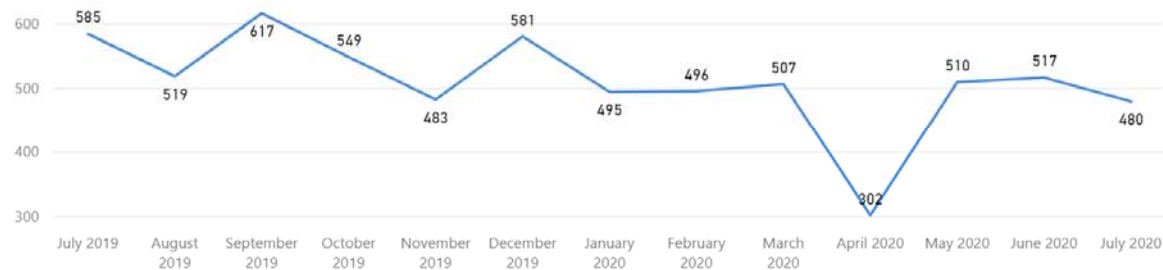
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service: CSCM Tax Accession  
Priority Type: All

Received Filter  
7/1/2019 7/31/2020

### Received by Month



Total Received

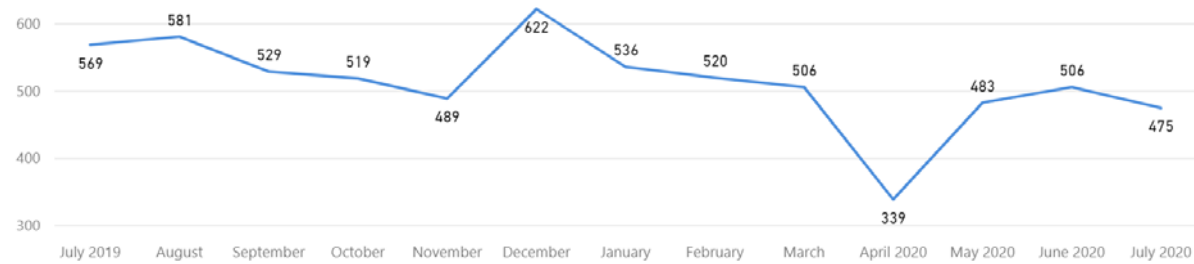
6,641

Received per Month (Avg)\*

511

Completed Filter  
7/1/2019 7/31/2020

### Completed by Month



Total Completed

6,674

Completed per Month (Avg)\*

513

\* months with zero activity are not calculated into the average



Service

CSCM Tox Rejection

Priority Type

All

# of Unassigned

0✓

Goal: 3 (+100%)

# Pending Draft

1✓

Goal: 5 (+80%)

# Pending Admin

2✓

Goal: 10 (+80%)

Goal= Threshold for the max # of requests in each bucket

0  
Justice Trax Past Critical Age

NaN  
Avg Age of Requests >30 D...

0  
Age-Oldest Unassigned

0  
Age-Oldest Pending Draft

0  
Age-Oldest Pending Tech

0  
Age-Oldest Pending Admin

## Total Pending Requests

Overall TAT  
(Month to Date)

0.7✓

Goal: 5, 10

Overall TAT  
(Past 90 Days)

1.0✓

Goal: 5, 10

## TAT by Phase of Work (MTD)

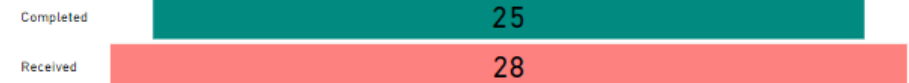
● JT-Assign TAT MTD ● JT-Draft TAT MTD ● CSCM-Admin Review TAT MTD



## TAT by Phase of Work (Past 90 Days)



## Month to Date



## 30 Day Avg (Over Past 90 Days)



## Open Quality Reports

Qualtrax ID	Workflow #	Age
57237		129
63981	2020-042	43

\*Reports without a Workflow ID# are not included in the Avg Age

## Quality TAT

30✓

Goal: 30, 31

## Avg Age of Open Reports\*

43

Quality Filter

Client Services/Case Manage...

## Date Range

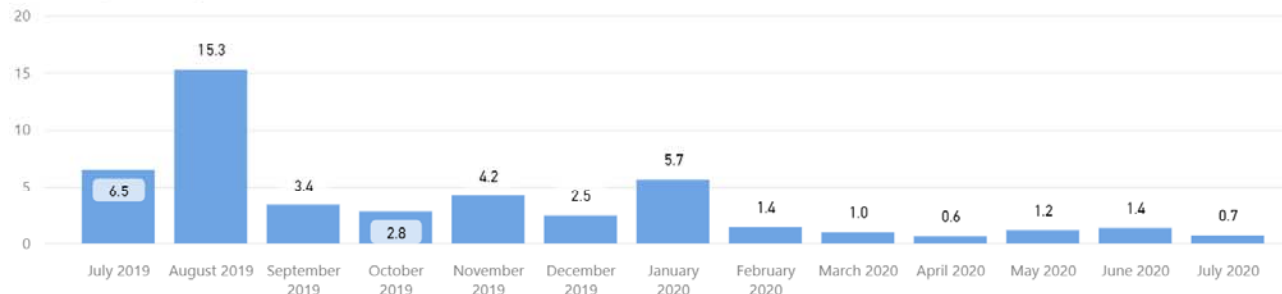
7/1/2019

7/31/2020

## Total TAT by Month



● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



## Request Type

CSCM Tox Rejection

Priority Type

All

## Selected Time Frame Averages

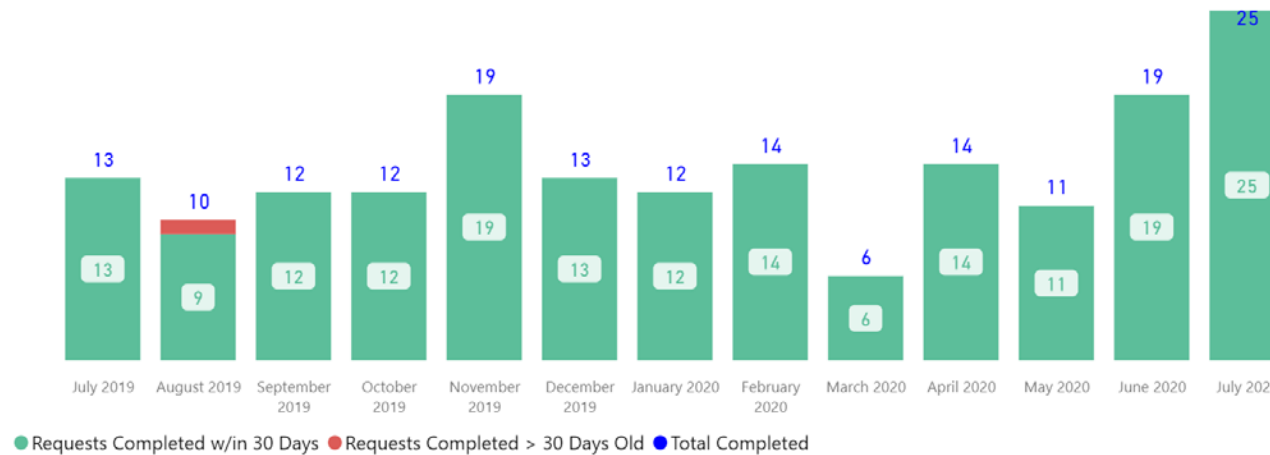
3.25

Total TAT (Rec'd-Compl.) Avg

3.25

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

180

Requests Completed

1

Requests Completed > 30 Days Old

0.56 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

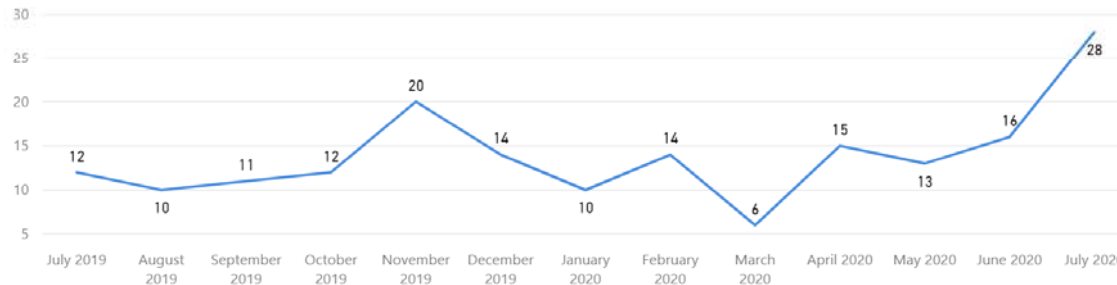
Service: CSCM Tax Rejection

Priority Type: All

Received Filter

7/1/2019 7/31/2020

### Received by Month



### Total Received

181

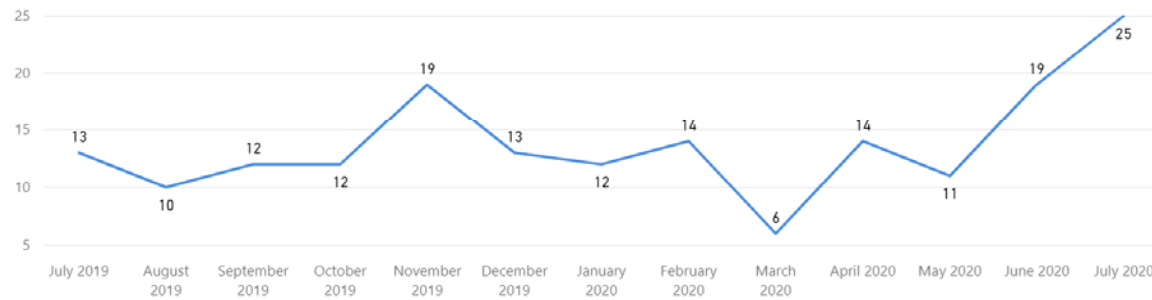
### Received per Month (Avg)\*

14

Completed Filter

7/1/2019 7/31/2020

### Completed by Month



### Total Completed

180

### Completed per Month (Avg)\*

14

\* months with zero activity are not calculated into the average

# Seized Drugs

Service: Seized Drugs Examination  
 Priority Type: All

**# of Unassigned**  
 86✓  
 Goal: 100 (+14%)

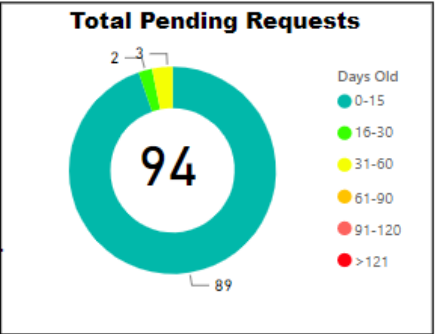
**# Pending Draft**  
 5✓  
 Goal: 100 (+95%)

**# Pending Tech**  
 0✓  
 Goal: 50 (+100%)

**# Pending Admin**  
 3✓  
 Goal: 50 (+94%)

Goal= Threshold for the max # of requests in each bucket

- 3 Justice Trax Past Critical Age
- 41 Avg Age of Requests >30 D...
- 17 Age-Oldest Unassigned
- 43 Age-Oldest Pending Draft
- 0 Age-Oldest Pending Tech
- 30 Age-Oldest Pending Admin



**Overall TAT (Month to Date)**

10.8✓

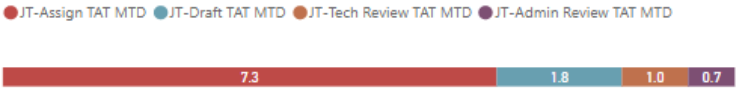
Goal: 14, 15

**Overall TAT (Past 90 Days)**

12.6✓

Goal: 14, 15

### TAT by Phase of Work (MTD)



### TAT by Phase of Work (Past 90 Days)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
66958	2020-057	6
67132	2020-058	4

\*Reports without a Workflow ID# are not included in the Avg Age

### Quality TAT

6✓

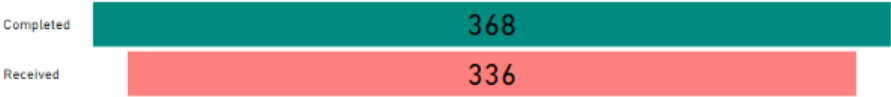
Goal: 30, 31

### Avg Age of Open Reports\*

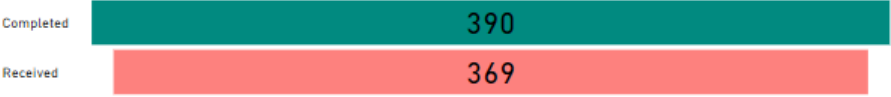
5

Quality Filter: Controlled Substances

### Month to Date



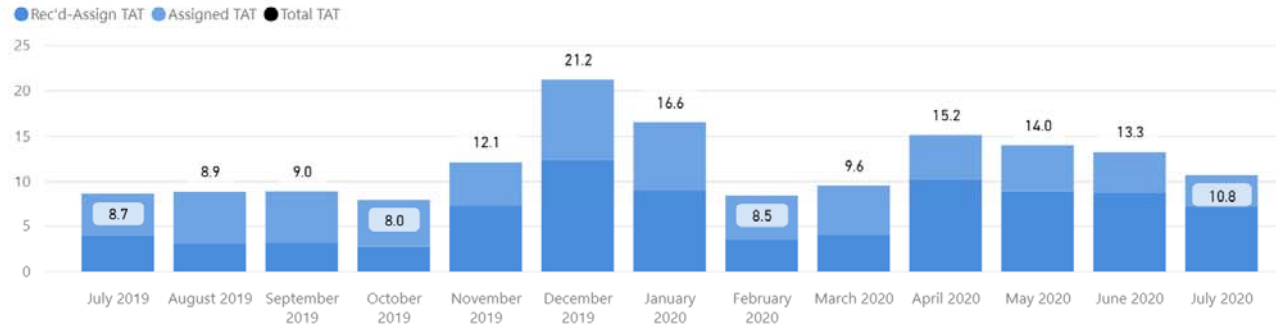
### 30 Day Avg (Over Past 90 Days)



## Date Range

7/1/2019 7/31/2020

## Total TAT by Month



## Request Type

Seized Drugs Examination

Priority Type

All

## Selected Time Frame Averages

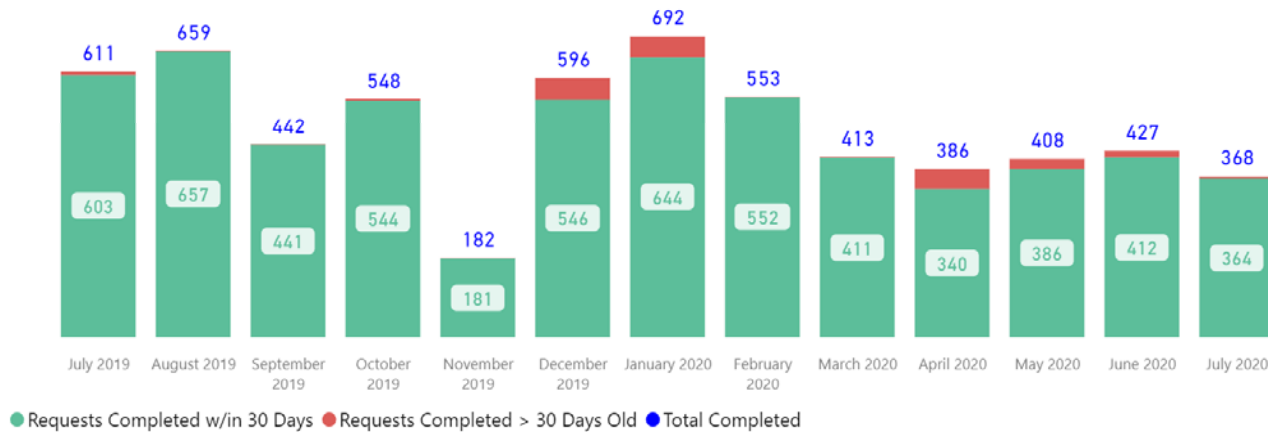
12.04

Total TAT (Rec'd-Compl.) Avg

5.67

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

6285

Requests Completed

204

Requests Completed > 30 Days Old

3.25 %

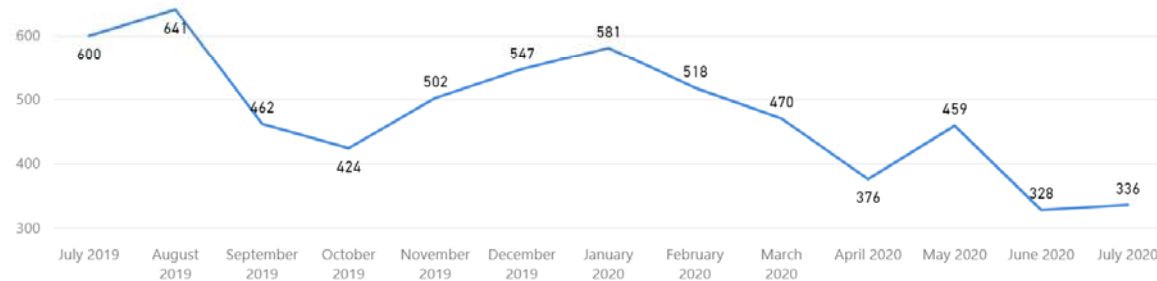
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service: Seized Drugs Examination  
Priority Type: All

Received Filter  
7/1/2019 7/31/2020

### Received by Month



Total Received

6,244

Received per Month (Avg)\*

480

Completed Filter  
7/1/2019 7/31/2020

### Completed by Month



Total Completed

6,285

Completed per Month (Avg)\*

483

\* months with zero activity are not calculated into the average

# Toxicology



Service:  Priority Type:

**# of Unassigned**  
**1495!**  
Goal: 50 (-2890%)

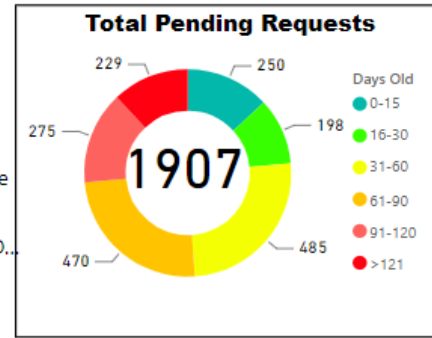
**# Pending Draft**  
**78✓**  
Goal: 120 (+35%)

**# Pending Tech**  
**235!**  
Goal: 90 (-161.11%)

**# Pending Admin**  
**99!**  
Goal: 90 (-10%)

Goal= Threshold for the max # of requests in each bucket

1459 Justice Trax Past Critical Age  
 81 Avg Age of Requests >30 D...  
 102 Age-Oldest Unassigned  
 109 Age-Oldest Pending Draft  
 151 Age-Oldest Pending Tech  
 144 Age-Oldest Pending Admin



**Overall TAT (Month to Date)**

**143.2!**

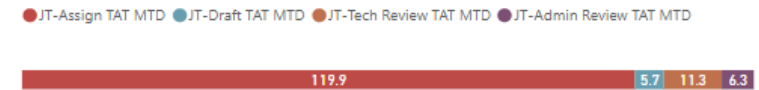
Goal: 30, 31

**Overall TAT (Past 90 Days)**

**144.1!**

Goal: 30, 31

### TAT by Phase of Work (MTD)



### TAT by Phase of Work (Past 90 Days)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
67418		1
66351	2020-059	12
66423	2020-060	11

\*Reports without a Workflow Id# are not included in the Avg Age

**Quality TAT**

**22✓**

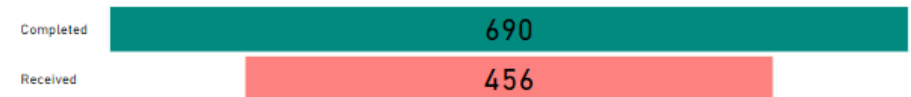
Goal: 30, 31

**Avg Age of Open Reports\***

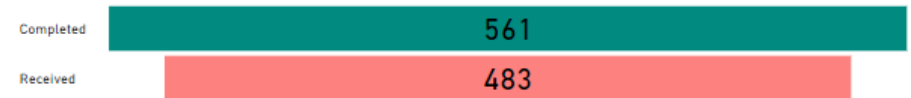
**12**

Quality Filter:

### Month to Date



### 30 Day Avg (Over Past 90 Days)



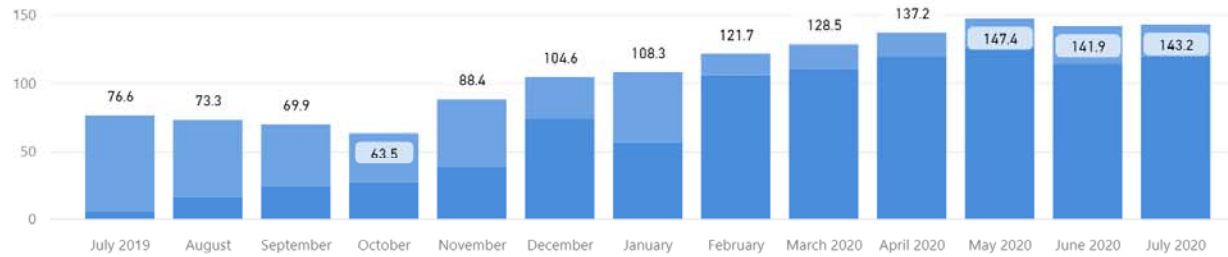
### Date Range

7/1/2019

7/31/2020

### Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



### Request Type

Blood Alcohol

Priority Type

All

### Selected Time Frame Averages

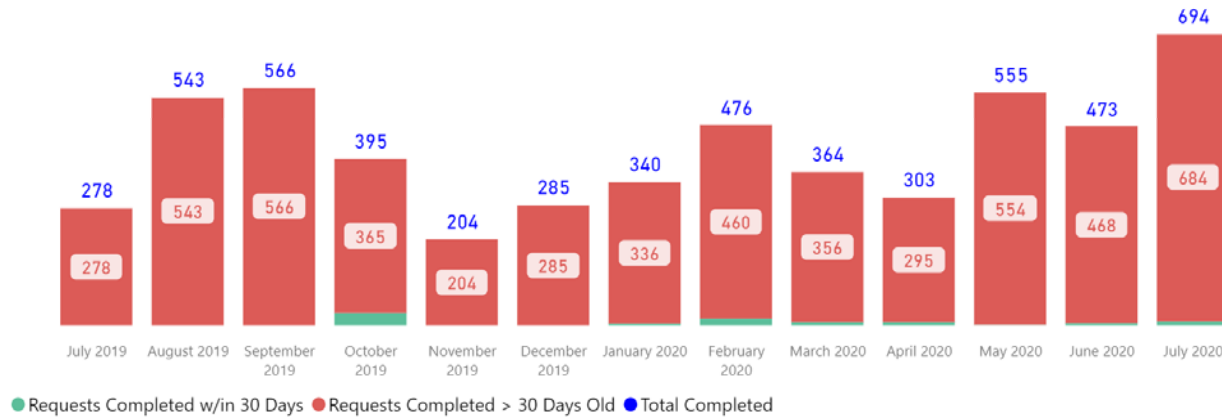
110.48

Total TAT (Rec'd-Compl.) Avg

34.29

Assigned TAT (Asgmt.-Compl.) Avg

### Requests Completed



### Received to Complete

5476

Requests Completed

5394

Requests Completed > 30 Days Old

98.50 %

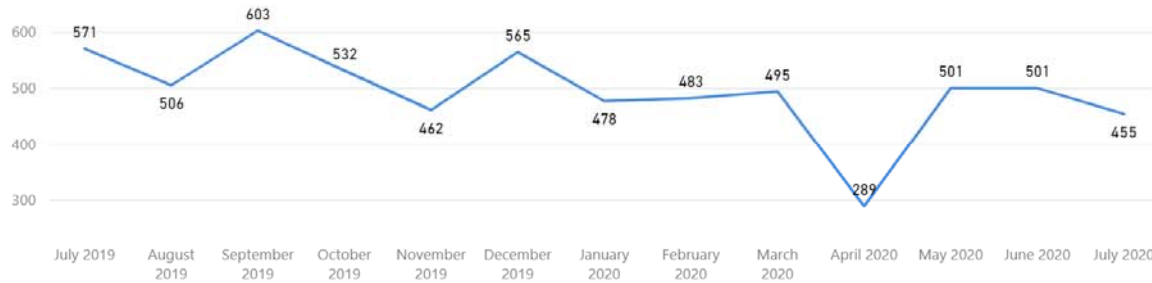
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service:  Priority Type:

Received Filter

### Received by Month



Total Received

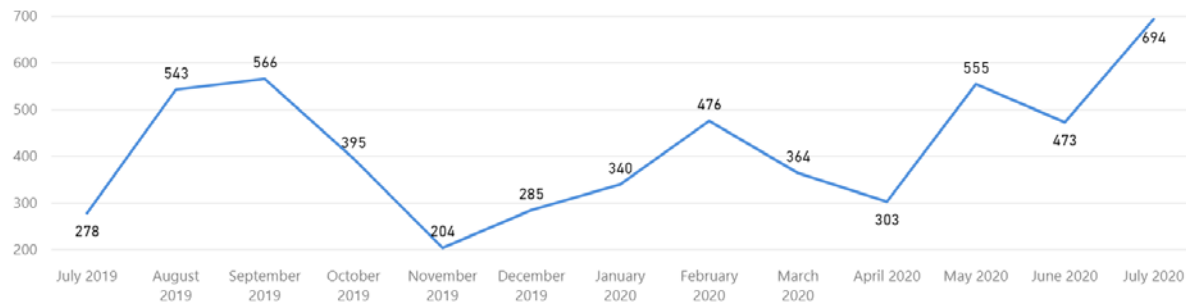
6,441

Received per Month (Avg)\*

495

Completed Filter

### Completed by Month



Total Completed

5,476

Completed per Month (Avg)\*

421

\* months with zero activity are not calculated into the average

Service

Priority Type

Toxicology

All

# of Unassigned

529!

Goal: 120 (-340.83%)

# Pending Draft

100!

Goal: 30 (-233.33%)

# Pending Tech

0✓

Goal: 30 (+100%)

# Pending Admin

9✓

Goal: 30 (+70%)

Goal= Threshold for the max # of requests in each bucket

372

Justice Trax Past Critical Age

75

Avg Age of Requests >30 D...

175

Age-Oldest Unassigned

256

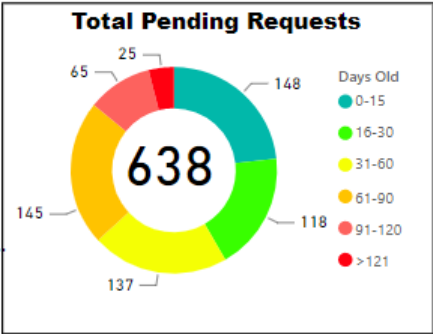
Age-Oldest Pending Draft

0

Age-Oldest Pending Tech

199

Age-Oldest Pending Admin



Overall TAT (Month to Date)

211.1!

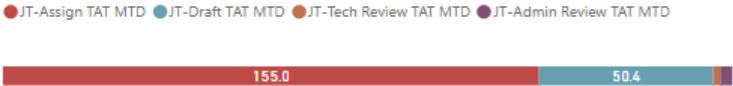
Goal: 90, 91

Overall TAT (Past 90 Days)

174.7!

Goal: 90, 91

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
67418		1
66351	2020-059	12
66423	2020-060	11

\*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

22✓

Goal: 30, 31

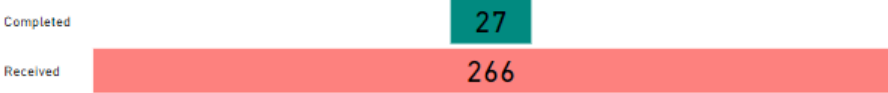
Avg Age of Open Reports\*

12

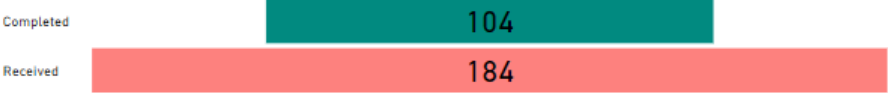
Quality Filter

Toxicology

Month to Date



30 Day Avg (Over Past 90 Days)



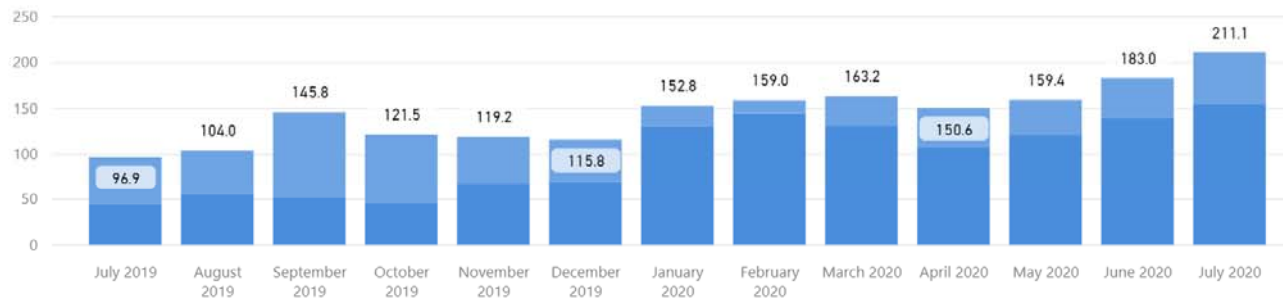
## Date Range

7/1/2019

7/31/2020

## Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



## Request Type

Toxicology

Priority Type

All

## Selected Time Frame Averages

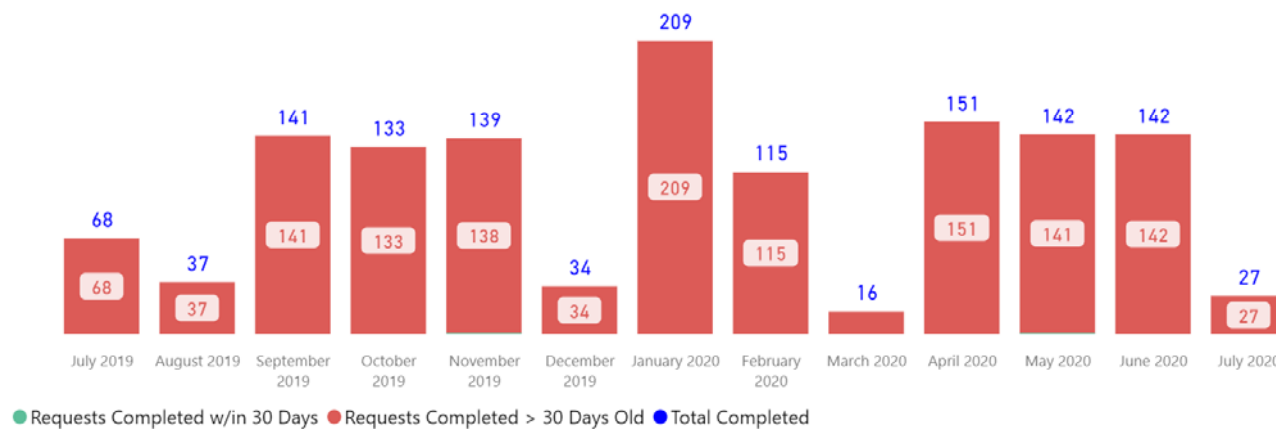
145.90

Total TAT (Rec'd-Compl.) Avg

47.13

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

1354

Requests Completed

1352

Requests Completed > 30 Days Old

99.85 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service  
Toxicology

Priority Type  
All

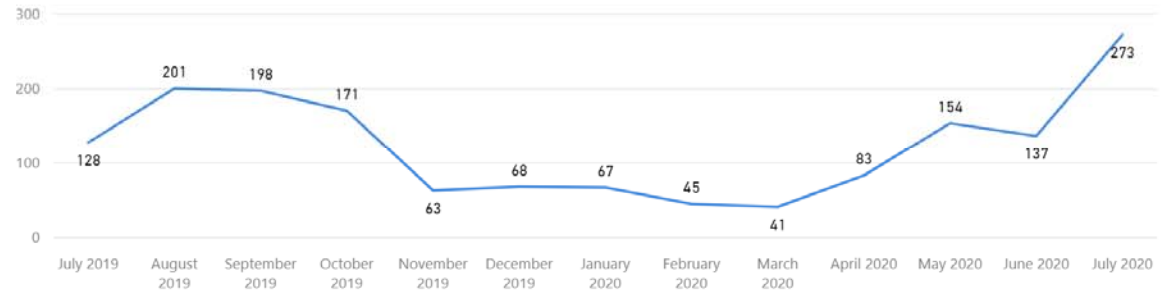
Filter icons: funnel, bar chart, dots

Received Filter

7/1/2019 7/31/2020

Range slider

Received by Month



Total Received

1,629

Received per Month (Avg)\*

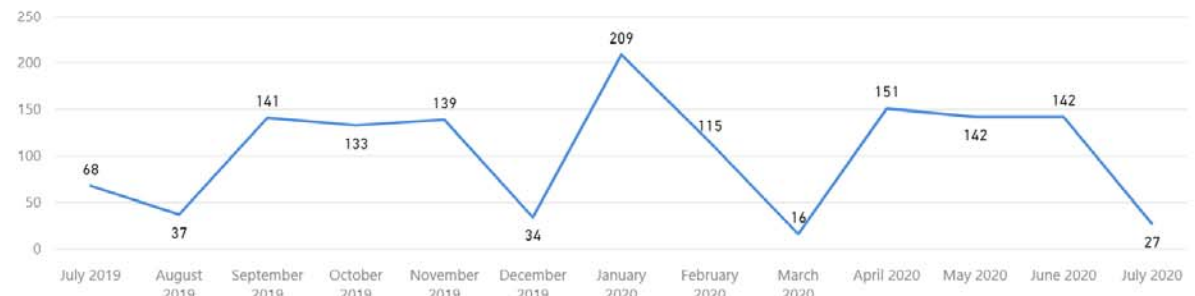
125

Completed Filter

7/1/2019 7/31/2020

Range slider

Completed by Month



Total Completed

1,354

Completed per Month (Avg)\*

104

\* months with zero activity are not calculated into the average

# Firearms

Service

Firearms Examination

Priority Type

All

#

🔍📄📊📅⋮

# Pending Draft

33!

Goal: 10 (-230%)

23!

Goal: 14 (-64.29%)

# Pending Tech

5✓

Goal: 9 (+44.44%)

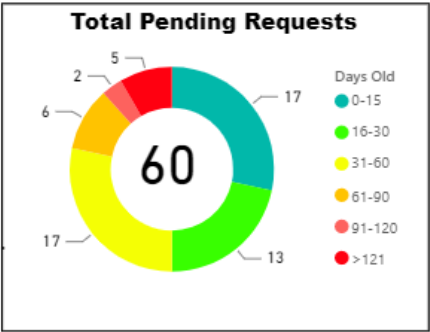
# Pending Admin

0✓

Goal: 5 (+100%)

Goal= Threshold for the max # of requests in each bucket

- 30
- Justice Trax Past Critical Age
- 71
- Avg Age of Requests >30 D...
- 49
- Age-Oldest Unassigned
- 211
- Age-Oldest Pending Draft
- 126
- Age-Oldest Pending Tech
- 0
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

51.5!

Goal: 40, 41

Overall TAT (Past 90 Days)

45.6!

Goal: 40, 41



Open Quality Reports

Qualtrax ID	Workflow #	Age
65030		30
65564		23
66356		12
64205	2020-041	40
65128	2020-046	29
66353	2020-053	12
65278	2020-IA-10	27

\*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

12✓

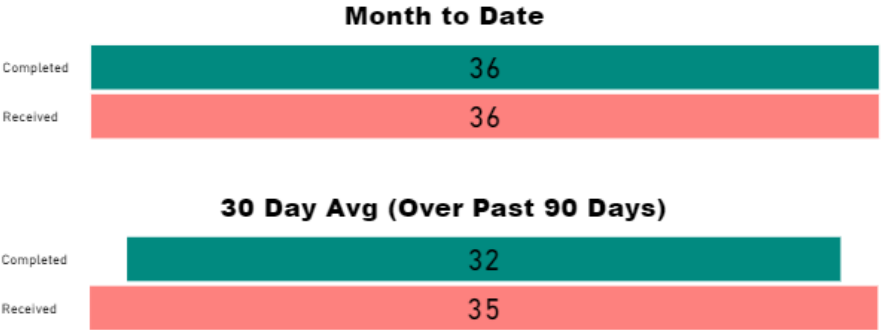
Goal: 30, 31

Avg Age of Open Reports\*

27

Quality Filter

Firearms



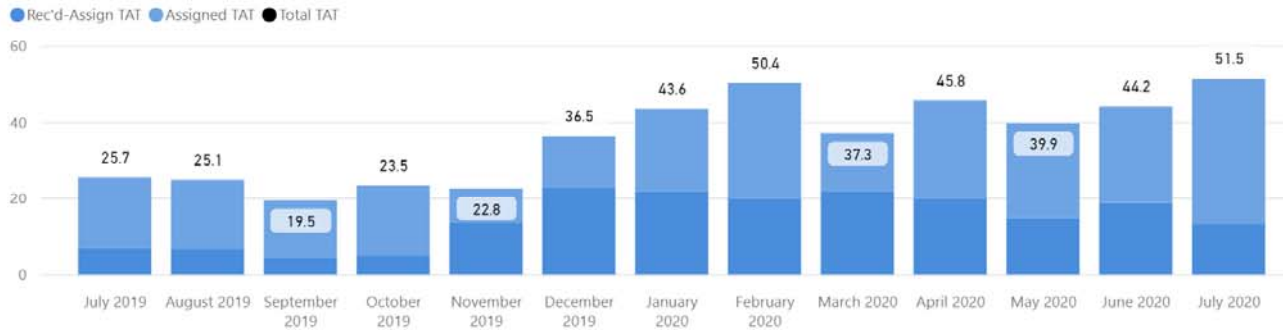


## Date Range

7/1/2019

7/31/2020

## Total TAT by Month



## Request Type

Firearms Examination

Priority Type

All

## Selected Time Frame Averages

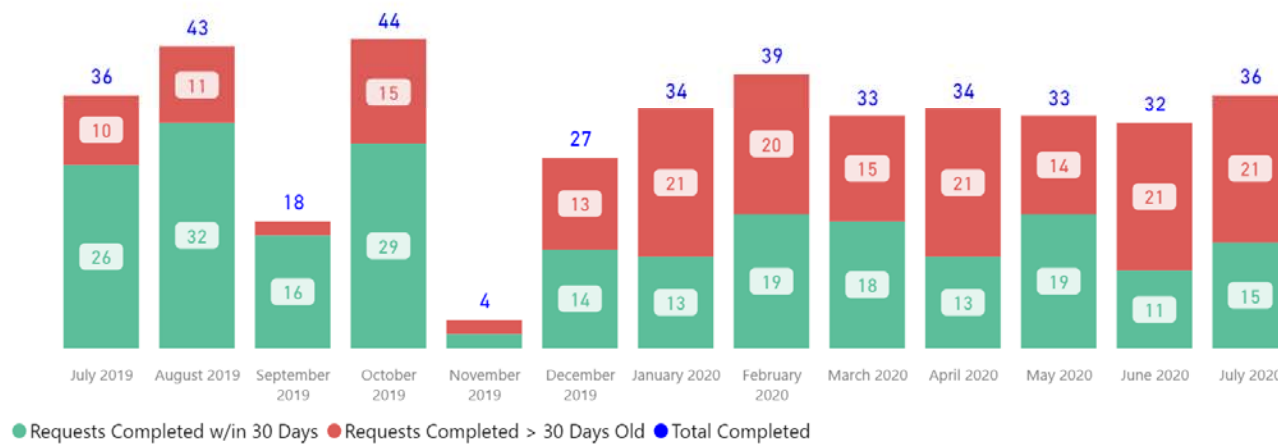
37.02

Total TAT (Rec'd-Compl.) Avg

22.44

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

413

Requests Completed

186

Requests Completed > 30 Days Old

45.04 %

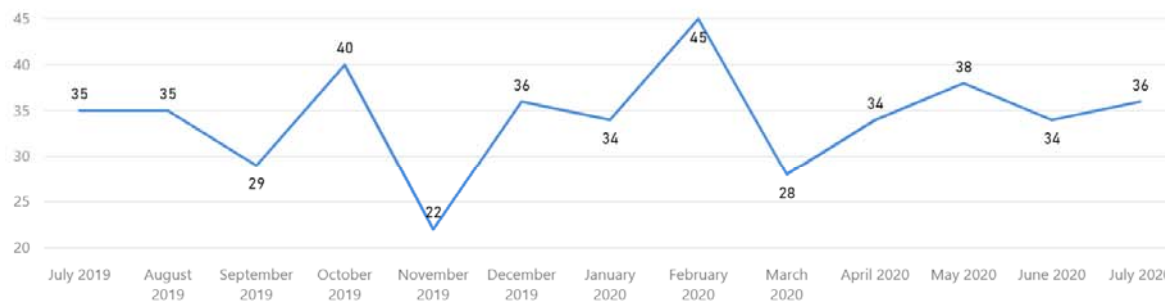
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service:  Priority Type:

**Received Filter**

### Received by Month



**Total Received**

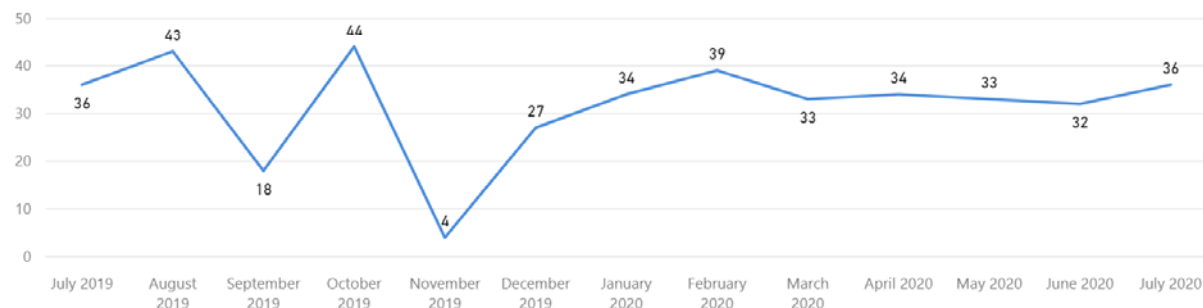
**446**

**Received per Month (Avg)\***

**34**

**Completed Filter**

### Completed by Month



**Total Completed**

**413**

**Completed per Month (Avg)\***

**32**

**\* months with zero activity are not calculated into the average**

Service

NIBIN Only

Priority Type

All

# of Unassigned

13✓

Goal: 20 (+35%)

# Pending Draft

0✓

Goal: 35 (+100%)

# Pending Tech

6✓

Goal: 20 (+70%)

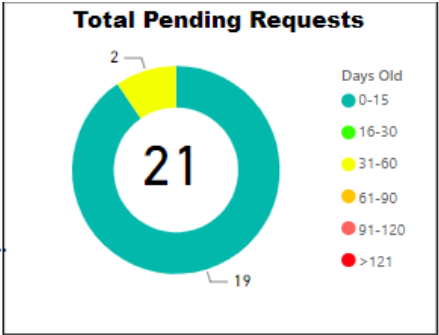
# Pending Admin

2✓

Goal: 20 (+90%)

Goal= Threshold for the max # of requests in each bucket

- 2
- Justice Trax Past Critical Age
- 37
- Avg Age of Requests >30 D..
- 10
- Age-Oldest Unassigned
- 0
- Age-Oldest Pending Draft
- 32
- Age-Oldest Pending Tech
- 42
- Age-Oldest Pending Admin



Overall TAT  
(Month to Date)

1.5✓

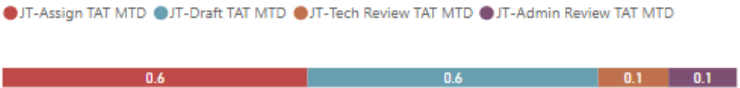
Goal: 7, 8

Overall TAT  
(Past 90 Days)

1.5✓

Goal: 7, 8

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
65030		30
65564		23
66356		12
64205	2020-041	40
65128	2020-046	29
66353	2020-053	12
65278	2020-IA-10	27

\*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

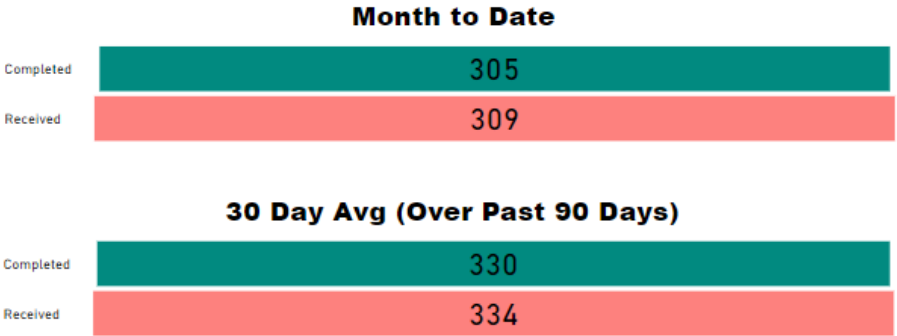
12✓

Goal: 30, 31

Avg Age of Open Reports\*

27

Quality Filter
 Firearms



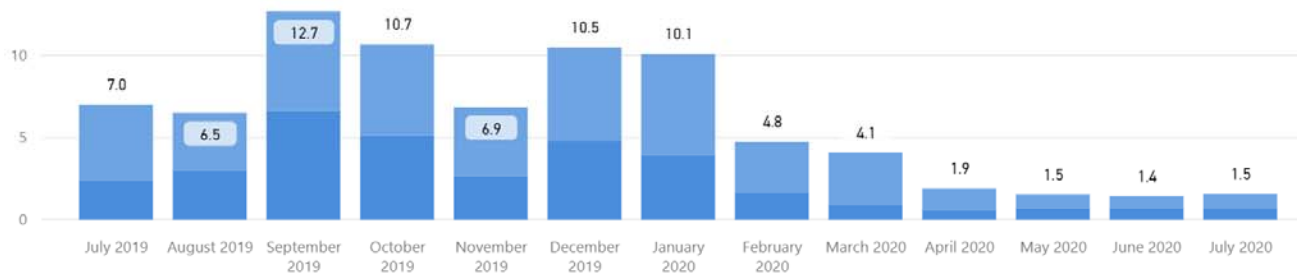
Date Range

7/1/2019

7/31/2020

### Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



### Request Type

NIBIN Only

Priority Type

All

### Selected Time Frame Averages

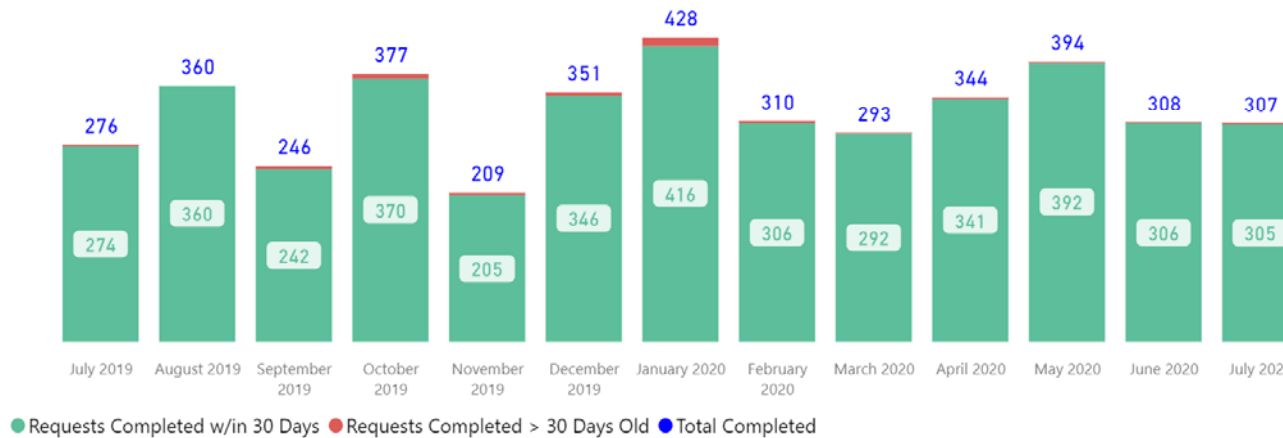
6.10

Total TAT (Rec'd-Compl.) Avg

3.52

Assigned TAT (Asgmt.-Compl.) Avg

### Requests Completed



### Received to Complete

4203

Requests Completed

48

Requests Completed > 30 Days Old

1.14 %

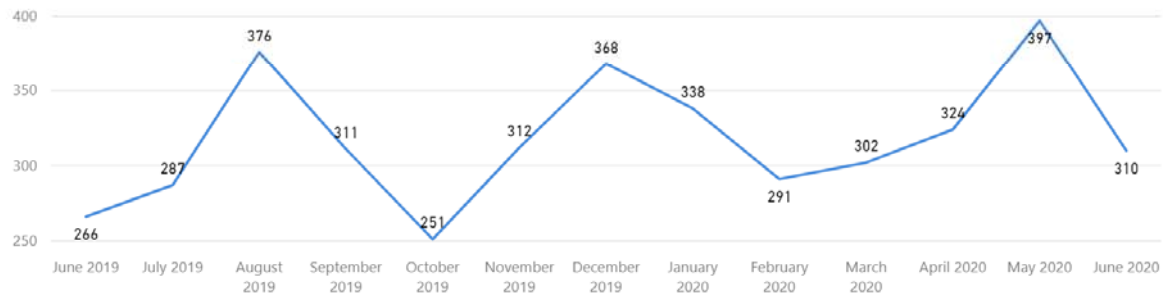
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service: NIBIN Only  
Priority Type: All

Received Filter  
6/1/2019 6/30/2020

### Received by Month



### Total Received

4,133

### Received per Month (Avg)\*

318

Completed Filter  
6/1/2019 6/30/2020

### Completed by Month



### Total Completed

4,206

### Completed per Month (Avg)\*

324

\* months with zero activity are not calculated into the average

# Forensic Biology

Section:  Request Type:

**# of Unassigned**  
18✓  
Goal: 20 (+10%)

**# Pending Draft**  
873!  
Goal: 24 (-3537.5%)

**# Pending Tech**  
58!  
Goal: 24 (-141.67%)

**# Pending Admin**  
16✓  
Goal: 20 (+20%)

Goal= Threshold for the max # of requests in each bucket

935  
Past Critical Age

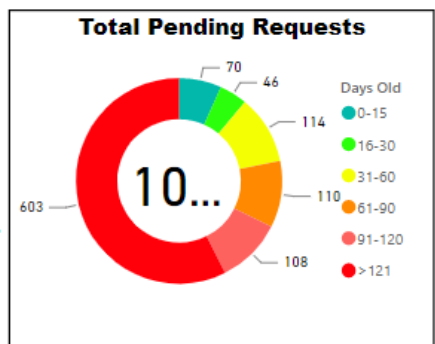
169  
Avg Age of Reqeusts >30 ...

141  
Age-Oldest Unassigned PL

1206  
Age-Oldest Pending Draft...

2269  
Age-Oldest Pending Tech ...

448  
Age-Oldest Pending Adm...



**Overall TAT (Month to Date)**

198.5!

Goal: 30, 31

**Overall TAT (Past 90 Days)**

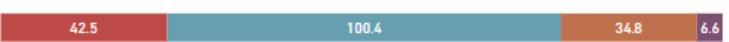
183.8!

Goal: 30, 31

**TAT by Phase of Work (MTD)**



**TAT by Phase of Work (Past 90 Days)**



### Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	477
34624	2018-094	459
47766	2019-043	266
49436	2019-1A-15	241
55683	2019-093	151
56110	2020-001	144
57152	2020-004	130

\*Reports without a Workflow id# are not included in the Avg Age

**Quality TAT**

23✓

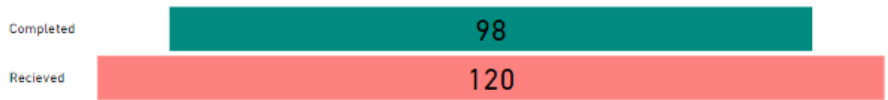
Goal: 40, 41

**Avg Age of Open Reports\***

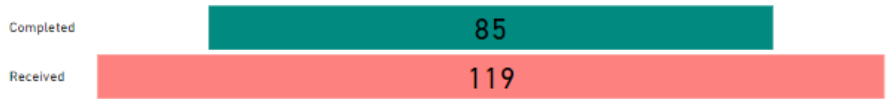
120

Quality Filter:

**Month to Date**



**30 Day Avg (Over Past 90 Days)**



Section: DNA Request Type: SAK

**# of Unassigned**  

0✓

Goal: 20 (+100%)

**# Pending Draft**  

308!

Goal: 24 (-1183.33%)

**# Pending Tech**  

22✓

Goal: 24 (+8.33%)

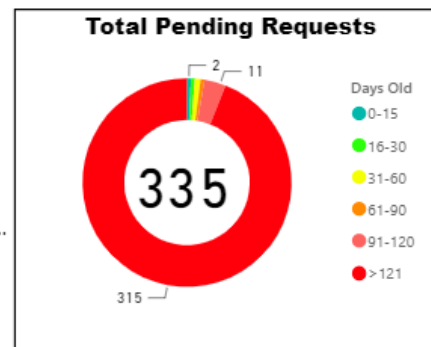
**# Pending Admin**  

5✓

Goal: 20 (+75%)

Goal= Threshold for the max # of requests in each bucket

331  
Past Critical Age  
227  
Avg Age of Reqeusts >30 ...  
0  
Age-Oldest Unassigned PL  
1206  
Age-Oldest Pending Draft...  
338  
Age-Oldest Pending Tech ...  
332  
Age-Oldest Pending Adm...



**Overall TAT (Month to Date)**

272.3!

Goal: 30, 31

**Overall TAT (Past 90 Days)**

224.8!

Goal: 30, 31

### TAT by Phase of Work (MTD)

PL-Assign TAT MTD PL-Draft TAT MTD PL-Tech Review TAT MTD PL-Admin Review TAT MTD



### TAT by Phase of Work (Past 90 Days)



### Month to Date



### 30 Day Avg (Over Past 90 Days)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	477
34624	2018-094	459
47766	2019-043	266
49436	2019-1A-15	241
55683	2019-093	151
56110	2020-001	144
57152	2020-004	130

\*Reports without a Workflow ID# are not included in the Avg Age

**Quality TAT**

23✓

Goal: 40, 41

**Avg Age of Open Reports\***

120

Quality Filter: Biology/DNA

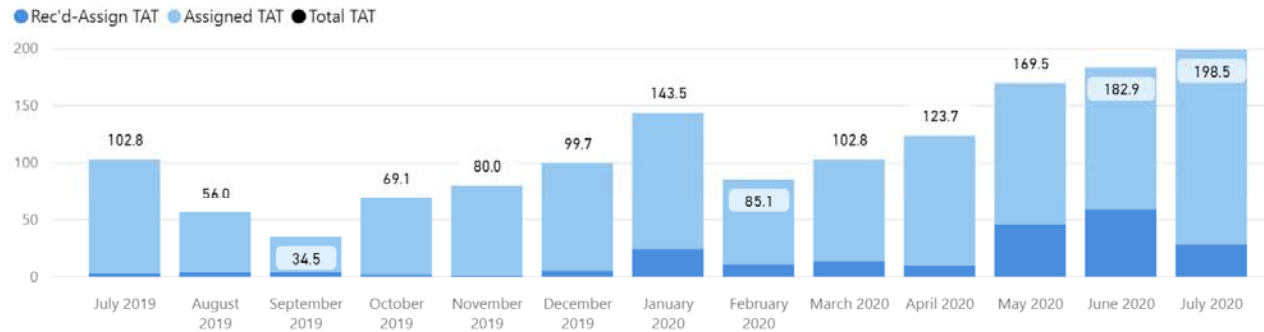


## Date Range

7/1/2019

7/31/2020

## Total TAT by Month



## Request Type

DNA

Request Type

All

## Selected Time Frame Averages

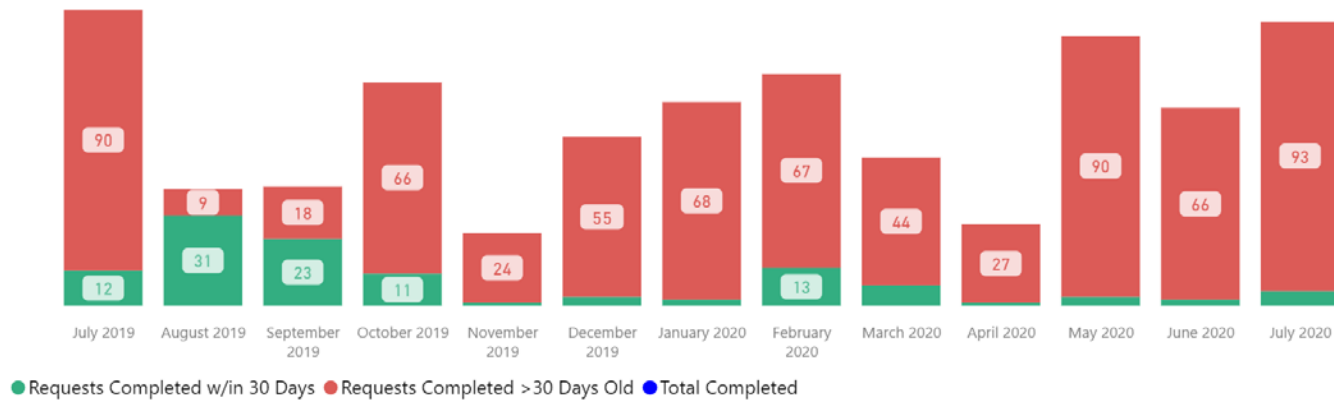
120.89

Total TAT (Rec'd-Compl.) Avg

102.51

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

831

Requests Completed

717

Requests Completed > 30 Days

86.28 %

% Completed > 30 Days

Requests more than 30 days old are considered to be backlogged requests

Section  Request Type

Received Filter

### Received by Month



Total Received

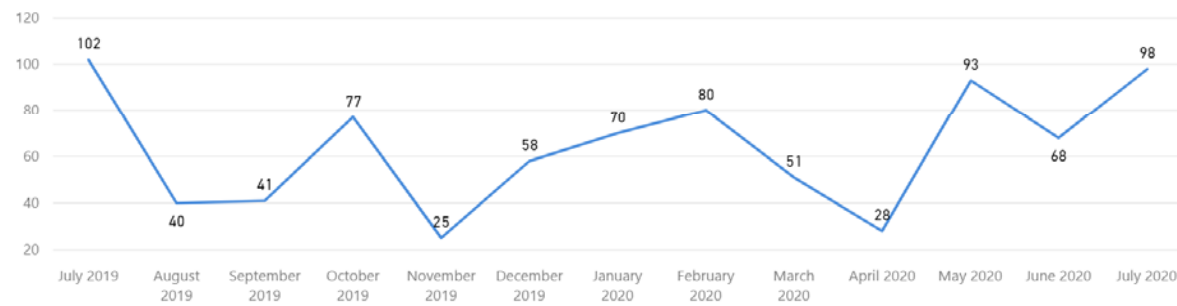
1762

Received per Month (Avg)\*

136

Completed Filter

### Completed by Month



Total Completed

831

Completed per Month (Avg)\*

64

\* months with zero activity are not calculated into the average

Section  Request Type

**# of Unassigned**  

5✓

Goal: 10 (+50%)

**# Pending Draft**  

22!

Goal: 14 (-57.14%)

**# Pending Tech**  

3✓

Goal: 16 (+81.25%)

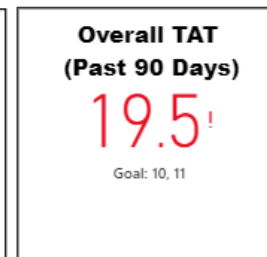
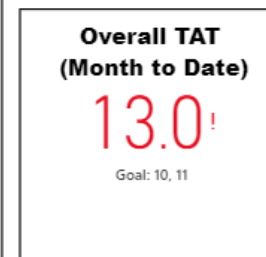
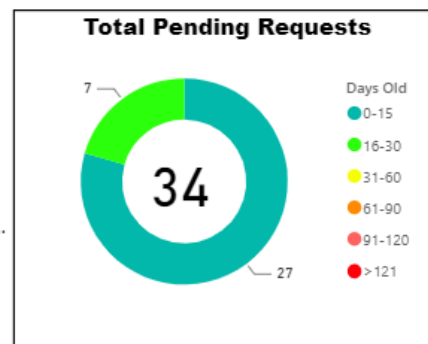
**# Pending Admin**  

4✓

Goal: 12 (+66.67%)

Goal= Threshold for the max # of requests in each bucket

0  
Past Critical Age  
NaN  
Avg Age of Reqeusts >30 ...  
18  
Age-Oldest Unassigned PL  
15  
Age-Oldest Pending Draft...  
17  
Age-Oldest Pending Tech ...  
18  
Age-Oldest Pending Adm...



### TAT by Phase of Work (MTD)



### TAT by Phase of Work (Past 90 Days)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	477
34624	2018-094	459
47766	2019-043	266
49436	2019-1A-15	241
55683	2019-093	151
56110	2020-001	144
57152	2020-004	130

\*Reports without a Workflow ID# are not included in the Avg Age

### Quality TAT

23✓

Goal: 40, 41

### Avg Age of Open Reports\*

120

Quality Filter

### Month to Date



### 30 Day Avg (Over Past 90 Days)

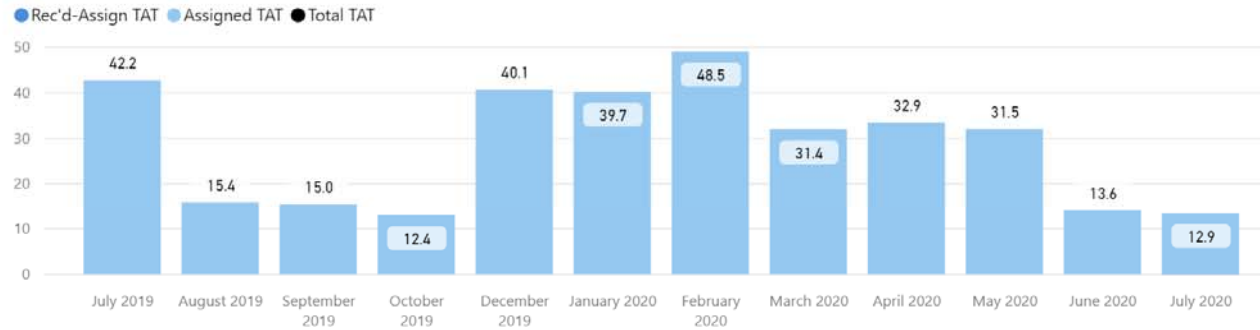


## Date Range

7/1/2019

7/31/2020

## Total TAT by Month



## Request Type

Screening

Request Type

All

## Selected Time Frame Averages

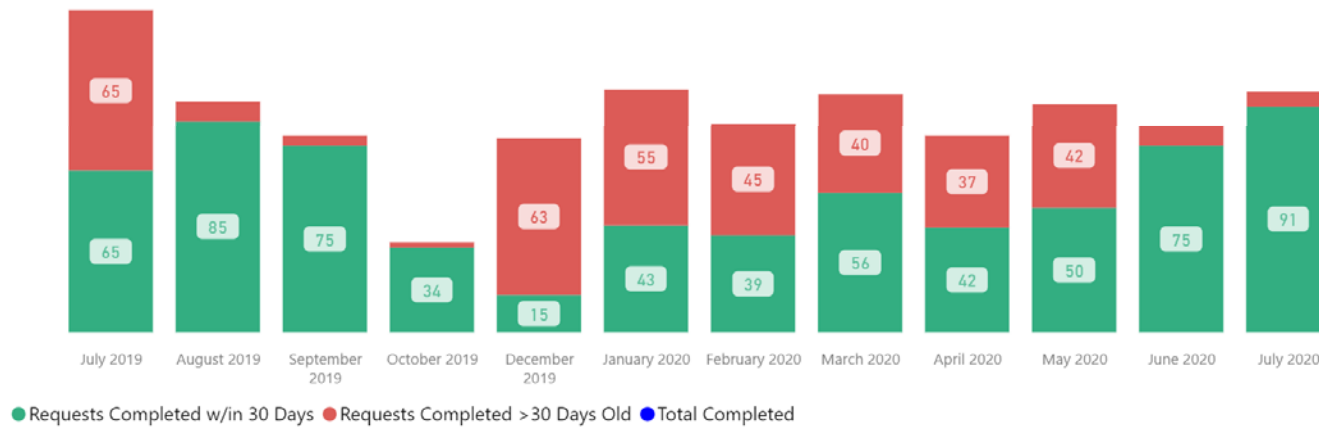
29.22

Total TAT (Rec'd-Compl.) Avg

29.75

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

1045

Requests Completed

375

Requests Completed > 30 Days

35.89 %

% Completed > 30 Days

Requests more than 30 days old are considered to be backlogged requests

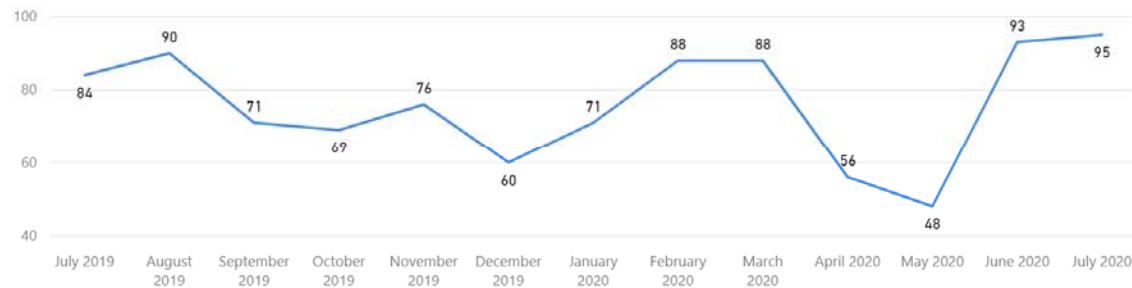
Section  
Screening

Request Type  
All

Received Filter

7/1/2019 7/31/2020

### Received by Month



Total Received

989

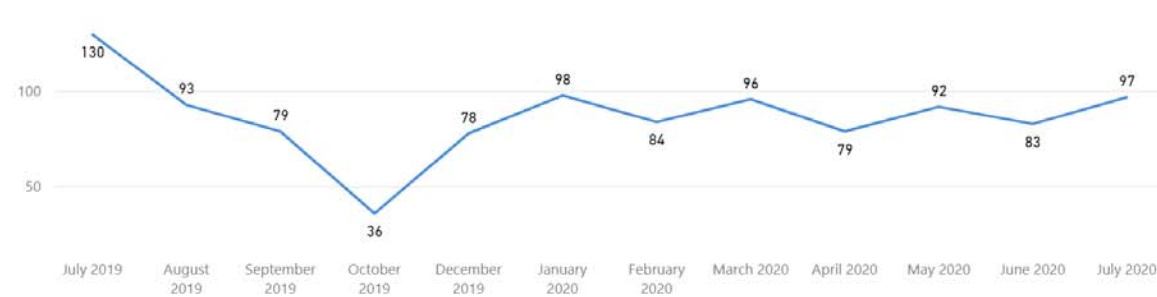
Received per Month (Avg)\*

76

Completed Filter

7/1/2019 7/31/2020

### Completed by Month



Total Completed

1045

Completed per Month (Avg)\*

87

\* months with zero activity are not calculated into the average

Section  CODIS Hit Type

**# of Unassigned**  

98✓

Goal: 100 (+2%)

**# Pending Draft**  

12✓

Goal: 20 (+40%)

**# Pending Tech**  

0✓

Goal: 15 (+100%)

**# Pending Admin**  

0✓

Goal: 0

Goal= Threshold for the max # of requests in each bucket

7  
Past Critical Age

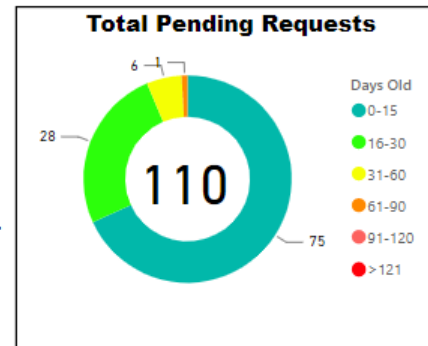
46  
Avg Age of Reqeusts >30 ...

50  
Age-Oldest Unassigned PL

86  
Age-Oldest Pending Draft...

0  
Age-Oldest Pending Tech ...

0  
Age-Oldest Pending Adm...



**Overall TAT (Month to Date)**

8.7✓

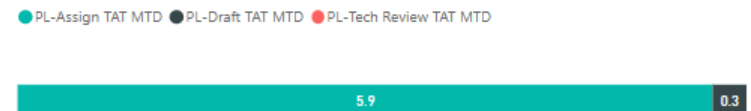
Goal: 30, 31

**Overall TAT (Past 90 Days)**

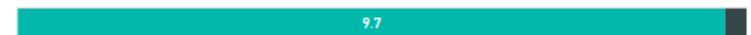
13.1✓

Goal: 30, 31

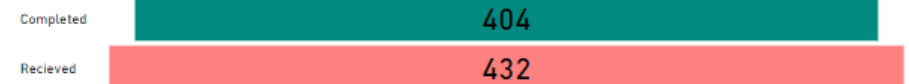
### TAT by Phase of Work (MTD)



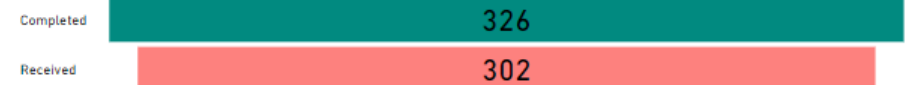
### TAT by Phase of Work (Past 90 Days)



### Month to Date



### 30 Day Avg (Over Past 90 Days)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	477
34624	2018-094	459
47766	2019-043	266
49436	2019-IA-15	241
55683	2019-093	151
56110	2020-001	144
57152	2020-004	130

\*Reports without a Workflow Id# are not Included in the Avg Age

**Quality TAT**

23✓

Goal: 40, 41

**Avg Age of Open Reports\***

120

Quality Filter

### Date Range

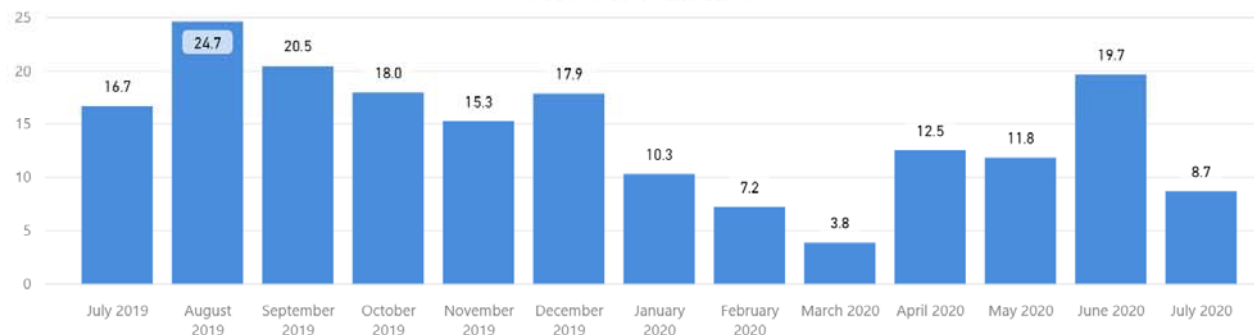
7/1/2019

7/31/2020

### Request Type

CODIS

### Total TAT by Month

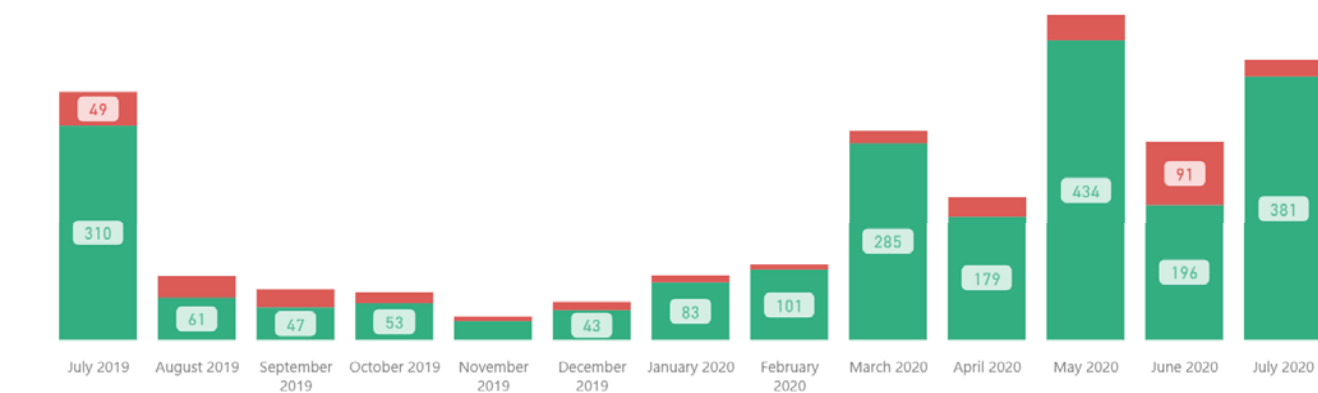


### Selected Time Frame Averages

12.81

Total TAT (Rec'd-Compl.) Avg

### Requests Completed



● Requests Completed w/in 30 Days ● Requests Completed > 30 Days Old ● Total Completed

### Received to Complete

2556

Requests Completed

356

Requests Completed > 30 Days

13.93 %

% Completed > 30 Days

Requests more than 30 days old are considered to be backlogged requests

Section

CODIS

Hit Type

All

Received Filter

7/1/2019

7/31/2020

### Received by Month



Total Received

2344

Received per Month (Avg)\*

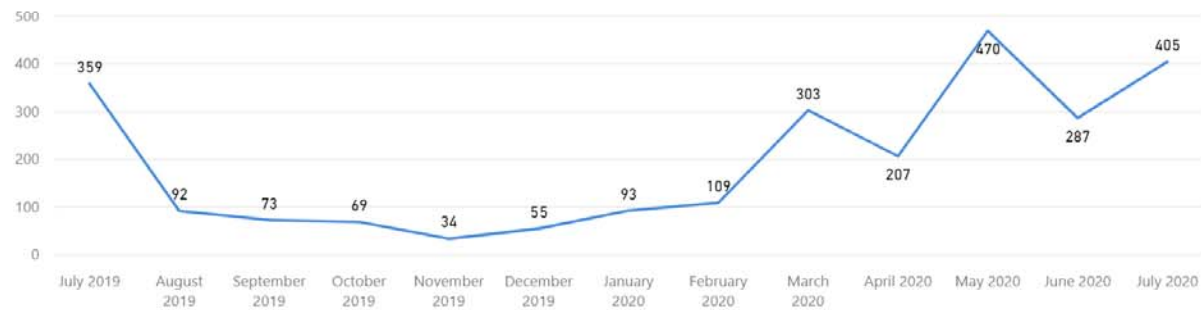
180

Completed Filter

7/1/2019

7/31/2020

### Completed by Month



Total Completed

2556

Completed per Month (Avg)\*

197

\* months with zero activity are not calculated into the average



# Latent Prints

Service
Priority Type

Latent Comparison
All

# of Unassigned

2492!

Goal: 230 (-983.48%)

# Pending Draft

71!

Goal: 50 (-42%)

# Pending Tech

32✓

Goal: 50 (+36%)

# Pending Admin

0✓

Goal: 50 (+100%)

Goal= Threshold for the max # of requests in each bucket

2420  
Justice Trax Past Critical Age

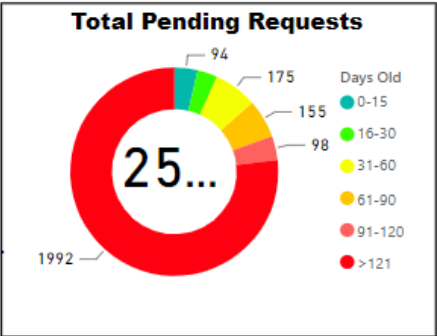
559  
Avg Age of Requests >30 D...

2205  
Age-Oldest Unassigned

1662  
Age-Oldest Pending Draft

1551  
Age-Oldest Pending Tech

0  
Age-Oldest Pending Admin



Overall TAT  
(Month to Date)

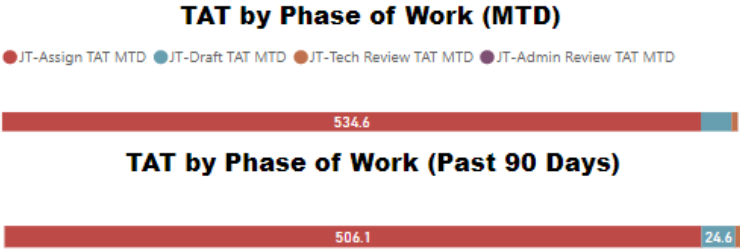
563.1!

Goal: 45, 46

Overall TAT  
(Past 90 Days)

534.4!

Goal: 45, 46



Open Quality Reports

Qualtrax ID	Workflow #	Age
65813		18
44789	2019-028	308
62079	2020-033	66
63578	2020-039	49
64699	2020-043	34
65272	2020-048	27

\*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

25✓

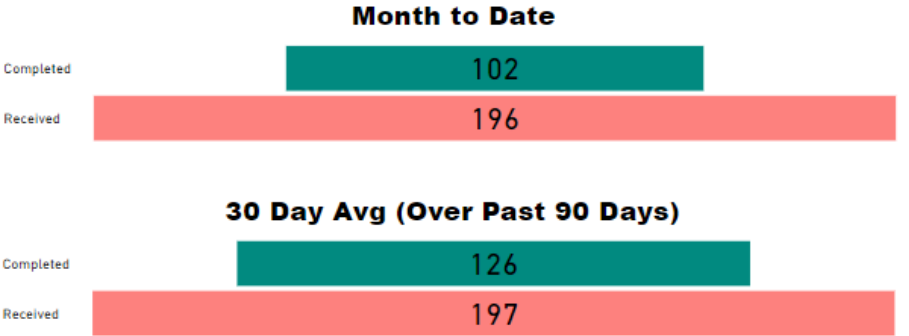
Goal: 40, 41

Avg Age of Open Reports\*

97

Quality Filter

Latent Prints

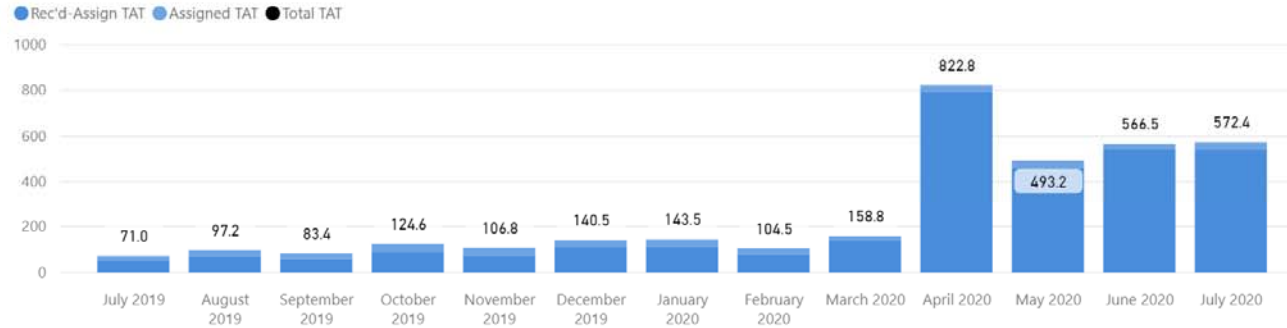


## Date Range

7/1/2019

7/31/2020

## Total TAT by Month



## Request Type

Latent Comparison

Priority Type

All

## Selected Time Frame Averages

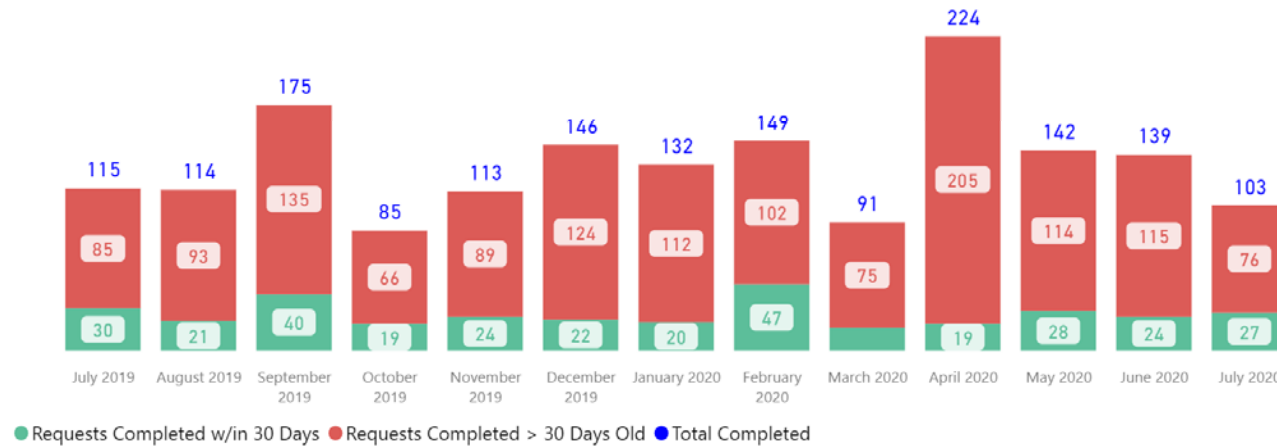
299.79

Total TAT (Rec'd-Compl.) Avg

28.10

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

1728

Requests Completed

1391

Requests Completed > 30 Days Old

80.50 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service  
Latent Comparison

Priority Type  
All

Received Filter

7/1/2019 7/31/2020

Received by Month



Total Received

2,556

Received per Month (Avg)\*

197

Completed Filter

7/1/2019 7/31/2020

Completed by Month



Total Completed

1,728

Completed per Month (Avg)\*

133

\* months with zero activity are not calculated into the average

Service: Latent Processing Priority Type: All

**# of Unassigned**  

304!

Goal: 50 (-508%)

**# Pending Draft**  

12✓

Goal: 30 (+60%)

**# Pending Tech**  

10✓

Goal: 30 (+66.67%)

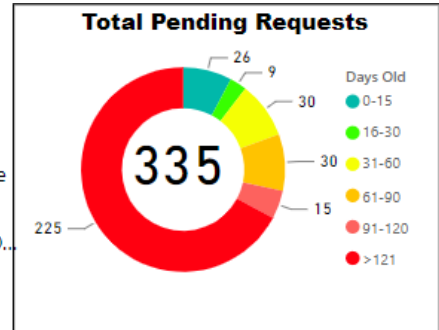
**# Pending Admin**  

9✓

Goal: 30 (+70%)

Goal= Threshold for the max # of requests in each bucket

300 Justice Trax Past Critical Age  
 227 Avg Age of Requests >30 D...  
 407 Age-Oldest Unassigned  
 470 Age-Oldest Pending Draft  
 535 Age-Oldest Pending Tech  
 718 Age-Oldest Pending Admin



**Overall TAT (Month to Date)**

144.8!

Goal: 30, 31

**Overall TAT (Past 90 Days)**

138.8!

Goal: 30, 31

### TAT by Phase of Work (MTD)



### TAT by Phase of Work (Past 90 Days)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
65813		18
44789	2019-028	308
62079	2020-033	66
63578	2020-039	49
64699	2020-043	34
65272	2020-048	27

\*Reports without a Workflow Id# are not included in the Avg Age

**Quality TAT**  

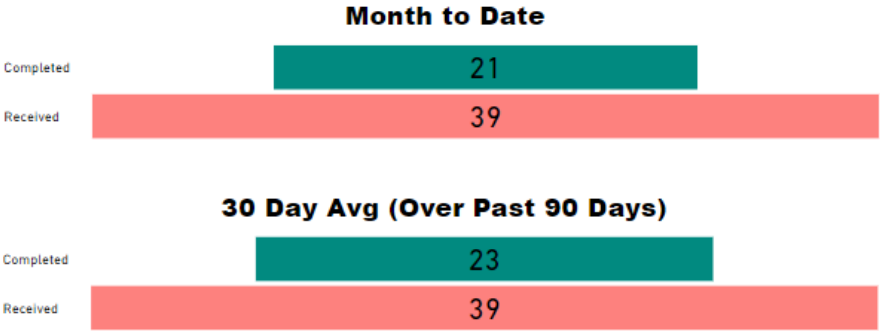
25✓

Goal: 40, 41

**Avg Age of Open Reports\***  

97

Quality Filter  
 Latent Prints

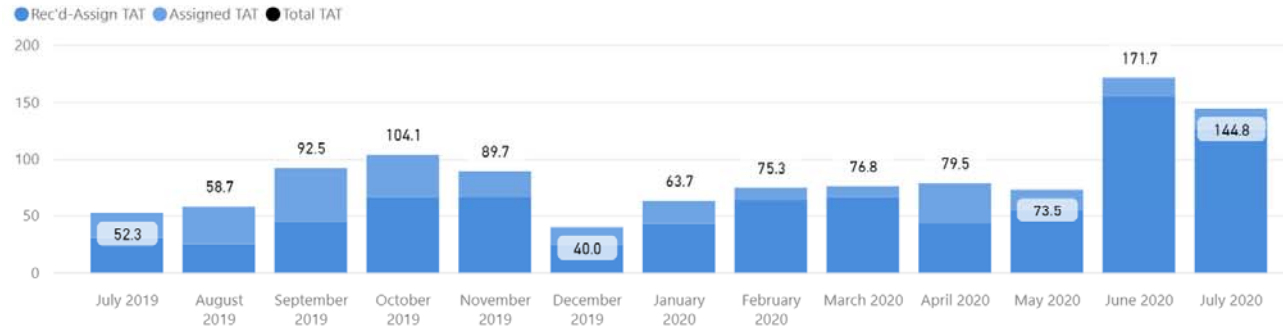


## Date Range

7/1/2019

7/31/2020

## Total TAT by Month



## Request Type

Latent Processing

Priority Type

All

## Selected Time Frame Averages

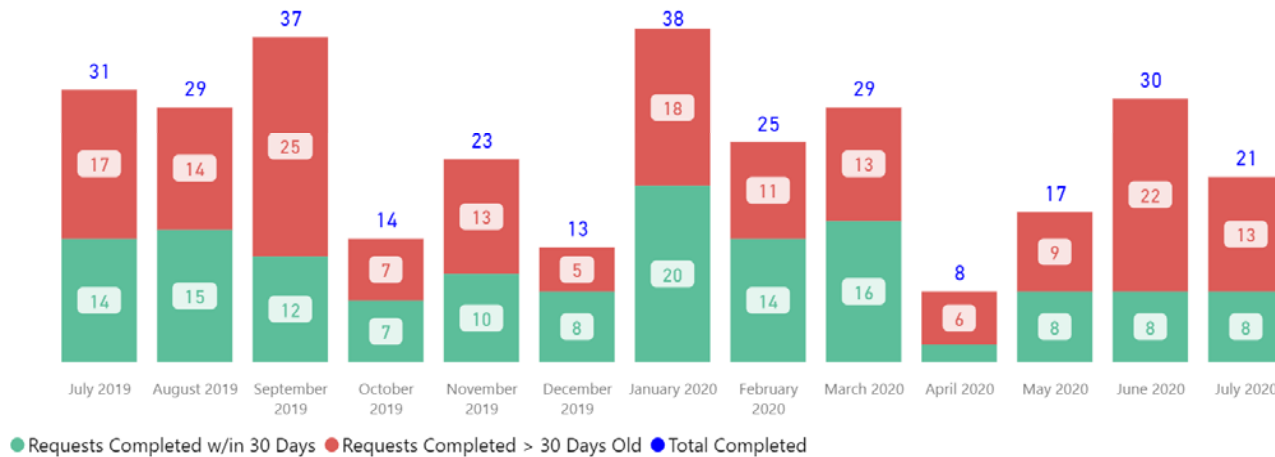
86.95

Total TAT (Rec'd-Compl.) Avg

23.59

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

315

Requests Completed

173

Requests Completed > 30 Days Old

54.92 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

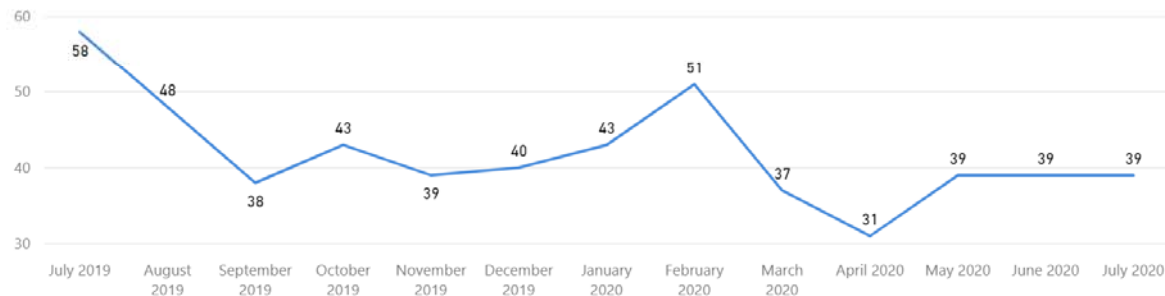
Service  
Latent Processing

Priority Type  
All

Received Filter

7/1/2019 7/31/2020

Received by Month



Total Received

545

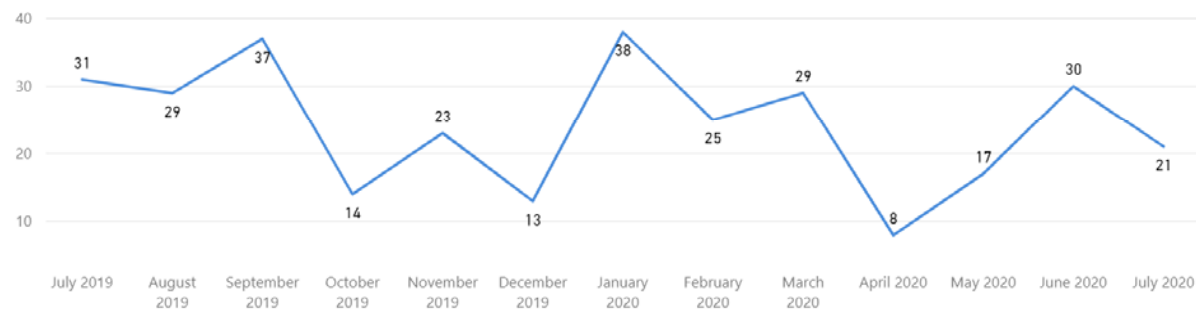
Received per Month (Avg)\*

42

Completed Filter

7/1/2019 7/31/2020

Completed by Month



Total Completed

315

Completed per Month (Avg)\*

24

\* months with zero activity are not calculated into the average

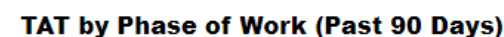
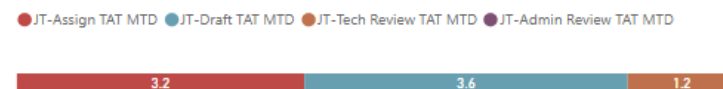
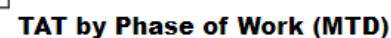
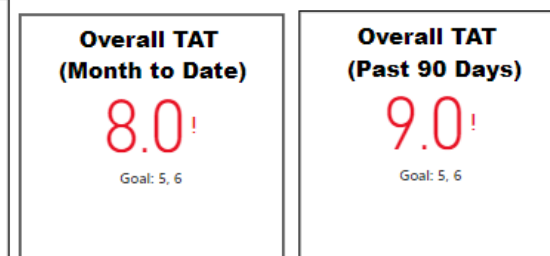
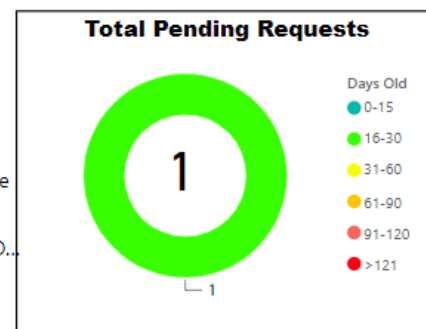
# Digital Multi-Media



<p><b># of Unassigned</b></p> <p>0 ✓</p> <p>Goal: 15 (+100%)</p>	<p><b># Pending Draft</b></p> <p>1 ✓</p> <p>Goal: 5 (+80%)</p>
<p><b># Pending Tech</b></p> <p>0 ✓</p> <p>Goal: 5 (+100%)</p>	<p><b># Pending Admin</b></p> <p>0 ✓</p> <p>Goal: 5 (+100%)</p>

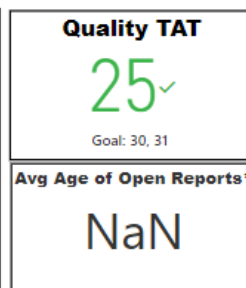
Goal= Threshold for the max # of requests in each bucket

0	Justice Trax Past Critical Age
NaN	Avg Age of Requests >30 D...
0	Age-Oldest Unassigned
16	Age-Oldest Pending Draft
0	Age-Oldest Pending Tech
0	Age-Oldest Pending Admin



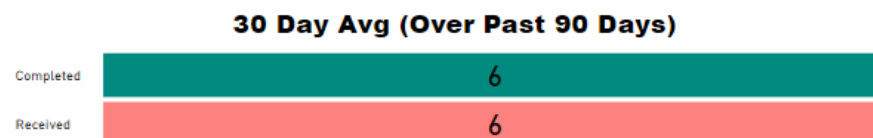
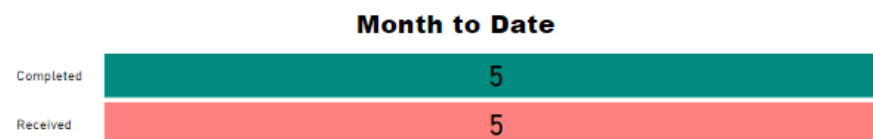
Open Quality Reports		
Qualtrax ID	Workflow #	Age

\*Reports without a Workflow Id# are not included in the Avg Age



Quality Filter

Audio/Video

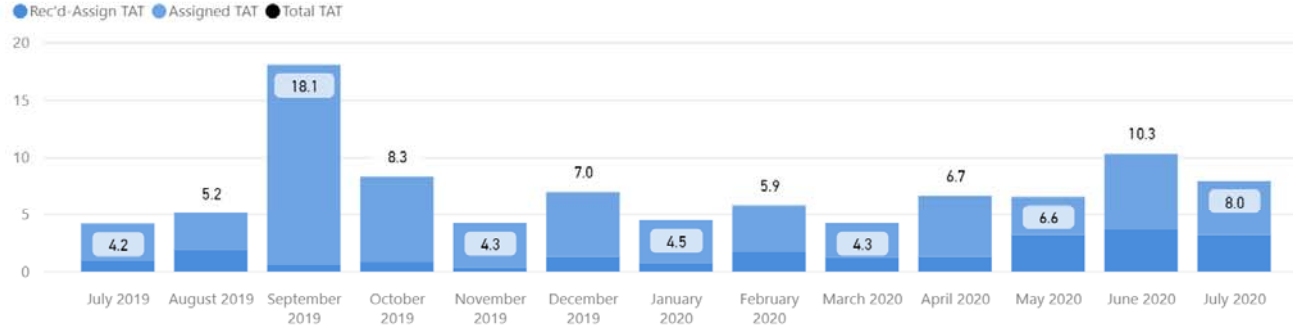


## Date Range

7/1/2019

7/31/2020

## Total TAT by Month



## Request Type

AV Call Out

Priority Type

All

## Selected Time Frame Averages

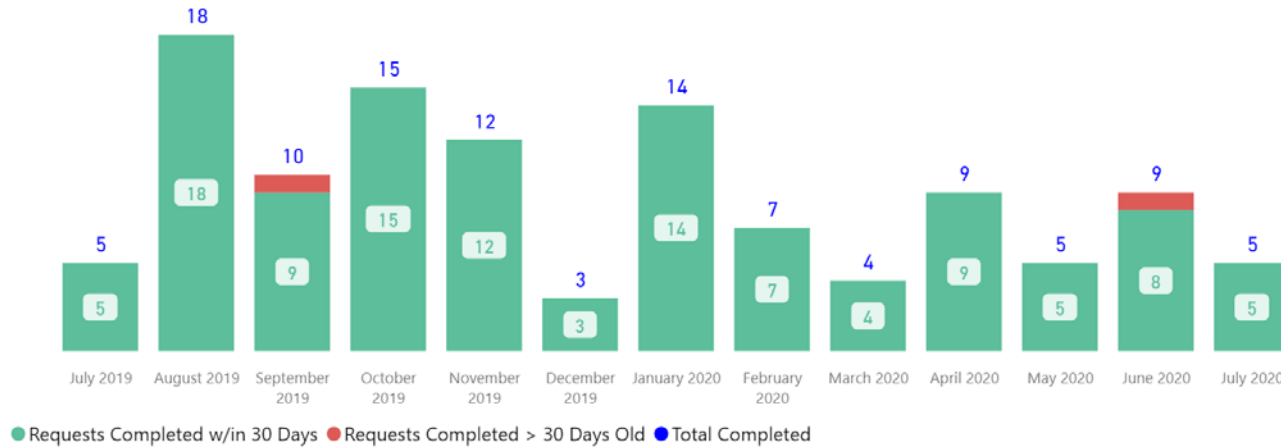
7.23

Total TAT (Rec'd-Compl.) Avg

5.75

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



## Received to Complete

116

Requests Completed

2

Requests Completed > 30 Days Old

1.72 %

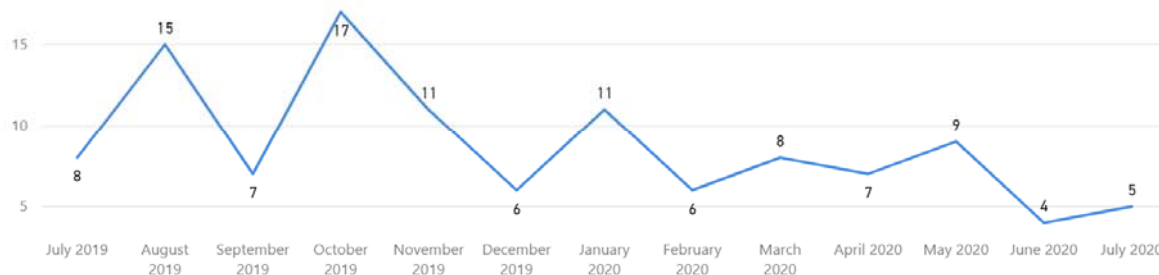
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

Service:  Priority Type:

**Received Filter**

### Received by Month



**Total Received**

114

**Received per Month (Avg)\***

9

**Completed Filter**

### Completed by Month



**Total Completed**

116

**Completed per Month (Avg)\***

9

\* months with zero activity are not calculated into the average

Service
Priority Type

AV Examination
All

# of Unassigned

1✓

Goal: 15 (+93.33%)

# Pending Draft

5✓

Goal: 5 (+0%)

# Pending Tech

7!

Goal: 5 (-40%)

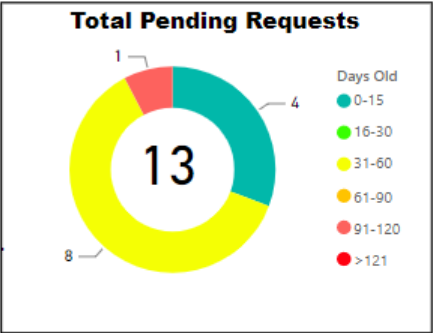
# Pending Admin

0✓

Goal: 5 (+100%)

Goal= Threshold for the max # of requests in each bucket

- 9
- Justice Trax Past Critical Age
- 46
- Avg Age of Requests >30 D...
- 1
- Age-Oldest Unassigned
- 91
- Age-Oldest Pending Draft
- 44
- Age-Oldest Pending Tech
- 0
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

25.3✓

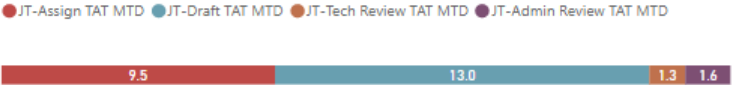
Goal: 45, 46

Overall TAT (Past 90 Days)

19.9✓

Goal: 45, 46

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age

\*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

25✓

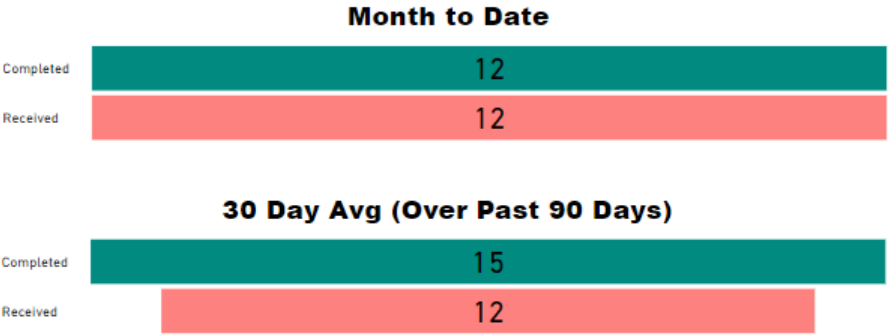
Goal: 30, 31

Avg Age of Open Reports\*

NaN

Quality Filter

Audio/Video



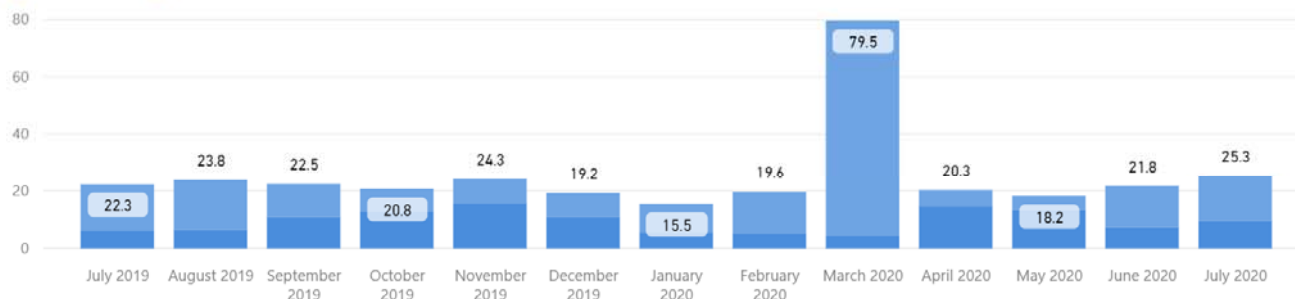
## Date Range

7/1/2019

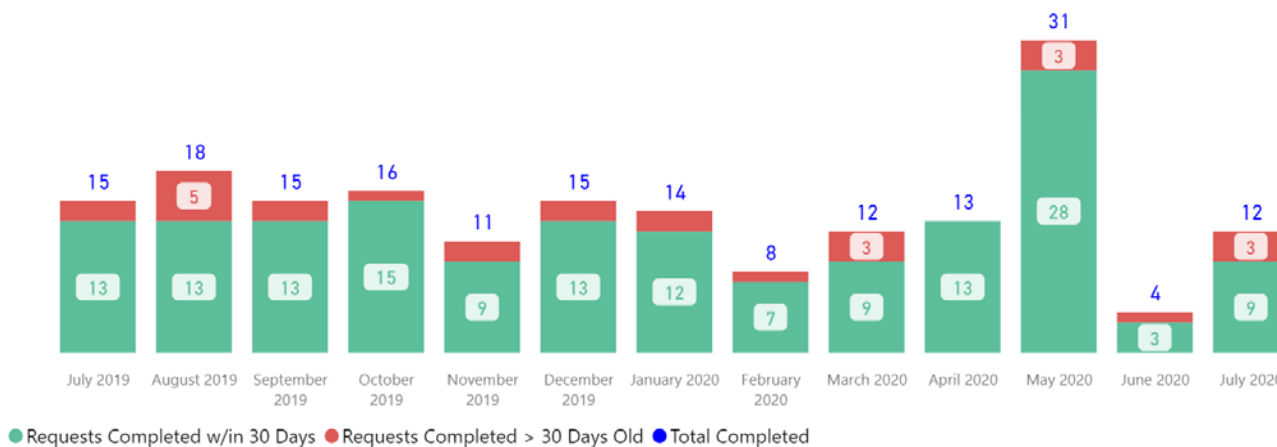
7/31/2020

## Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



## Requests Completed



## Request Type

AV Examination

Priority Type

All

## Selected Time Frame Averages

24.65

Total TAT (Rec'd-Compl.) Avg

14.76

Assigned TAT (Asgmt.-Compl.) Avg

## Received to Complete

184

Requests Completed

27

Requests Completed > 30 Days Old

14.67 %

% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

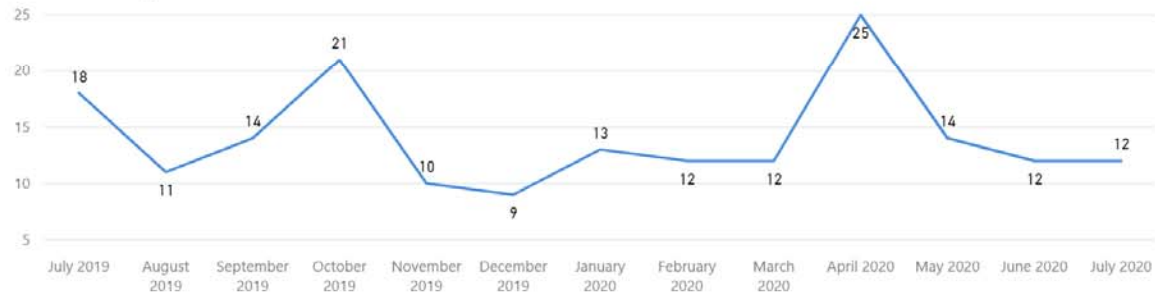
Service  
AV Examination

Priority Type  
All

Received Filter

7/1/2019 7/31/2020

Received by Month



Total Received

183

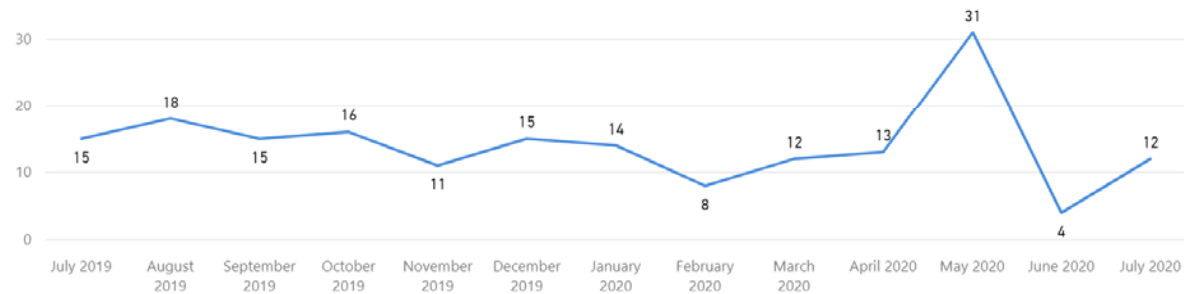
Received per Month (Avg)\*

14

Completed Filter

7/1/2019 7/31/2020

Completed by Month



Total Completed

184

Completed per Month (Avg)\*

14

\* months with zero activity are not calculated into the average

Service

DFL

▼

Priority Type

All

▼

# of Unassigned

125<sup>!</sup>

Goal: 50 (-150%)

# Pending Draft

10<sup>!</sup>

Goal: 5 (-100%)

# Pending Tech

1<sup>✓</sup>

Goal: 5 (+80%)

# Pending Admin

0<sup>✓</sup>

Goal: 5 (+100%)

Goal= Threshold for the max # of requests in each bucket

73

Justice Trax Past Critical Age

83

Avg Age of Requests >30 D...

298

Age-Oldest Unassigned

266

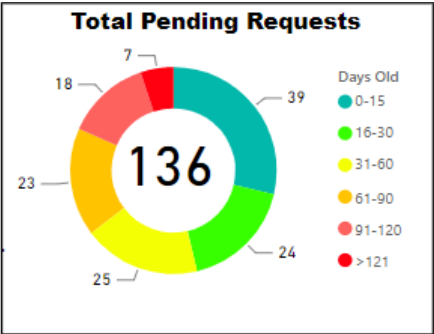
Age-Oldest Pending Draft

17

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin



Overall TAT (Month to Date)

33.1<sup>✓</sup>

Goal: 45, 46

Overall TAT (Past 90 Days)

31.6<sup>✓</sup>

Goal: 45, 46



Open Quality Reports

Qualtrax ID	Workflow #	Age

\*Reports without a Workflow Id# are not included in the Avg Age

Quality TAT

18<sup>✓</sup>

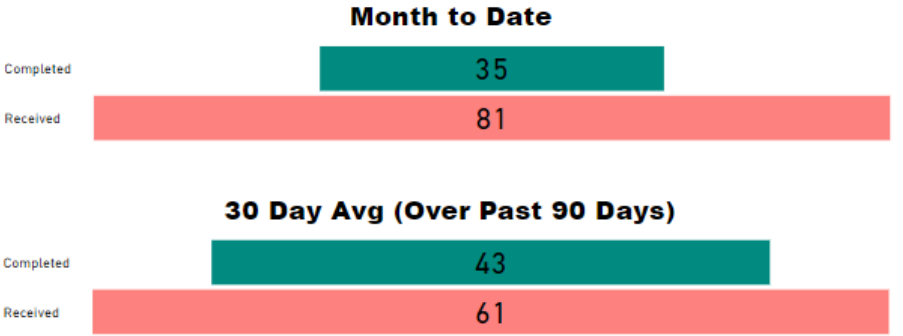
Goal: 30, 31

Avg Age of Open Reports\*

NaN

Quality Filter

Digital Forensics



Service

DME

Priority Type

All

# of Unassigned

0✓

Goal: 0

# Pending Draft

2✓

Goal: 30 (+93.33%)

# Pending Tech

0✓

Goal: 30 (+100%)

# Pending Admin

0✓

Goal: 30 (+100%)

2

Justice Trax Past Critical Age

185

Avg Age of Requests >30 D...

0

Age-Oldest Unassigned

185

Age-Oldest Pending Draft

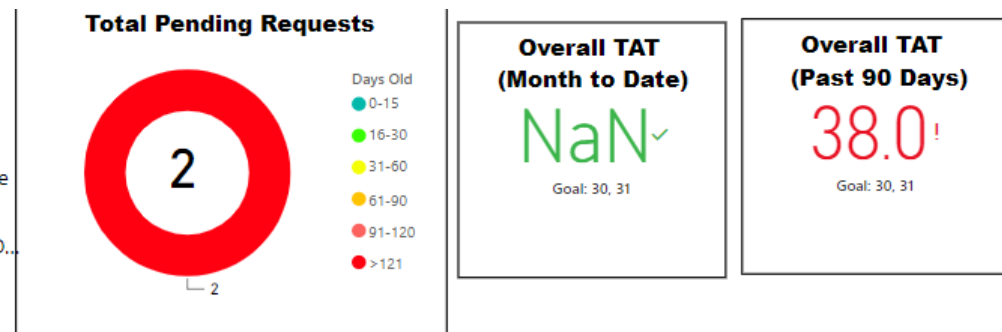
0

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Goal= Threshold for the max # of requests in each bucket



TAT by Phase of Work (MTD)

JT-Assign TAT MTD
 JT-Draft TAT MTD
 JT-Tech Review TAT MTD
 JT-Admin Review TAT MTD

TAT by Phase of Work (Past 90 Days)



Month to Date

Completed

Received

30 Day Avg (Over Past 90 Days)

Completed

1

Received

1

Open Quality Reports

Qualtrax ID

Workflow #

Age

Quality TAT

18✓

Goal: 30, 31

Avg Age of Open Reports\*

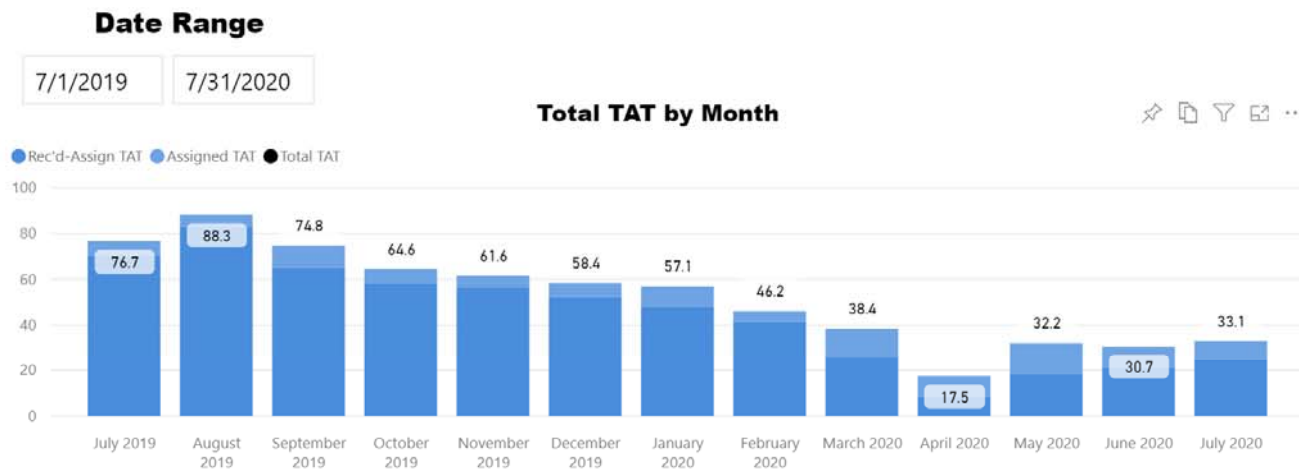
NaN

Quality Filter

Digital Forensics

\*Reports without a Workflow Id# are not Included In the Avg Age





DFL and DME

**Request Type**

Multiple selections

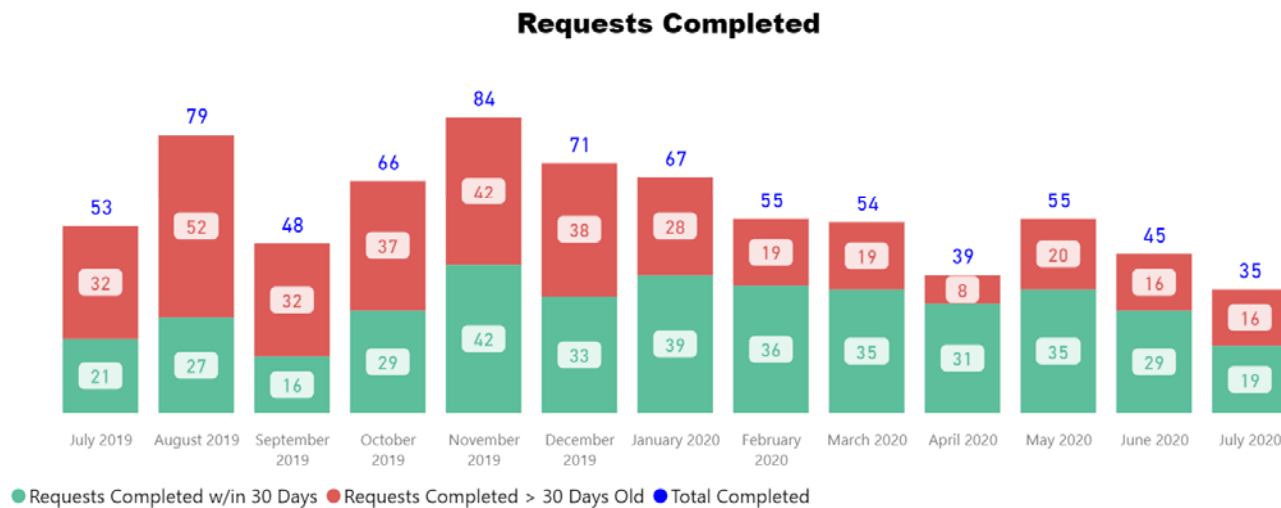
Priority Type

All

**Selected Time Frame Averages**

55.44  
Total TAT (Rec'd-Compl.) Avg

7.78  
Assigned TAT (Asgmt.-Compl.) Avg



**Received to Complete**

751  
Requests Completed

359  
Requests Completed > 30 Days Old

47.80 %  
% Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests

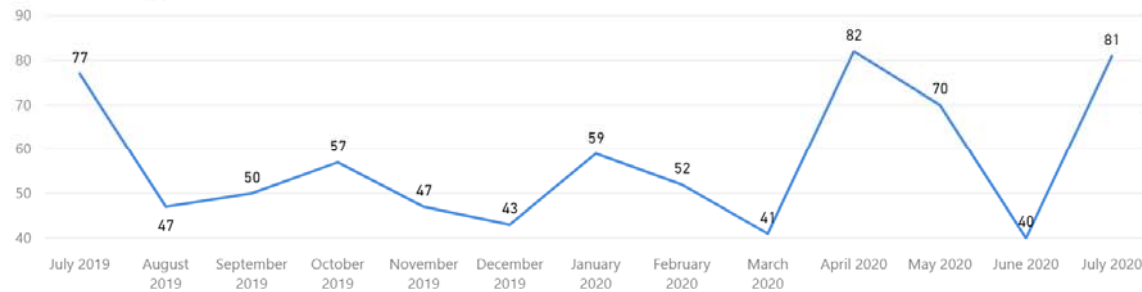
## DFL and DME

Service:  Priority Type:

### Received Filter

7/1/2019 7/31/2020

### Received by Month



### Total Received

746

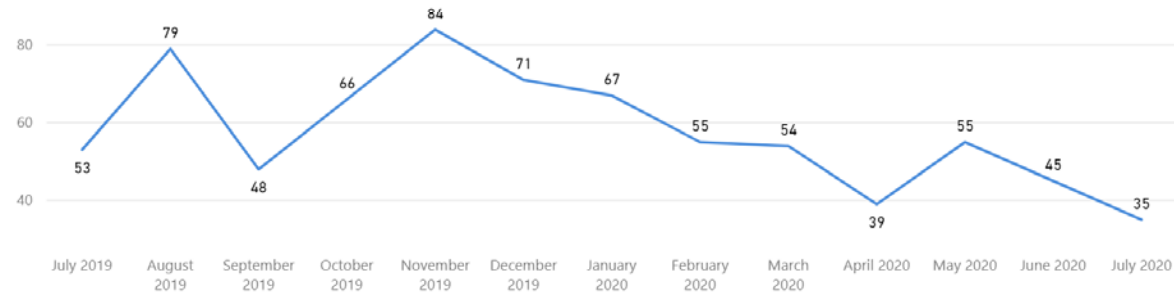
### Received per Month (Avg)\*

57

### Completed Filter

7/1/2019 7/31/2020

### Completed by Month



### Total Completed

751

### Completed per Month (Avg)\*

58

\* months with zero activity are not calculated into the average

# Crime Scene Unit

Service: CSU Response  
 Priority Type: All

**# Pending Draft**

0 ✓  
Goal: 0

**# Pending Tech**

298!  
Goal: 30 (-893.33%)

**# Pending Admin**

0 ✓  
Goal: 0

Goal= Threshold for the max # of requests in each bucket

228  
Justice Trax Past Critical Age

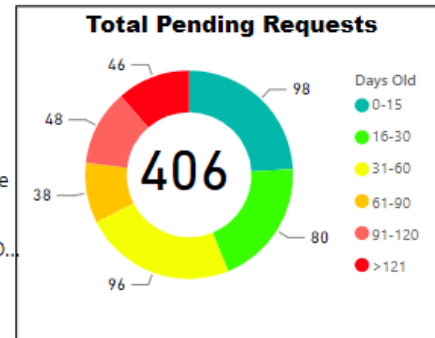
96  
Avg Age of Requests > 30 D...

0  
Age-Oldest Unassigned

399  
Age-Oldest Pending Draft

399  
Age-Oldest Pending Tech

0  
Age-Oldest Pending Admin



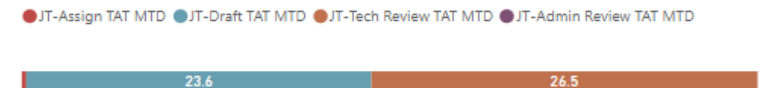
**Overall TAT (Month to Date)**

50.4!  
Goal: 30, 31

**Overall TAT (Past 90 Days)**

49.7!  
Goal: 30, 31

### TAT by Phase of Work (MTD)



### TAT by Phase of Work (Past 90 Days)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
59822	2020-020	101
60718	2020-025	87
63388	2020-038	51
66760	2020-054	8
62939	2020-IA-02	55
62946	2020-IA-03	55
62947	2020-IA-04	55

\*Reports without a Workflow Id# are not included in the Avg Age

**Quality TAT**

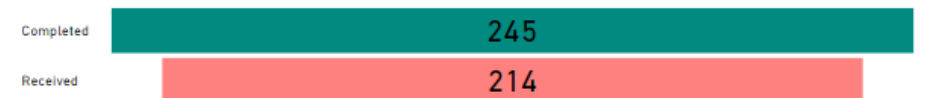
32!  
Goal: 30, 31

**Avg Age of Open Reports\***

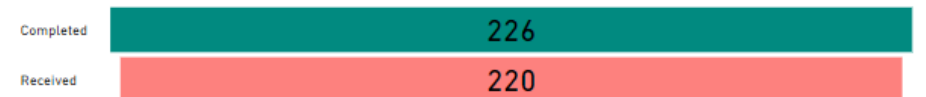
56

Quality Filter: Crime Scene

### Month to Date



### 30 Day Avg (Over Past 90 Days)



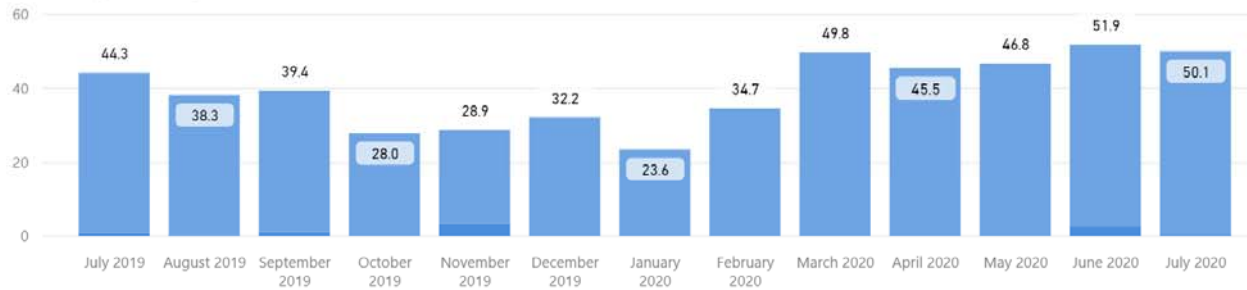
## Date Range

7/1/2019

7/31/2020

## Total TAT by Month

● Rec'd-Assign TAT ● Assigned TAT ● Total TAT



## Request Type

CSU Response

Priority Type

All

## Selected Time Frame Averages

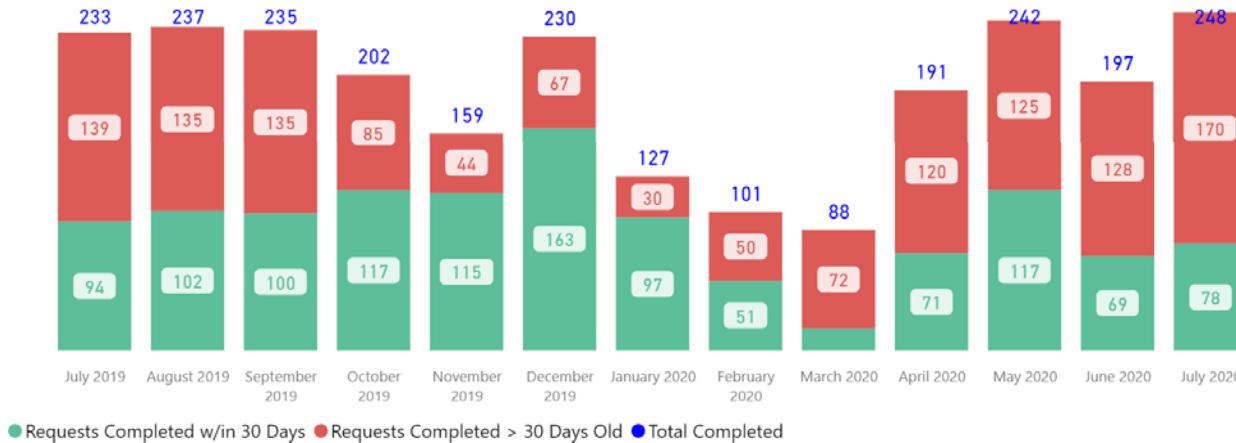
40.11

Total TAT (Rec'd-Compl.) Avg

39.43

Assigned TAT (Asgmt.-Compl.) Avg

## Requests Completed



● Requests Completed w/in 30 Days ● Requests Completed > 30 Days Old ● Total Completed

## Received to Complete

2490

Requests Completed

1300

Requests Completed > 30 Days Old

52.21 %

% Completed > 30 Days Old

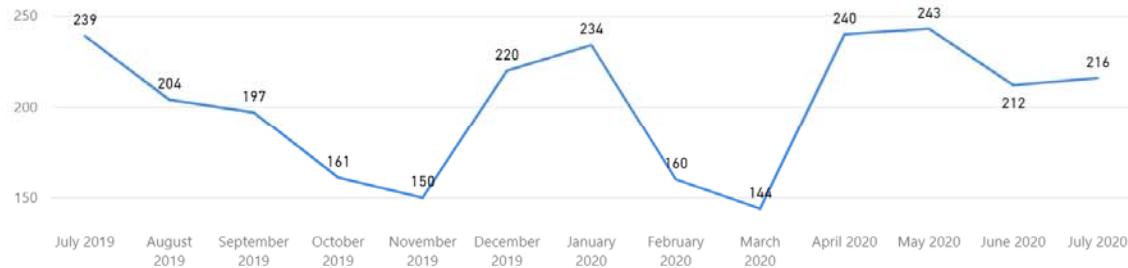
Requests more than 30 days old are considered to be backlogged requests

Service: CSU Response  
 Priority Type: All

**Received Filter**

7/1/2019 7/31/2020

### Received by Month



**Total Received**

2,620

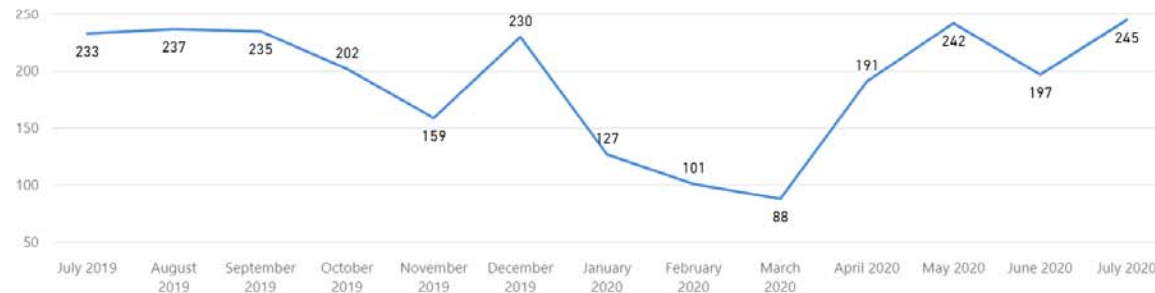
**Received per Month (Avg)\***

202

**Completed Filter**

7/1/2019 7/31/2020

### Completed by Month



**Total Completed**

2,487

**Completed per Month (Avg)\***

191

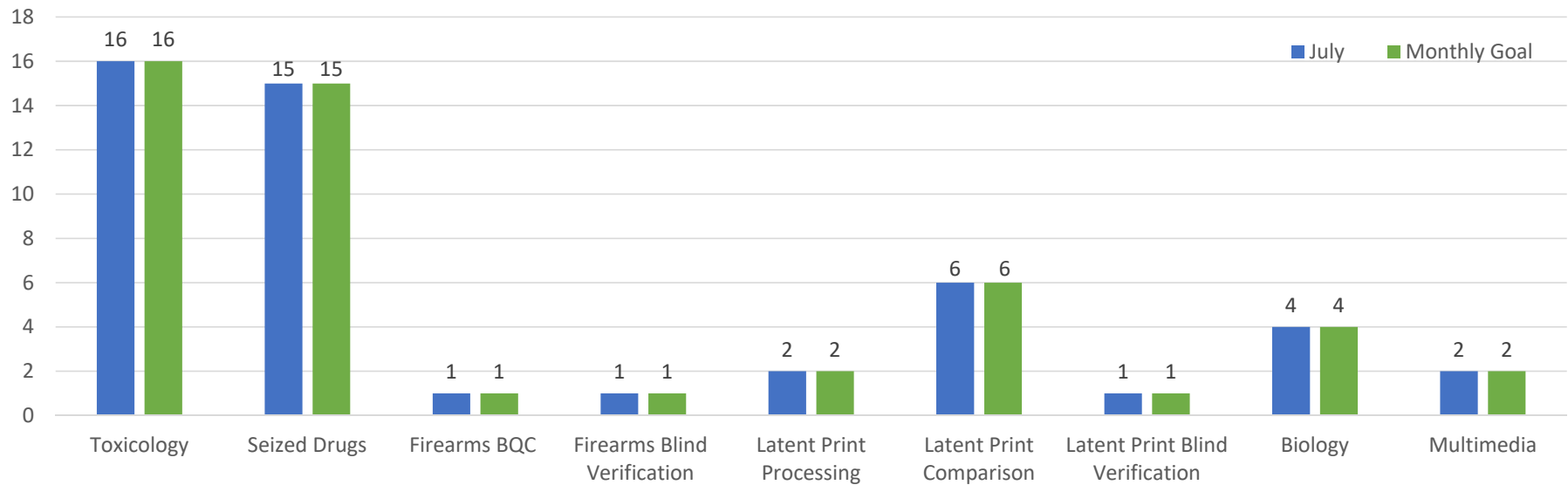
\* months with zero activity are not calculated into the average

# Quality Division Report

## August 14, 2020



# Blind Quality Controls Submitted in July





# Blind Quality: Accomplishments and Challenges

- Blind program presentation will be given at the virtual Southwestern Association of Forensic Scientists (SWAFS) conference
- The annual Association of Firearm and Tool Mark Examiners (AFTE) conference officially canceled

Forensic Discipline	Cases Completed in July
Toxicology – BAC	22
Seized Drugs	11
Biology	1(DNA) 4 (screening)
Firearms Blind Verification	1
Firearms	0
Latent Print Processing	2
Latent Print Comparison	1
Latent Print Blind Verification	0
Multimedia	1



# Internal Audits/Assessments

- No nonconformances in our remote/virtual assessment
  - Forty six standards/requirements assessed
  - Assessment spanned July 1 to July 30
  - Primary focus was forensic biology/DNA and the quality management system
- FBI Quality Assurance Standards (QAS) assessment scheduled for October
  - Assessment will be to the July 2020 revision of the QAS audit document



# Survey Responses

[Help us improve! We would like to ask you a few questions about HFSC and our services. Please take this short survey.](#)

25 responses have been received since February 2020

- Satisfied or very satisfied  
16 responses
- Neither satisfied or dissatisfied  
3 responses
- Dissatisfied or very dissatisfied  
6 responses



## Help Us Improve

# #17

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, June 05, 2020 1:42:48 AM  
**Last Modified:** Friday, June 05, 2020 1:45:19 AM  
**Time Spent:** 00:02:30  
**IP Address:** 204.235.229.17

Page 1

**Q1**

Investigator

For the purpose of this survey, how you would define yourself?

**Q2**

Forensic Biology/DNA

What section are you giving feedback on?

**Q3**

Very Satisfied

How satisfied are you with HFSC services?

**Q4**

This space can be used for all feedback. If your feedback is case specific, please include all relevant information, including agency case number and your contact information so we can directly address your feedback. If you would like to be contacted regarding your feedback, please include your contact information.

I think the hfsc, does a great job, I cant think of anything to suggest to make it better. just my opinion.



## Help Us Improve

#2

COMPLETE

Collector: Web Link 1 (Web Link)  
Started: Tuesday, January 07, 2020 9:19:19 AM  
Last Modified: Tuesday, January 07, 2020 9:19:50 AM  
Time Spent: 00:00:30  
IP Address: 170.55.41.50

---

Page 1

Q1 For the purpose of this survey, how you would define yourself? **Prosecutor**

---

Q2 What section are you giving feedback on? **Crime Scene Unit**

---

Q3 How satisfied are you with HFSC services? **Very Satisfied**

---

Q4 This space can be used for all feedback. If your feedback is case specific, please include all relevant information, including agency case number and your contact information so we can directly address your feedback

thanks for really good performance

---



Help Us Improve

#23

COMPLETE

Collector: Web Link 1 (Web Link)  
Started: Thursday, July 02, 2020 12:27:21 PM  
Last Modified: Thursday, July 02, 2020 12:27:59 PM  
Time Spent: 00:00:38  
IP Address: 104.182.106.216

Page 1

Q1

Defense attorney

For the purpose of this survey, how you would define yourself?

Q2

Toxicology

What section are you giving feedback on?

Q3

Very Satisfied

How satisfied are you with HFSC services?

Q4

This space can be used for all feedback. If your feedback is case specific, please include all relevant information, including agency case number and your contact information so we can directly address your feedback. If you would like to be contacted regarding your feedback, please include your contact information.

Love the new discovery delivery via e-mail! Thank you.



## Help Us Improve

# #11

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, April 02, 2020 8:41:29 AM  
**Last Modified:** Thursday, April 02, 2020 8:43:41 AM  
**Time Spent:** 00:02:12  
**IP Address:** 130.22.63.1

Page 1

**Q1** For the purpose of this survey, how you would define yourself? **Other members of the public (outside of Houston)**

**Q2** What section are you giving feedback on? **Latent Print**

**Q3** How satisfied are you with HFSC services? **Neither satisfied or dissatisfied**

**Q4** This space can be used for all feedback. If your feedback is case specific, please include all relevant information, including agency case number and your contact information so we can directly address your feedback. If you would like to be contacted regarding your feedback, please include your contact information.

Too Expensive. Why is it just because there is forensics involved the classes are so expensive. It is a big rip off!!!!!!!!!!!! You are just sucking money from people who don't have enough sense to see it



## Help Us Improve

#9

COMPLETE

Collector: Web Link 1 (Web Link)  
Started: Thursday, March 26, 2020 6:36:58 AM  
Last Modified: Thursday, March 26, 2020 6:38:59 AM  
Time Spent: 00:02:01  
IP Address: 204.235.229.17

Page 1

Q1 For the purpose of this survey, how you would define yourself? Investigator

Q2 What section are you giving feedback on? Forensic Biology/DNA

Q3 How satisfied are you with HFSC services? Dissatisfied

Q4 This space can be used for all feedback. If your feedback is case specific, please include all relevant information, including agency case number and your contact information so we can directly address your feedback

I'm dissatisfied with the time it takes to complete the analysis of a sexual assault kit, and conformation of known buccal swabs. Several years ago it was a 30 day process now it can be 180. Why?





## Help Us Improve

# #14

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, April 21, 2020 1:53:38 PM  
**Last Modified:** Tuesday, April 21, 2020 1:55:37 PM  
**Time Spent:** 00:01:59  
**IP Address:** 204.235.229.17

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Page 1

**Q1** For the purpose of this survey, how you would define yourself? **Investigator**

---

**Q2** What section are you giving feedback on? **Latent Print**

---

**Q3** How satisfied are you with HFSC services? **Neither satisfied or dissatisfied**

---

**Q4** This space can be used for all feedback. If your feedback is case specific, please include all relevant information, including agency case number and your contact information so we can directly address your feedback. If you would like to be contacted regarding your feedback, please include your contact information.

A request for comparison was rejected due to duplicate requests. There are no directions or guidance where and how I can view the outcome in order to follow up with charges.





## WHY WAS YOUR LATENT PRINT REQUEST REJECTED?



**Y**ou are receiving this email because you either submitted a Latent Print Comparison (LPC) request or a Latent Print Processing (LPP) request over the past year. In an attempt to make the submission process easier for you and to decrease the number of requests we reject, we are sharing a few guidelines to follow.

### 1. DUPLICATES

Latent lift card evidence is generally auto requested. **THIS MEANS YOU DON'T HAVE TO DO ANYTHING. THE EVIDENCE WILL AUTOMATICALLY BE REQUESTED BY THE HOUSTON FORENSIC SCIENCE CENTER.**

If you submit an LPC request for evidence that has automatically been requested for analysis, the request you created will be rejected. Your contact information will be added to the auto request and you will receive a copy of the final report when the analysis is complete.

**IN THIS INSTANCE, YOU WILL RECEIVE THE FOLLOWING EMAIL:**

Your request has been rejected because it is a duplicate. Latent print cards are **AUTOMATICALLY SUBMITTED** for analysis. Your contact information has been added to the request. You will receive a copy of the final report once analysis has been completed. If you have additional questions or require more assistance, please email [triage@houstonforensicscience.org](mailto:triage@houstonforensicscience.org) or call 713-929-6760.

### 2. INAPPROPRIATE SELECTION

For latent lift cards or images of developed latent prints: **ONLY** submit an LPC request.

**IF YOU SUBMIT THE REQUEST INCORRECTLY,**

*HFSC rejects duplicate analysis submission requests and those that are submitted incorrectly. Here's what you need to know about submitting latent print evidence*

**YOUR REQUEST WILL BE REJECTED, AND YOU WILL RECEIVE THE FOLLOWING EMAIL:**

The item of evidence submitted are latent lift cards. You submitted a LPP request which are for physical items of evidence that need to be processed to develop latent prints. If latent prints are developed from an item of evidence, a LPC request will automatically be generated. To have your latent print cards analyzed, please re-submit your request and select LPC.

If you have additional questions or require more assistance, please email [triage@houstonforensicscience.org](mailto:triage@houstonforensicscience.org) or call 713-929-6760.

For a physical item of evidence that needs to be processed to develop latent prints: submit an LPP request

**IF YOU SUBMIT THE REQUEST INCORRECTLY, YOUR REQUEST WILL BE REJECTED, AND YOU WILL RECEIVE THE FOLLOWING EMAIL:**

The item of evidence submitted is a physical item of evidence. You selected an LPC request which are for latent prints that need to be analyzed **AFTER** they have been developed, such as latent print cards. To have your evidence processed for potential latent prints, please re-submit your request and select LPP.

If you have additional questions or require more assistance, please email [triage@houstonforensicscience.org](mailto:triage@houstonforensicscience.org) or call 713-929-6760.

### 3. PACKAGING, HANDLING, SUBMISSION ISSUES

If you submit a request that is inappropriate for latent prints, incorrectly packaged or otherwise compromised, your request will be rejected and you will receive the following email:

The item you submitted was incorrectly packaged to preserve the value of the evidence or your item is not an appropriate item of evidence for latent print processing or examination. There are multiple potential issues and we would be happy to discuss solutions with you. Please contact [triage@houstonforensicscience.org](mailto:triage@houstonforensicscience.org) or call 713-929-6760.



# 2020 Testimony Data

- Transcript review project
  - Second round of transcripts requested in June
  - 12 transcripts received in July for review
- Harris County has officially suspended jury trials through October 1
  - HFSC staff testified remotely in hearings



# Detailed Data



# 2020 Proficiency Testing

Discipline		Tests in Progress	Tests Completed	Comments
Seized Drugs			8	
Toxicology		3	4	
Firearms		6	1	
Crime Scene		2	n/a	
Latent Prints		2	7	
Multimedia	Audio/Video	5	n/a	
	Digital	2	n/a	
Forensic Biology		21	8	



## Quality Division Notifications

Incidents, Corrective and Preventive Actions

Monday, August 10, 2020

2:24:32 PM

Page 1 of 3

	Quality Notified	Summary of Notification	Comments
<b>Biology</b>			
2020-052 IR	7/9/2020	Both reagent blanks of a differential extraction were contaminated with the DNA profile of the analyst performing the extraction. All of the samples in this extraction set will be re-portioned and re-extracted.	
2020-055 CAR	7/17/2020	An analyst failed to record the unique identifier of the pipettes that were used to prepare a capillary electrophoresis plate in the Post-Amplification laboratory.	
2020-056 IR	7/22/2020	A sample was dropped during a differential extraction causing a portion of the extract to be lost. The extraction procedure was continued with the remaining volume. The results of this sample and the two adjacent samples in the extraction set will be reviewed to determine the potential affect.	
2020-IA-11 IR	7/6/2020	During the internal audit, the Quality Division discovered that an additional on-site visit review of the outsourcing laboratory had not been documented. When an outsourcing agreement extends beyond one year, the FBI Quality Assurance Standards require the Technical Leader to perform an additional on-site visit or document their review of an approved on-site visit; however, there was no documentation that either had been done.	
<b>Crime Scene</b>			
2020-020 IR	7/1/2020 *	Crime Scene Investigators were not consistently labeling outer evidence packaging with "CSU" as was required by the Crime Scene Unit (CSU) SOP. CSU management determined that the removing the requirement would not present a technical risk; the requirement was removed from the July 8, 2020 SOP revision.	*notification submitted in March 2020 but was not included in the board report

HFSC's Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards. With regard to the items listed above, the Division has not detected any use of inaccurate results in a criminal proceeding.



## Quality Division Notifications

Incidents, Corrective and Preventive Actions

Monday, August 10, 2020

2:25:50 PM

Page 2 of 3

	Quality Notified	Summary of Notification	Comments
2020-054 IR	7/21/2020	Although the Crime Scene Unit's laboratory activities were performed at the 500 Jefferson Street address after the section's relocation in October 2019, the statement indicating that laboratory activities were performed at the 1200 Travis Street address was mistakenly included on reports for 103 cases.	
2020-PAR5 PAR	7/14/2020	The Crime Scene Unit revised their SOP to require comparative quality photography prior lifting a latent print that had been processed with small particle reagent. The revised language will help to mitigate the possible risks associated with lifting wet latent prints.	

### Firearms

2020-053 IR	7/15/2020	The stakeholder was not notified prior to a Firearms examiner rendering an inoperable firearm safe. The Firearms SOP requires that the stakeholder be notified if a firearm is received in an inoperable condition and the examiner believes that further damage could be done to the firearm in the process of rendering it safe.	
2020-063 IR	7/15/2020	A NIBIN technician placed the label for item 003 (a magazine) on item 008 (cartridges); neither item was opened or inventoried. This cause the electronic chain of custody for item 008 to reflect transfers that occurred for item 003. Item 008 did not have any electronic transfers prior to the discovery of this nonconformance.	

### Seized Drugs

2020-057 IR	7/23/2020	The temperatures for two Seized Drugs refrigerators and one freezer were not manually recorded the week of December 23, 2019 and July 13, 2020. Because these temperatures are not critical, weekly monitoring is not required; however, the section's intent is to record the temperatures on a weekly basis.	
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## Quality Division Notifications

Incidents, Corrective and Preventive Actions

Monday, August 10, 2020

2:26:24 PM

Page 3 of 3

	Quality Notified	Summary of Notification	Comments
2020-058 CAR	7/27/2020	Statistical sampling was completed on four Seized Drugs cases and while the reports included a statement documenting that statistical sampling was used, the reports did not include a statement about confidence levels or an inference regarding the population as required by the Quality Manual section 7.8.5.d. The report template has been updated to include the required statements.	
<b>Toxicology</b>			
2020-059 IR	7/15/2020	While packaging Toxicology evidence for outsourcing, one blood tube fell out of the bubble-wrap bag and broke on the laboratory floor. Upon further inspection it was observed that the bag had a hole at the bottom that had not been previously noted. Since there was more evidence sample in the case, another blood tube was outsourced for confirmatory testing.	
2020-060 IR	7/16/2020	A blood vial with a replacement top was analyzed prior to consulting section management as required by the Toxicology SOP. This verification is required to ensure the sample matrix is appropriate for the required testing. The Toxicology manager retroactively approved and determine that the testing for this evidence sample had been appropriate.	
2020-062 IR	7/30/2020	A blood alcohol quality control failed to meet acceptance criteria. During blood alcohol analysis every 10 cases must be bracketed by alternating high (BQC1) and low (BQC2) quality controls. Upon further investigation, it was determined that the analyst had mistakenly aliquoted BQC1 into the BQC2 vial. The positive cases bracketed by this quality control will be re-analyzed as required per the Toxicology SOP.	

HFSC's Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards. With regard to the items listed above, the Division has not detected any use of inaccurate results in a criminal proceeding.