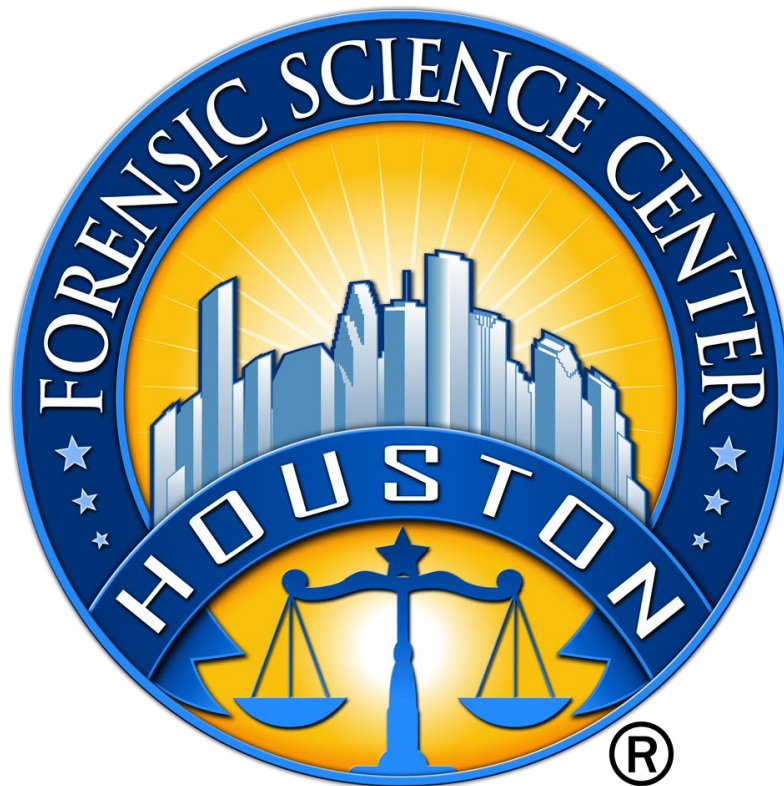


Houston Forensic Science Center, Inc.

## Board of Directors Meeting

*July 12, 2019*



**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 - Dr. Robert McPherson**

**Position 7 - Vacant**

**Position 8 - Mary Lentschke**

**Position 9 - Sandra Guerra Thompson, Vice Chair**

**Ex-Officio - Tracy Calabrese**

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HOUSTON FORENSIC SCIENCE CENTER, INC.

**NOTICE OF PUBLIC MEETING**

**July 12, 2019**

Notice is hereby given that beginning at 9:00 a.m. on the date set out above, the Board of Directors (the "Board") of the Houston Forensic Science Center, Inc. (the "Corporation") will meet in the Council Annex Chambers, 900 Bagby St. (Public Level), Houston, Texas 77002. The items listed below may be taken out of order at the discretion of the Chair and any items listed for closed session may be discussed and/or approved in open session and vice versa as permitted by law.

**AGENDA**

1. Call to order.
2. Roll call; confirmation of presence of quorum.
3. Reading of draft minutes of June 14, 2019 Board meeting. Consideration of proposed corrections, if any. Approval of minutes.
4. Public comment.
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. Stout, president and CEO, including technical updates, outreach efforts, staffing changes and other corporate business items.
  - a. Presentation of president and CEO's annual priorities and performance objectives for the Board's consideration, and possible related action.
  - b. Update on implications of HB 1325, recent legislation providing for the legalization of hemp production in Texas and amending the definition of marihuana.
  - c. Update on a manufacturer recall of vials used in the collection of blood samples for intoxication offenses.
7. Request from Dr. Stout to enter into a lease agreement, with an option to purchase, with Agilent Technologies for one LC-QQQ device, related components, service and training, in the total contract amount of \$359,969.60 and possible related action.
8. Report from Mr. David Leach, treasurer and CFO, regarding company financials and other fiscal updates.
9. Monthly operations report from Dr. Amy Castillo, vice president and COO, including a review of turnaround times and backlogs.

#### Reports and presentations by staff

10. Report from Mr. Jerry Pena, director of CSU and digital multimedia evidence, on evidence collection, turnaround times and other updates.
11. Report from Mr. Charles Evans, director of business development, regarding the status of the Corporation's facility project and move to 500 Jefferson.
12. Report from Ms. Erika Ziemak, assistant quality director, regarding quality assurance, including review of testimony monitoring, proficiency tests and corrective actions.
13. Executive session in accordance with the Texas Government Code, Section 551.074, personnel matters, discussion or deliberation regarding the president and CEO's annual performance evaluation.
14. Reconvene into open session and consider any action deemed necessary as a result of the executive session regarding personnel matters.
15. Adjournment.

#### –NOTICE REGARDING SPECIAL NEEDS –

Persons requiring accommodations for special needs may contact the HFSC at 713-929-6760 to arrange for assistance.

#### –NOTICE REGARDING PUBLIC COMMENT –

Members of the public may address the Board during the "Public Comment" segment of the meeting. Each speaker should limit his or her comments to three minutes. The Chairman may limit both the number of speakers and the time allotted for each speaker. A speaker who plans to submit a document for the Board's consideration should provide at least ten copies of the document, each marked with the speaker's name.

#### – NOTICE REGARDING CLOSED MEETINGS –

As authorized by Texas Government Code Chapter 551.001 (the "Open Meetings Act"), if during the course of the meeting covered by this Notice, the Board should determine that a closed or executive session of the Board should be held or is required in relation to any items included in this Notice, then such closed or executive session as authorized by Section 551.001 et seq. of the Texas Government Code (the Open Meetings Act) will be held by the Board at the date, hour and place given in this Notice or as soon after the commencement of the noticed open meeting, for any and all purposes permitted by Section 551.071-551.089, inclusive, of the Open Meetings Act.

The presiding officer shall announce that the Board will convene in a closed meeting; that is, in "a meeting to which the public does not have access," sometimes known as an "executive session." The presiding officer's announcement will identify the provision(s)



of the Open Meetings Act permitted by Section 551.071-551.089 under which the closed meeting will be held. Should any final action or vote be required in the opinion of the Board with regard to any matter considered in such closed or executive session, then such final action or vote shall be taken only in a meeting open to the public, including reconvening the open meeting covered by this Notice.

**Certification of 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 on Tuesday, the 9th day of July, 2019 in a place convenient to the public in the Council Annex Chambers, 900 Bagby Street. (Public Level), Houston, Texas 77002, and on the HFSC website as required by Section 551.002 et seq., Texas Government Code.

Given under my hand this the 9th day of July 2019.

---

Jordan Benton

Houston Forensic Science Center, Inc.

MEETING OF BOARD OF DIRECTORS

MINUTES

June 14, 2019

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 June 14, 2019 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, place and purposes of the meeting more than three days before the date of the meeting.
- B. In accordance with Chapter 551, Texas Government Code, made applicable to the Corporation by Section 431.004, Texas Transportation Code, a notice of the meeting was duly posted on June 11, 2019, in the same manner and location as required by law of the City of Houston, Texas (the "City".)
- C. The meeting was called to order by Nicole B. Cáarez, board chairwoman, at approximately 9:00 a.m. on Friday June 14, 2019 in the Council Annex Chambers, 900 Bagby St. (Public Level), Houston, Texas 77002.
- D. Ms. Jordan Benton called the roll. The following directors were present: Nicole B. Cáarez, Sandra Guerra Thompson, Anthony Graves, Philip Hilder, Francisco Medina, Janet Blancett, Dr. Robert "Bob" H. McPherson, Dr. Stacey Mitchell, Mary Lentschke and Ms. Tracy Calabrese

No directors were absent

Chairwoman Cáarez declared a quorum was present

- E. Chairwoman Cáarez requested the board vote to reappoint the Corporation's officers. Chairwoman Cáarez moved to reappoint Dr. Peter Stout as HFSC's president. Vice Chair Thompson seconded the motion and it passed unanimously. Chairwoman Cáarez moved to reappoint Dr. Amy Castillo as the Corporation's vice president. Vice Chair Thompson seconded the motion and it passed unanimously. Chairwoman Cáarez moved to reappoint Mr. David Leach as HFSC's treasurer. Vice Chair Thompson seconded the motion and it carried unanimously. Chairwoman Cáarez moved to reappoint Ms. Jordan Benton as the Corporation's secretary. Vice Chair Thompson seconded the motion and it passed unanimously.
- F. Chairwoman Cáarez asked if any changes were needed for the April 12, 2019 board meeting minutes. Dr. Mitchell made a motion to approve the minutes. Mr. Medina seconded the motion. The motion passed unanimously.

- G. Chairwoman Cásarez asked if members of the public wished to address the board. No one addressed the board.
- H. Chairwoman Cásarez presented a chair's report. Ms. Cásarez said that, as arranged with Mayor Sylvester Turner, she had resigned as chair effective July 1, 2019. Ms. Casarez reminded the board she had agreed to serve an additional year as chair to help HFSC secure a new facility. Houston's City Council voted to approve Mayor Turner's nomination of Dr. Stacey Mitchell to replace Ms. Cásarez as board chair on July 1. Ms. Cásarez thanked the board and HFSC staff for all they have done and gave special thanks to Vice Chair Thompson and Mr. Graves for their support. Ms. Cásarez said Mr. Graves had also resigned his position after nearly four years of service. Ms. Anna Vasquez, also an exoneree, will fill Director Graves' position. The Chair said she and Vice Chair Thompson will travel to Friedberg, Germany in July to present a co-written article about HFSC's blind testing program at the International Conference on Evidence Law and Forensic Science.
- I. Ms. Akilah Mance, general counsel, said Vice Chair Thompson disclosed a possible conflict of interest regarding a pending grant that HFSC had applied for and Ms. Thompson is seeking to join as a subrecipient under her employer, the University of Houston. The grant would provide training to improve forensic testimony in the justice system. Ms. Mance shared that the Vice Chair, as required by the local government code Chapters 171 and 176 and HFSC policy, fulfilled legal obligations to disclose the possible conflict. Ms. Mance said the matter was being brought to the board per HFSC policy to determine whether the grant and Vice Chair Thompson's participation in it are in HFSC's best interests. The Chairwoman made a motion that no further action is needed. Ms. Blancett seconded the motion. The motion passed unanimously, and Dr. McPherson and Vice Chair Thompson abstained from voting.
- J. Chairwoman Cásarez made a motion to extend the deadline to review Dr. Stout's annual evaluation. Vice Chair Thompson seconded the motion. With none opposed, the motion passed.
- K. Dr. Peter Stout, president and CEO, presented the president's report. He thanked Mr. Graves and Ms. Cásarez for their support of the lab. Dr. Stout reviewed HFSC's overall turnaround time and requests for May 2019. Dr. Stout reminded the board that turnaround times will continue to be impacted due to the lab-wide move to 500 Jefferson. Dr. Stout said staffing and funding continue to be significant issues for the toxicology section and further action may be necessary as the year progresses. Dr. Stout also gave a staffing update. He reviewed recent outreach events, including a tour of the lab with Rep. Gina Calanni. Dr. Stout shared that a team of 10 from HFSC made an appearance at CrimeCon 2019, an event held in New Orleans for about 3,500 true crime fans. He said CrimeCon travel and other costs were covered for HFSC to create a mock crime scene for VIP conference goers and two presentations. Dr. Stout gave the board an update summarizing bills passed by the Texas legislature that impacts forensics.

- L. Mr. David Leach, chief financial officer and treasurer, requested approval to reallocate funds in the FY18 budget to better reflect actual spending, including the use of grant dollars. Vice Chair Thompson made a motion to approve the budget reallocations. Dr. McPherson seconded the motion. The motion passed unanimously.
- M. Mr. Leach gave a financial update. Mr. Leach thanked the Chairwoman for serving on the board. He said the budget is on track and that the FY20 budget was pending approval by the City of Houston and HFSC's funding should be received in July. Mr. Leach said the City of Houston's finance department agreed that HFSC will be reimbursed for space in the 1200 Travis building that has already been handed over to the Houston Police Department (HPD.)
- N. Dr. Amy Castillo, vice president and chief operations officer, presented an operations report. Dr. Castillo thanked the Chairwoman for her service to HFSC. Dr. Castillo walked the board through changes she had made to the operations report, which now includes images from HFSC's new management dashboard to present production data. Dr. Castillo reviewed May data, including open quality reports, backlog data and turnaround times. Dr. Castillo updated the board on the DNA outsourcing project. HFSC expected to stop outsourcing by the end of July, however, additional training and a transition to probabilistic genotyping means the section will need another three months of training. Outsourcing will continue during that time.
- O. Mr. Jerry Pena, director of the crime scene (CSU) and digital multimedia units, began his report by thanking the Chairwoman for her support. He said Lori Wilson, quality director, will work directly with the crime scene unit until she retires in August and had moved her office to sit in the same area as CSU. Mr. Pena said her CSU and quality experience will help the unit improve further.
- P. Mr. Charles Evans, director of business development, updated the board about the lab's ongoing move to 500 Jefferson. Mr. Evans said the May moves were successful, including a timely move of the unit that oversees the DNA database. Mr. Evans said the firearms shooting tank had been successfully lowered into the basement. HFSC has ordered lab furniture for the 18<sup>th</sup> floor and the lab's ceiling panels will arrive in August. Mr. Evans said construction is on schedule. He said HFSC had handed over 50 percent of the space it had previously occupied in HPD headquarters at 1200 Travis. Mr. Evans said HFSC is now focused on the October and November lab moves
- Q. Mr. Evans requested the board authorize Dr. Stout to enter into a service agreement with Full Spectrum Analytics Inc., a company that will move lab instruments for a total contract amount not to exceed \$250,000. Dr. McPherson made a motion to delegate the authority to Dr. Stout. Mr. Hilder seconded the motion. The motion passed unanimously.
- R. Mr. James Miller, manager of seized drugs, presented to the board about the implication of a new Texas law that legalizes hemp production in the state and changes the definition of marijuana. Mr. Miller said the change in law has broad implications for HFSC and other crime labs in the state. Mr. Miller said HB 1325 brings Texas in line with the federal Hemp Farming Act approved in December 2018 by stating that a cannabis sativa L plant that has no more than 0.3 percent tetrahydrocannabinol (THC) is hemp. Anything with a higher concentration of THC will now be considered marijuana. However, until now, Mr. Miller told the board, crime labs in Texas, HFSC included, have not had to determine the concentration of THC in

suspected marijuana plants. To meet the new requirement, HFSC will have to purchase additional instrumentation, validate methods and possibly hire additional staff at a cost of several million dollars. Crime labs statewide are facing a similar issue, he said. HFSC halted testing immediately after the law went into effect on June 10 and will resume analysis once it finalizes verbiage on its reports that explain the limitations of current testing and the inability to differentiate between hemp and marijuana. Dr. Stout promised to update the board further as the situation unfolds.

- S. Ms. Paula Evans, project engineer, updated the board on a project focused on HFSC returning to the HPD Property Room evidence created during analysis. Ms. Evans said HFSC has already returned over 23,000 test fires to the property room and recycled over 16,800 non-evidence test fires. Ms. Evans said the project team learned that returned evidence created by the DNA process was not possible and had instead created an organized inventory of extracts so staff can more easily find and access the evidence when needed. Ms. Evans said quality has not been compromised, and the projects outcomes will prevent similar issues in the future.
- T. Ms. Aimee Grimaldi, project engineer, updated the board on a project that sought to improve the process for accepting and analyzing evidence that moves through more than one forensic discipline. She said the improvements increase efficiency in the overall process while maintaining the integrity of evidence. Ms. Grimaldi said sections now meet daily to prioritize multidisciplinary requests and discuss the evidence handling. She said the team also implemented a policy to prevent destruction of potential latent print and DNA evidence on firearms. As part of the improvements, CSU is bypassing the property room and delivering firearms collected at scenes directly to HFSC. Turnaround times on latent print multidisciplinary requests has dropped 20 to five days. Requests that also go to the DNA sections are being completed in an average of 10 days, down from 18.
- U. Ms. Erika Ziemak, assistant quality division director, updated the board on blind quality controls (BQC,) audits, disclosures, corrective actions, proficiency tests, transcript reviews and testimony data. She said the latent print section is working to see if an FBI software, Universal Latent Workstation (ULW,) can help the quality division determine whether the blind quality controls it creates are reflective of the section's routine casework.
- V. Chairwoman Casarez made a motion to adjourn the meeting. Vice Chair Thompson seconded the motion. The meeting ADJOURNED at approximately 11:56 a.m.

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

Jordan Benton Secretary

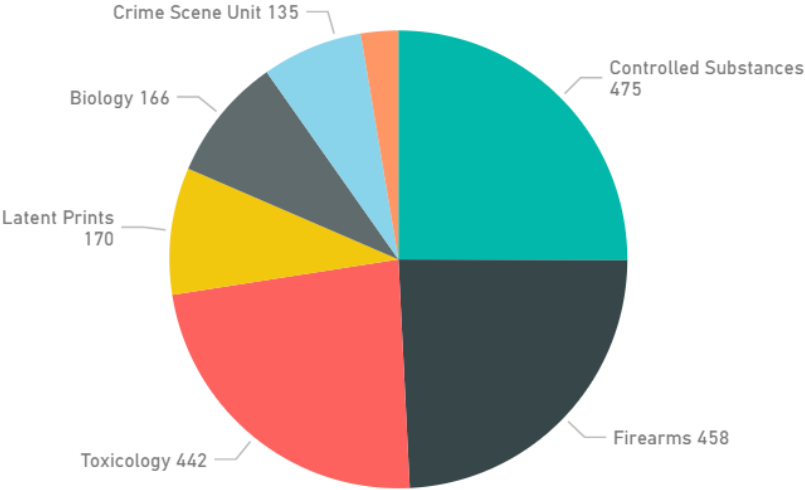
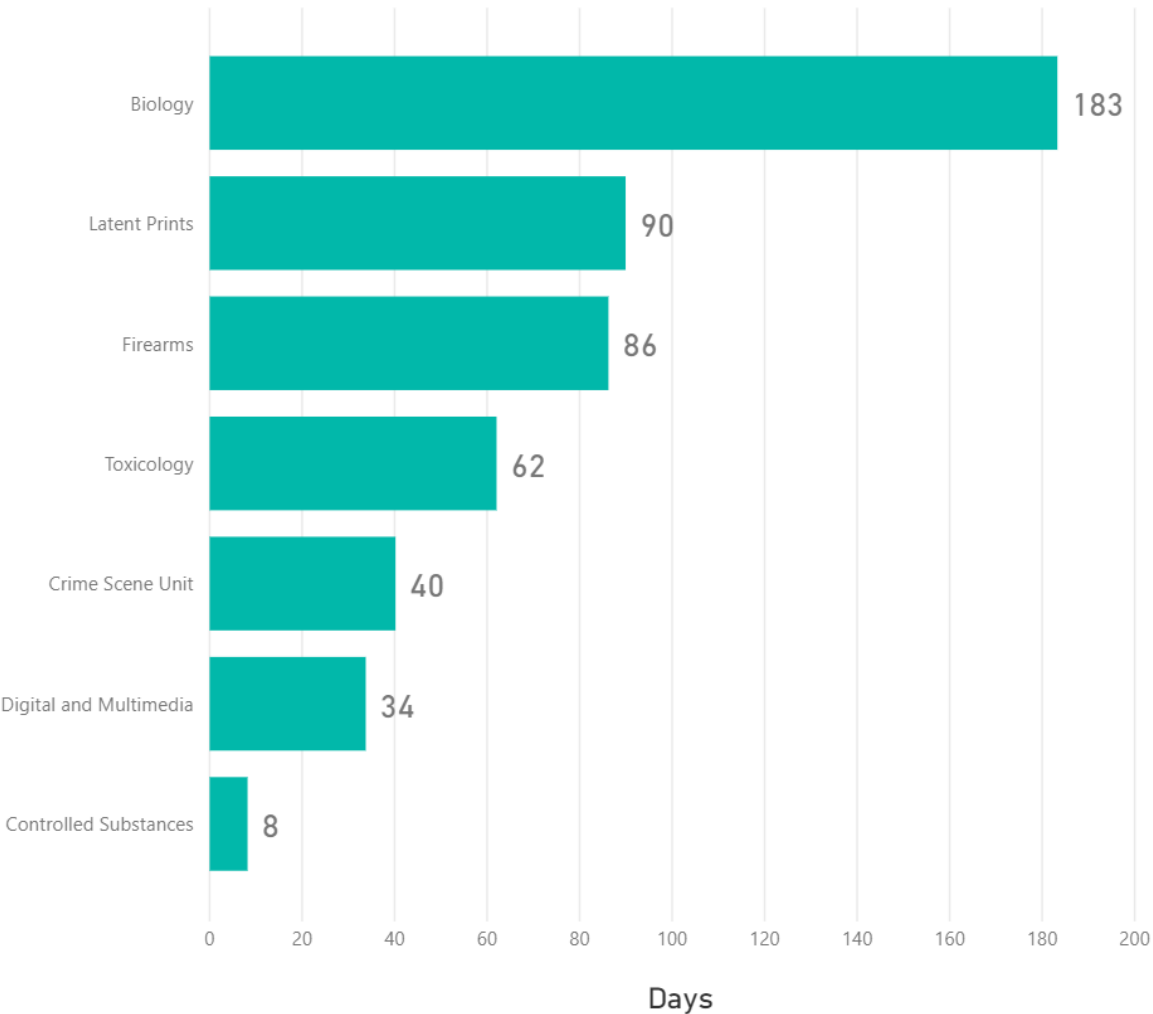
# Presidents Report

July 12, 2019



# Requests Completed by Section

## Average Turnaround Time for June 2019



Turnaround Time - Days  
**65**

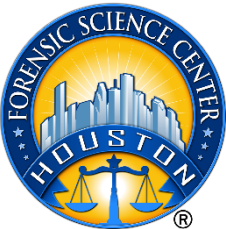
Completed Requests  
**1896**

Month Completed

- 01-January
- 02-February
- 03-March
- 04-April
- 05-May
- 06-June

Year Completed

- 2014
- 2015
- 2016
- 2017
- 2018
- 2019



This data is current as of 6/28/2019.

# Staffing – July 12, 2019

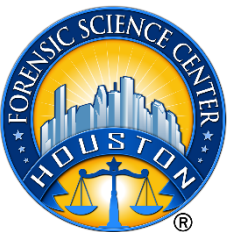
- 194 staff members
  - 7 City of Houston civilians
  - 187 HFSC employees
- 12 open positions, 7 offers accepted
  - 2 forensic analysts – toxicology
  - 3 latent print examiner trainees
  - 1 NIBIN tech (internal transfer)
  - 1 quality specialist
- 5 active vacancies
  - 1 CS/CM evidence specialist
  - 2 crime scene investigators
  - 1 forensic analyst – toxicology
  - 1 postdoctoral research associate





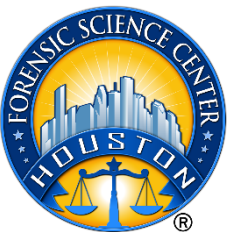
# Certifications

- Sarah Lambert – Certified Crime Scene Analyst
  - International Association for Identification (IAI)
- Mary Hall – Diplomate, Molecular Biology
  - American Board of Criminalists (ABC)



# Outreach

- Tour with forensic students from the University of Central Lancashire in Britain
- Sexual Assault Task Force meeting
- Meeting with Sen. Perry's staff to discuss implications of hemp legalization
- Tour with editorial board members from the Houston Chronicle
- Dr. Amy Castillo and Akilah Mance, general counsel, presented about HFSC with Board Vice Chair Sandra Thompson to the Northwestern University School of Law in Illinois
- Staff from forensic biology/DNA, firearms, latent prints and crime scene spoke about proper evidence handling at the Houston Police Department Training Academy



# The Big Move

July 12, 2019









**HOUSTON FORENSIC SCIENCE CENTER, INC.**

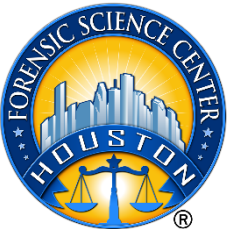
Regular Meeting of the Board of Directors

July 12, 2019 at 9:00 a.m.

<b>Agenda Action Item No.:</b>	<b>6a.</b> Presentation of president and CEO's annual priorities and performance objectives for the Board's consideration and possible related action.
<b>Subject:</b>	Consider approval of the president and CEO's annual priorities and performance objectives.
<b>Background:</b>	On January 13, 2017, the Board offered, and Dr. Peter Stout accepted, an Agreement of Employment as both president and CEO of HFSC. Pursuant to Dr. Stout's Agreement of Employment, the president and CEO shall submit an annual list of priorities and performance objectives to the Board, on or before June 1 <sup>st</sup> of each year. On June 14, 2019, the Board voted to extend the June 1, 2019 deadline for Dr. Stout to submit his proposed list to the Board.
<b>Executive Summary:</b>	Pursuant to the agreement of employment, Dr. Stout, in consultation with the Board Chair, shall develop and submit for the Board's consideration and approval a list of annual priorities and performance objectives for HFSC. The proposed list must fit within the Board's goals for the corporation. If approved by the Board, the priorities and performance objectives shall be part of the Board's annual performance evaluation of Dr. Stout. Additionally, the submitted list of performance objectives, shall be in accordance with the Board's policies and state and federal law.
<b>Fiscal Impact:</b>	No anticipated additional fiscal impact.
<b>Staff Recommendation:</b>	Staff recommends approval.
<b>By:</b>	Dr. Peter Stout, President and CEO Legal review by General Counsel

# 2019 HFSC Company Goals

- Lab average TAT for the year of 45 days, 90% of support requests completed within
- Designated TAT, and backlog no more than 12% of received requests for the year.
- No repeated quality findings in internal or external audits.
- 88% retention (12% voluntary turnover, currently 6%)
- 75% completion of quarterly one-on-ones, semi-annual review
- All training plans (including management training, onboarding) have defined timelines, and ensure current trainees on schedule in the first year
- Complete move of all HFSC staff members to the new Jefferson location, delivering the required lab/office functionality to ensure safe, secure, efficient, effective operations. Each scheduled move shall be completed as scheduled with the entire move completed within budget.



# Hemp vs. Marijuana

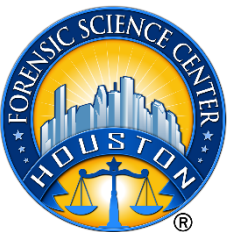
July 12, 2019





# Hemp vs. Marijuana

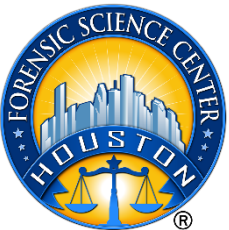
- Harris County District Attorney's Office will not accept any misdemeanor charges for marijuana (4 oz or less) without quantification. Felony charges to be considered on a case-by-case basis
- HFSC may have a short-term solution for plant material, still months of validation needed
  - Conduct a qualitative GC-MS analysis at HFSC
  - Outsource the quant to one of 2 accredited commercial labs.
    - One lab uses a non mass spectral method ~\$90 still some questions
    - One commercial lab can do this at about \$400-\$600/sample but almost no capacity
- No solution for extracts, including edibles and oils
- Longer term is an LC-MS or MSMS method





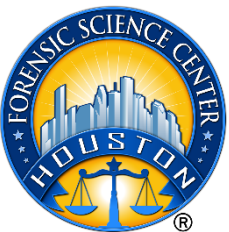
# Recalled blood vials

- Vendor of blood vials used nationally for DWI testing recalled a lot of 240,000 tubes in late May-early June due to failing to add preservative into reportedly 300 tubes, about 101 of which made it out to market.
- The preservative
  - Prevents clotting
  - Helps stabilize alcohol concentration in blood
- Unclear where the 101 impacted tubes ended up after distribution, which began in August 2018
- **FOR HFSC: about 2,400 impacted kits from this lot distributed, got back nearly 1,000**
- Places all DWI cases in which blood drawn into vials in that lot in question



# Recalled blood vials: Response

- Notified Houston Police Department, HCDAO and others
- Collected as many tubes from that lot as possible
- Had 3,000 new tubes in house for July 4 holiday weekend
- Communicating with vendor, BD, to ensure discovery, subpoena handled properly
- Texas Forensic Science Commission issued a statewide memo on issue with input from HFSC, TACLD, DPS and HCDAO



**HOUSTON FORENSIC SCIENCE CENTER, INC.**

Regular Meeting of the Board of Directors

July 12, 2019 at 9:00 a.m.

<b>Agenda Action Item No.:</b>	7. Consider authorizing the President and CEO to enter into a lease agreement (with option to purchase,) with Agilent Technologies for one LC-QQQ device, related components, service, and training, in the amount of \$359,969.60 (total contract amount,) and possible related action.
<b>Subject:</b>	Authorizing the President and CEO to sign a lease agreement to acquire a LC-QQQ for use in lab's toxicology section.
<b>Background:</b>	As previously discussed, HFSC needs two new LC-QQQ devices to immediately increase capacity within the lab's toxicology section and meet the growing needs of our stakeholders. During the April Board meeting, staff sought and received approval to lease one of the two required LC-QQQ devices, which is the most feasible financial option for HFSC. Staff now requests approval to lease the second LC-QQQ after further analysis of HFSC's operational needs and the forecasted financial position of the corporation. Approval of this purchase will maximize efficiency in the toxicology section by concurrently operating both devices and mitigate the risk of moving older, less stable equipment to 500 Jefferson.
<b>Executive Summary:</b>	<p>Before the agreement can be signed, the Board must approve the total expenditure (\$359,969.60) of the lease agreement over the 60-month term, which includes the LC-QQQ, components, service, maintenance and staff training. Pursuant to Board Resolution No.2015-001 and the Corporation's financial procurement policies, any expenditure over \$200,000 shall be approved by the Chair of the Board, President and CEO, as well as Chief Financial Officer and Treasurer. The Board may also delegate its authority to the President and CEO to enter into this agreement. The proposed lease agreement fits within HFSC's existing budget and will improve operations within the toxicology section.</p> <p>The components for the acquired LC-QQQ are sole source and will subsequently be identified as such in any future purchases.</p>
<b>Fiscal Impact:</b>	Anticipated costs will fit within existing budget line items and will be included in subsequent budgets, for the duration of the lease agreement.
<b>Staff Recommendation:</b>	Staff recommends approval.
<b>By:</b>	Dr. Peter Stout, President and CEO Legal review by General Counsel

# Operations Report

July 12, 2019



# June 2019 Company Overview

## Open Quality Reports

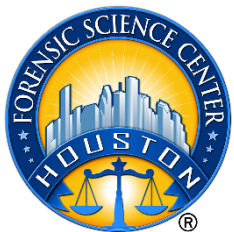
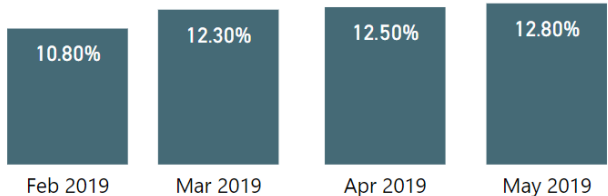
36

Quality TAT

18✓

Goal: 35, 36

## % of Requests in Backlog

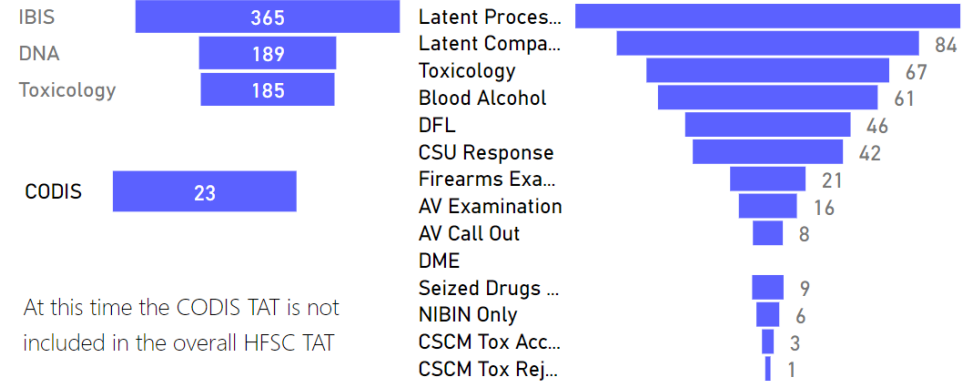


Data Captured on 6/30/2019

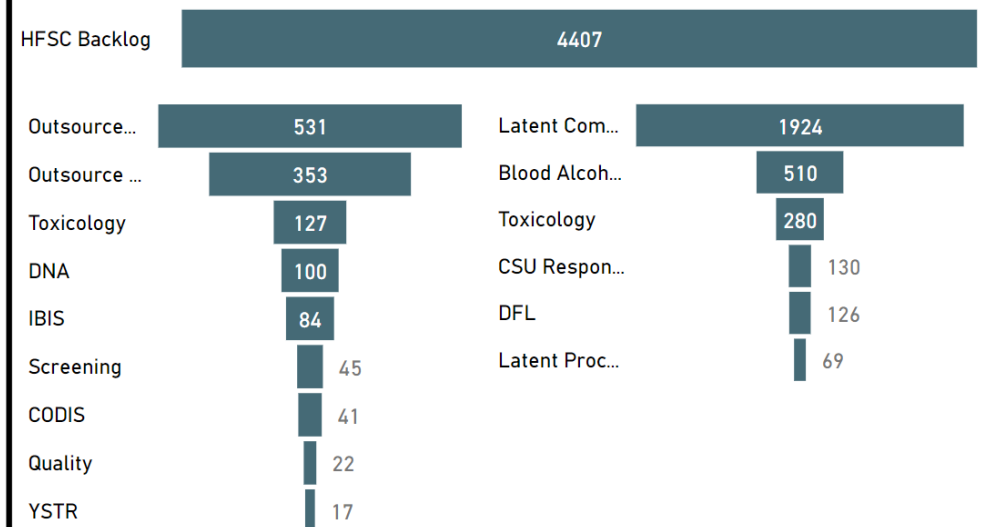
## HFSC Request Turnaround Time



## Section Request TAT (Past 30 Days)



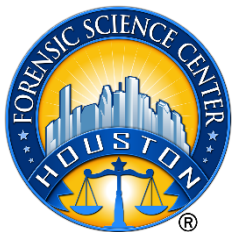
## HFSC Request Backlog



Section/Service Backlog Present if >15 requests are in the Backlog

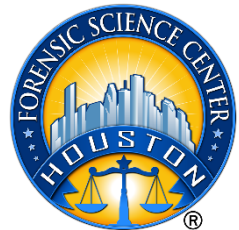
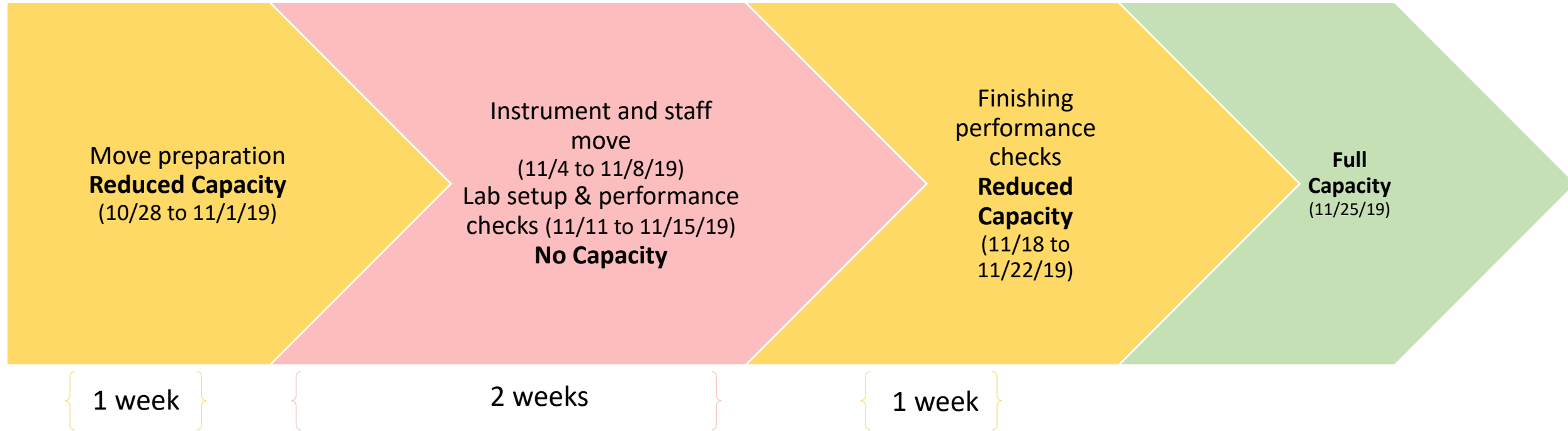
# Highlights

- Projected impact of laboratory move on casework



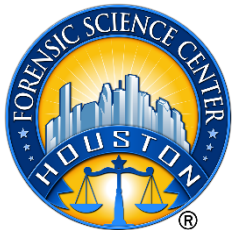
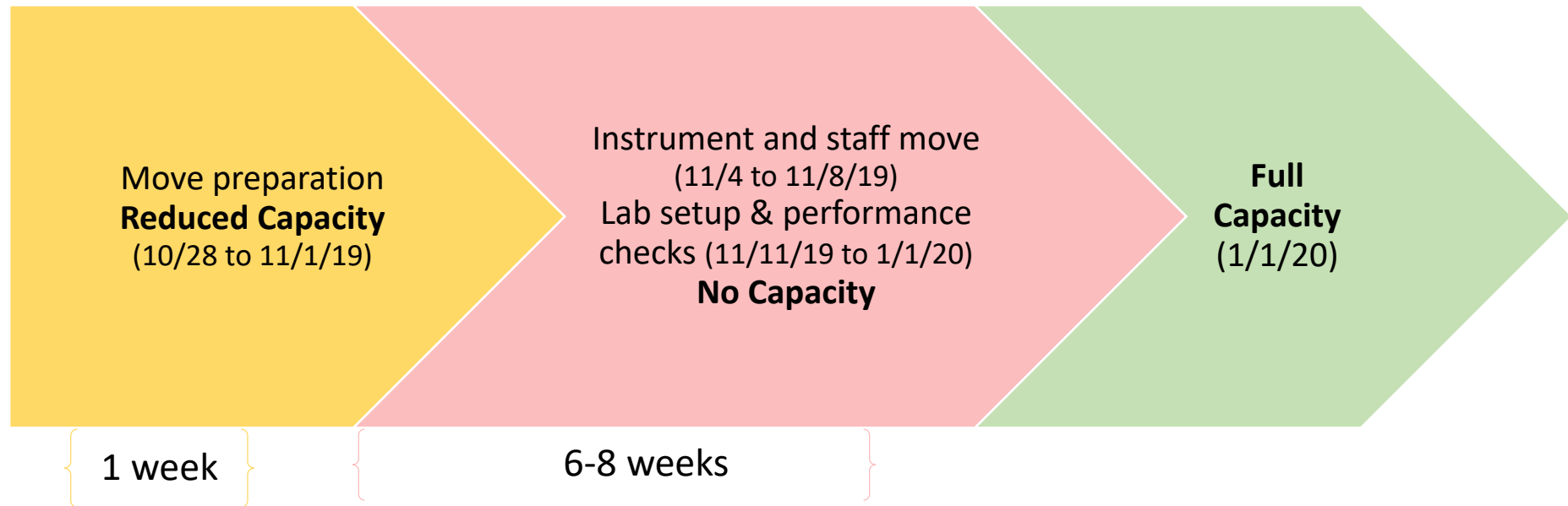


# Seized Drugs



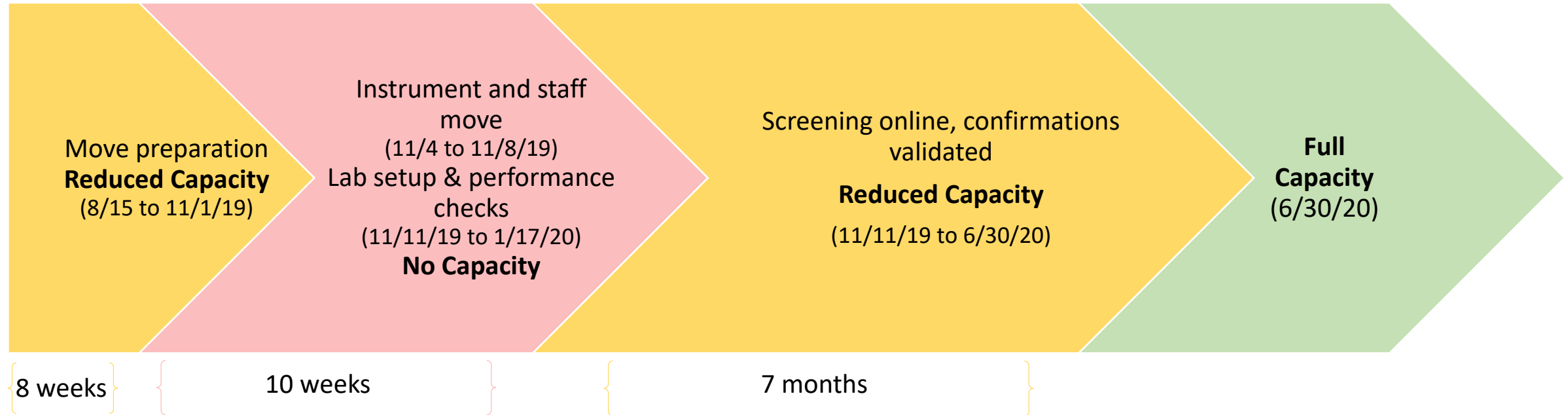
Projected section will be back to normal operations by April 1, 2020

# Toxicology: Blood Alcohol

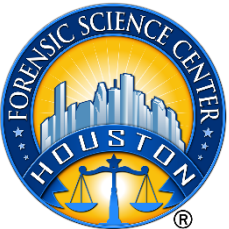


Projected section will be back to normal operations by April 1, 2020

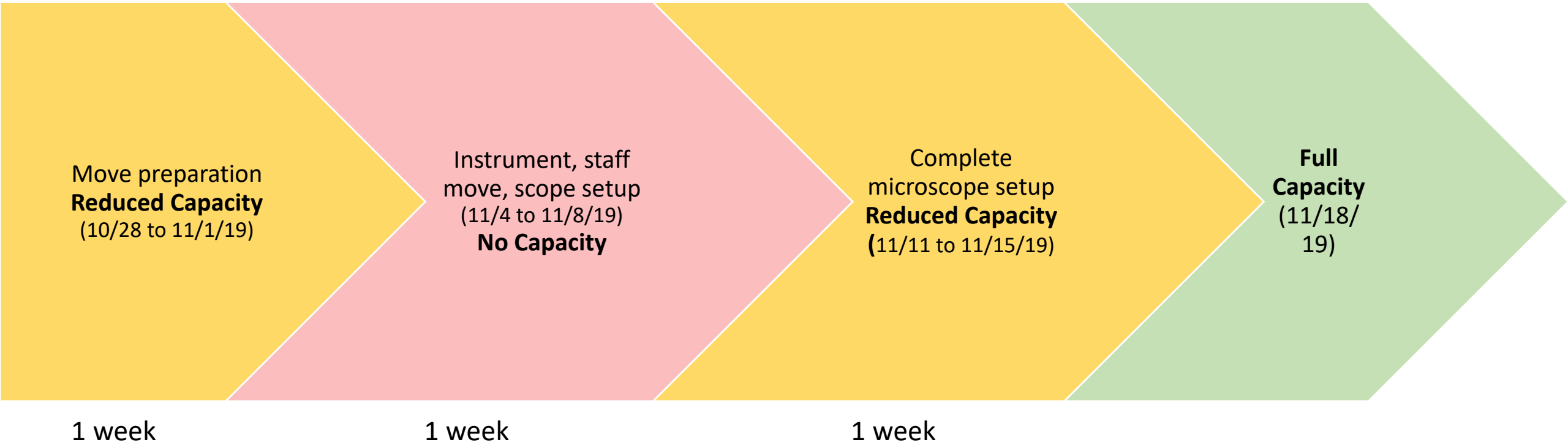
# Toxicology: Drugs



HFSC is outsourcing drug confirmations. This will continue until new instruments (LC-QQQ) are validated, projected to be completed 6/30/20



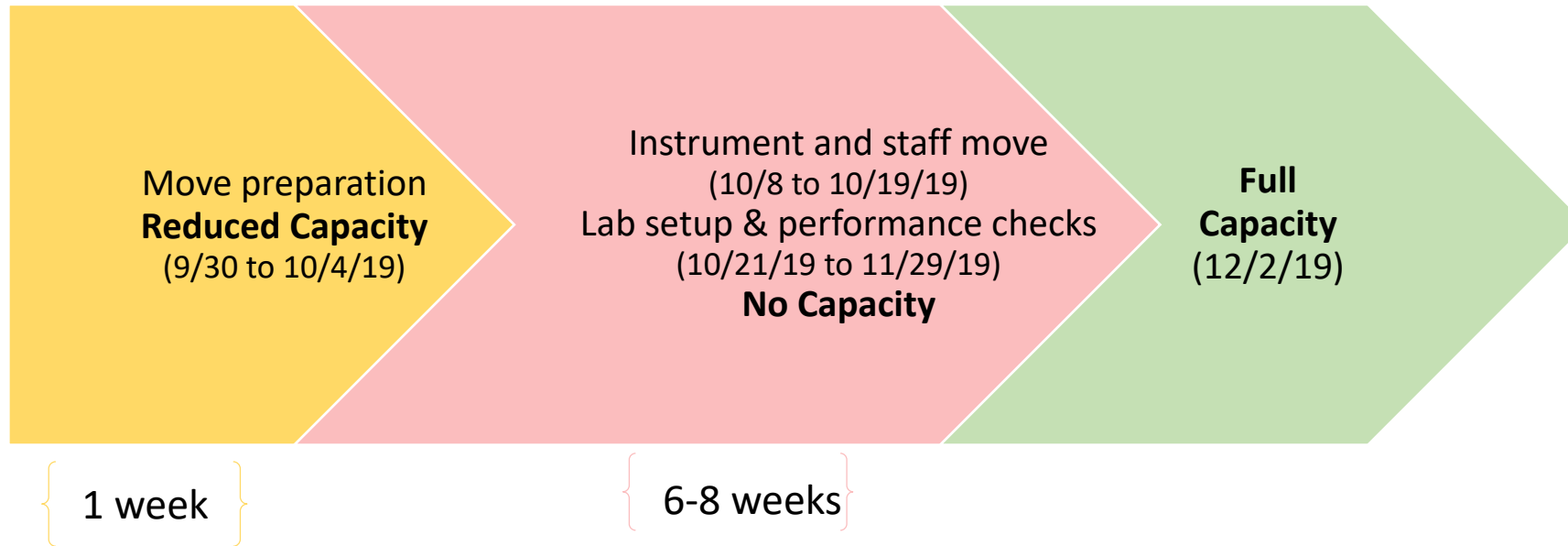
# Firearms



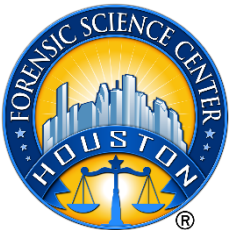
Projected section will be back to normal operations by March 1, 2020



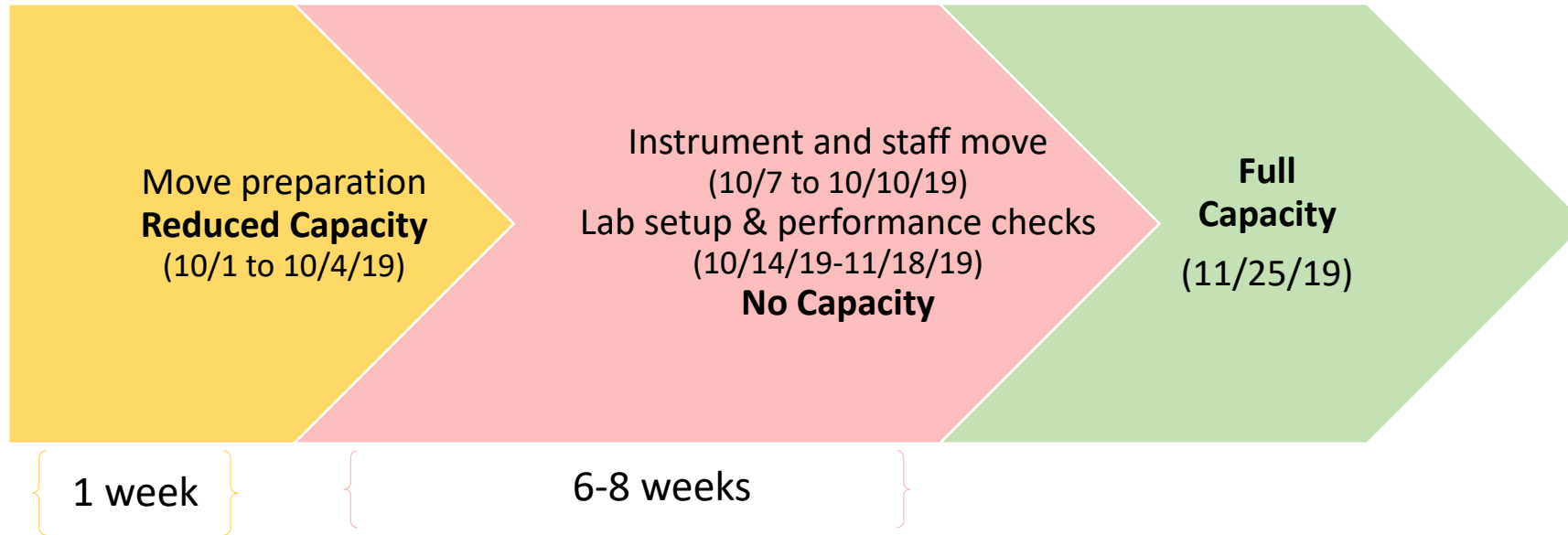
# Forensic Biology



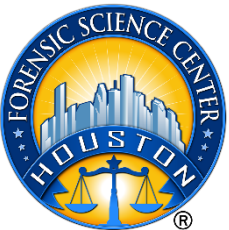
HFSC will outsource sexual assault kits while lab is at no capacity.  
Projected section will be fully operational on non-sexual assault kits by  
January 1, 2020



# Latent Print Processing

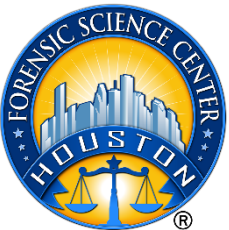


Projected section will be back to normal operations by Jan. 30, 2020



# Crime Scene and Multimedia

July 12, 2019



# Multimedia Lab

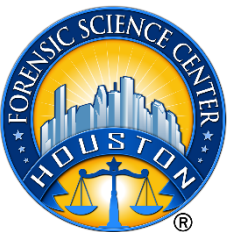
- Cross-training ongoing for multimedia staff, audio/video and digital, to increase section efficiency
- Digital caseload increasing
- Past six months, HFSC has been unable to unlock 65 Apple and 48 Android phones
  - HFSC currently uses Graykey software at a cost of \$15,000 to unlock iPhones for investigations
  - Graykey software can only be used for iPhones, limited capability
  - Another software, Cellebrite UFED Premium, would provide HFSC with far greater capability, including unlocking Android devices, at a cost of between \$80,000 to \$150,000
  - HFSC pays \$2,000/phone for devices it cannot unlock inhouse, so it would have cost \$226,000 to unlock all devices in past six months. Cellebrite UFED resolves this problem





# Crime Scene Unit

- Fleet replacement
  - Purchasing two pickup trucks to replace Suburban SUVs
  - Better price point
- Updating Standard Operation Procedures (SOP)
  - CSIs have different experience levels, leading to inconsistent SOP interpretations
  - HFSC creating a CSI working group to review SOPs, recommend changes to SOPs that will lead to more consistent interpretation



# Detail data

(all HFSC Dashboard data collected on 6/30/19)



# Key for Dashboard Section Pages

Center of ring=average age of backlog  
Ring=breakdown of age for backlogged requests

Service: Seized Drugs Examination

Report type

# of Unassigned

69✓

Goal: 100 (+31%)

# Pending Draft

31✓

Goal: 100 (+69%)

# Pending Tech

13✓

Goal: 50 (+74%)

# Pending Admin

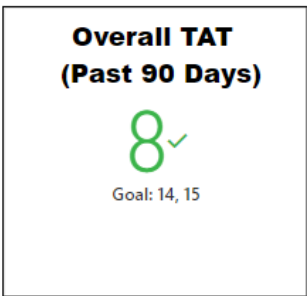
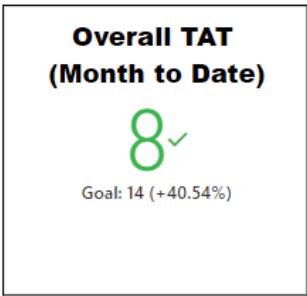
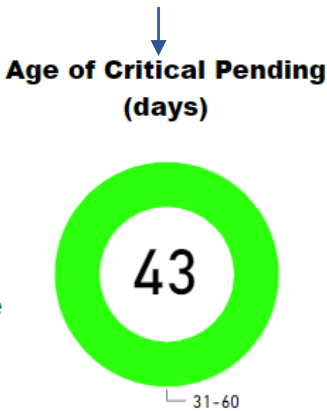
41✓

Goal: 50 (+18%)

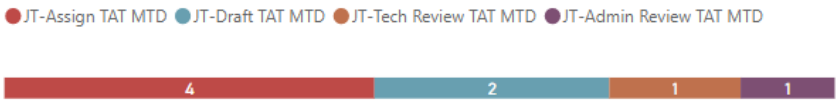
Goal= Threshold for the max # of requests in each bucket

Pending work

- 154 Total Pending Requests
- 1 Justice Trax Past Critical Age
- 43 Age-Oldest Unassigned
- 20 Age-Oldest Pending Draft
- 14 Age-Oldest Pending Tech
- 28 Age-Oldest Pending Admin



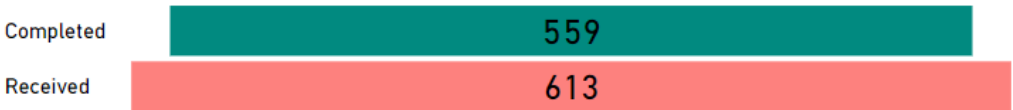
## TAT by Phase of Work (MTD)



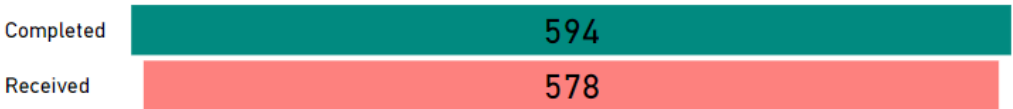
## TAT by Phase of Work (Past 90 Days)



## Month to Date



## 30 Day Avg (Over Past 90 Days)



Average time to close quality reports

Open Quality Reports

Qualtrax ID	Workflow #	Age
-------------	------------	-----

Quality TAT

20✓

Goal: 30, 31

Avg Age of Open Reports\*

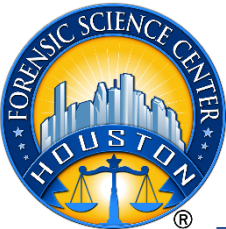
NaN

Quality Filter

Controlled Substances

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

Pending quality reports



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

Service

CSCM Tox Accession

# of Unassigned

11✓

Goal: 150 (+92.67%)

# Pending Draft

2✓

Goal: 3 (+33.33%)

# Pending Admin

39✓

Goal: 60 (+35%)

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

52

Total Pending Requests

0

Justice Trax Past Critical Age

4

Age-Oldest Unassigned

6

Age-Oldest Pending Draft

7

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Age of Critical Pending  
(days)

N...

Overall TAT  
(Month to Date)

3✓

Goal: 5, 10

Overall TAT  
(Past 90 Days)

5•

Goal: 5, 10

TAT by Phase of Work (MTD)

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

2

0

2

TAT by Phase of Work (Past 90 Days)

2

0

3

Month to Date

Comple...

405

Received

403

30 Day Avg (Over Past 90 Days)

Comple...

473

Received

431

Open Quality Reports

Qualtrax ID

Workflow #

Age

47021 2019-041

9

Quality TAT

18✓

Goal: 30, 31

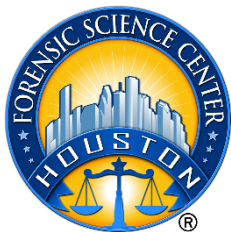
Avg Age of Open Reports\*

9

Quality Filter

Client Services/Case Manag...

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



Service

CSCM Tox Rejection

# of Unassigned

0✓

Goal: 3 (+100%)

# Pending Draft

1✓

Goal: 5 (+80%)

# Pending Admin

0✓

Goal: 10 (+100%)

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

1

Total Pending Requests

0

Justice Trax Past Critical Age

0

Age-Oldest Unassigned

2

Age-Oldest Pending Draft

0

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Age of Critical Pending  
(days)

N...

Overall TAT  
(Month to Date)

1✓

Goal: 5, 10

Overall TAT  
(Past 90 Days)

5•

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)



Open Quality Reports

Qualtrax ID

Workflow #

Age

47021 2019-041

9

Quality TAT

18✓

Goal: 30, 31

Avg Age of Open Reports\*

9

Quality Filter

Client Services/Case Manag...

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

Month to Date

Completed

8

Received

8

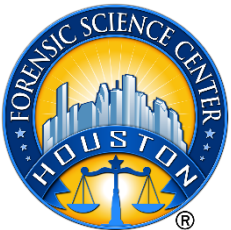
30 Day Avg (Over Past 90 Days)

Completed

14

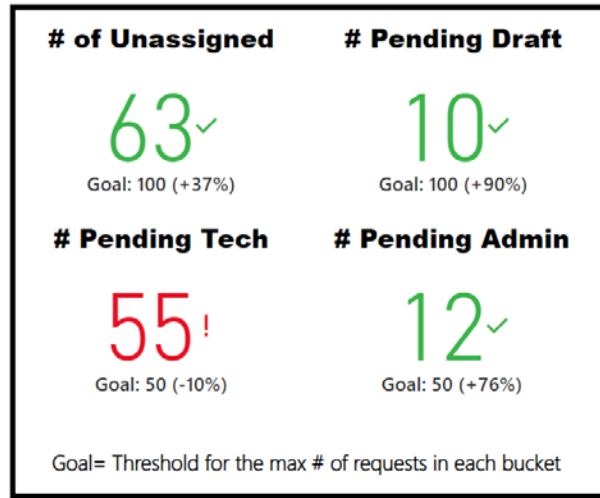
Received

14



Service

Seized Drugs Examination ▾



140  
Total Pending Requests

3  
Justice Trax Past Critical Age

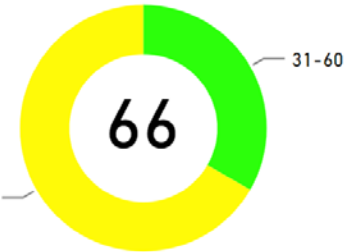
75  
Age-Oldest Unassigned

19  
Age-Oldest Pending Draft

26  
Age-Oldest Pending Tech

18  
Age-Oldest Pending Admin

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

9✓  
Goal: 14, 15

### Overall TAT (Past 90 Days)

8✓  
Goal: 14, 15

### 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)



### Open Quality Reports

Qualtrax ID Workflow # Age

### Quality TAT

8✓  
Goal: 30, 31

### Avg Age of Open Reports\*

NaN

Quality Filter

Controlled Substances ▾

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

### Month to Date

Completed

504

Received

530

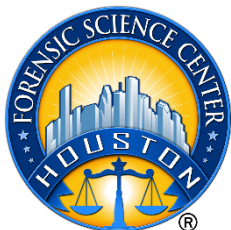
### 30 Day Avg (Over Past 90 Days)

Completed

529

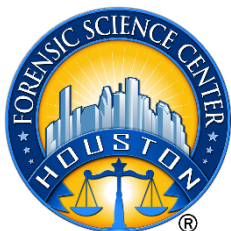
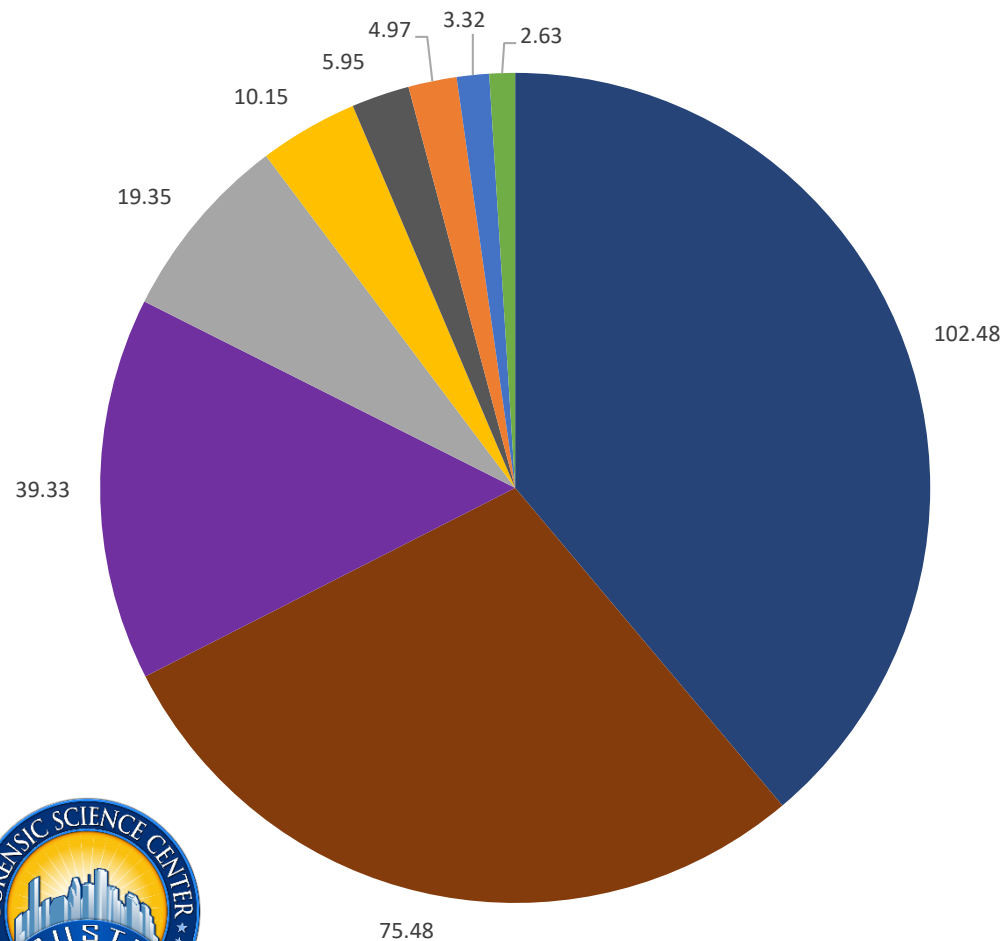
Received

542



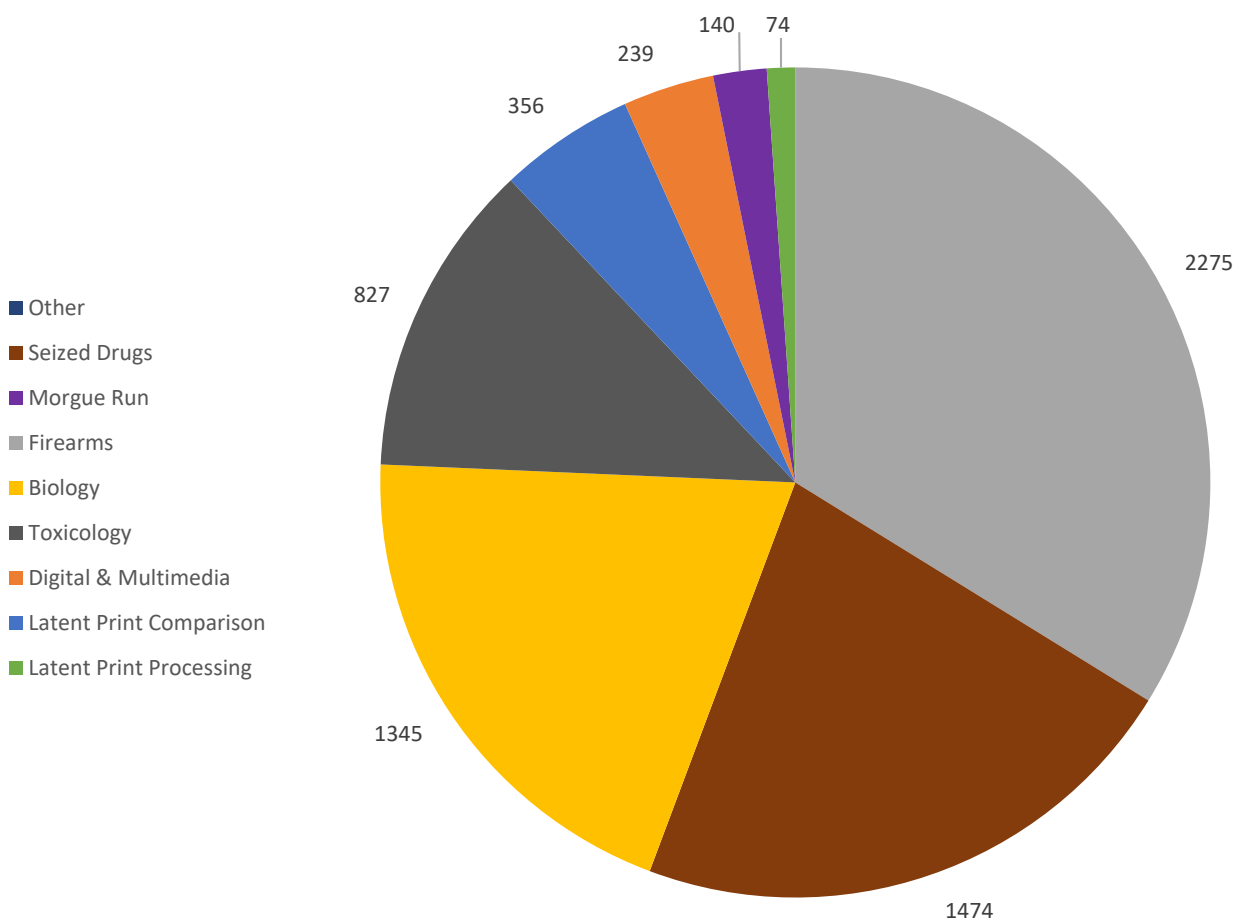
# CS/CM – June

Total Time by Section (Hours)  
See Time Categories by Section slide for breakdown



# Evidence Handling

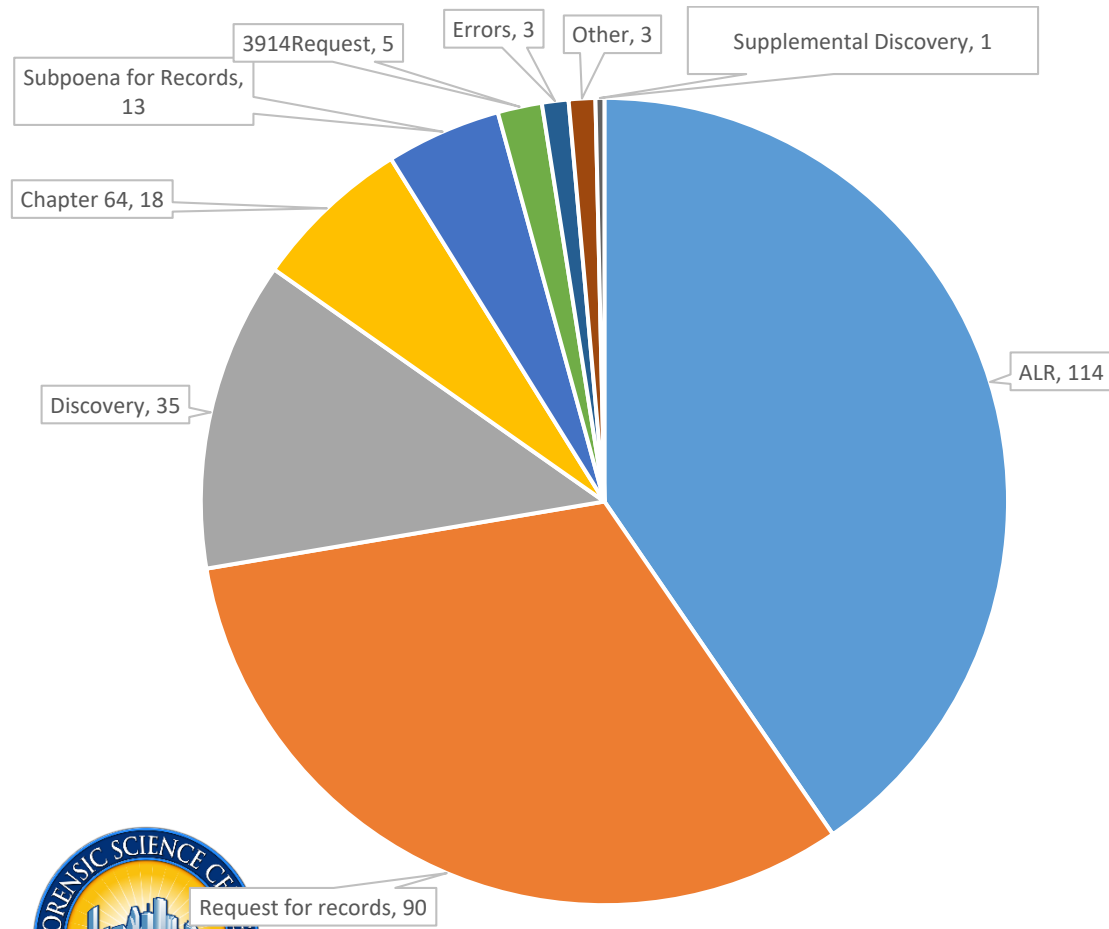
Total Items by Section



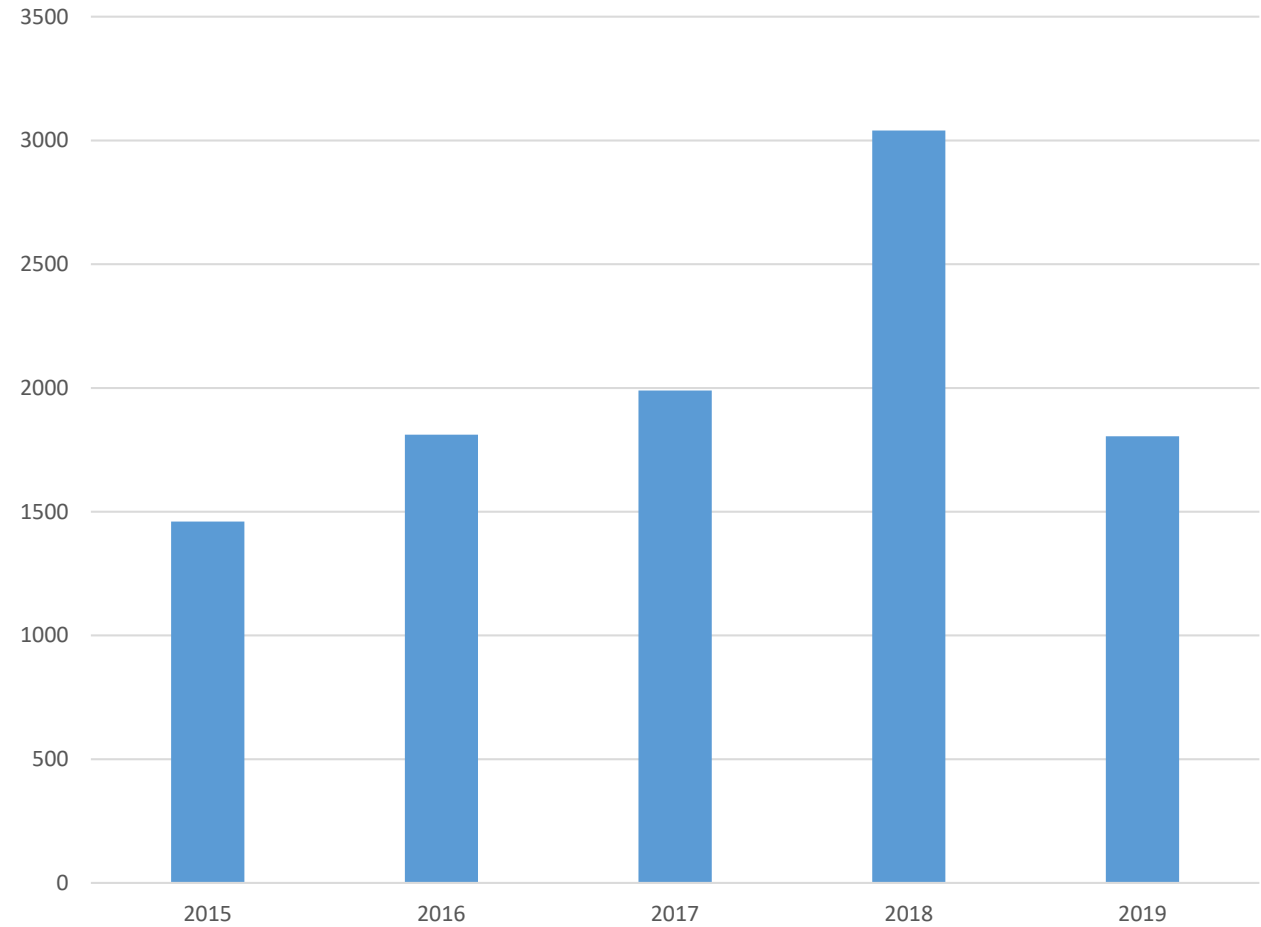
# CS/CM – June

# Administrative

Requests by Type



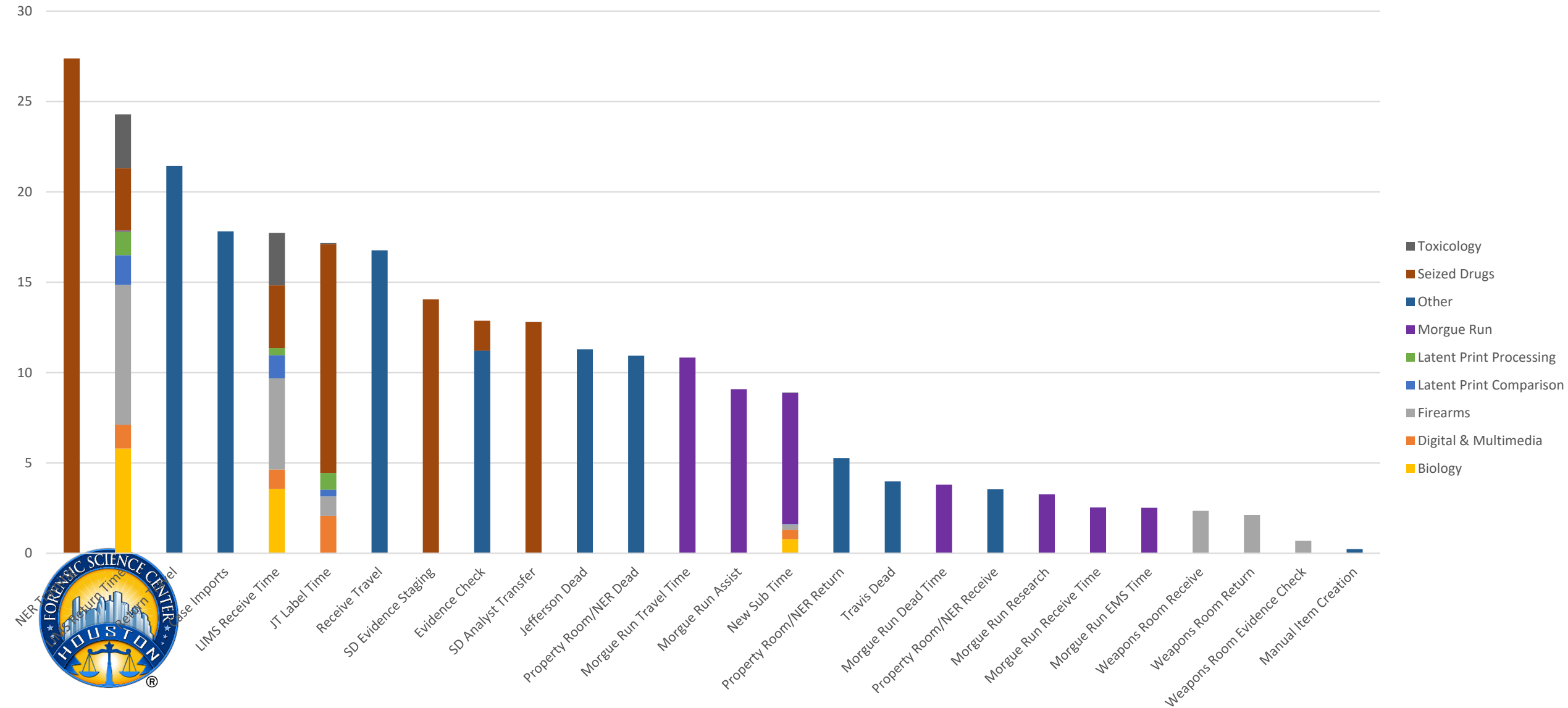
All Record Requests – 2015 to date



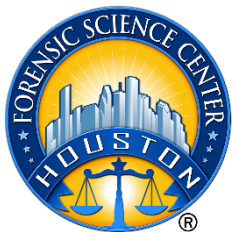
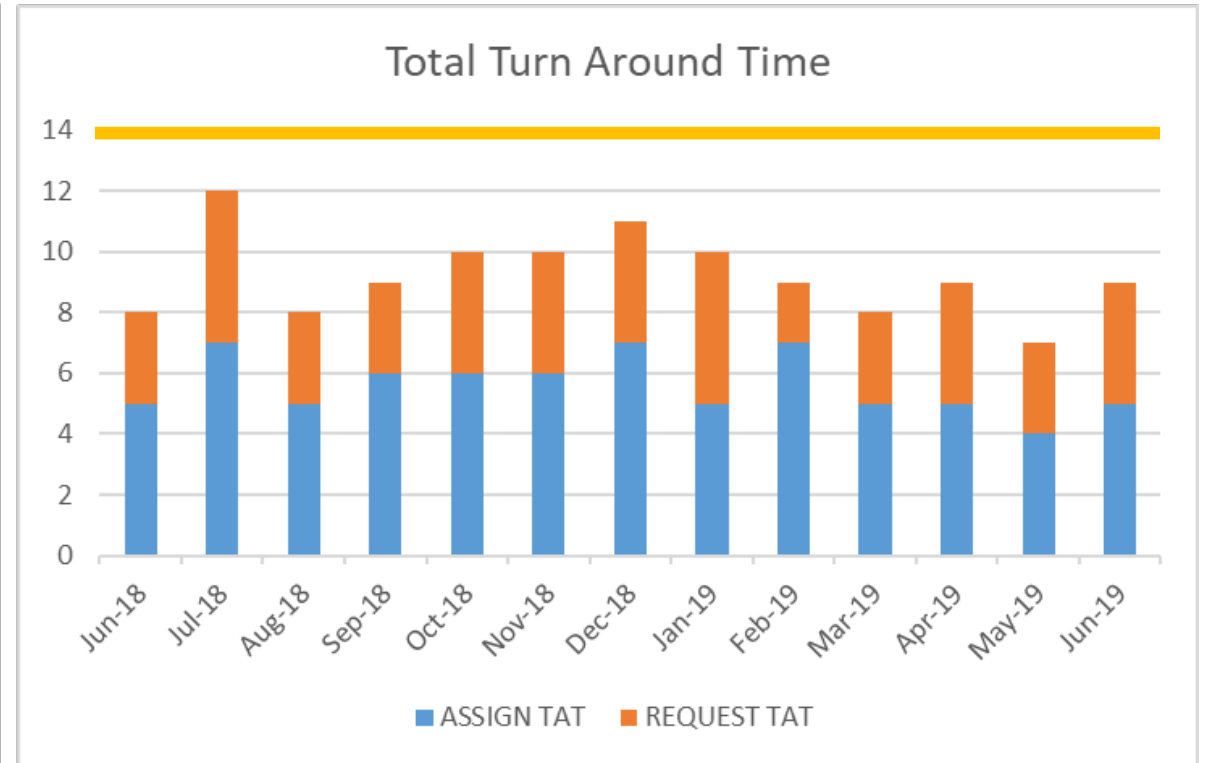
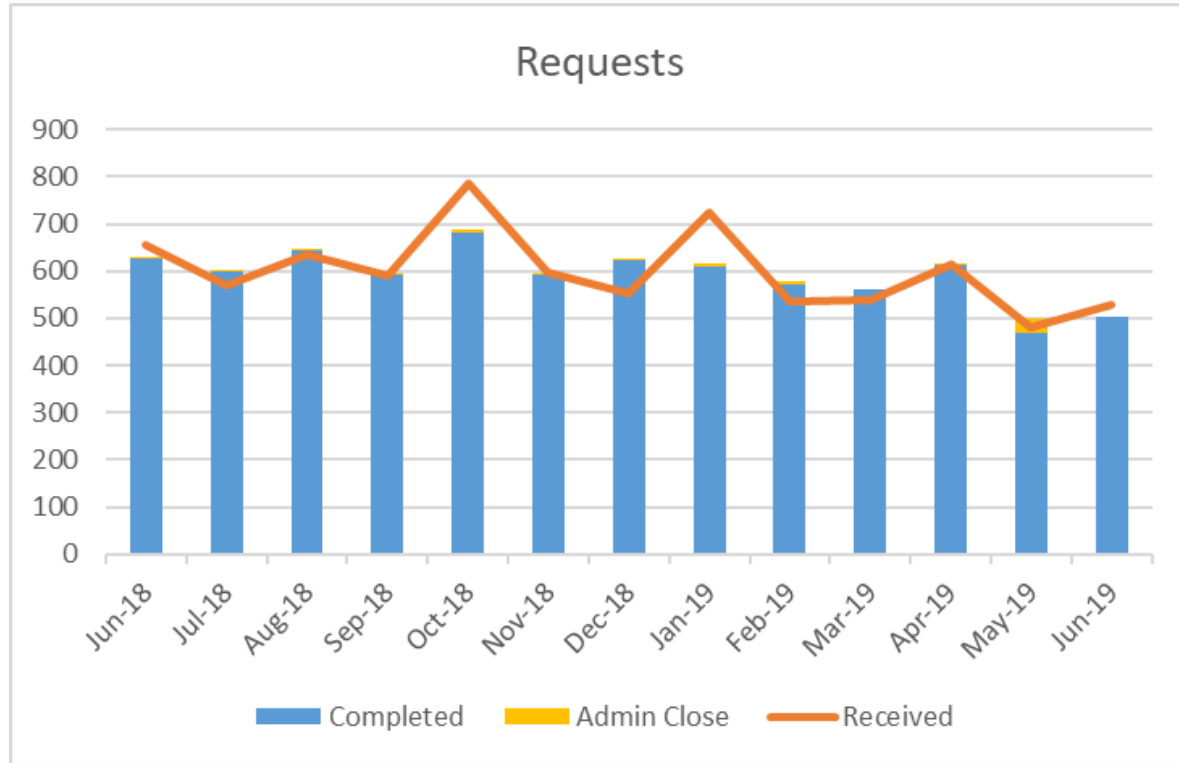


# Time Categories - June

# Evidence Handling



# Seized Drugs



□ Orange bar indicates TAT target limit of 14 days.

Service

Blood Alcohol

# of Unassigned

85!

Goal: 50 (-70%)

# Pending Draft

791!

Goal: 120 (-559.17%)

# Pending Tech

65✓

Goal: 90 (+27.78%)

# Pending Admin

16✓

Goal: 90 (+82.22%)

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

943

Total Pending Requests

510

Justice Trax Past Critical Age

27

Age-Oldest Unassigned

89

Age-Oldest Pending Draft

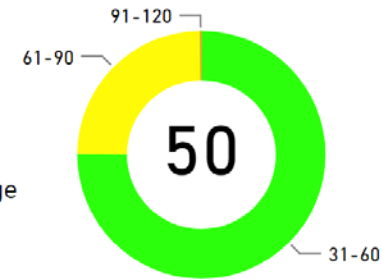
100

Age-Oldest Pending Tech

69

Age-Oldest Pending Admin

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

61!

Goal: 30, 31

### Overall TAT (Past 90 Days)

56!

Goal: 30, 31

### 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)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
46208		21
47027		9

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

### Quality TAT

29✓

Goal: 30, 31

### Avg Age of Open Reports\*

NaN

Quality Filter

Toxicology

### Month to Date

Completed

297

Received

424

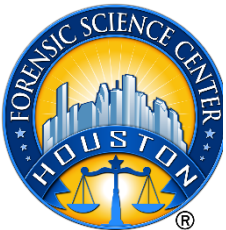
### 30 Day Avg (Over Past 90 Days)

Completed

313

Received

426



# Current Toxicology Reports in Justice Trax LIMS

Service

Toxicology

**# of Unassigned**  
**1**✓  
Goal: 120 (+99.17%)

**# Pending Draft**  
**301**!  
Goal: 30 (-903.33%)

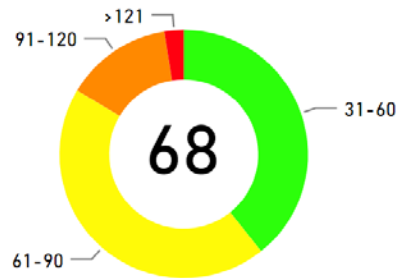
**# Pending Tech**  
**8**✓  
Goal: 30 (+73.33%)

**# Pending Admin**  
**64**!  
Goal: 30 (-113.33%)

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

- 374 Total Pending Requests
- 280 Justice Trax Past Critical Age
- 51 Age-Oldest Unassigned
- 113 Age-Oldest Pending Draft
- 111 Age-Oldest Pending Tech
- 138 Age-Oldest Pending Admin

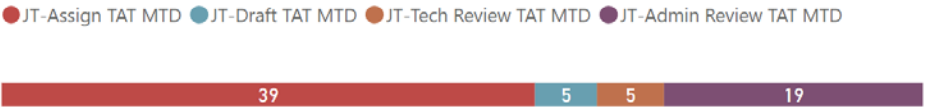
## Age of Critical Pending (days)



**Overall TAT (Month to Date)**  
**67**✓  
Goal: 90, 91

**Overall TAT (Past 90 Days)**  
**50**✓  
Goal: 90, 91

## TAT by Phase of Work (MTD)



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



**Open Quality Reports**

Qualtrax ID	Workflow #	Age
46208		21
47027		9

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

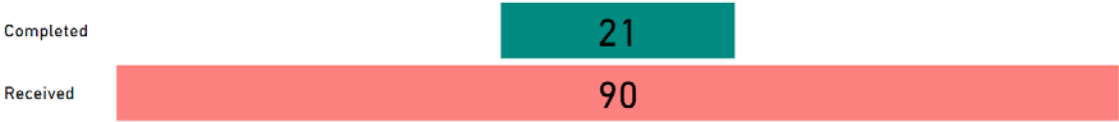
**Quality TAT**  
**29**✓  
Goal: 30, 31

**Avg Age of Open Reports\***  
**NaN**

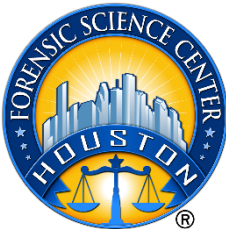
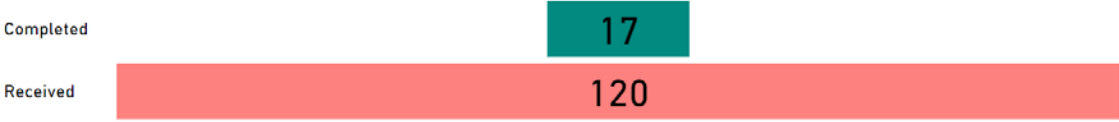
Quality Filter

Toxicology

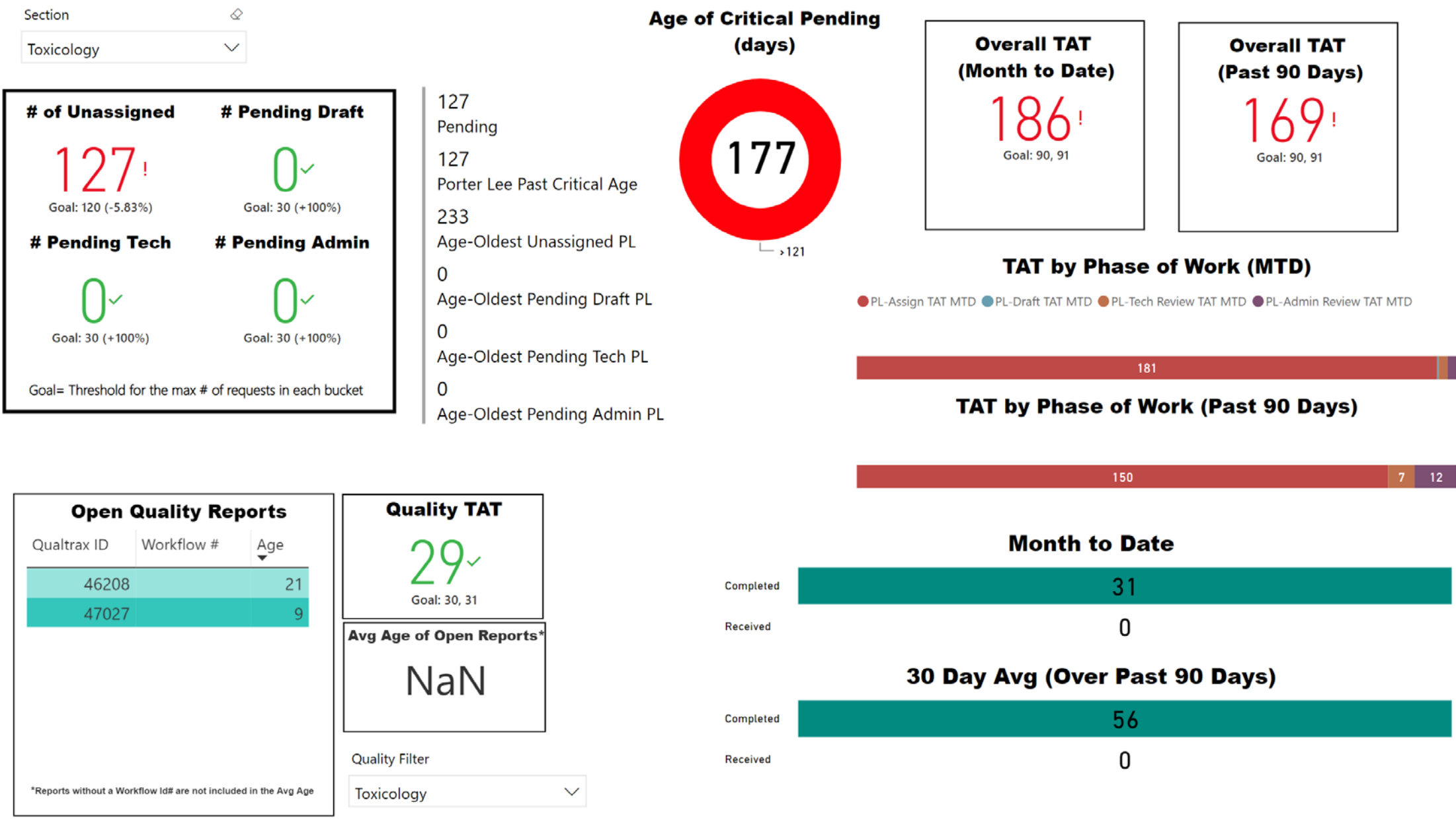
## Month to Date



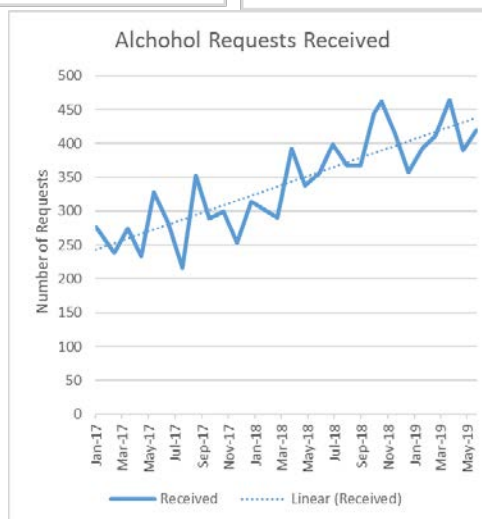
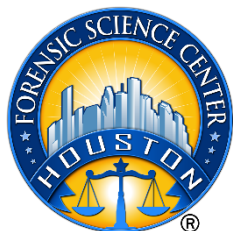
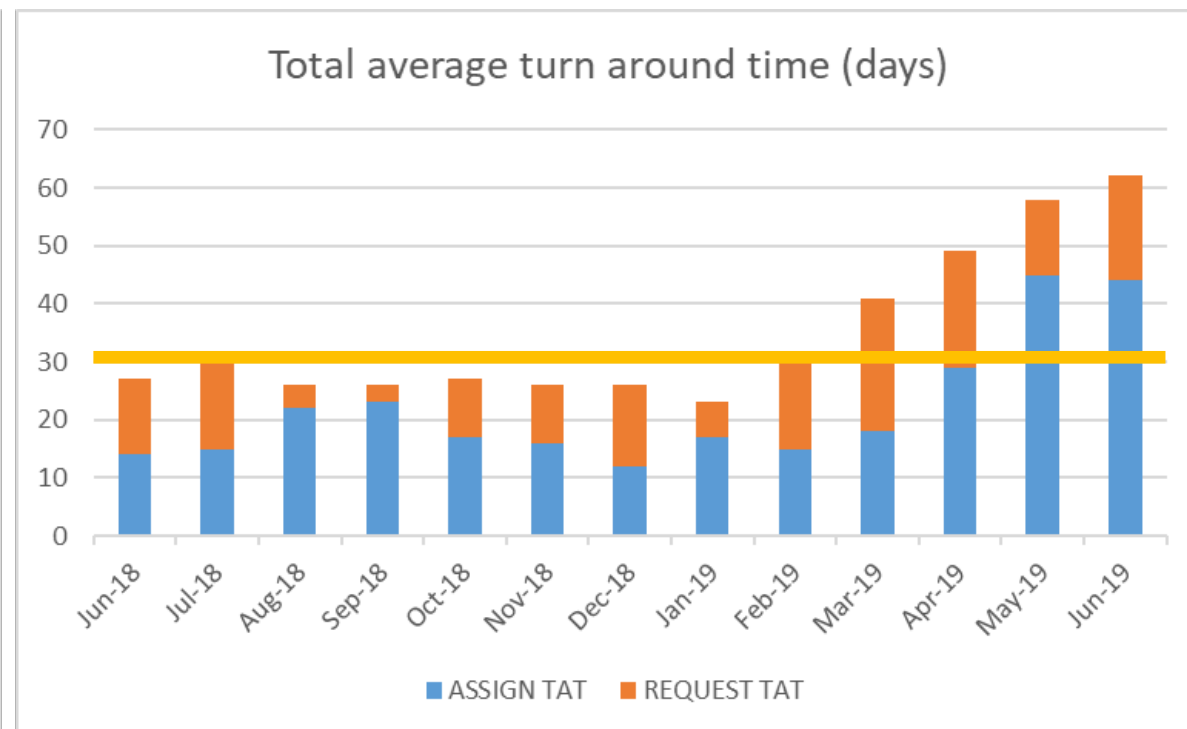
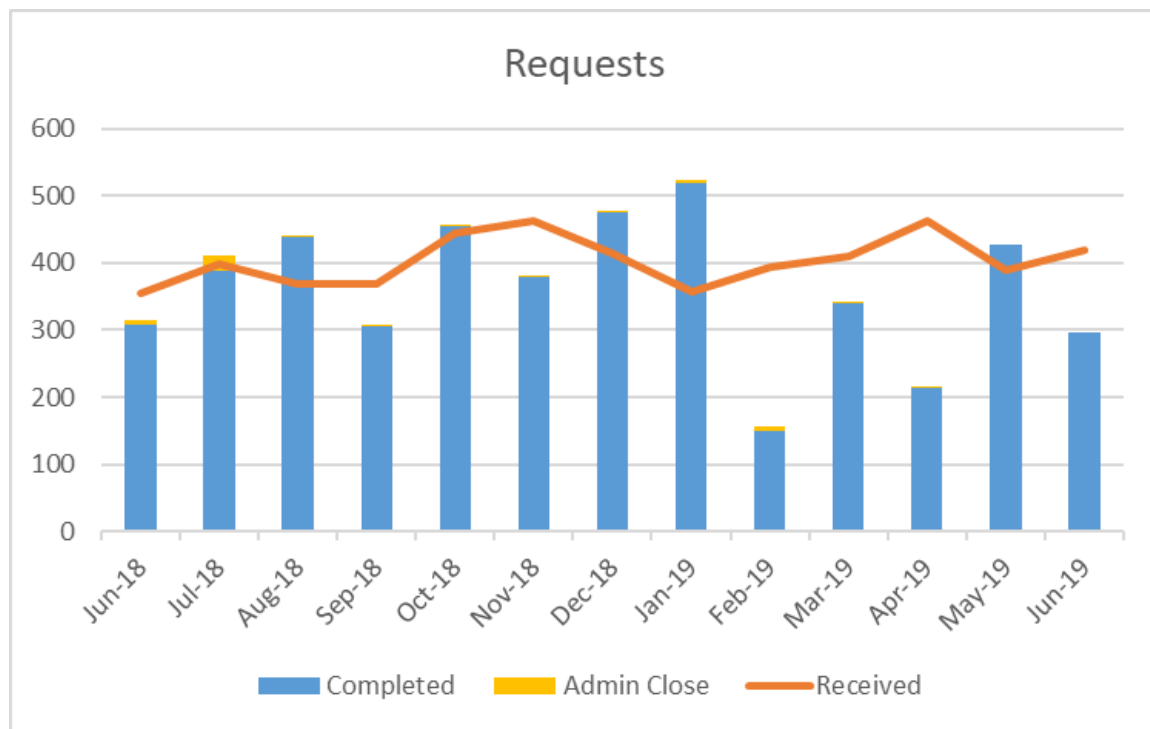
## 30 Day Avg (Over Past 90 Days)



# Backlogged Toxicology Requests in Porter Lee LIMS (to be cleared out by August 2019)

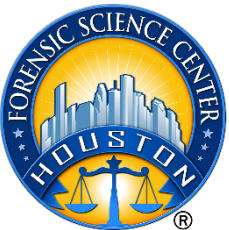
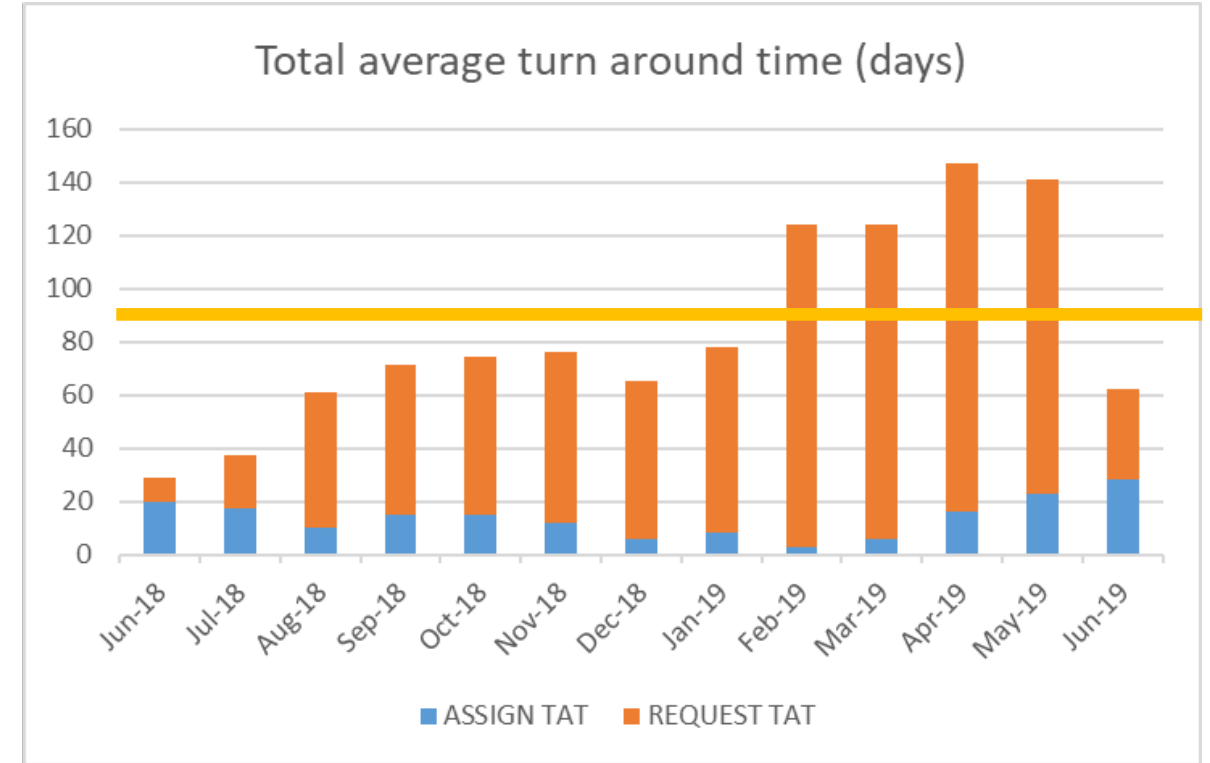
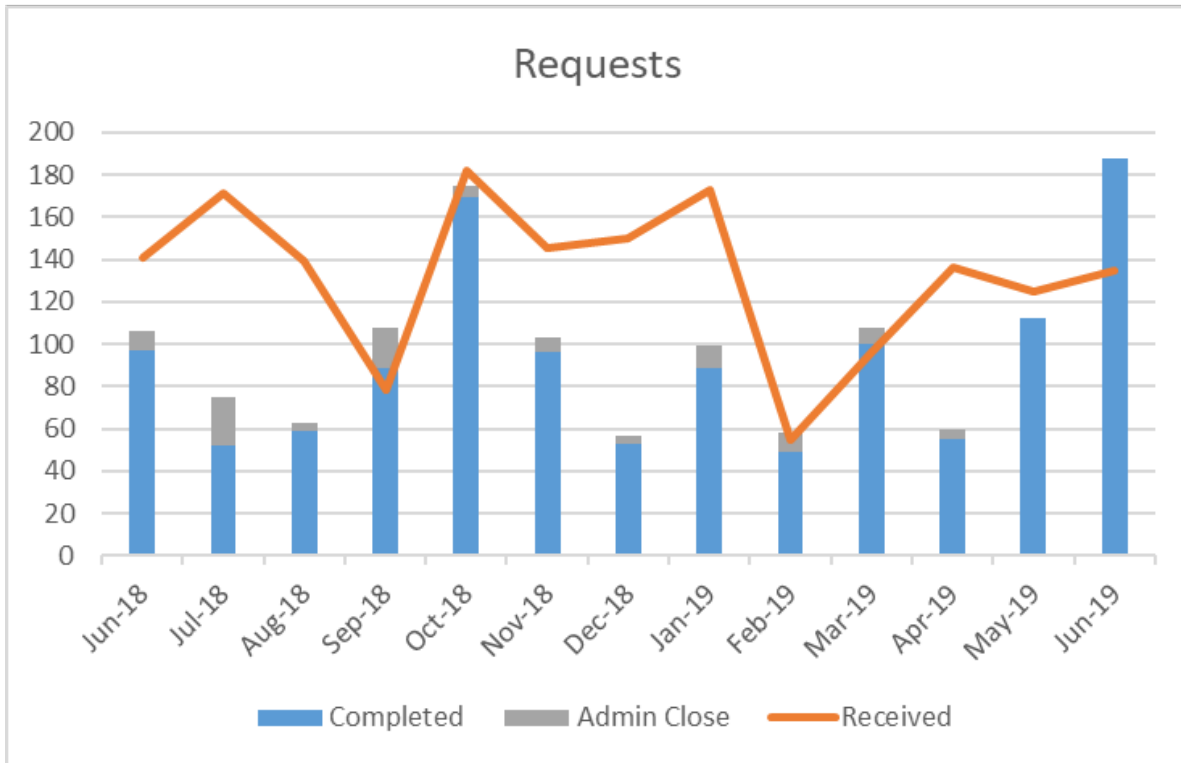


# Toxicology: Alcohol



# Toxicology: Other Drugs

In June of 2018 the toxicology section went live with drug analysis in house, due to instrumentation challenges and limitations, the expected TAT is 90 days until LC-QQQ can be brought on line.



Service

Firearms Examination

### # of Unassigned

9✓

Goal: 10 (+10%)

### # Pending Draft

14✓

Goal: 14 (+0%)

### # Pending Tech

2✓

Goal: 9 (+77.78%)

### # Pending Admin

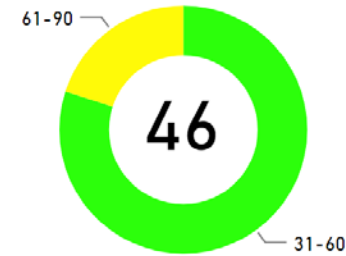
1✓

Goal: 5 (+80%)

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

26  
Total Pending Requests  
5  
Justice Trax Past Critical Age  
10  
Age-Oldest Unassigned  
68  
Age-Oldest Pending Draft  
25  
Age-Oldest Pending Tech  
31  
Age-Oldest Pending Admin

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

21✓

Goal: 40, 41

### Overall TAT (Past 90 Days)

27✓

Goal: 40, 41

### 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)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
28533	2018-057	239
34318	2018-082	195
43394	2019-024	58
46823		12
47138		7
47160		6
47184		6

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

### Quality TAT

37!

Goal: 30, 31

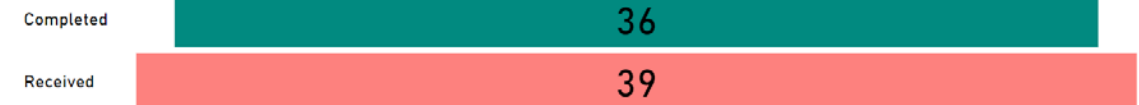
### Avg Age of Open Reports\*

164

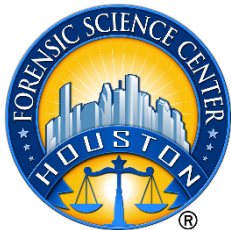
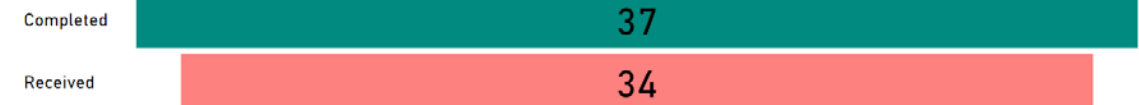
Quality Filter

Firearms

### Month to Date



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





# Current NIBIN Casework

Service   
NIBIN Only 

**# of Unassigned**  
**26!**  
Goal: 20 (-30%)

**# Pending Draft**  
**1✓**  
Goal: 35 (+97.14%)

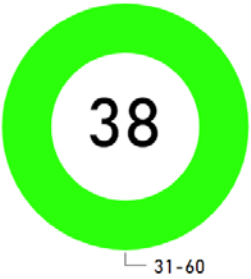
**# Pending Tech**  
**17✓**  
Goal: 20 (+15%)

**# Pending Admin**  
**2✓**  
Goal: 20 (+90%)

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

- 46 Total Pending Requests
- 1 Justice Trax Past Critical Age
- 27 Age-Oldest Unassigned
- 5 Age-Oldest Pending Draft
- 12 Age-Oldest Pending Tech
- 38 Age-Oldest Pending Admin

## Age of Critical Pending (days)



## Overall TAT (Month to Date)

6✓  
Goal: 7, 8

## Overall TAT (Past 90 Days)

7✓  
Goal: 7, 8

## TAT by Phase of Work (MTD)



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




Open Quality Reports		
Qualtrax ID	Workflow #	Age
28533	2018-057	239
34318	2018-082	195
43394	2019-024	58
46823		12
47138		7
47160		6
47184		6

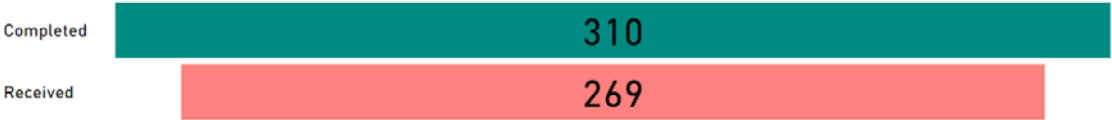
\*Reports without a Workflow Id# are not included in the Avg Age

**Quality TAT**  
**37!**  
Goal: 30, 31

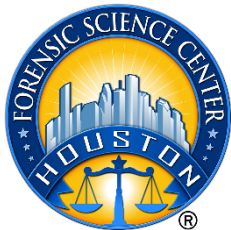
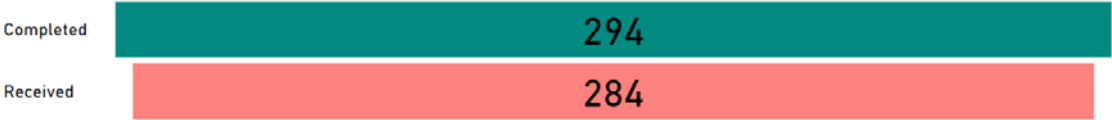
**Avg Age of Open Reports\***  
**164**

Quality Filter  
Firearms 

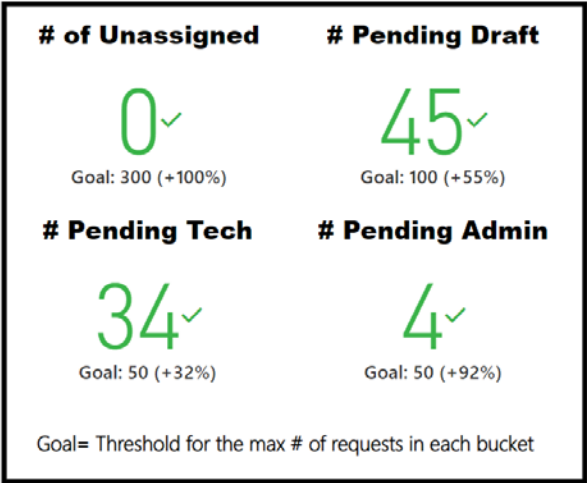
## Month to Date



## 30 Day Avg (Over Past 90 Days)



# Historical NIBIN



83  
Pending

83  
Porter Lee Past Critical Age

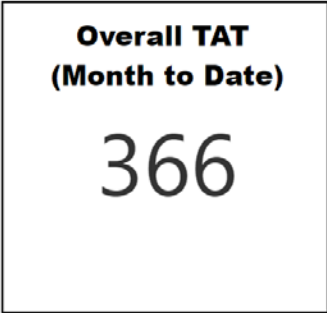
0  
Age-Oldest Unassigned PL

415  
Age-Oldest Pending Draft PL

440  
Age-Oldest Pending Tech PL

440  
Age-Oldest Pending Admin PL

Age of Critical Pending  
(days)



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

Comple...



30 Day Avg (Over Past 90 Days)

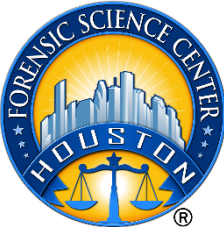
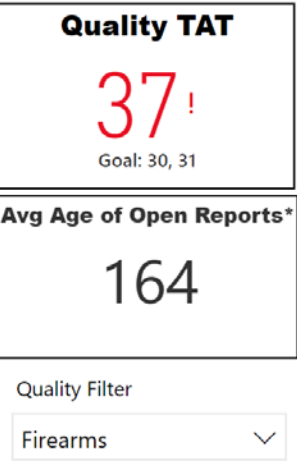
Comple...



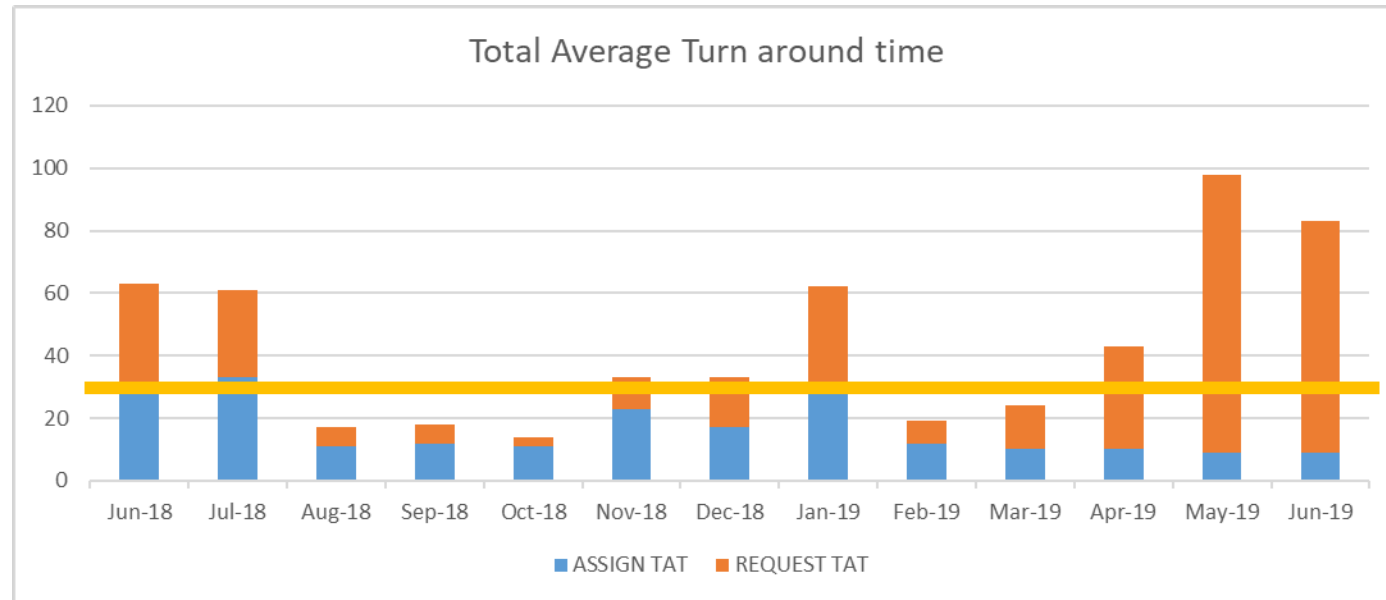
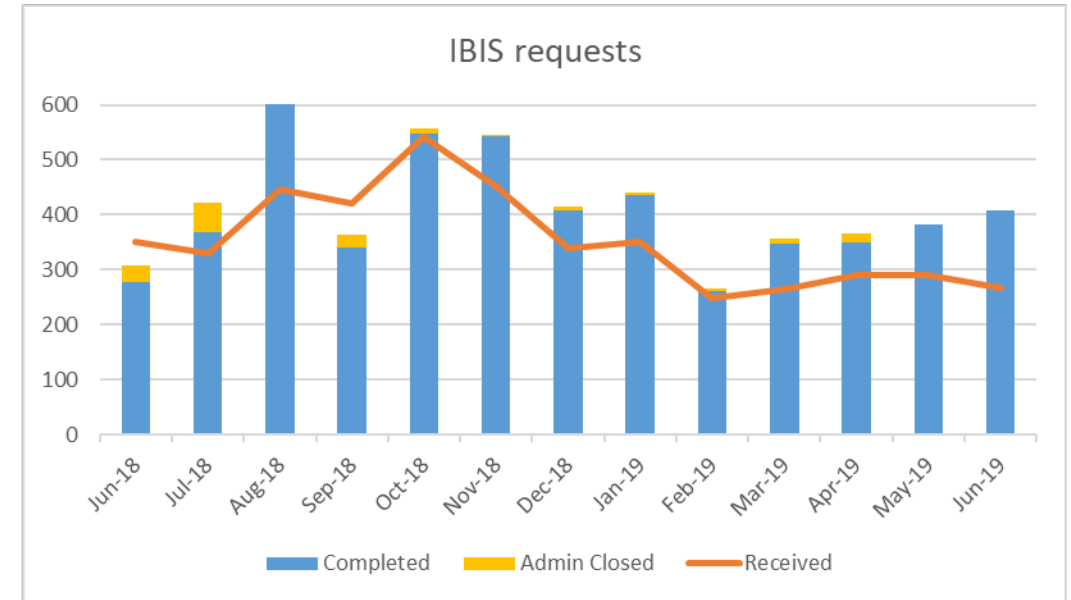
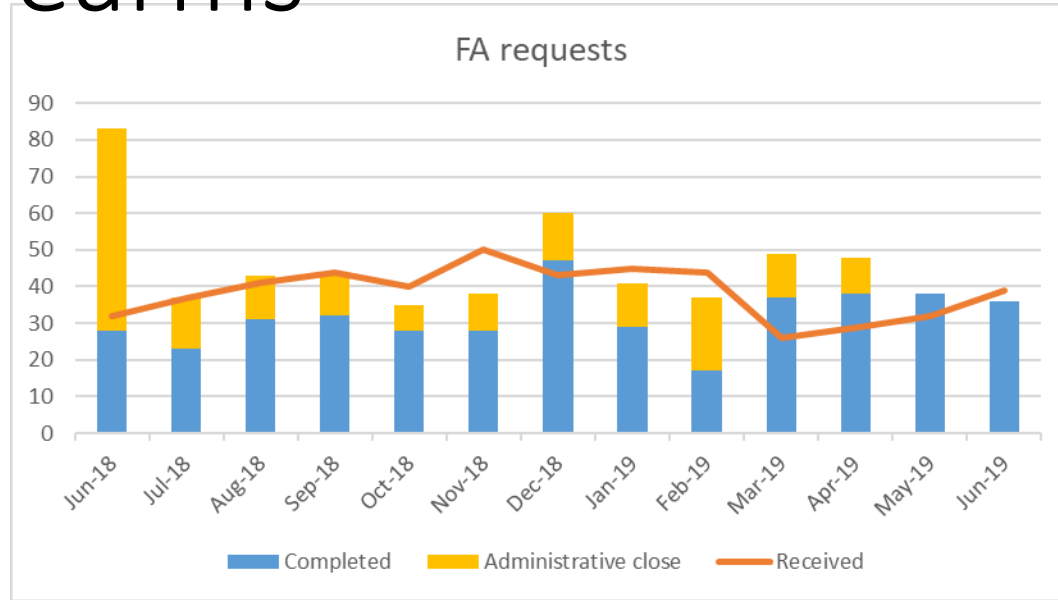
Open Quality Reports

Qualtrax ID	Workflow #	Age
28533	2018-057	239
34318	2018-082	195
43394	2019-024	58
46823		12
47138		7
47160		6
47184		6

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



# Firearms



# Requests Received after 2/1/2019 (to allow for targets on incoming requests vs historical backlog)

Service

Latent Comparison

Case Type

All

# of Unassigned

527!

Goal: 230 (-129.13%)

# Pending Draft

59!

Goal: 50 (-18%)

# Pending Tech

8✓

Goal: 50 (+84%)

# Pending Admin

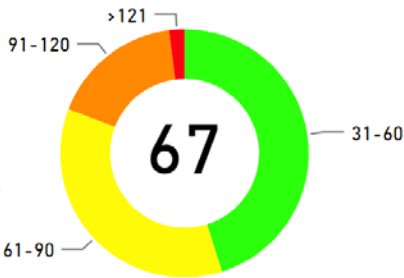
0✓

Goal: 50 (+100%)

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

- 594 Total Pending Requests
- 401 Justice Trax Past Critical Age
- 137 Age-Oldest Unassigned
- 139 Age-Oldest Pending Draft
- 132 Age-Oldest Pending Tech
- 0 Age-Oldest Pending Admin

Age of Critical Pending (days)



Overall TAT (Month to Date)

48!

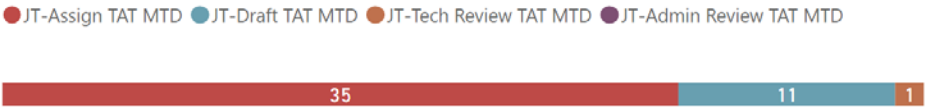
Goal: 45, 46

Overall TAT (Past 90 Days)

51!

Goal: 45, 46

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports		
Qualtrax ID	Workflow #	Age
44789	2019-028	39
47253	2019-IA-01	5
47422		2
47430		2

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

Quality TAT

28✓

Goal: 40, 41

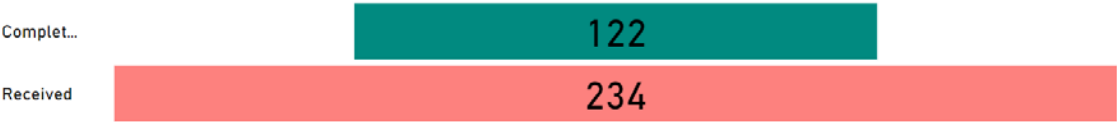
Avg Age of Open Reports\*

22

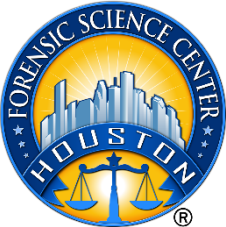
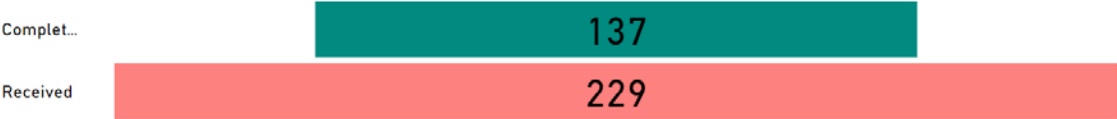
Quality Filter

Latent Prints

Month to Date



30 Day Avg (Over Past 90 Days)



# Requests Received prior to 2/1/2019 (to allow for targets on incoming requests vs historical backlog)

Service

Case Type

Latent Comparison

All

# of Unassigned

1516!

Goal: 230 (-559.13%)

# Pending Draft

6✓

Goal: 50 (+88%)

# Pending Tech

1✓

Goal: 50 (+98%)

# Pending Admin

0✓

Goal: 50 (+100%)

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

1523  
Total Pending Requests

1523  
Justice Trax Past Critical Age

1889  
Age-Oldest Unassigned

396  
Age-Oldest Pending Draft

269  
Age-Oldest Pending Tech

0  
Age-Oldest Pending Admin

## Age of Critical Pending (days)



## Overall TAT (Month to Date)

653!

Goal: 45, 46

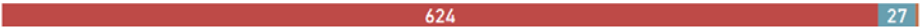
## Overall TAT (Past 90 Days)

211!

Goal: 45, 46

## 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)



Open Quality Reports		
Qualtrax ID	Workflow #	Age
44789	2019-028	39
47253	2019-IA-01	5
47422		2
47430		2

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

Quality TAT

28✓

Goal: 40, 41

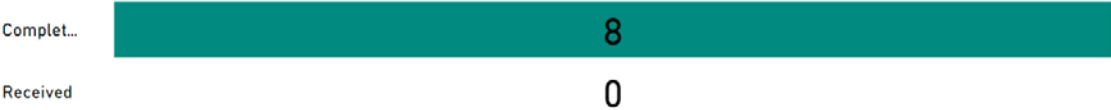
Avg Age of Open Reports\*

22

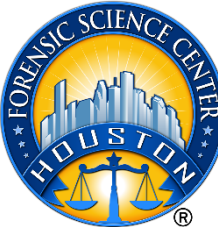
Quality Filter

Latent Prints

## Month to Date



## 30 Day Avg (Over Past 90 Days)



Service

Latent Processing

# of Unassigned

83!

Goal: 50 (-66%)

# Pending Draft

26✓

Goal: 30 (+13.33%)

# Pending Tech

2✓

Goal: 30 (+93.33%)

# Pending Admin

0✓

Goal: 30 (+100%)

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

111  
Total Pending Requests

69  
Justice Trax Past Critical Age

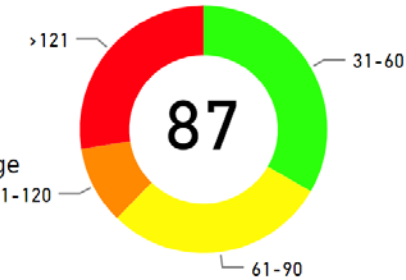
173  
Age-Oldest Unassigned

173  
Age-Oldest Pending Draft

93  
Age-Oldest Pending Tech

0  
Age-Oldest Pending Admin

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

107!

Goal: 30, 31

### Overall TAT (Past 90 Days)

88!

Goal: 30, 31

### 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)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
44789	2019-028	39
47253	2019-IA-01	5
47422		2
47430		2

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

### Quality TAT

28✓

Goal: 40, 41

### Avg Age of Open Reports\*

22

Quality Filter

Latent Prints

### Month to Date

Completed

41

Received

43

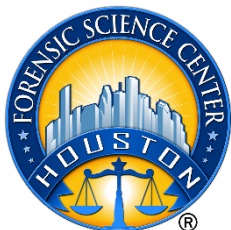
### 30 Day Avg (Over Past 90 Days)

Completed

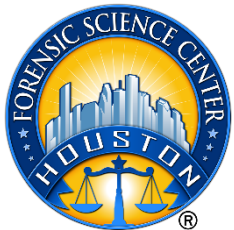
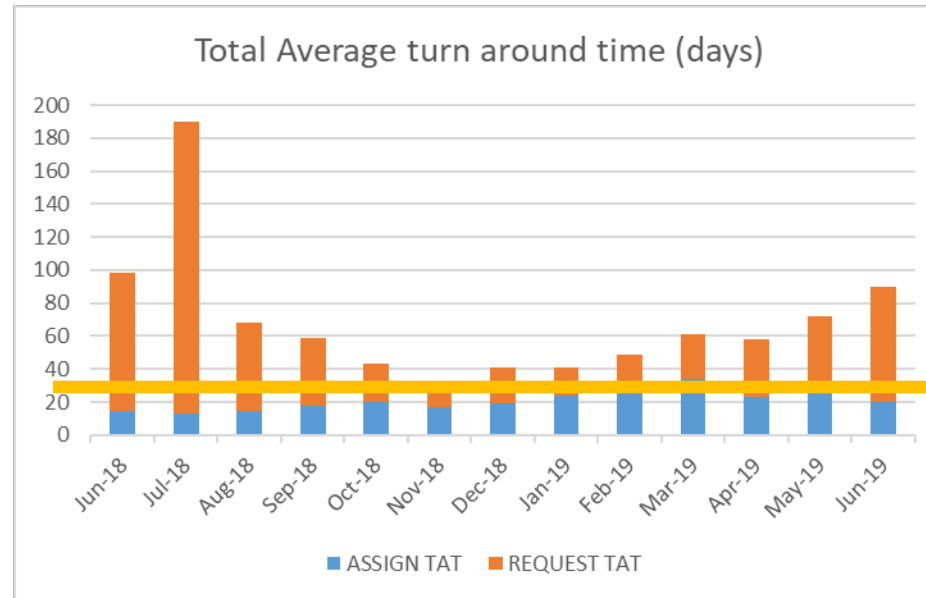
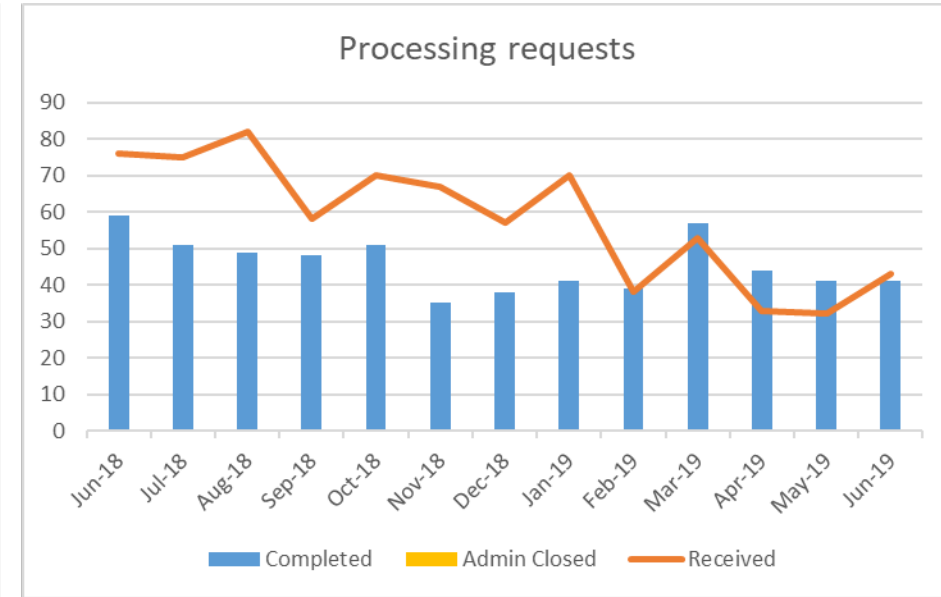
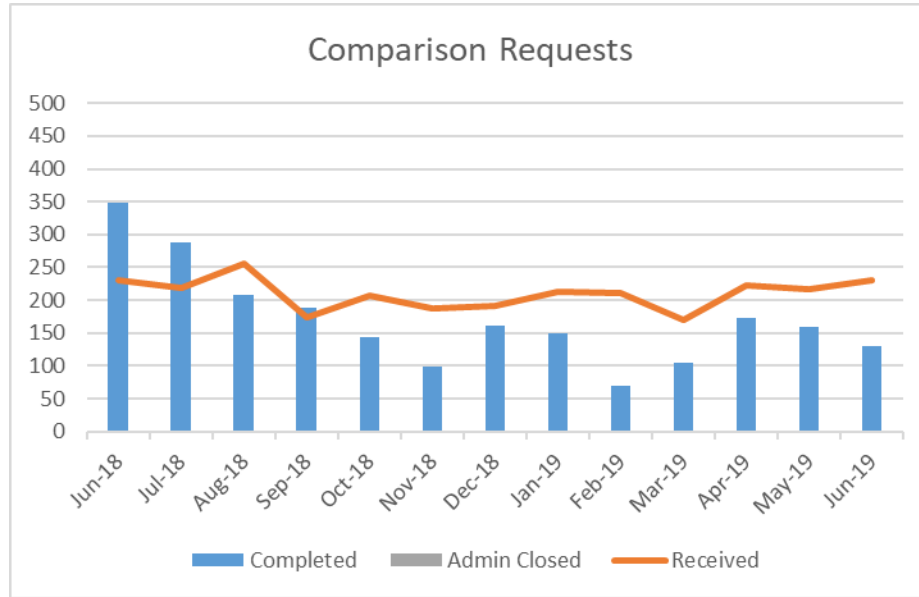
42

Received

40



# Latents





Section

DNA

Request Type

All

# of Unassigned

0✓

Goal: 20 (+100%)

# Pending Draft

124!

Goal: 24 (-416.67%)

# Pending Tech

9✓

Goal: 24 (+62.5%)

# Pending Admin

2✓

Goal: 20 (+90%)

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

136  
Pending

100  
Porter Lee Past Critical Age

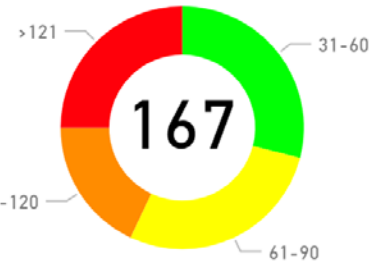
0  
Age-Oldest Unassigned PL

809  
Age-Oldest Pending Draft PL

1872  
Age-Oldest Pending Tech PL

933  
Age-Oldest Pending Admin PL

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

189!

Goal: 30, 31

### Overall TAT (Past 90 Days)

152!

Goal: 30, 31

### TAT by Phase of Work (MTD)

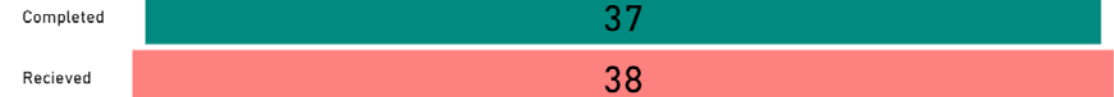
● PL-Assign TAT MTD ● PL-Draft TAT MTD ● PL-Tech Review TAT MTD ● PL-Admin Review TAT MTD



### 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	208
34624	2018-094	190
39886	2019-007	102
42893	2019-023	64
45353	2019-029	32
45346	2019-031	32
46758	2019-035	13

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

### Quality TAT

28✓

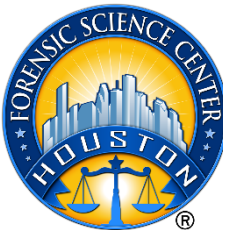
Goal: 40, 41

### Avg Age of Open Reports\*

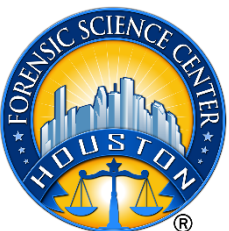
73

Quality Filter

Biology/DNA







Section

DNA

Request Type

SAK

# of Unassigned

0✓

Goal: 20 (+100%)

# Pending Draft

14✓

Goal: 24 (+41.67%)

# Pending Tech

2✓

Goal: 24 (+91.67%)

# Pending Admin

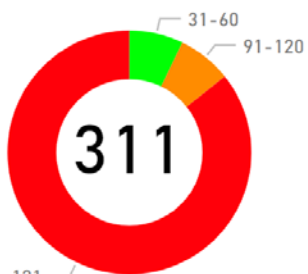
0✓

Goal: 20 (+100%)

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

- 16 Pending
- 14 Porter Lee Past Critical Age
- 0 Age-Oldest Unassigned PL
- 809 Age-Oldest Pending Draft PL
- 607 Age-Oldest Pending Tech PL
- 0 Age-Oldest Pending Admin PL

Age of Critical Pending (days)



Overall TAT (Month to Date)

604!

Goal: 30, 31

Overall TAT (Past 90 Days)

526!

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	208
34624	2018-094	190
39886	2019-007	102
42893	2019-023	64
45353	2019-029	32
45346	2019-031	32
46758	2019-035	13

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

Quality TAT

28✓

Goal: 40, 41

Avg Age of Open Reports\*

73

Quality Filter

Biology/DNA

Section
Request Type

Screening
All

# of Unassigned
0✓
Goal: 10 (+100%)

# Pending Draft
87!
Goal: 14 (-521.43%)

# Pending Tech
4✓
Goal: 16 (+75%)

# Pending Admin
0✓
Goal: 12 (+100%)

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

- 91 Pending
45 Porter Lee Past Critical Age
0 Age-Oldest Unassigned PL
202 Age-Oldest Pending Draft PL
80 Age-Oldest Pending Tech PL
0 Age-Oldest Pending Admin PL

Age of Critical Pending (days)



Overall TAT (Month to Date)

55!

Goal: 10, 11

Overall TAT (Past 90 Days)

75!

Goal: 10, 11

TAT by Phase of Work (MTD)

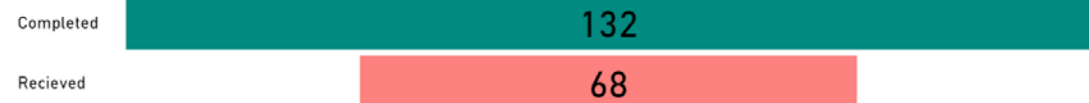
● PL-Assign TAT MTD
● PL-Draft TAT MTD
● PL-Tech Review TAT MTD
● PL-Admin Review TAT MTD



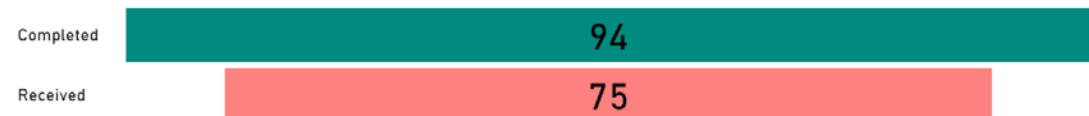
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	208
34624	2018-094	190
39886	2019-007	102
42893	2019-023	64
45353	2019-029	32
45346	2019-031	32
46758	2019-035	13

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

Quality TAT

28✓

Goal: 40, 41

Avg Age of Open Reports\*

73

Quality Filter

Biology/DNA

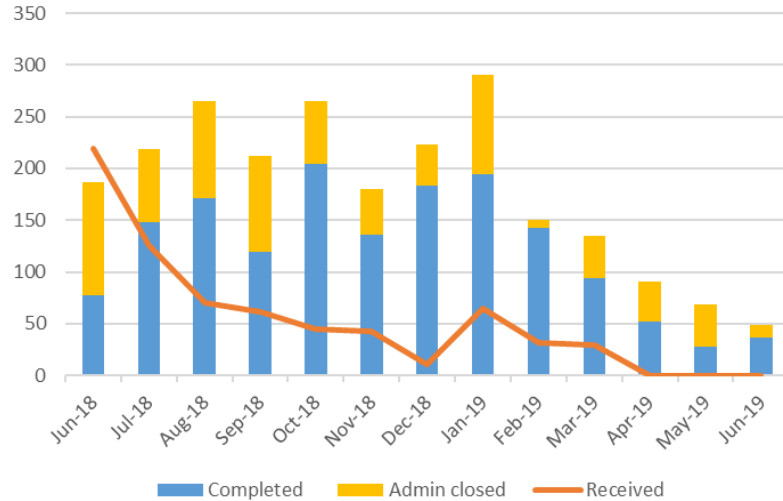


# Forensic Biology -- Total

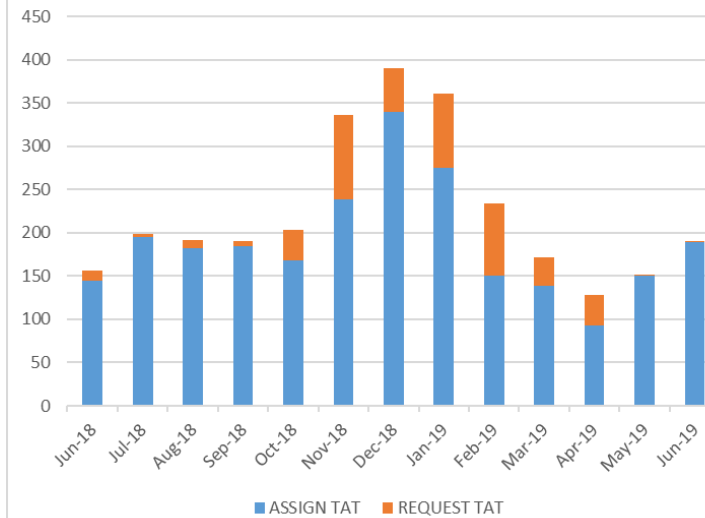
Note: In July of 2018 the number received will be impacted by the number of cases outsourced, once a case is outsourced it moves from received by Bio to Outsourced

## In House Case Work

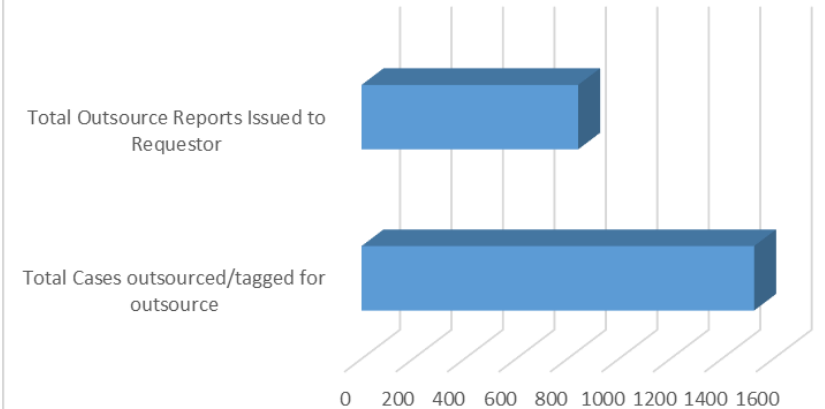
Requests



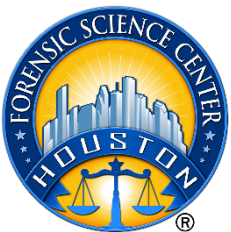
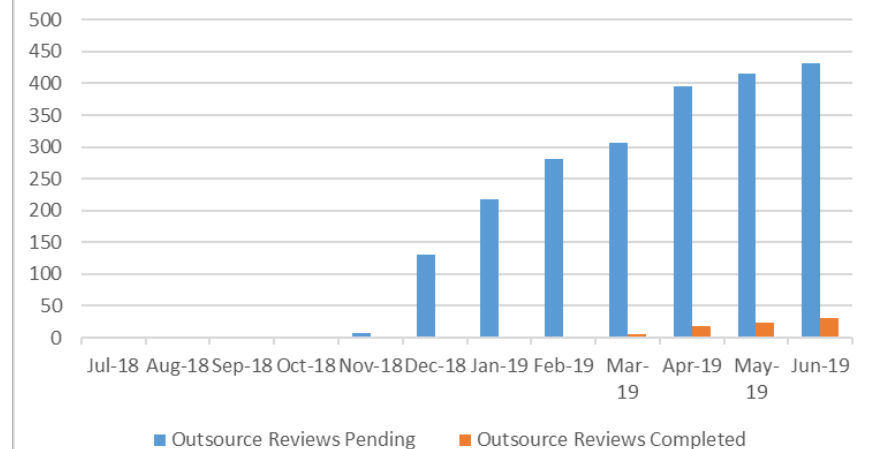
Total average turn around time (days)



DNA Outsourcing



Reviews of Outsource Reports



# Forensic Biology-Outsourcing

Total Cases Shipped

1375

Cases Returned

885

Cases Reviewed

82

SAKs shipped: 911

SAKs completed: 529

Non-SAKs shipped: 464

Non-SAKs completed: 356

## Critical issues

- The in-house review of all outsourced casework
- Bode delayed turnaround time for SAKs
- Current turnaround time ~120 days
- Outsource extension needed due to STRmix implementation and training

- Original project timeline: August 2018 to September 2019
- 424 outsourced cases pending CODIS review (154 in process)
- 430 outsourced cases pending @ Bode
- Next focus: STRmix training and outsource reviews



Section

CODIS

# of Unassigned # Pending Draft

144!

Goal: 100 (-44%)

76!

Goal: 20 (-280%)

# Pending Tech

10✓

Goal: 15 (+33.33%)

# Pending Admin

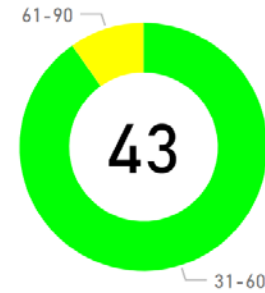
0✓

Goal: 0

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

230  
Pending  
41  
Porter Lee Past Critical Age  
68  
Age-Oldest Unassigned PL  
47  
Age-Oldest Pending Draft PL  
89  
Age-Oldest Pending Tech PL  
0  
Age-Oldest Pending Admin PL

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

23✓

Goal: 30, 31

### Overall TAT (Past 90 Days)

21✓

Goal: 30, 31

### TAT by Phase of Work (MTD)

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

14

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

13

### Month to Date

Completed

166

Received

220

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

Completed

159

Received

207

### Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	208
34624	2018-094	190
39886	2019-007	102
42893	2019-023	64
45353	2019-029	32
45346	2019-031	32
46758	2019-035	13

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

### Quality TAT

28✓

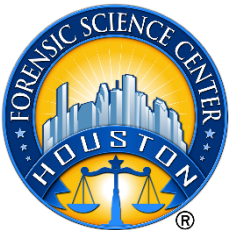
Goal: 40, 41

### Avg Age of Open Reports\*

73

Quality Filter

Biology/DNA



Service

AV Call Out

# of Unassigned

0✓

Goal: 15 (+100%)

# Pending Draft

1✓

Goal: 5 (+80%)

# Pending Tech

0✓

Goal: 5 (+100%)

# Pending Admin

0✓

Goal: 5 (+100%)

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

1

Total Pending Requests

0

Justice Trax Past Critical Age

0

Age-Oldest Unassigned

10

Age-Oldest Pending Draft

0

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Age of Critical Pending  
(days)

N...

Overall TAT  
(Month to Date)

8!

Goal: 5, 6

Overall TAT  
(Past 90 Days)

5.

Goal: 5, 6

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

7

Received

7

30 Day Avg (Over Past 90 Days)

Completed

7

Received

7

Open Quality Reports

Qualtrax ID

Workflow #

Age

Quality TAT

17✓

Goal: 30, 31

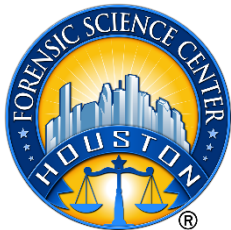
Avg Age of Open Reports\*

NaN

Quality Filter

Audio/Video

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



Service

AV Examination

# of Unassigned

3✓

Goal: 15 (+80%)

# Pending Draft

6!

Goal: 5 (-20%)

# Pending Tech

4✓

Goal: 5 (+20%)

# Pending Admin

0✓

Goal: 5 (+100%)

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

13  
Total Pending Requests  
1  
Justice Trax Past Critical Age  
5  
Age-Oldest Unassigned  
27  
Age-Oldest Pending Draft  
209  
Age-Oldest Pending Tech  
0  
Age-Oldest Pending Admin

Age of Critical Pending  
(days)



Overall TAT  
(Month to Date)

17✓

Goal: 45, 46

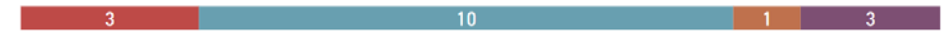
Overall TAT  
(Past 90 Days)

18✓

Goal: 45, 46

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)



Open Quality Reports

Qualtrax ID

Workflow #

Age

Quality TAT

17✓

Goal: 30, 31

Avg Age of Open Reports\*

NaN

Quality Filter

Audio/Video

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

Month to Date

Completed

11

Received

17

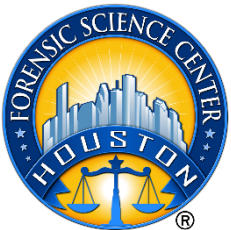
30 Day Avg (Over Past 90 Days)

Completed

16

Received

15





Service

DFL

# of Unassigned

165!

Goal: 50 (-230%)

# Pending Draft

8!

Goal: 5 (-60%)

# Pending Tech

1✓

Goal: 5 (+80%)

# Pending Admin

0✓

Goal: 5 (+100%)

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

174

Total Pending Requests

126

Justice Trax Past Critical Age

153

Age-Oldest Unassigned

151

Age-Oldest Pending Draft

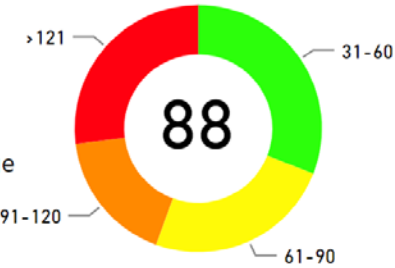
12

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

46•

Goal: 45, 46

### Overall TAT (Past 90 Days)

42✓

Goal: 45, 46

### 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)



### Open Quality Reports

Qualtrax ID

Workflow #

Age

### Quality TAT

10✓

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

### Month to Date

Completed

32

Received

54

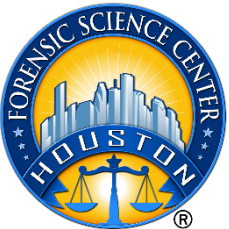
### 30 Day Avg (Over Past 90 Days)

Completed

35

Received

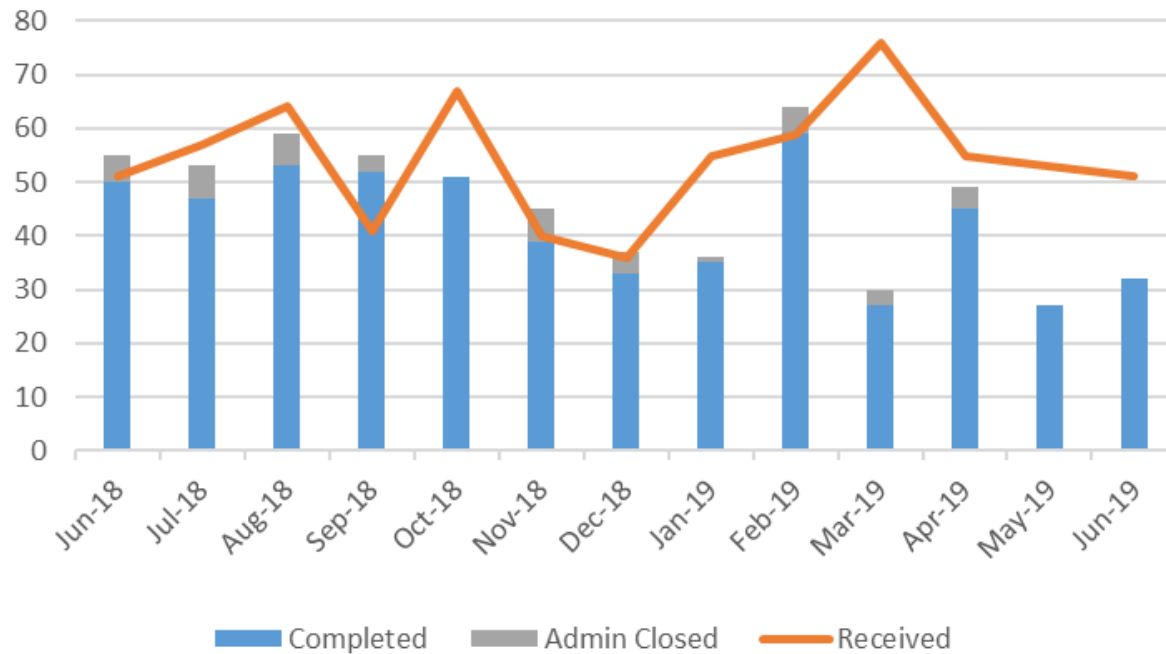
59



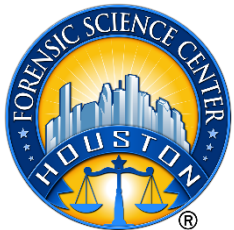
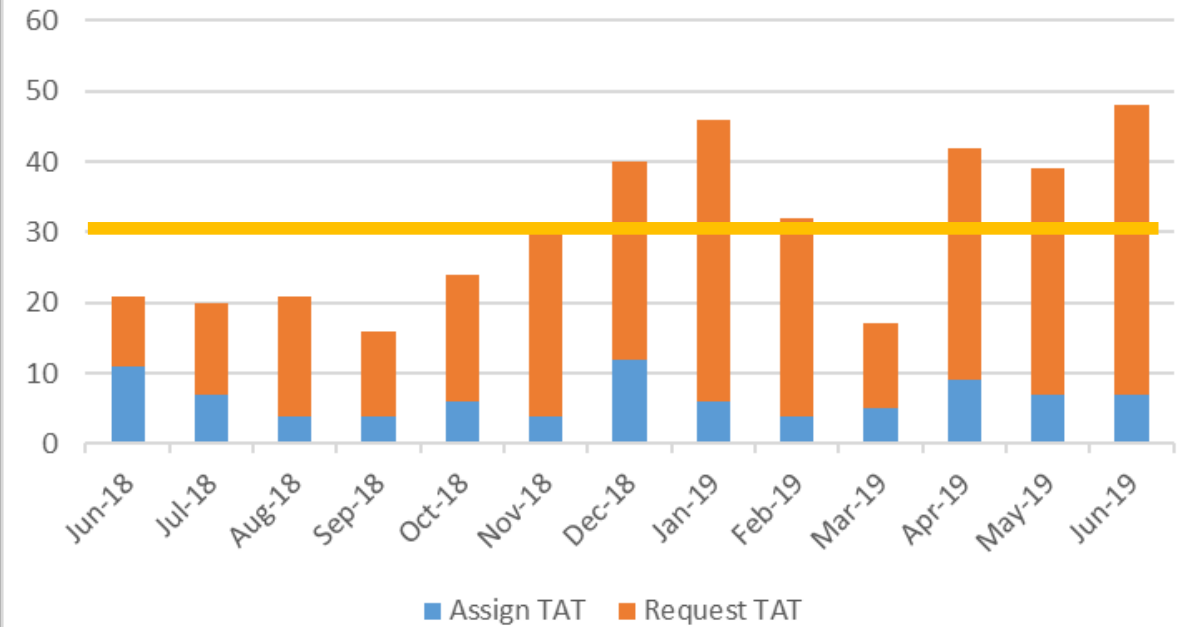


# DME -- Digital

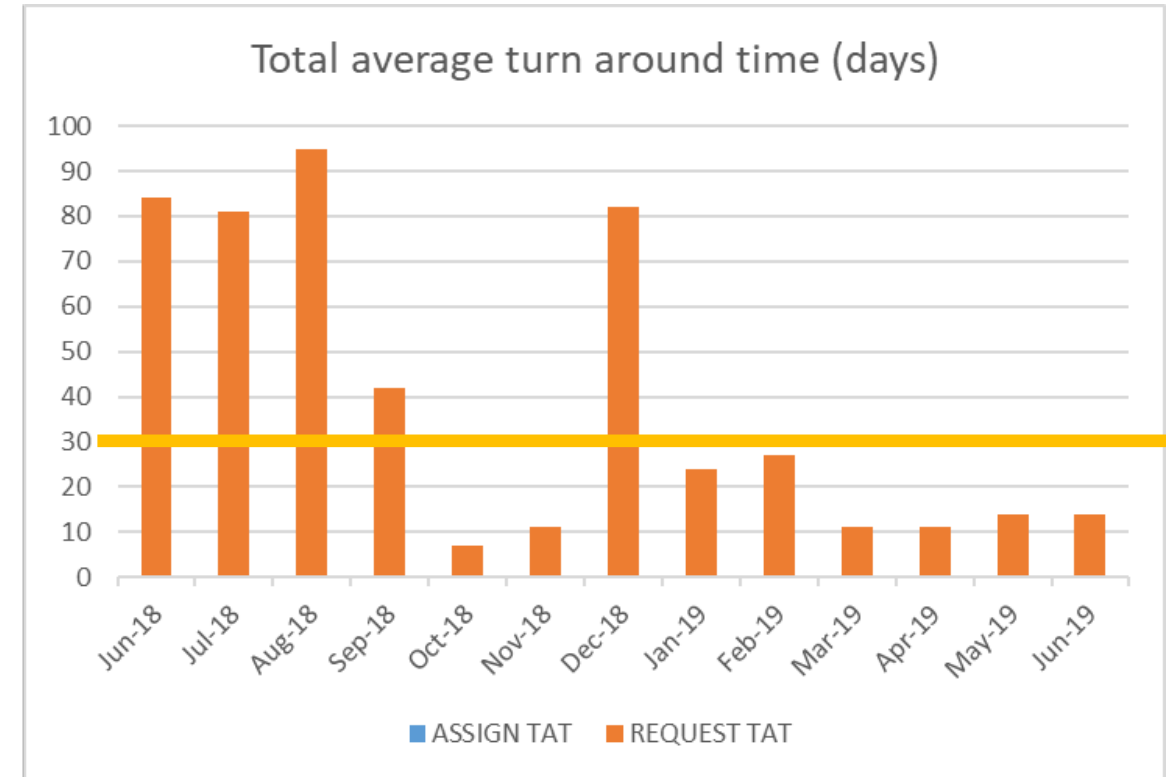
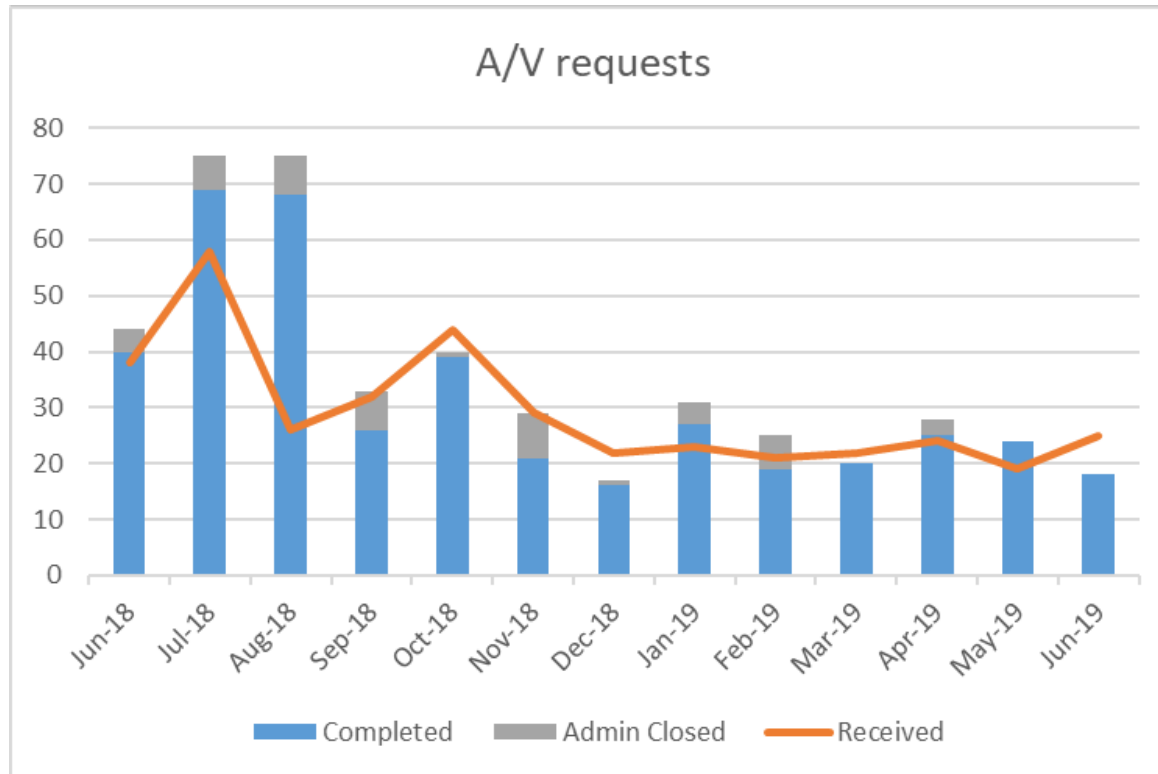
Digital Requests



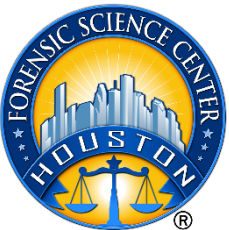
Total average turn around time (days)



# DME -- A/V



Starting December 2017: A/V and A/V call out metrics reported together



Service

CSU Response

# of Unassigned

0✓

Goal: 0

# Pending Draft

69!

Goal: 30 (-130%)

# Pending Tech

199!

Goal: 30 (-563.33%)

# Pending Admin

0✓

Goal: 0

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

266

Total Pending Requests

130

Justice Trax Past Critical Age

0

Age-Oldest Unassigned

96

Age-Oldest Pending Draft

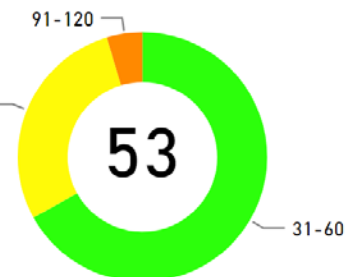
109

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

### Age of Critical Pending (days)



### Overall TAT (Month to Date)

42!

Goal: 30, 31

### Overall TAT (Past 90 Days)

40!

Goal: 30, 31

### 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)



### Open Quality Reports

Qualtrax ID	Workflow #	Age
26827	2018-IA-41	256
44840		38
45841	2019-033	25
47265		5
47372	2019-040	3
47483		1
47486		1

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

### Quality TAT

45!

Goal: 30, 31

### Avg Age of Open Reports\*

41

Quality Filter

Crime Scene

### Month to Date

Completed

140

Received

152

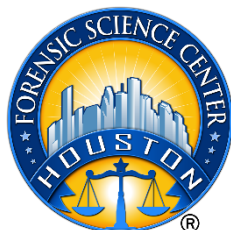
### 30 Day Avg (Over Past 90 Days)

Completed

164

Received

176



# CSU

Call outs

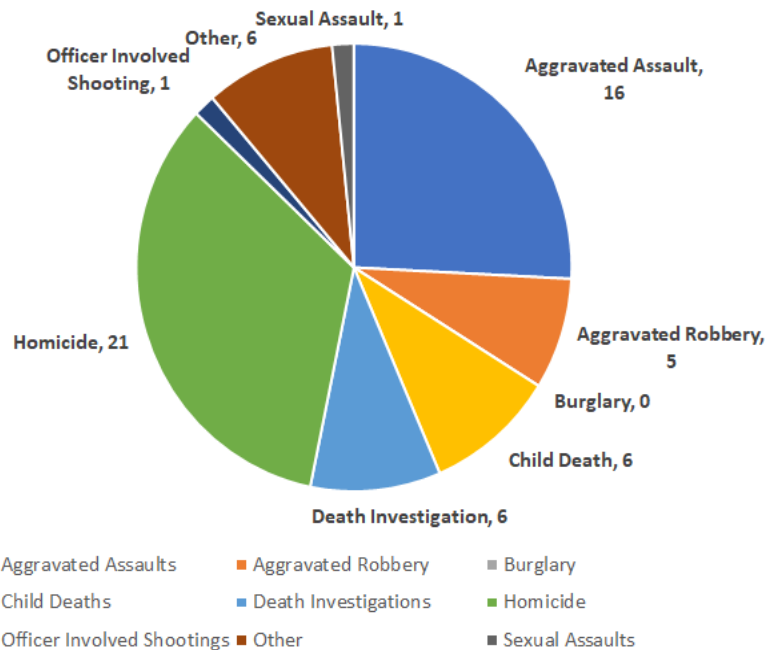
62

Critical issues

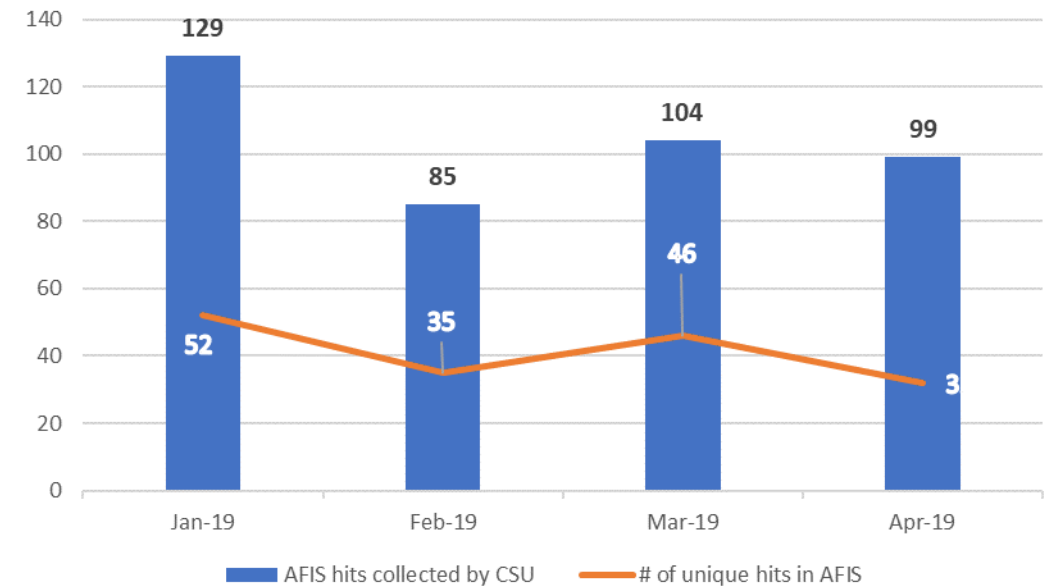
0

- CSU callouts: 62
- Cars processed at VEB: 49
- Items of evidence collected: 1,869
- Hours spent at scenes: 485hrs = 15.6hrs/day

- CSI Sarah Lambert received her Crime Scene Analyst Certification from the IAI
- Hired a Certified Crime Scene Analyst
- Completed the move to 500 Jefferson 34 staff
- The last 9 CSIs received the 40-hour Death Investigation Training
- FARO Training - Internal (5 CSIs)
- Presentation at DeKaney H.S (to 60 students)



Latent Processing by CSU



## **500 Jefferson Office/Lab Project, 7/12/19 HFSC Board Update**

### **Project Actions**

- Lab/basement move most critical part of project, detailed work plans developed, continue to update/enhance
- HFSC/landlord/construction team continues to meet weekly to ensure alignment, issues addressed timely, excellent teamwork
- Project now:
  - 11 weeks to completed lab/basement handover to HFSC
  - 18 weeks to all staff/operations in 500 Jefferson (install/performance checks on some instruments still ongoing, including two new toxicology LCQQQs)
- Implemented internal HFSC bi-weekly project steering committee meetings (2 meetings held):
  - Leadership, section managers, project staff attend
  - Discuss detailed workplan, agreement status, lab inventory/evidence moves, caseload downtime/communications
- Close to signing Full Spectrum/sub-contractors instrument move agreement: final quote received, transportation being arranged, quote aligned with 6/14/19 HFSC Board terms of reference
- Microscopes move agreement signed
- Designed firearms gun and ammo storage requirements, POs placed
- 18<sup>th</sup> floor construction on schedule: drywall, electrical, HVAC, sprinklers, all long lead-time items ordered.
- Basement construction commenced: HVAC

### **Key Future Deliverables**

- **July 2019:** Remaining items: sign Full Spectrum agreement, Comfort Systems fume hood final move timing, chemicals/ cabinets move agreement, final lab move plans, piping plan
- **August 2019:** Lab furniture electrical/IT ceiling panels delivery 8/1, owned fume hoods/glue chamber move 8/15, landlord generator/air handlers lift onto roof around 8/17
- **September 2019:** Lab furniture delivery/installation 9/3-13
- **October/November 2019:**
  - 3 instrument moves (10/14-16, 11/4-6, 11/5-6)
  - 2 staff moves (10/8-15, 11/5-12)
  - Piping install, chemicals/appliances/glassware/evidence moves, NIBIN install, lab clean(s)
  - Instrument performance checks/progress return to case work operations (varies by section)
  - Deliver/install two new toxicology LCQQQ (8-month validation)
  - Hand-back remaining Travis space: target 2<sup>nd</sup> half November 2019

### **Budget Status**

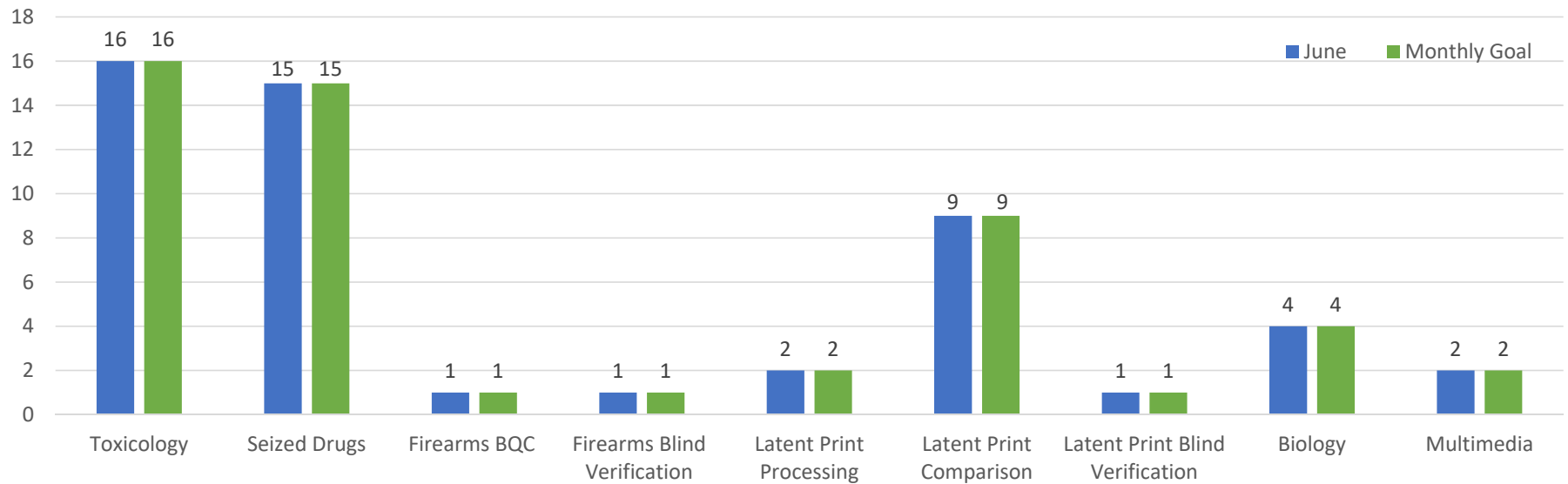
- Project budget \$1 million: moves, IT/security, shooting tank, project management, change orders, other
- To date: committed/estimates \$675,000, invoiced \$231,000, on target
- Excludes lab furniture, committed \$335,000, invoiced \$67,000 (funded via grant/landlord)

# Quality Division Report

## July 12, 2019



# BQCs Submitted in June





# Blind Quality: Accomplishments and Challenges

- Latent print processing blind discovered due to fingerprints being “too good”
- Talks initiated with the ATF to allow blind cases to be entered into firearms database
  - This will allow firearms blinds to appear “normal” to the examiners
- Quality specialist starting on July 15

Forensic Discipline	Cases Completed in June
Toxicology – BAC	13
Seized Drugs	15
Biology	4 (DNA) 10 (screening)
Firearms – Blind Verification (BV)	0
Firearms – Blind Quality Control (BQC)	1
Latent Print Processing	1
Latent Print Comparison	7
Latent Print - Blind Verification (BV)	0
Multimedia	1



# Audits/Disclosures/Corrective Actions

First round of internal audits held June 17 to June 21

- Multimedia, latent prints and the crime scene unit
  - 0 nonconformances in multimedia
  - 3 nonconformances in latent prints
  - 4 nonconformances in the crime scene unit

Second round of internal audits will be held July 15 to July 19



# 2019 Proficiency Testing (PT)

Discipline		Tests in Progress	Tests Completed	Comments
<b>Seized Drugs</b>		6	-	two tests are being investigated
<b>Toxicology</b>		0	7	
<b>Firearms</b>		2	1	
<b>Crime Scene</b>		2	-	
<b>Latent Prints</b>		3	3	
<b>Multimedia</b>	Audio/Video	6	-	
	Digital	3	-	
<b>Forensic Biology</b>		13	8	



# Detailed Data



# 2019 Testimony Data

- 36 analysts have testified this year
- 33 of 36 have been monitored
  - 3 testified for work done prior to HFSC employment – no monitoring needed



## Quality Division Notifications

Incidents, Corrective and Preventive Actions

Monday, July 1, 2019

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	Quality Notified	Summary of Notification	Comments
<b>Biology</b>			
2019-034 IR	6/14/2019	A Forensic Biology staff member violated the Biology SOP when she examined a reference item prior to an evidence item.	
2019-035 CAR	6/11/2019	The Forensic Biology Screening Supervisor did not initial and date the changes she made to case files as part of technical/administrative review. This is a violation of the Biology SOP and the Quality Manual.	
2019-036 IR	6/14/2019	A Forensic Biology screener's DNA profile was found in an item of evidence that he processed in 2017. This screener is no longer employed at HFSC.	
<b>Client Services/Case Management</b>			
2019-041 IR	6/18/2019	During accessioning, a CS/CM specialist did not reject a Toxicology kit that had an inconsistency in the subject's middle name on the outer packaging and the inner contents.	
<b>Crime Scene</b>			
2019-037 IR	6/23/2019	A miscommunication between the lead and assistant CSIs resulted in a casing accidentally not being collected at a night crime scene.	
2019-040 IR	6/25/2019	A CSI discovered a paper bag in a CSU response vehicle that contained what appeared to be possible drug evidence.	
2019-IA-02 IR	6/27/2019	The audit team discovered in the 2019 Crime Scene Unit internal audit that two crime scene investigators (CSIs) did not complete the mandatory Ethics training in 2018.	

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, July 1, 2019

1:37:36 PM

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	Quality Notified	Summary of Notification	Comments
2019-IA-03 IR	6/27/2019	The 2019 internal audit team discovered that the minimum distance required between stored items and the ceiling was not maintained in the temporary basement storage room (B145 at 500 Jefferson St. building).	
2019-IA-04 IR	6/27/2019	The 2019 internal audit team discovered that while verbal authorization was given to a CSU Supervisor to take photos at a crime scene, this authorization was not properly documented.	
2019-IA-05 IR	6/27/2019	A CSI was authorized to perform independent case work in November of 2018, but his competency test did not include a mock court. This is a violation of the Quality Manual.	
Latent Prints			
2019-IA-01 CAR	6/21/2019	During the 2019 Latent Print internal audit, the audit team discovered that a report did not contain the results of the analysis.	

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.