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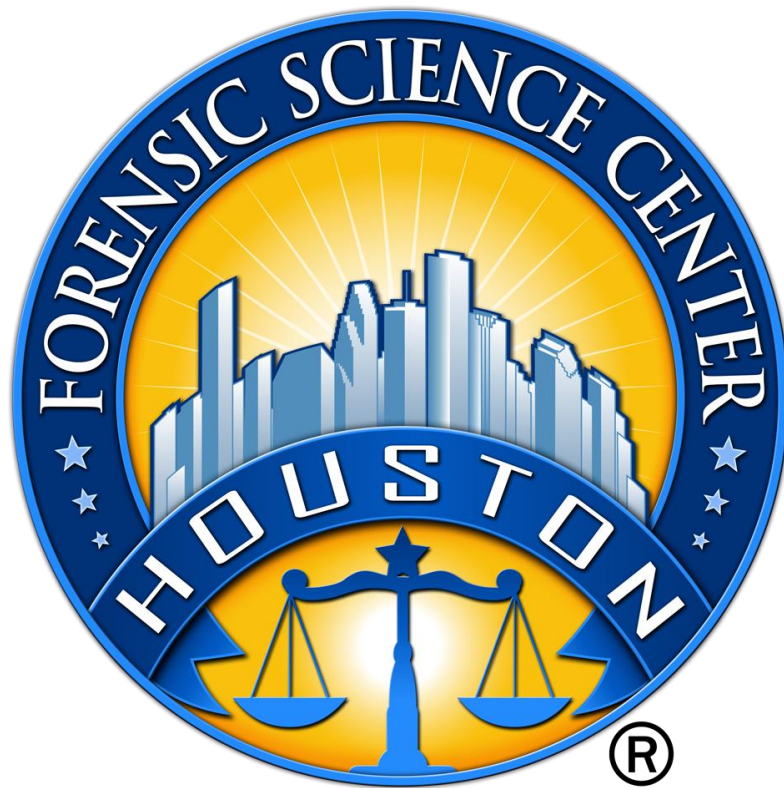
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Houston Forensic Science Center, Inc.

Board of Directors Virtual Meeting

January 8, 2021: CANCELLED



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

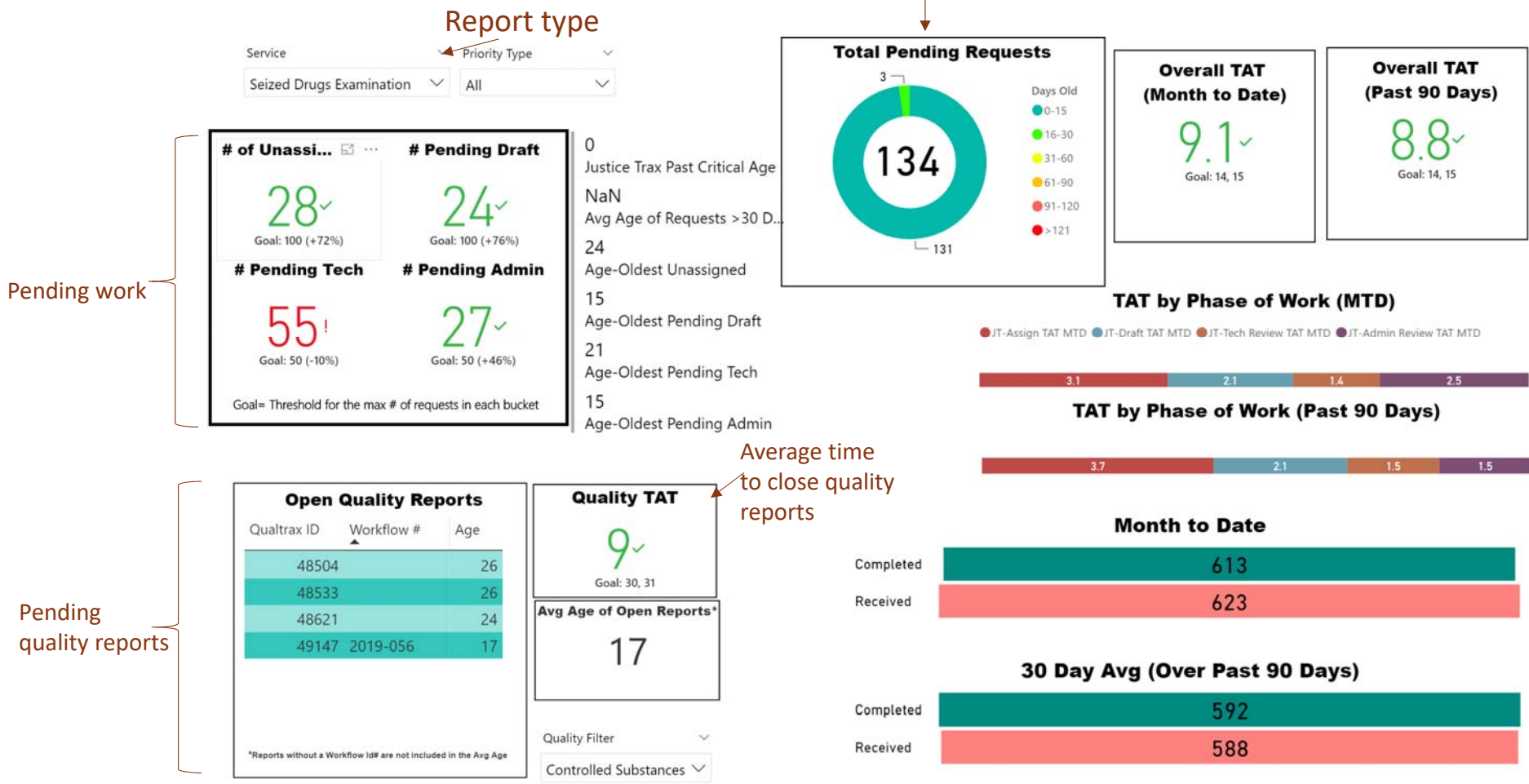
Operations Report

January 8, 2021

Detail data

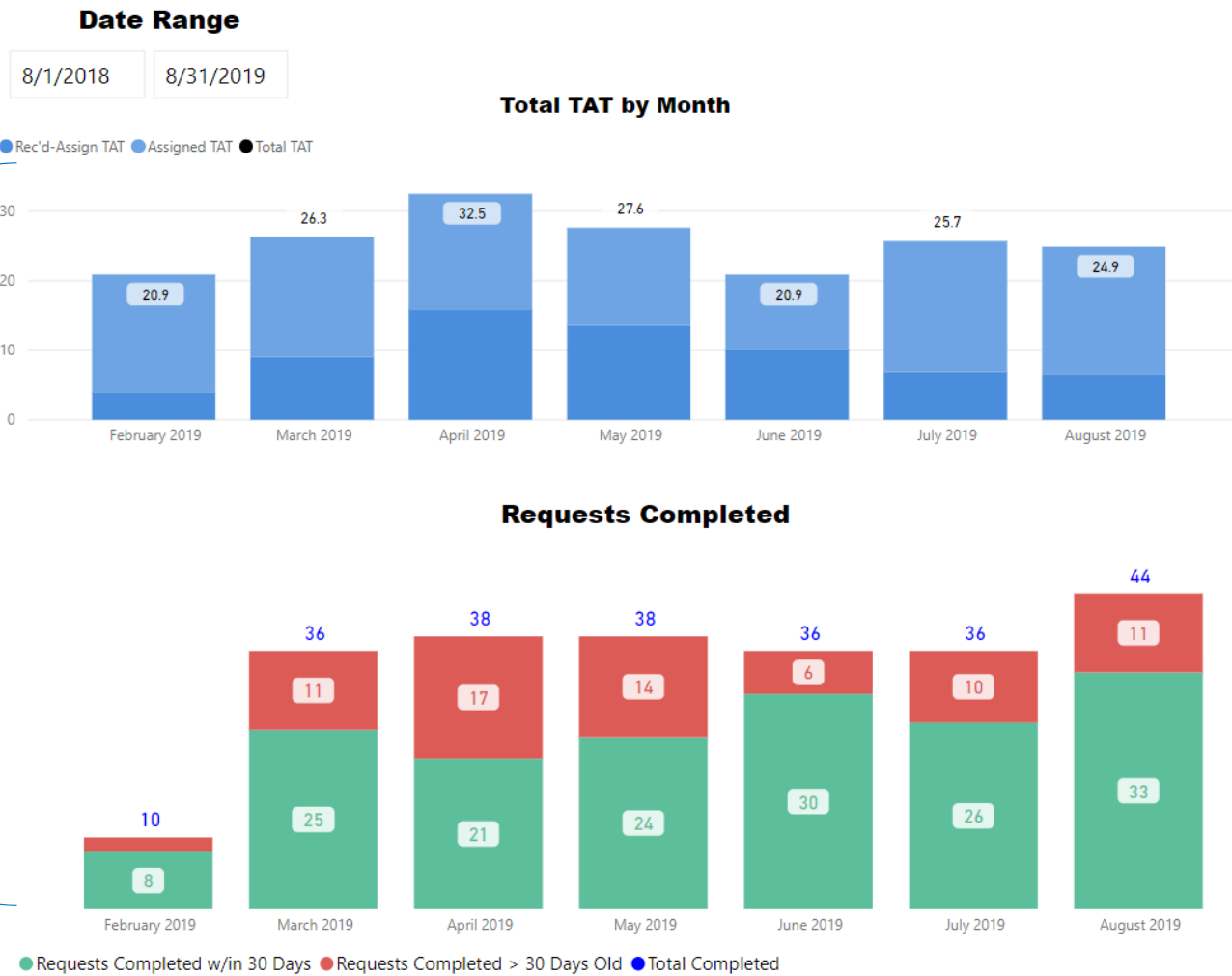
Key for Dashboard Section Pages

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

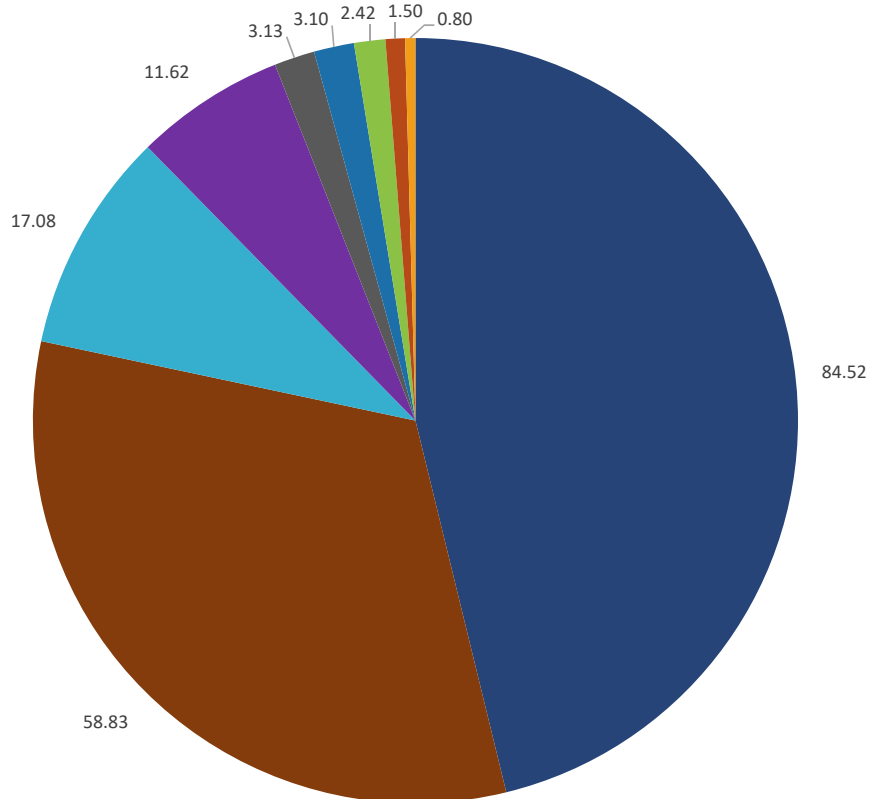


Client Services and Case Management (CS/CM)

CS/CM – December

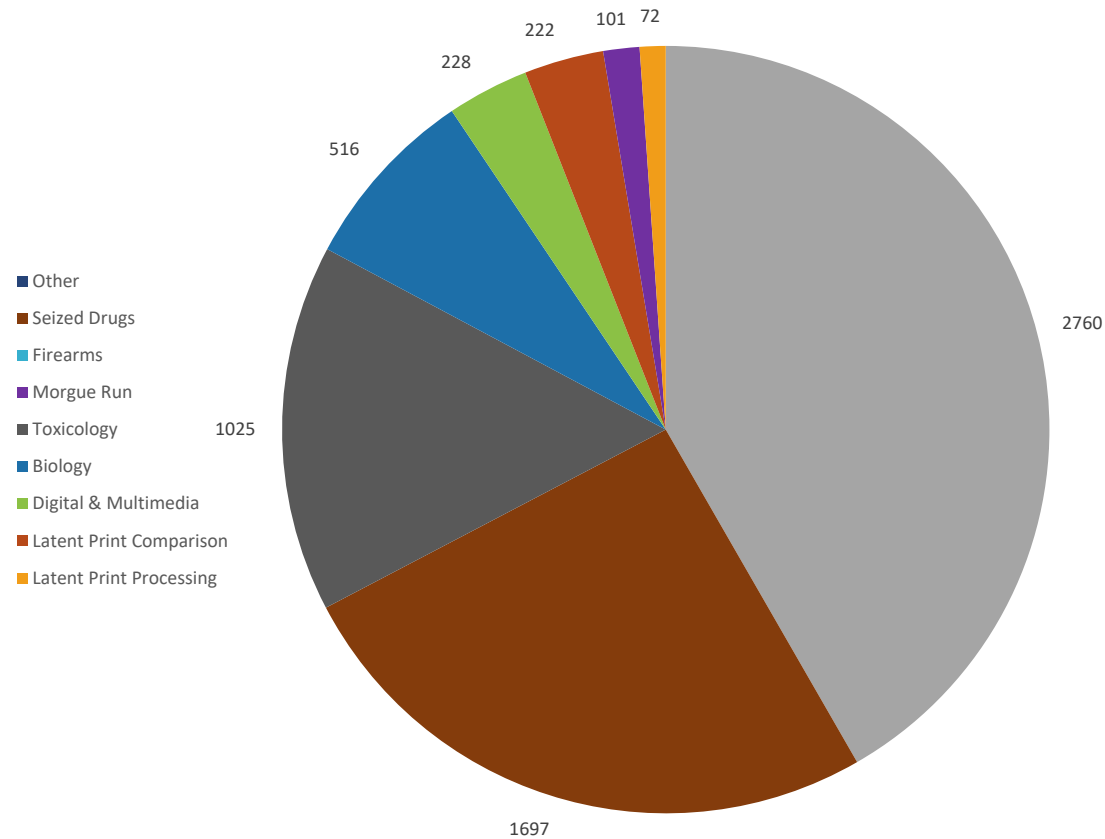
Total Time by Section (Hours)

See Time Categories by Section slide for breakdown

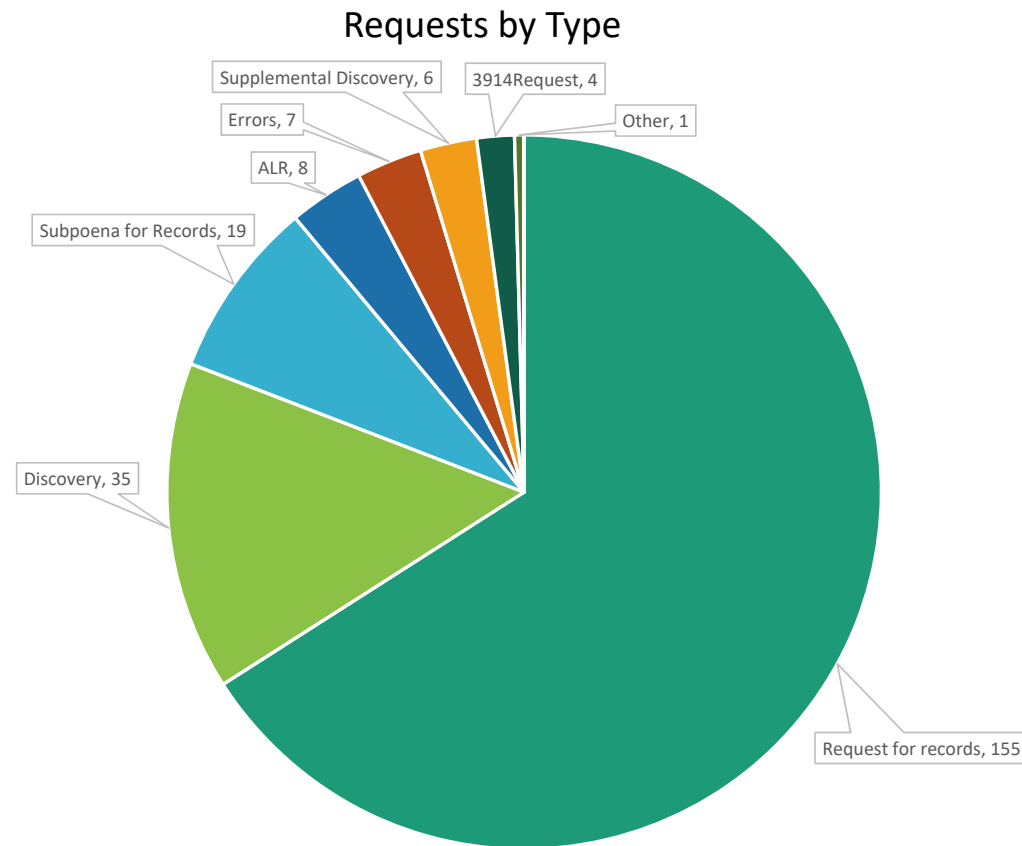


Evidence Handling

Total Items by Section

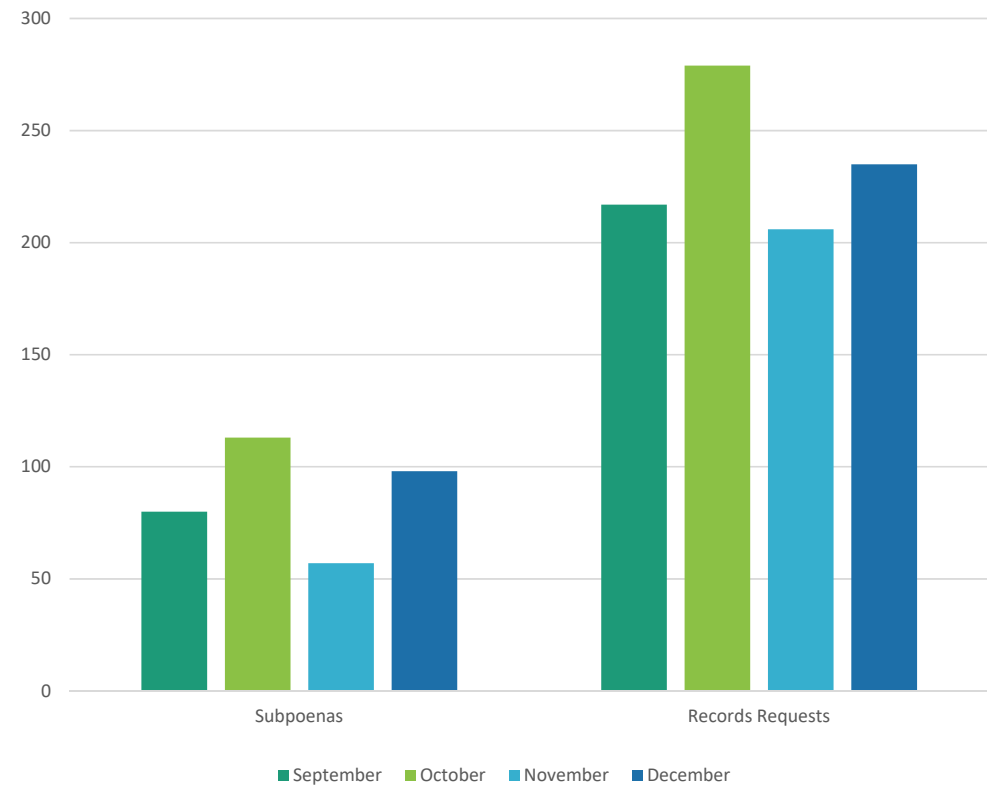


CS/CM – December



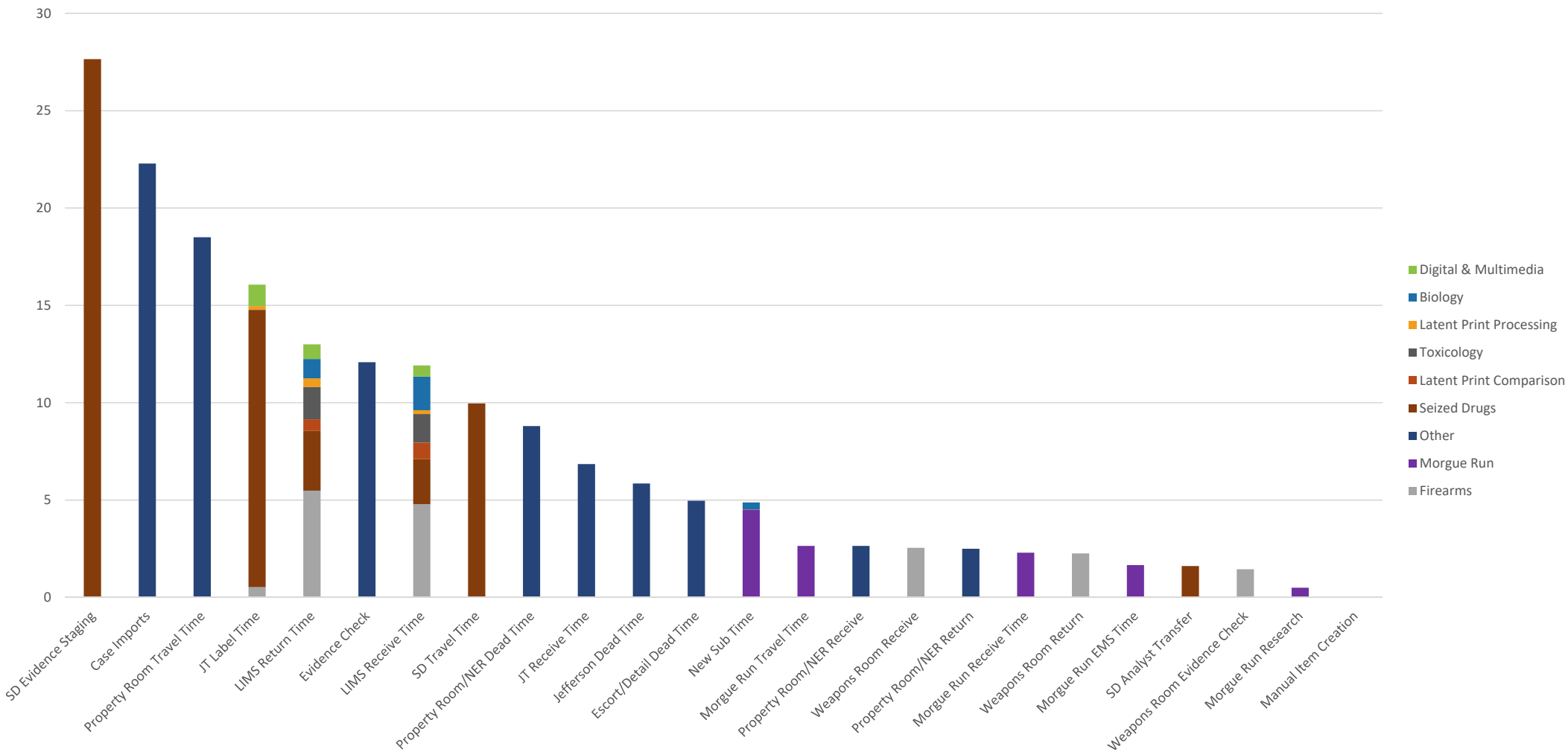
Administrative

Subpoenas & Records Requests



Time Categories - December

Evidence Handling



Service

CSCM Tax Accession

Priority Type

All

of Unassigned

2✓

Goal: 150 (+98.67%)

Pending Draft

3✓

Goal: 3 (+0%)

Pending Admin

31✓

Goal: 60 (+48.33%)

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

0

Justice Trax Past Critical Age

NaN

Avg Age of Requests >30 D...

1

Age-Oldest Unassigned

2

Age-Oldest Pending Draft

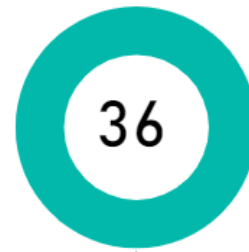
2

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Total Pending Requests



Days Old

0-15

16-30

31-60

61-90

91-120

>121

Overall TAT
(Month to Date)

3.4✓

Goal: 5, 10

Overall TAT
(Past 90 Days)

3.0✓

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

Completed

598

Received

537

30 Day Avg (Over Past 90 Days)

Completed

533

Received

534

Open Quality Reports

Qualtrax ID

Workflow #

Age

75743 2020-109

5

Quality TAT

32!

Goal: 30, 31

Avg Age of Open Reports*

5

Quality Filter

Client Services/Case Manage... ▾

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

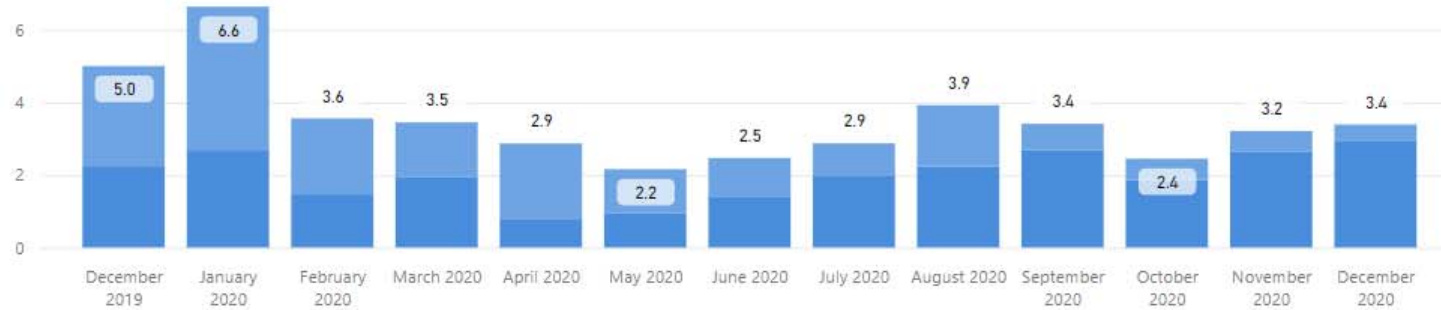
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

CSCM Tox Accession

Priority Type

All

Selected Time Frame Averages

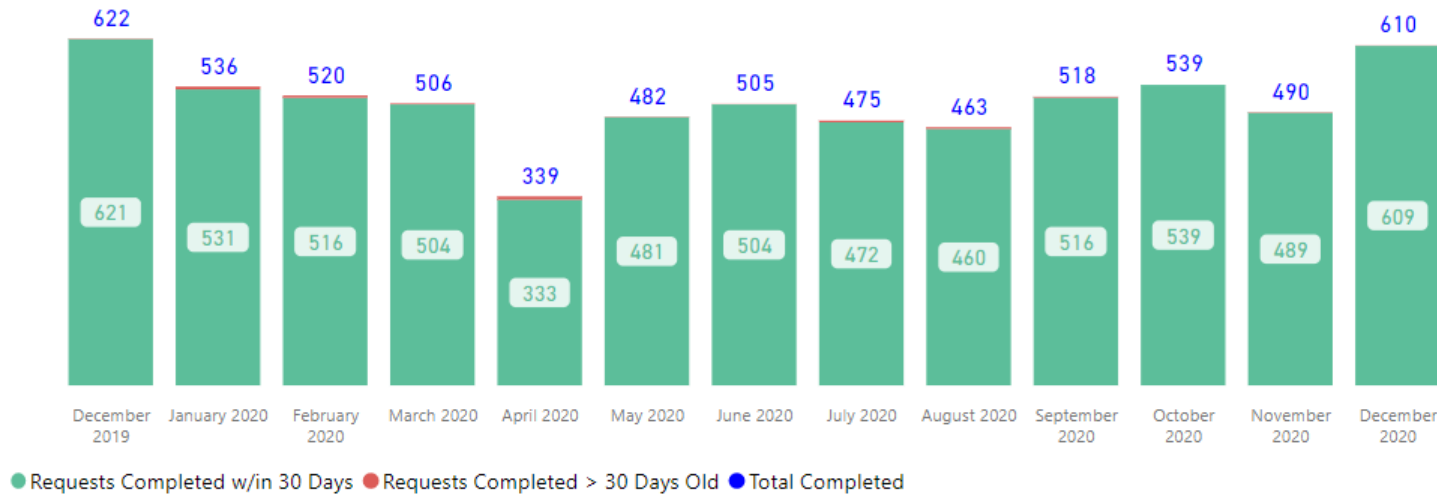
3.55

Total TAT (Rec'd-Compl.) Avg

1.51

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

6605

Requests Completed

30

Requests Completed > 30 Days Old

0.45 %

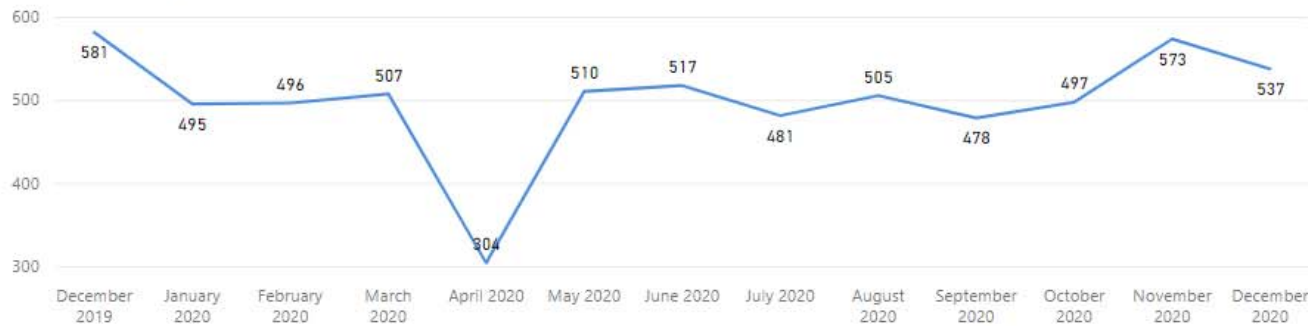
% Completed > 30 Days Old

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

Service: CSCM Tax Accession
Priority Type: All

Received Filter
12/1/2019 12/31/2020

Received by Month



Total Received

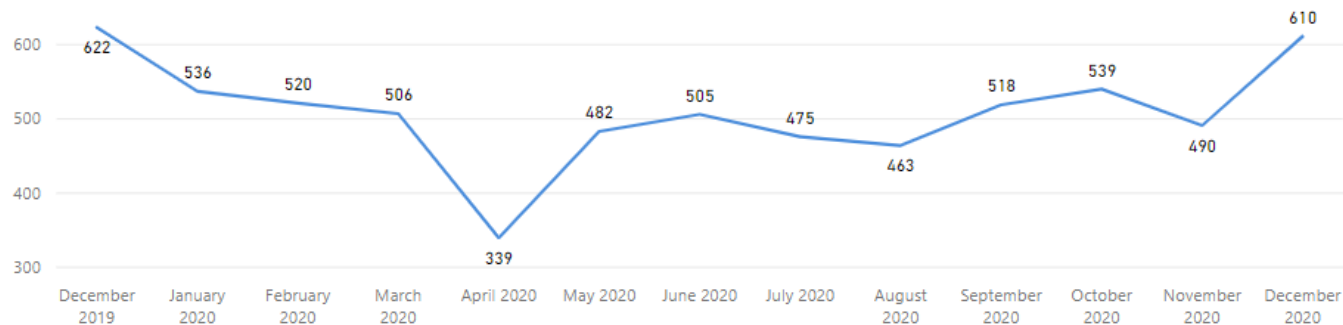
6,481

Received per Month (Avg)*

499

Completed Filter
12/1/2019 12/31/2020

Completed by Month



Total Completed

6,605

Completed per Month (Avg)*

508

* months with zero activity are not calculated into the average

Service: CSCM Tax Rejection
Priority Type: All

of Unassigned # Pending Draft

0✓

Goal: 3 (+100%)

1✓

Goal: 5 (+80%)

Pending Admin

1✓

Goal: 10 (+90%)

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



Days Old

- 0-15
- 16-30
- 31-60
- 61-90
- 91-120
- >121

Overall TAT (Month to Date)

0.3✓

Goal: 5, 10

Overall TAT (Past 90 Days)

0.5✓

Goal: 5, 10

TAT by Phase of Work (MTD)

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



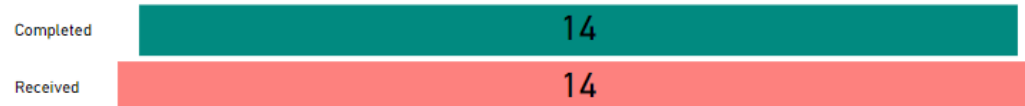
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
75743	2020-109	5

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

Quality TAT

32!

Goal: 30, 31

Avg Age of Open Reports*

5

Quality Filter

Client Services/Case Manage...

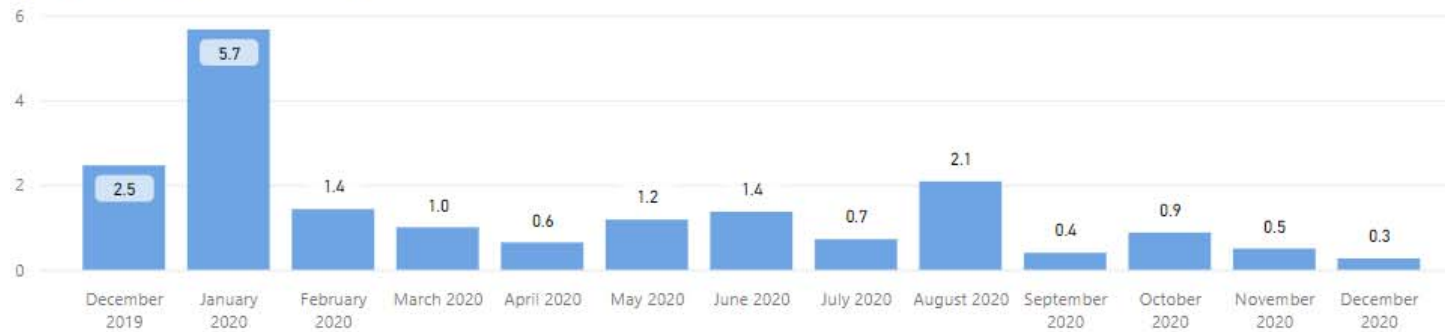
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

CSCM Tox Rejection

Priority Type

All

Selected Time Frame Averages

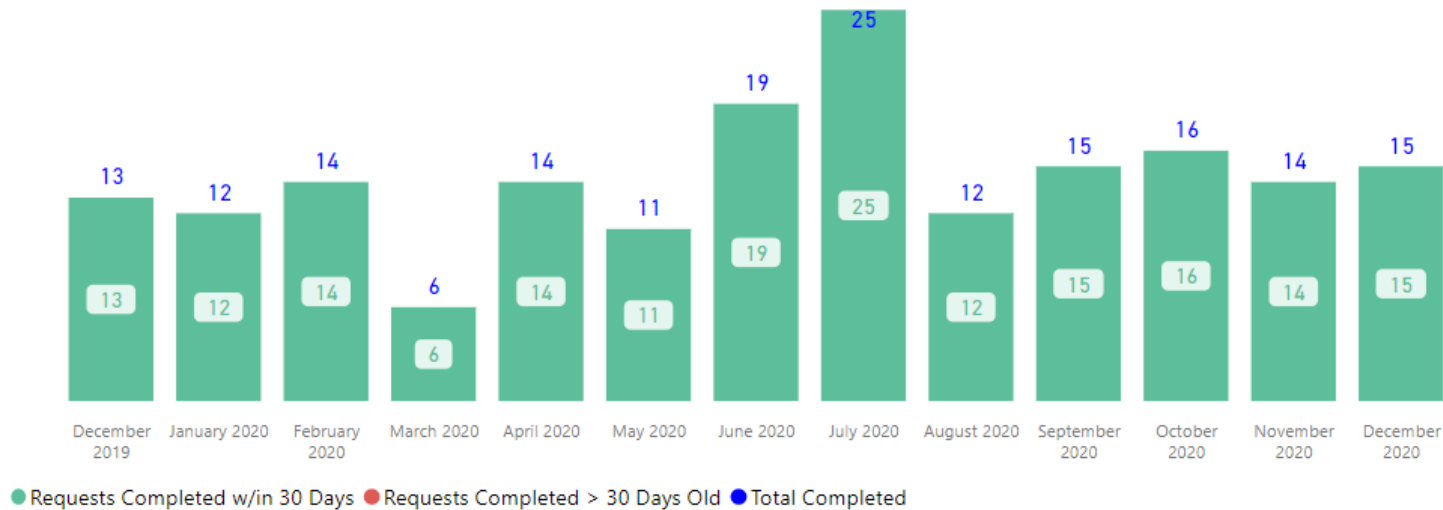
1.33

Total TAT (Rec'd-Compl.) Avg

1.33

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

186

Requests Completed

0

Requests Completed > 30 Days Old

0.00 %

% Completed > 30 Days Old

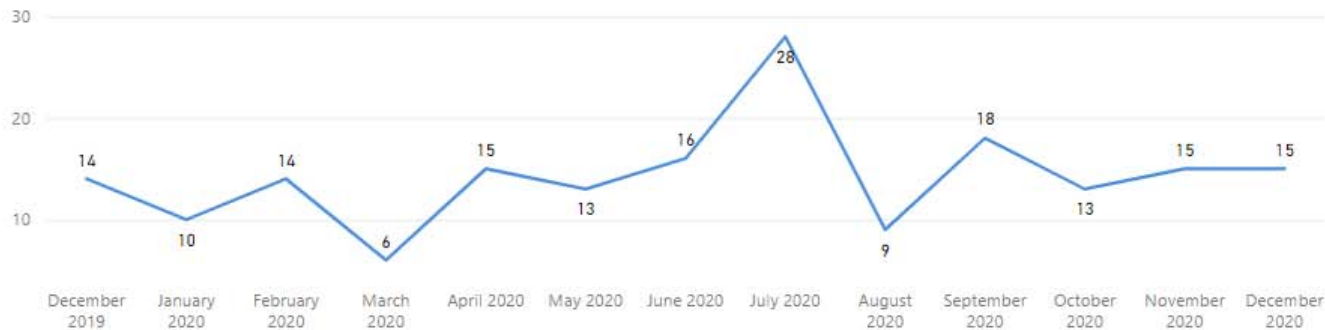
Requests more than 30 days old are considered to be backlogged requests

Service: CSCM Tax Rejection
Priority Type: All

Received Filter

12/1/2019 12/31/2020

Received by Month



Total Received

186

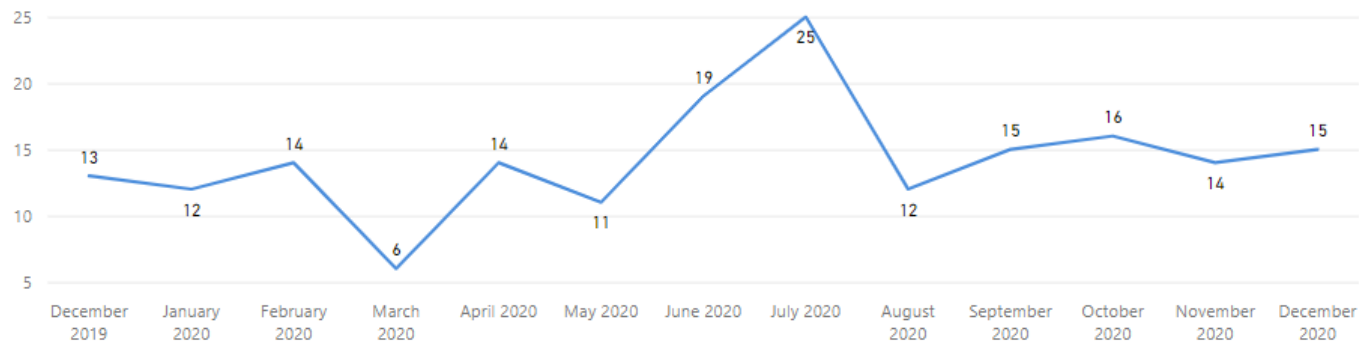
Received per Month (Avg)*

14

Completed Filter

12/1/2019 12/31/2020

Completed by Month



Total Completed

186

Completed per Month (Avg)*

14

* months with zero activity are not calculated into the average

Seized Drugs

Service
Priority Type

Seized Drugs Examination
All

of Unassigned

459!

Goal: 100 (-359%)

Pending Draft

12✓

Goal: 100 (+88%)

Pending Tech

8✓

Goal: 50 (+84%)

Pending Admin

0✓

Goal: 50 (+100%)

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

239

Justice Trax Past Critical Age

58

Avg Age of Requests >30 D...

108

Age-Oldest Unassigned

64

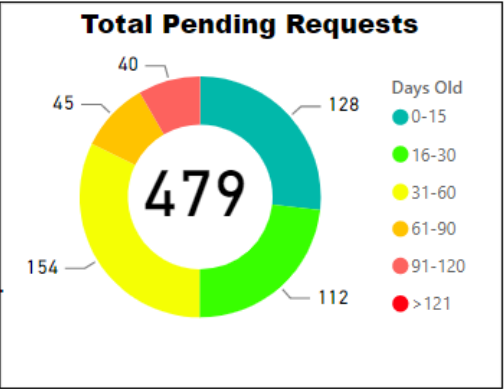
Age-Oldest Pending Draft

91

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin



Overall TAT (Month to Date)

25.0!

Goal: 14, 15

Overall TAT (Past 90 Days)

21.8!

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

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

Quality TAT

27✓

Goal: 30, 31

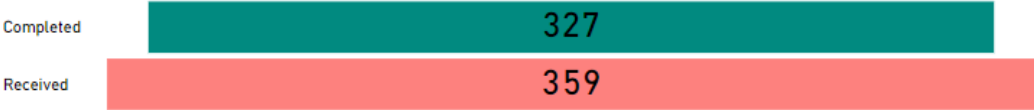
Avg Age of Open Reports*

NaN

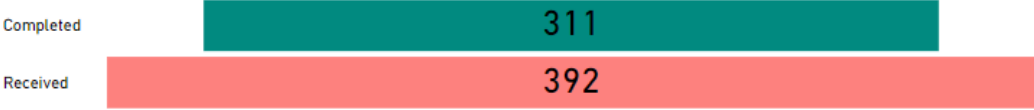
Quality Filter

Controlled Substances

Month to Date



30 Day Avg (Over Past 90 Days)



Service

Seized Drugs Examination

Priority Type

Multiple selections

of Unassigned

361!

Goal: 100 (-261%)

Pending Draft

12✓

Goal: 100 (+88%)

Pending Tech

8✓

Goal: 50 (+84%)

Pending Admin

0✓

Goal: 50 (+100%)

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

156

Justice Trax Past Critical Age

48

Avg Age of Requests >30 D...

77

Age-Oldest Unassigned

64

Age-Oldest Pending Draft

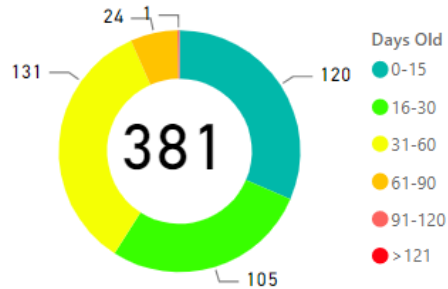
91

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Total Pending Requests



Overall TAT (Month to Date)

24.0!

Goal: 14, 15

Overall TAT (Past 90 Days)

20.7!

Goal: 14, 15

TAT by Phase of Work (MTD)

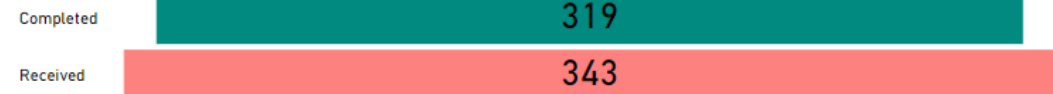
● JT-Assign TAT MTD ● JT-Draft TAT MTD ● JT-Tech Review TAT MTD ● JT-Admin Review TAT MTD



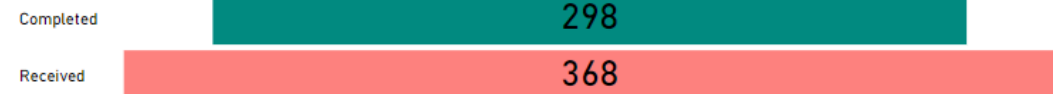
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports

Qualtrax ID Workflow # Age

Quality TAT

27✓

Goal: 30, 31

Avg Age of Open Reports*

NaN

Quality Filter

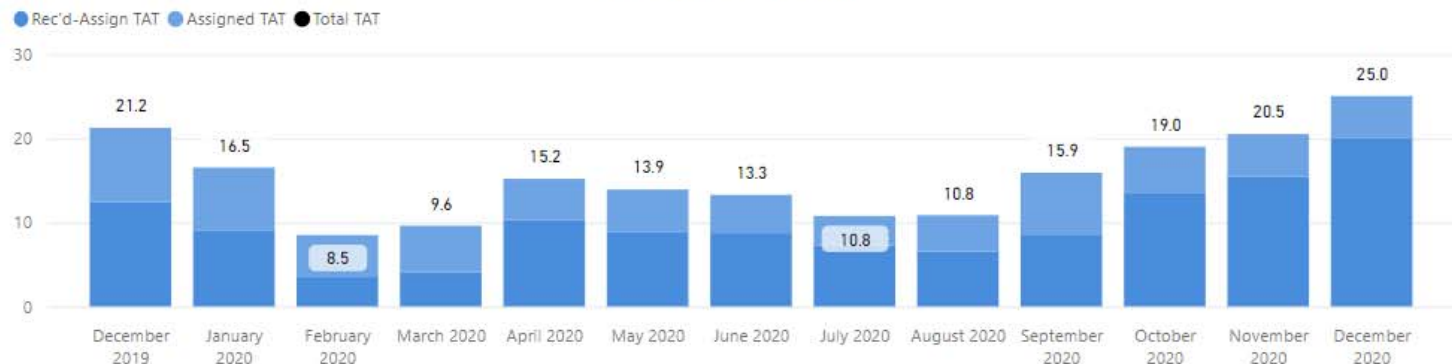
Controlled Substances

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

Date Range

12/1/2019 12/31/2020

Total TAT by Month



Request Type

Seized Drugs Examination

Priority Type

All

Selected Time Frame Averages

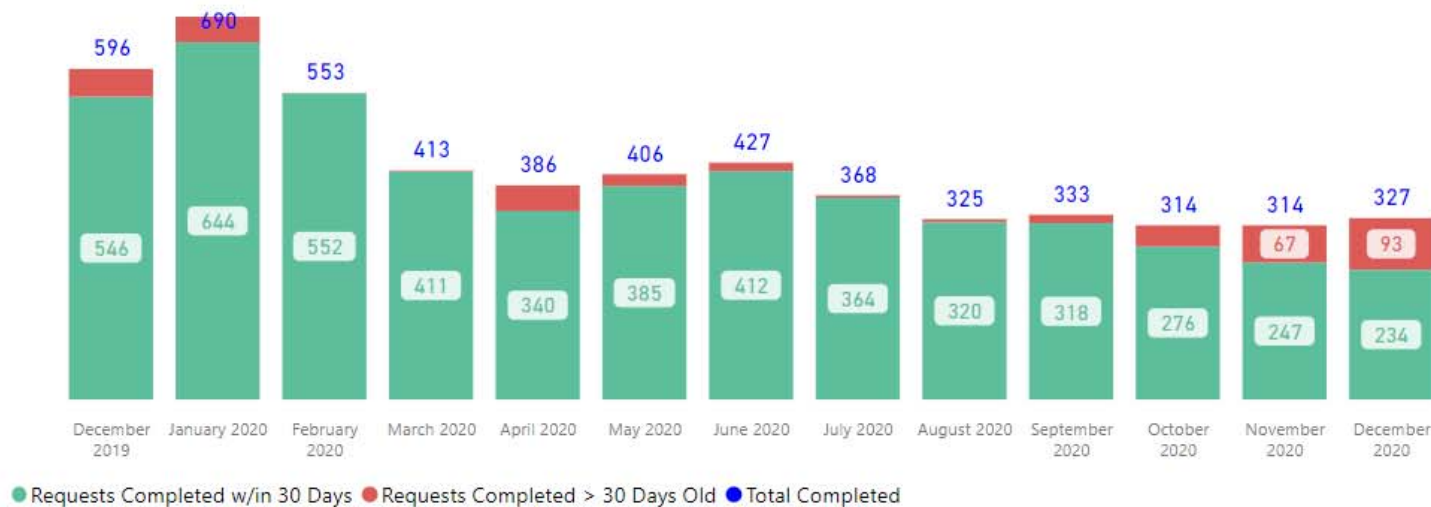
15.26

Total TAT (Rec'd-Compl.) Avg

5.75

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

5452

Requests Completed

403

Requests Completed > 30 Days Old

7.39 %

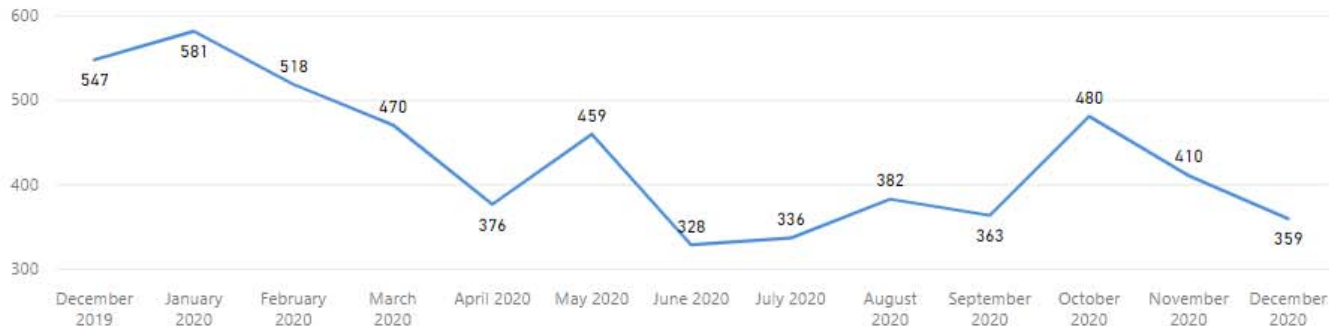
% Completed > 30 Days Old

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

Service: Seized Drugs Examination
Priority Type: All

Received Filter
12/1/2019 12/31/2020

Received by Month



Total Received

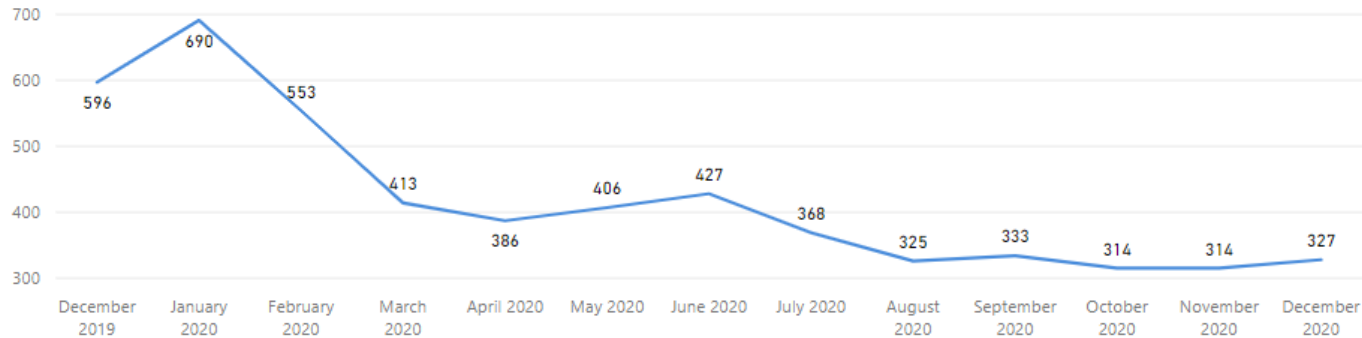
5,609

Received per Month (Avg)*

431

Completed Filter
12/1/2019 12/31/2020

Completed by Month



Total Completed

5,452

Completed per Month (Avg)*

419

* months with zero activity are not calculated into the average

Toxicology

Service

Blood Alcohol

▼

Priority Type

All

▼

of Unassigned

1140!

Goal: 50 (-2180%)

Pending Draft

139!

Goal: 120 (-15.83%)

Pending Tech

237!

Goal: 90 (-163.33%)

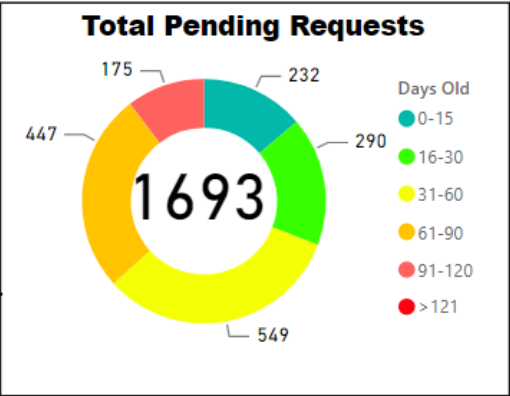
Pending Admin

177!

Goal: 90 (-96.67%)

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

1171
Justice Trax Past Critical Age
65
Avg Age of Requests >30 D..
85
Age-Oldest Unassigned
106
Age-Oldest Pending Draft
104
Age-Oldest Pending Tech
107
Age-Oldest Pending Admin



Overall TAT
(Month to Date)

98.5!

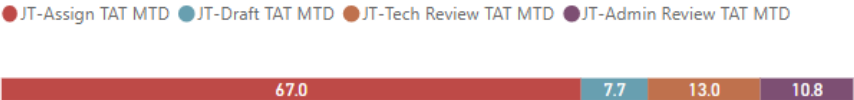
Goal: 30, 31

Overall TAT
(Past 90 Days)

98.0!

Goal: 30, 31

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

27✓

Goal: 30, 31

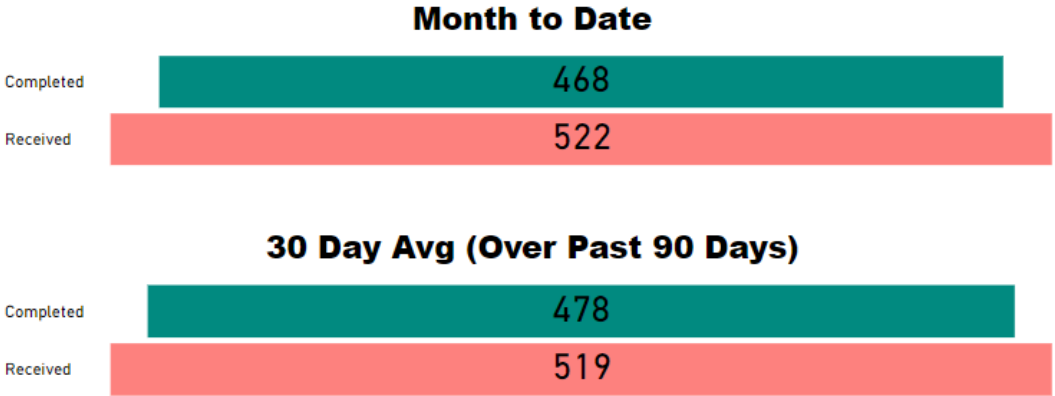
Avg Age of Open Reports*

NaN

Quality Filter

Toxicology

▼

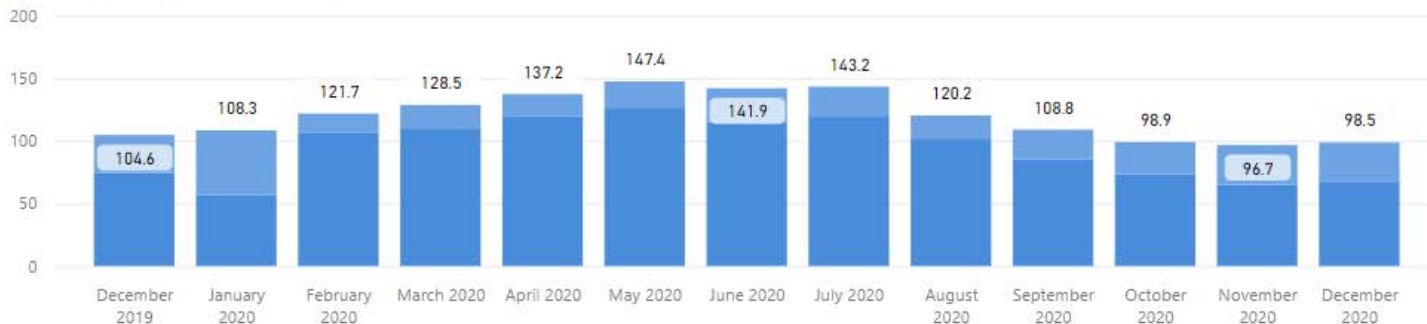


Date Range

12/1/2019 12/31/2020

Total TAT by Month

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



Request Type

Blood Alcohol

Priority Type

All

Selected Time Frame Averages

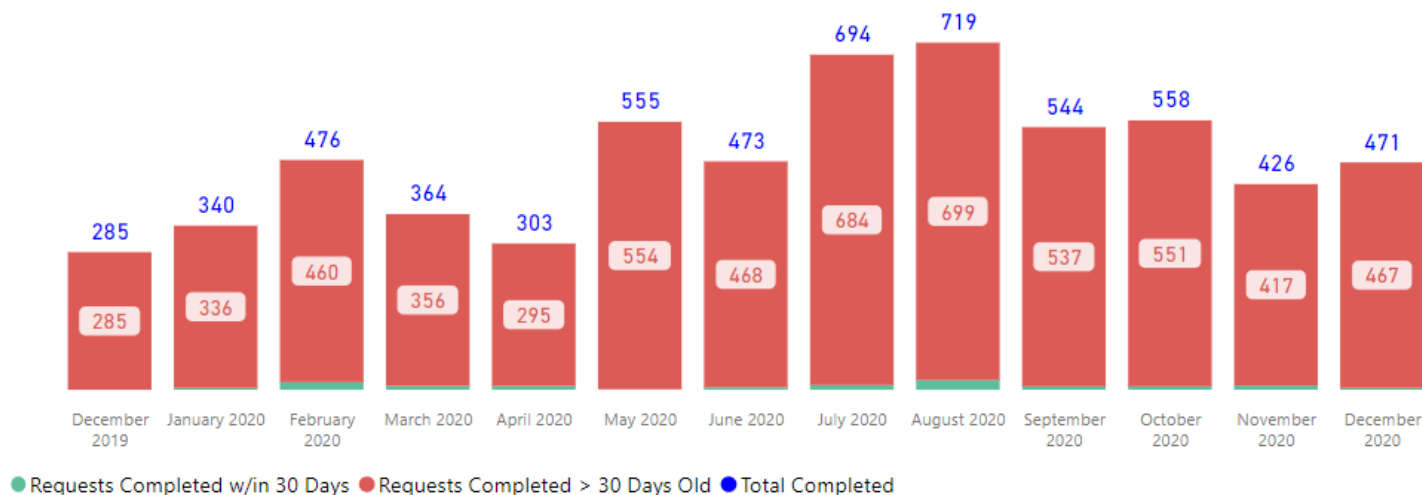
120.76

Total TAT (Rec'd-Compl.) Avg

25.08

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

6208

Requests Completed

6109

Requests Completed > 30 Days Old

98.41 %

% Completed > 30 Days Old

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

Service
Priority Type

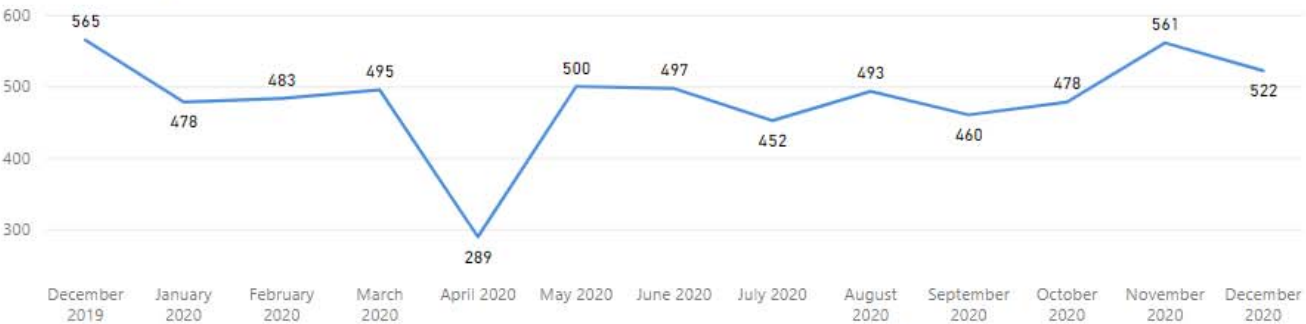
Blood Alcohol
All

Received Filter

12/1/2019

12/31/2020

Received by Month



Total Received

6,273

Received per Month (Avg)*

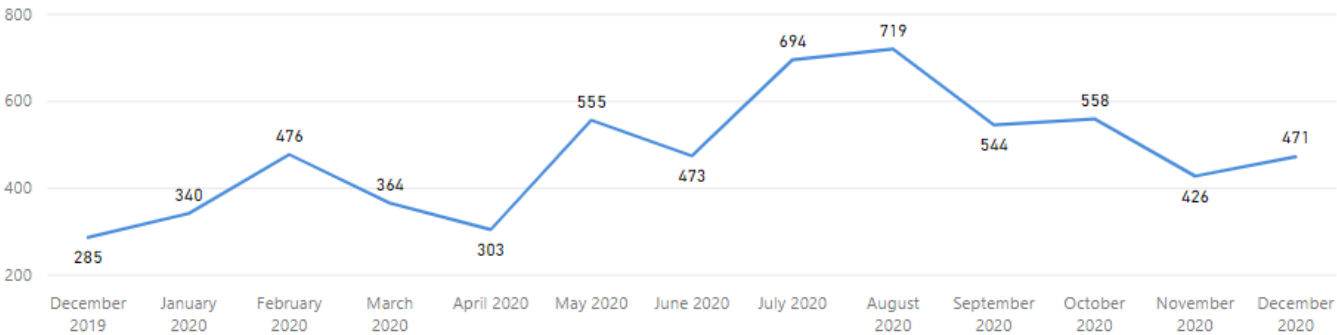
483

Completed Filter

12/1/2019

12/31/2020

Completed by Month



Total Completed

6,208

Completed per Month (Avg)*

478

* months with zero activity are not calculated into the average

Service
Priority Type

Toxicology
All

of Unassigned

888!

Goal: 120 (-640%)

Pending Draft

219!

Goal: 30 (-630%)

Pending Tech

0✓

Goal: 30 (+100%)

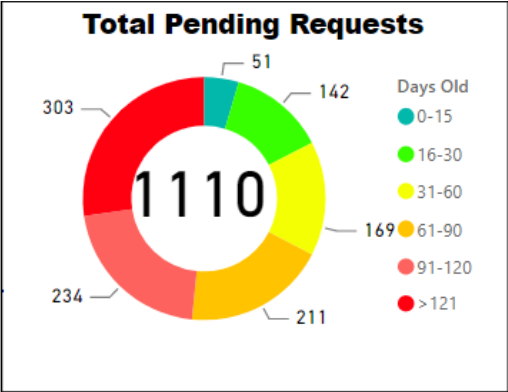
Pending Admin

3✓

Goal: 30 (+90%)

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

917
Justice Trax Past Critical Age
106
Avg Age of Requests >30 D...
261
Age-Oldest Unassigned
223
Age-Oldest Pending Draft
0
Age-Oldest Pending Tech
191
Age-Oldest Pending Admin



Overall TAT
(Month to Date)

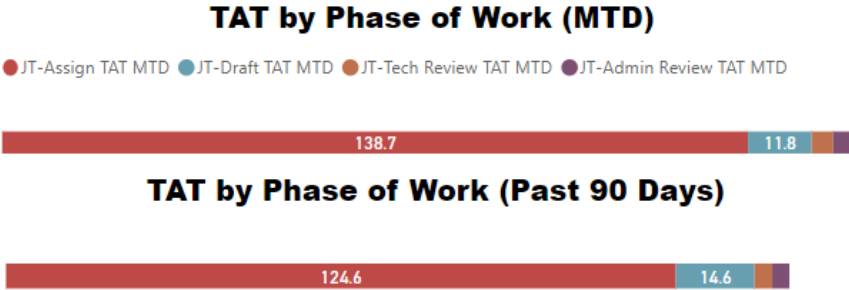
157.8!

Goal: 90, 91

Overall TAT
(Past 90 Days)

145.7!

Goal: 90, 91



Open Quality Reports

Qualtrax ID	Workflow #	Age

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

Quality TAT

27✓

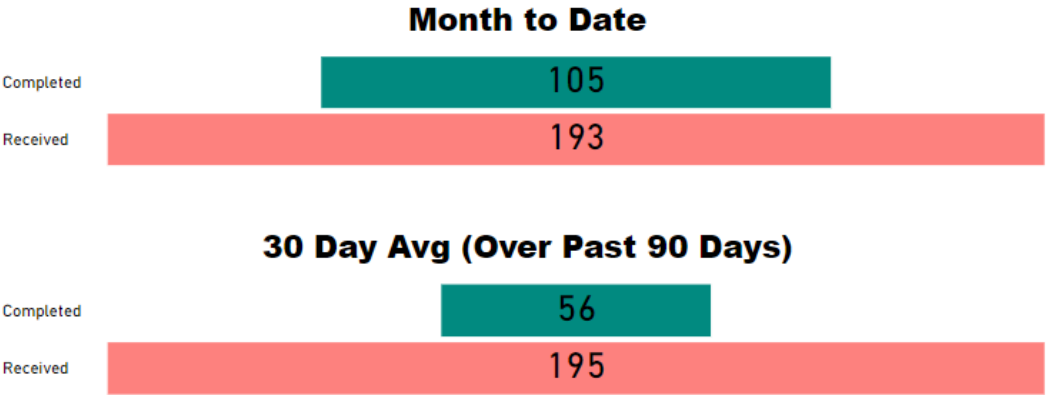
Goal: 30, 31

Avg Age of Open Reports*

NaN

Quality Filter

Toxicology



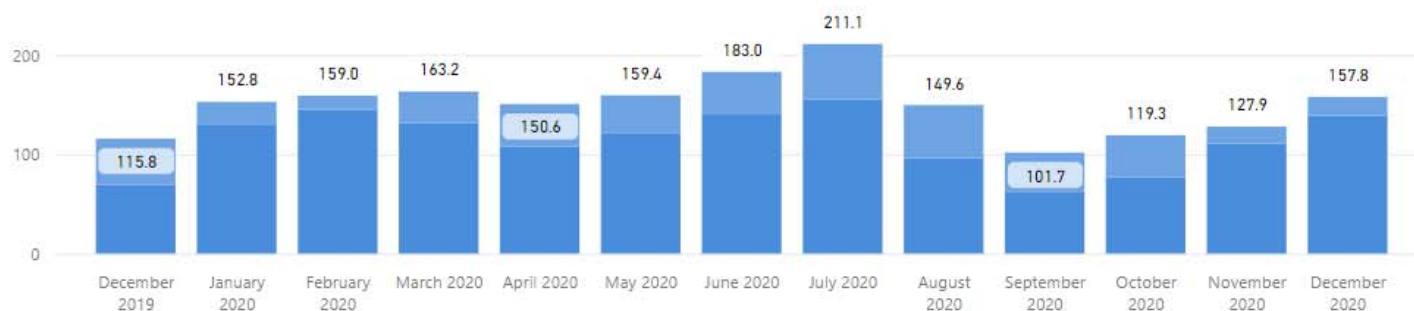
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

Toxicology

Priority Type

All

Selected Time Frame Averages

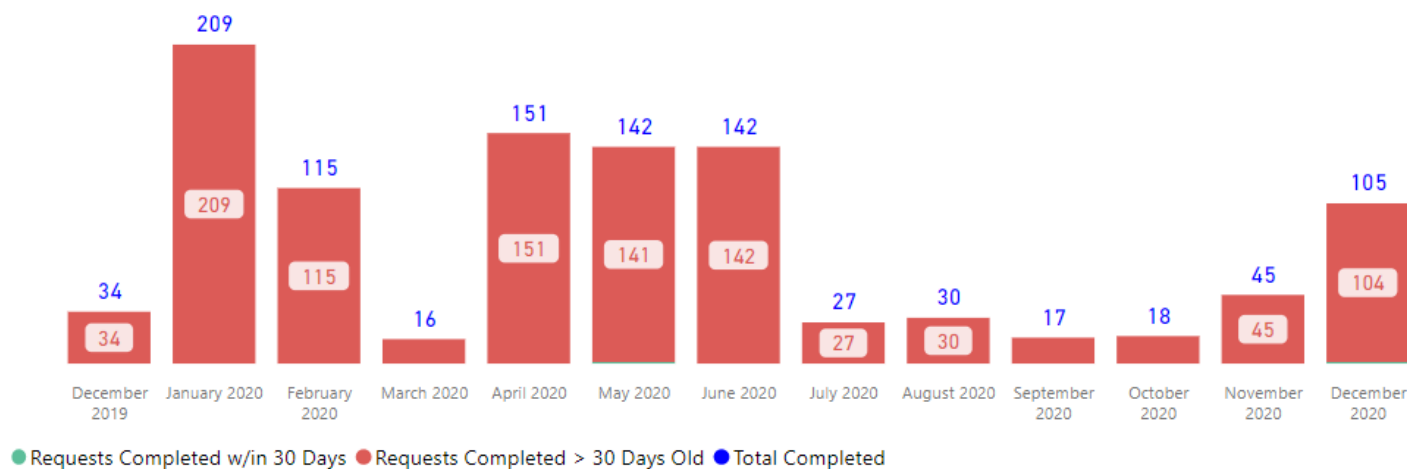
156.54

Total TAT (Rec'd-Compl.) Avg

32.16

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

1051

Requests Completed

1049

Requests Completed > 30 Days Old

99.81 %

% Completed > 30 Days Old

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

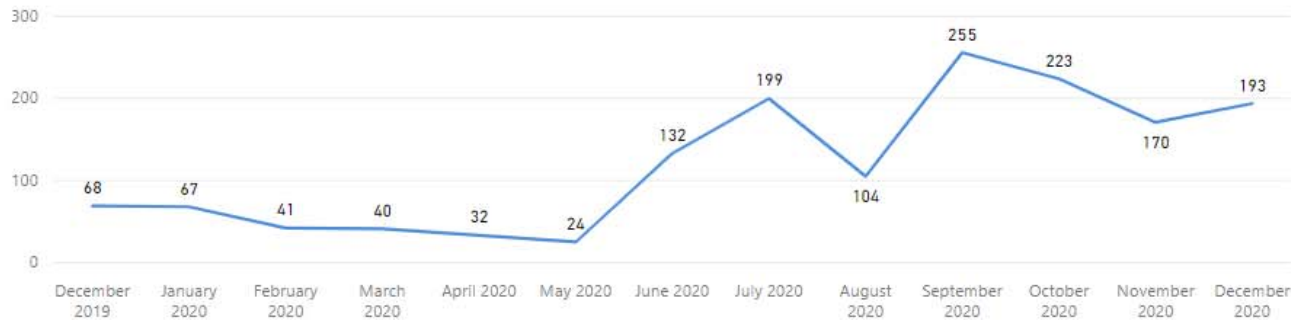
Service
Toxicology

Priority Type
All

Received Filter

12/1/2019 12/31/2020

Received by Month



Total Received

1,548

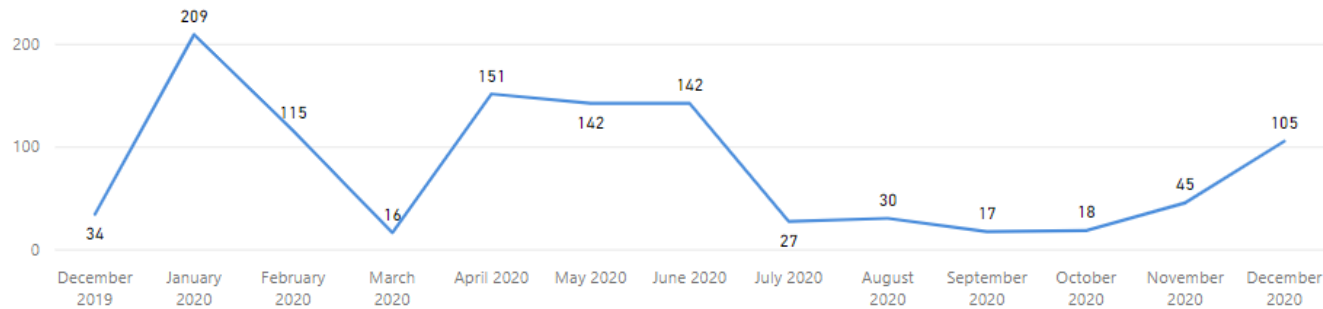
Received per Month (Avg)*

119

Completed Filter

12/1/2019 12/31/2020

Completed by Month



Total Completed

1,051

Completed per Month (Avg)*

81

* months with zero activity are not calculated into the average

Firearms

Service

Firearms Examination

Priority Type

All

of Unassigned

21!

Goal: 10 (-110%)

Pending Draft

20!

Goal: 14 (-42.86%)

Pending Tech

6✓

Goal: 9 (+33.33%)

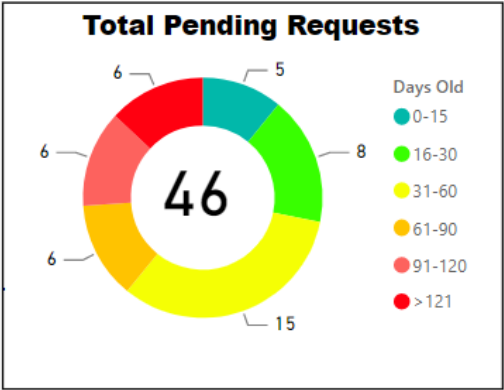
Pending Admin

0✓

Goal: 5 (+100%)

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

- 33
- Justice Trax Past Critical Age
- 85
- Avg Age of Requests >30 D...
- 57
- Age-Oldest Unassigned
- 190
- Age-Oldest Pending Draft
- 232
- Age-Oldest Pending Tech
- 0
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

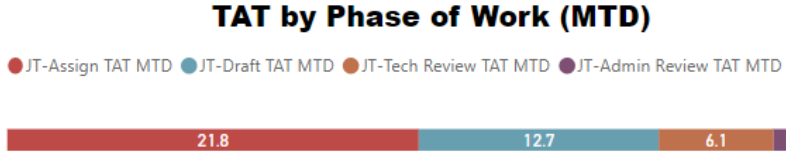
41.3!

Goal: 40, 41

Overall TAT (Past 90 Days)

50.9!

Goal: 40, 41



Open Quality Reports

Qualtrax ID	Workflow #	Age
75898		2
75978		1
73798	2020-100	31
73448	2020-106	34

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

Quality TAT

33!

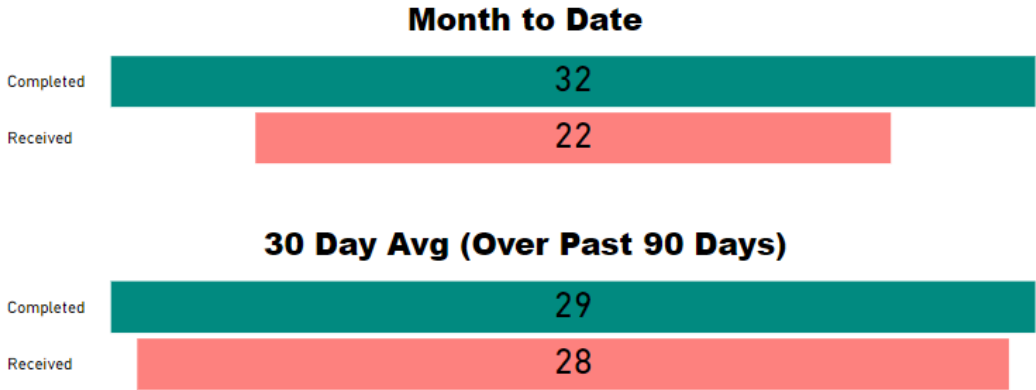
Goal: 30, 31

Avg Age of Open Reports*

33

Quality Filter

Firearms



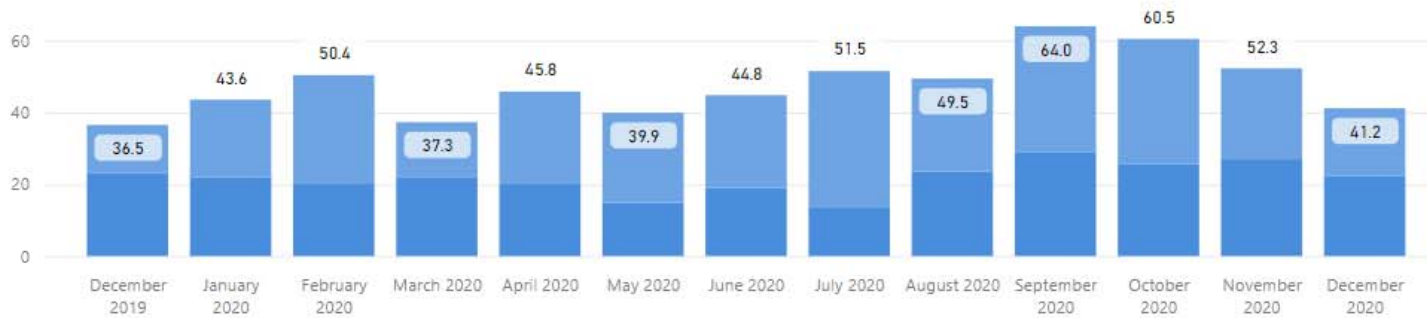
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

Firearms Examination

Priority Type

All

Selected Time Frame Averages

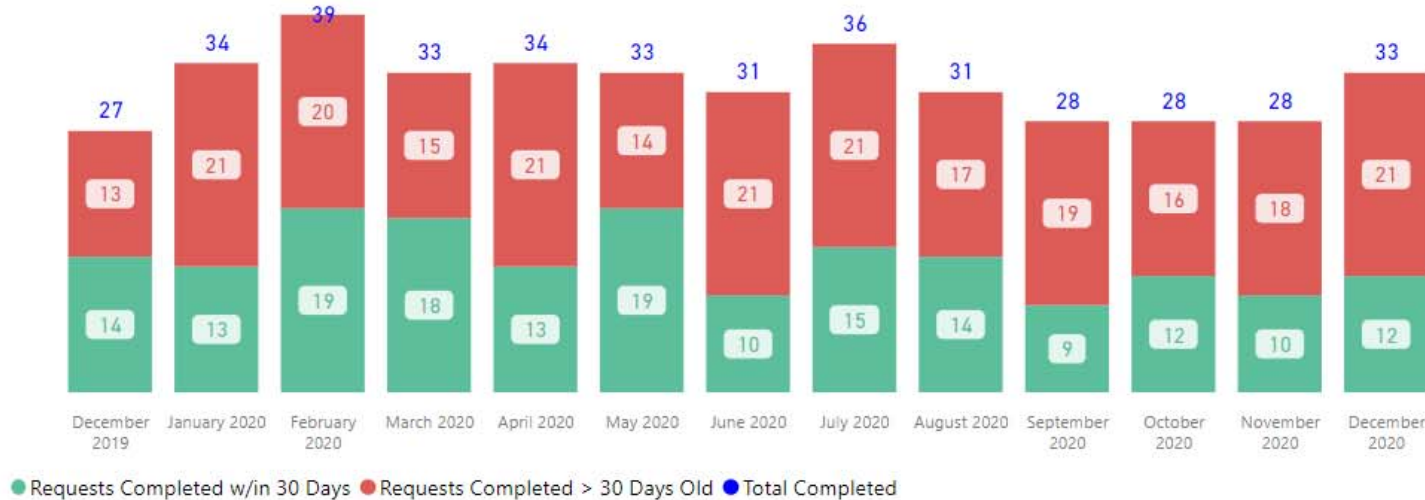
47.30

Total TAT (Rec'd-Compl.) Avg

25.89

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

415

Requests Completed

237

Requests Completed > 30 Days Old

57.11 %

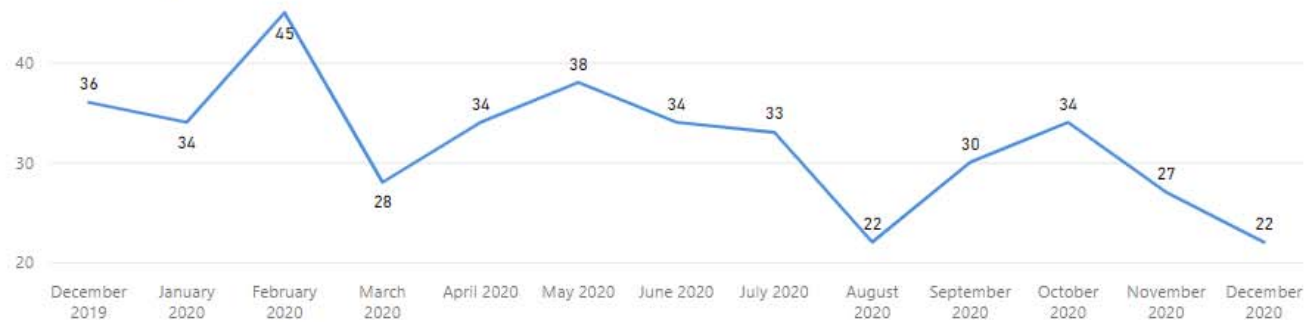
% Completed > 30 Days Old

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

Service: Firearms Examination
Priority Type: All

Received Filter
12/1/2019 12/31/2020

Received by Month



Total Received

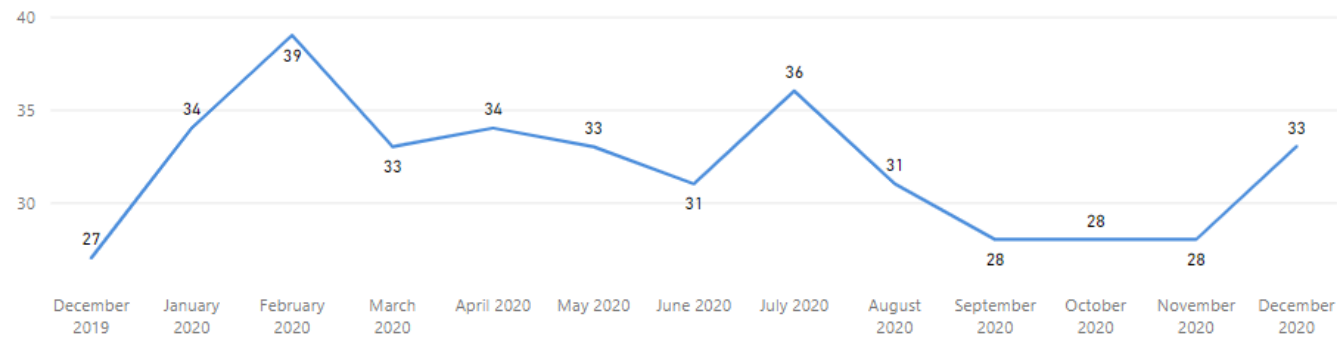
417

Received per Month (Avg)*

32

Completed Filter
12/1/2019 12/31/2020

Completed by Month



Total Completed

415

Completed per Month (Avg)*

32

* months with zero activity are not calculated into the average

Service
Priority Type

NIBIN Only
All

of Unassigned

21!

Goal: 20 (-5%)

Pending Draft

20✓

Goal: 35 (+42.86%)

Pending Tech

8✓

Goal: 20 (+60%)

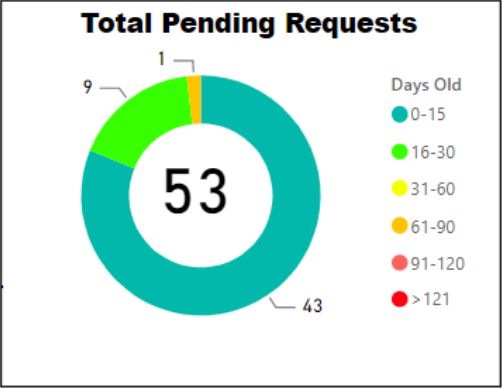
Pending Admin

5✓

Goal: 20 (+75%)

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

- 1
- Justice Trax Past Critical Age
- 84
- Avg Age of Requests >30 D...
- 29
- Age-Oldest Unassigned
- 84
- Age-Oldest Pending Draft
- 13
- Age-Oldest Pending Tech
- 1
- Age-Oldest Pending Admin



Overall TAT (Month to Date)

2.6✓

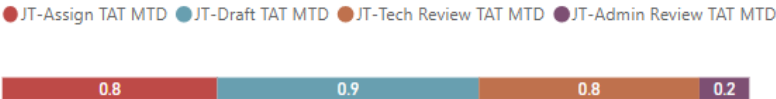
Goal: 7, 8

Overall TAT (Past 90 Days)

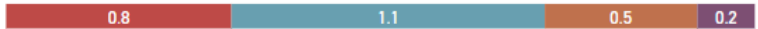
2.6✓

Goal: 7, 8

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
75898		2
75978		1
73798	2020-100	31
73448	2020-106	34

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

Quality TAT

33!

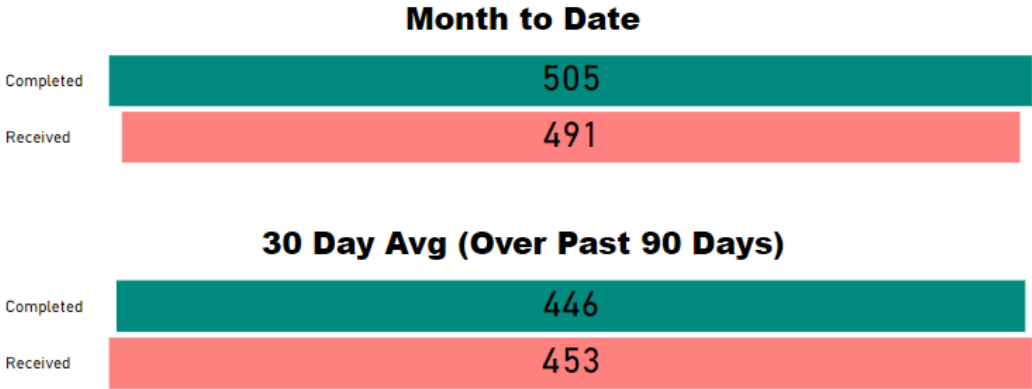
Goal: 30, 31

Avg Age of Open Reports*

33

Quality Filter

Firearms



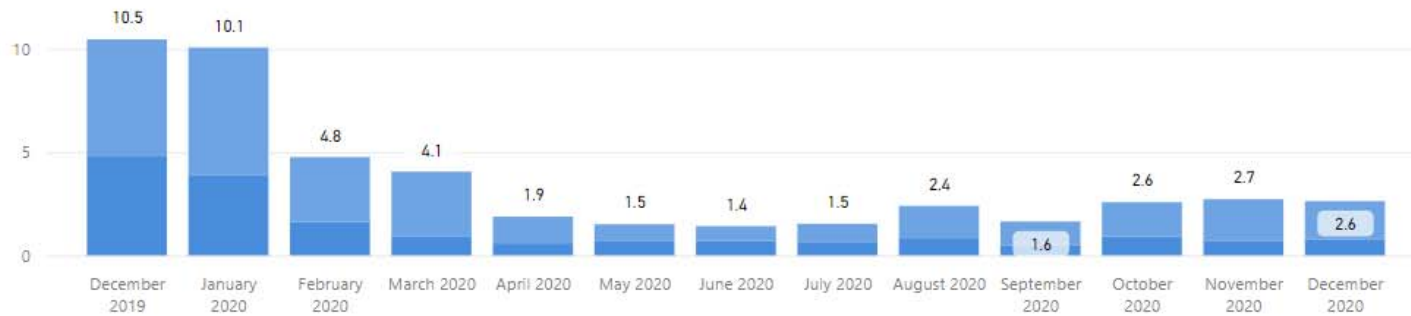
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

NIBIN Only

Priority Type

All

Selected Time Frame Averages

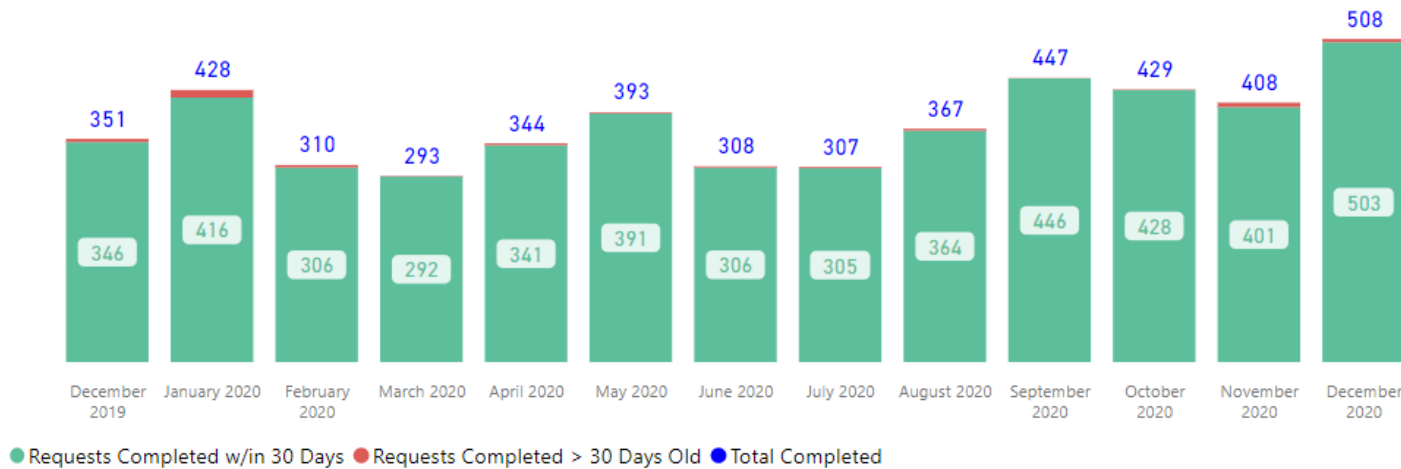
3.67

Total TAT (Rec'd-Compl.) Avg

2.32

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

4893

Requests Completed

48

Requests Completed > 30 Days Old

0.98 %

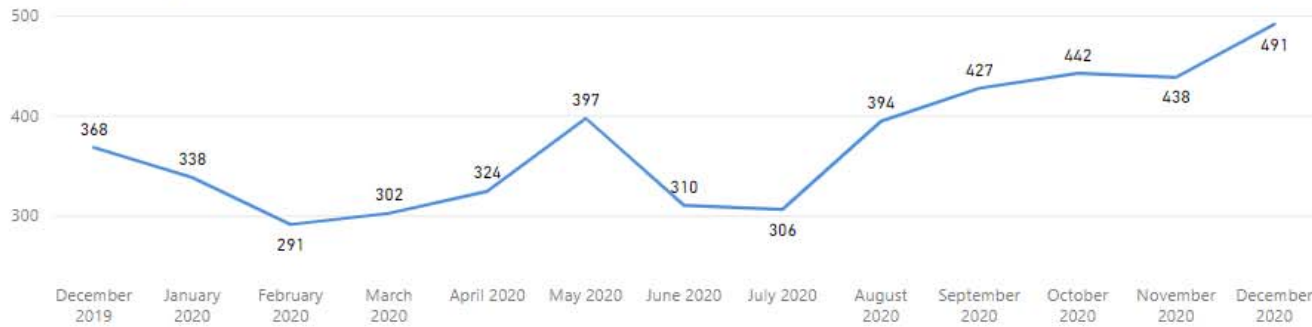
% Completed > 30 Days Old

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

Service Priority Type

Received Filter

Received by Month



Total Received

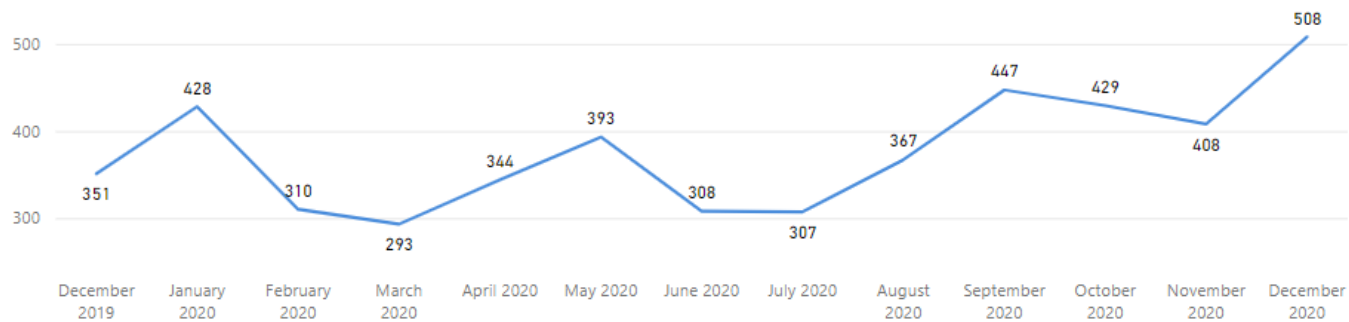
4,828

Received per Month (Avg)*

371

Completed Filter

Completed by Month



Total Completed

4,893

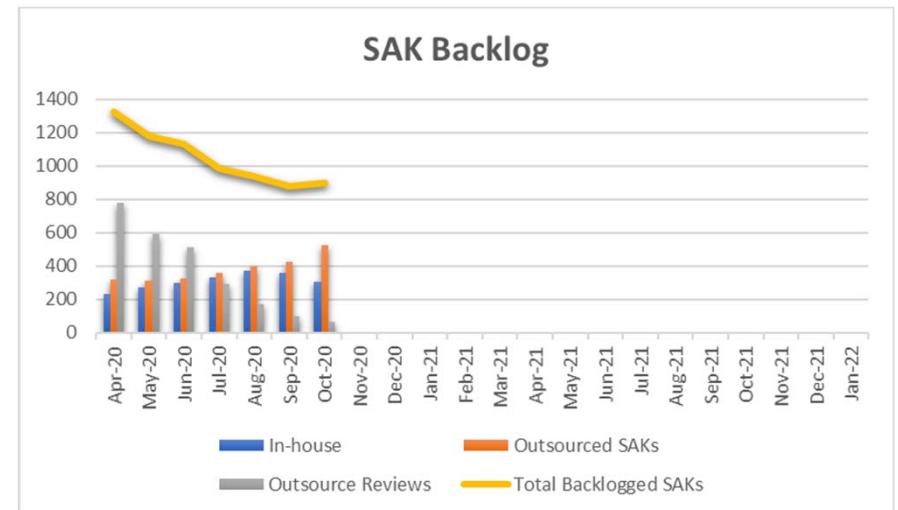
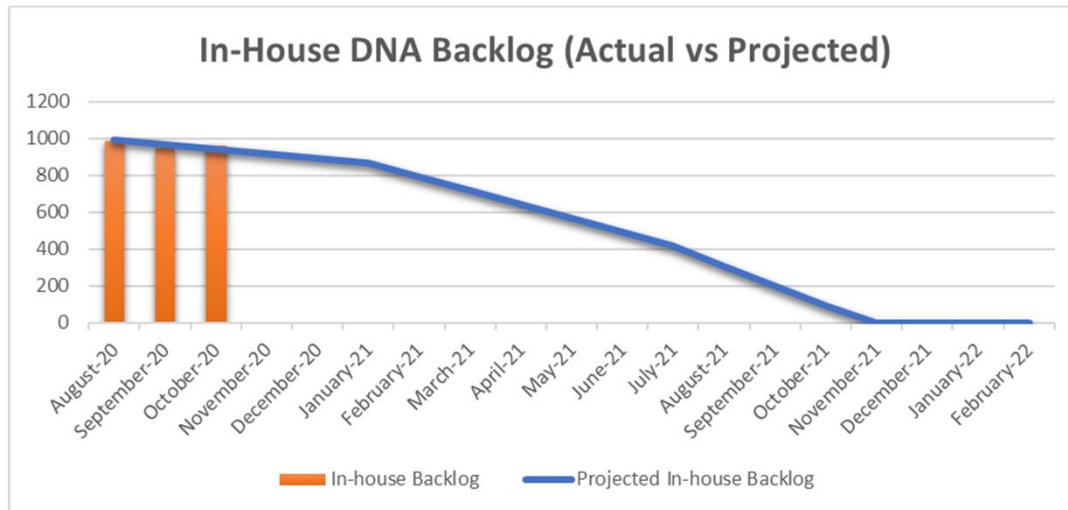
Completed per Month (Avg)*

376

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

Forensic Biology

DNA Backlog Update



Section
Request Type

DNA
All

of Unassigned

Pending Draft

0✓

Goal: 20 (+100%)

684!

Goal: 24 (-2750%)

Pending Tech

Pending Admin

82!

Goal: 24 (-241.67%)

18✓

Goal: 20 (+10%)

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

901

Past Critical Age

212

Avg Age of Reqeusts >30 ...

0

Age-Oldest Unassigned PL

1359

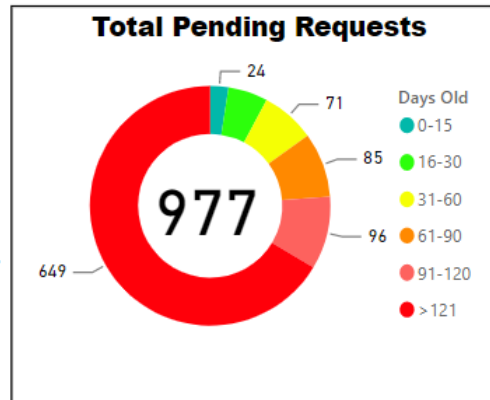
Age-Oldest Pending Draft...

2422

Age-Oldest Pending Tech ...

1249

Age-Oldest Pending Adm...



Overall TAT
(Month to Date)

280.1!

Goal: 30, 31

Overall TAT
(Past 90 Days)

261.3!

Goal: 30, 31

TAT by Phase of Work (MTD)

PL-Assign TAT MTD

PL-Draft TAT MTD

PL-Tech Review TAT MTD

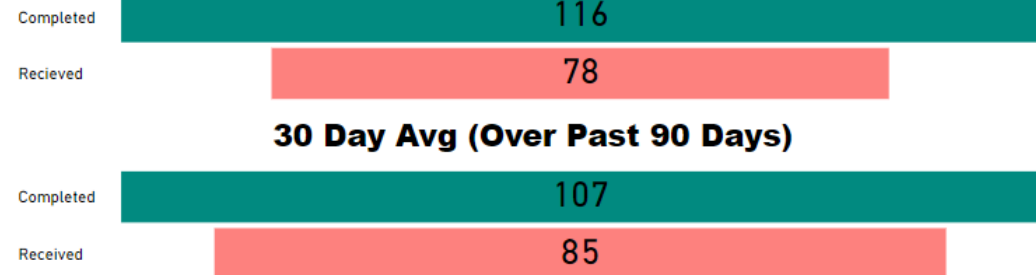
PL-Admin Review TAT MTD



TAT by Phase of Work (Past 90 Days)



Month to Date



Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	580
34624	2018-094	562
55683	2019-093	254
57686	2020-008	226
59592	2020-021	208
61378	2020-028	182
61919	2020-031	172

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

Quality TAT

47!

Goal: 40, 41

Avg Age of Open Reports*

124

Quality Filter

Biology/DNA

Section

DNA

Request Type

SAK

of Unassigned

0✓

Goal: 20 (+100%)

Pending Draft

199!

Goal: 24 (-729.17%)

Pending Tech

25!

Goal: 24 (-4.17%)

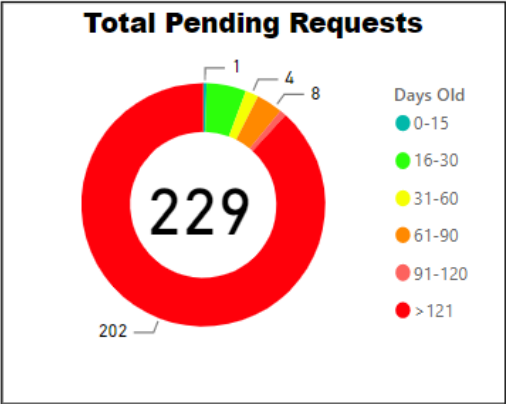
Pending Admin

5✓

Goal: 20 (+75%)

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

216
Past Critical Age
304
Avg Age of Reqeusts >30 ...
0
Age-Oldest Unassigned PL
1359
Age-Oldest Pending Draft...
590
Age-Oldest Pending Tech ...
395
Age-Oldest Pending Adm...



Overall TAT
(Month to Date)

344.8!

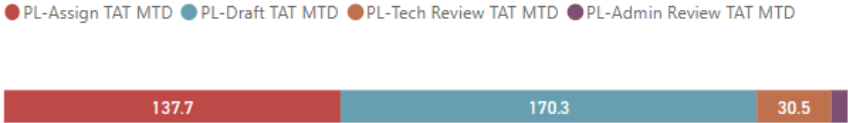
Goal: 30, 31

Overall TAT
(Past 90 Days)

335.0!

Goal: 30, 31

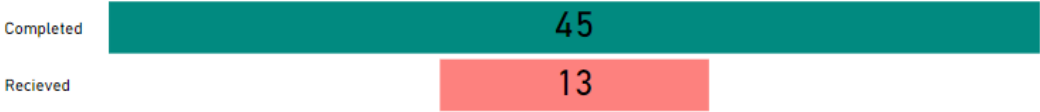
TAT by Phase of Work (MTD)



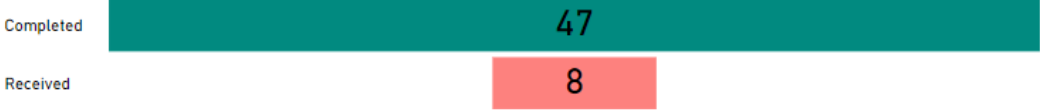
TAT by Phase of Work (Past 90 Days)



Month to Date



30 Day Avg (Over Past 90 Days)



Open Quality Reports		
Qualtrax ID	Workflow #	Age
33435	2018-085	580
34624	2018-094	562
55683	2019-093	254
57686	2020-008	226
59592	2020-021	208
61378	2020-028	182
61919	2020-031	172

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

Quality TAT

47!

Goal: 40, 41

Avg Age of Open Reports*

124

Quality Filter

Biology/DNA

Section

Request Type

Outsourced - DNA

All

of Unassigned

456!

Goal: 100 (-356%)

Pending Draft

2✓

Goal: 100 (+98%)

Pending Tech

1✓

Goal: 100 (+99%)

Pending Admin

0✓

Goal: 100 (+100%)

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

361

Past Critical Age

126

Avg Age of Reqeusts >30 ...

817

Age-Oldest Unassigned PL

192

Age-Oldest Pending Draft...

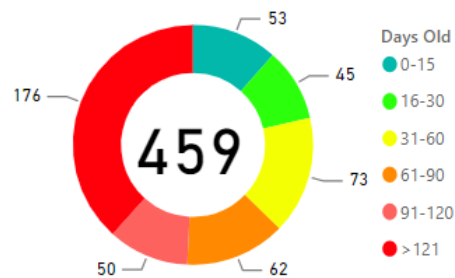
269

Age-Oldest Pending Tech ...

0

Age-Oldest Pending Adm...

Total Pending Requests

Overall TAT
(Month to Date)

181.9!

Goal: 100, 100

Overall TAT
(Past 90 Days)

168.8!

Goal: 100, 100

TAT by Phase of Work (MTD)

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

178.0

TAT by Phase of Work (Past 90 Days)

158.3

Month to Date

Completed

217

Recieved

99

30 Day Avg (Over Past 90 Days)

Completed

108

Received

83

Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	580
34624	2018-094	562
55683	2019-093	254
57686	2020-008	226
59592	2020-021	208
61378	2020-028	182
61919	2020-031	172

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

Quality TAT

47!

Goal: 40, 41

Avg Age of Open Reports*

124

Quality Filter

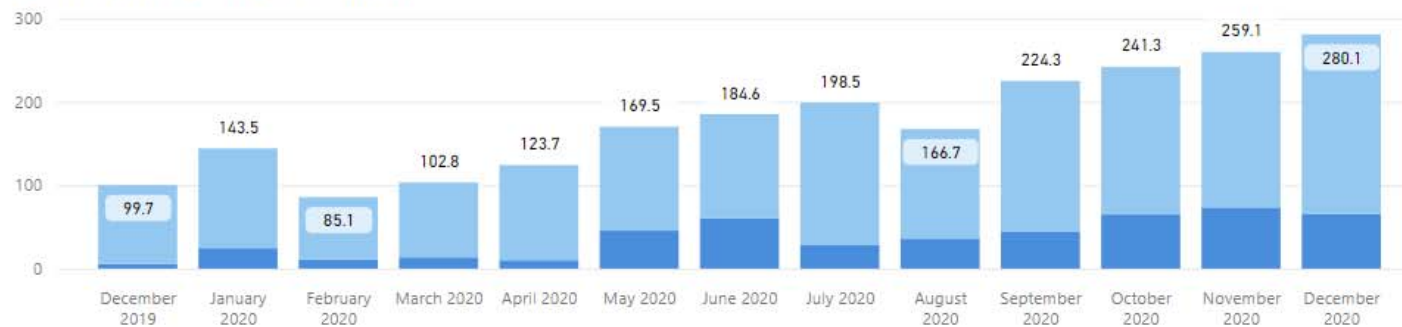
Biology/DNA

Date Range

12/1/2019 12/31/2020

Total TAT by Month

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



Request Type

DNA

Request Type

All

Selected Time Frame Averages

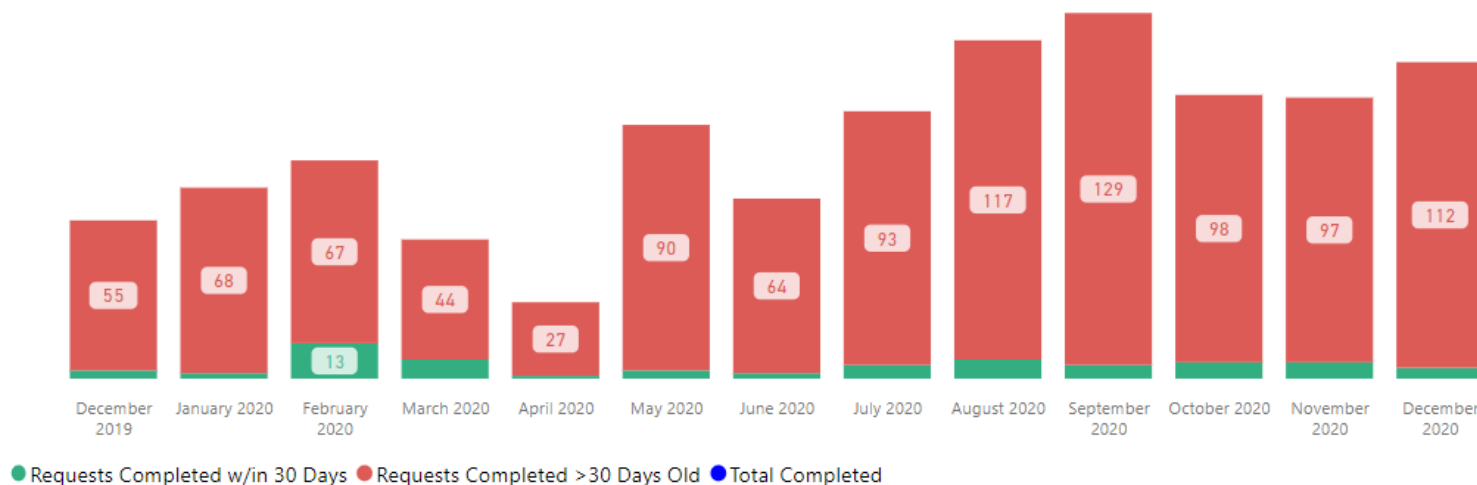
190.01

Total TAT (Rec'd-Compl.) Avg

148.64

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

1125

Requests Completed

1061

Requests Completed > 30 Days

94.31 %

% Completed > 30 Days

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

Section

DNA

Request Type

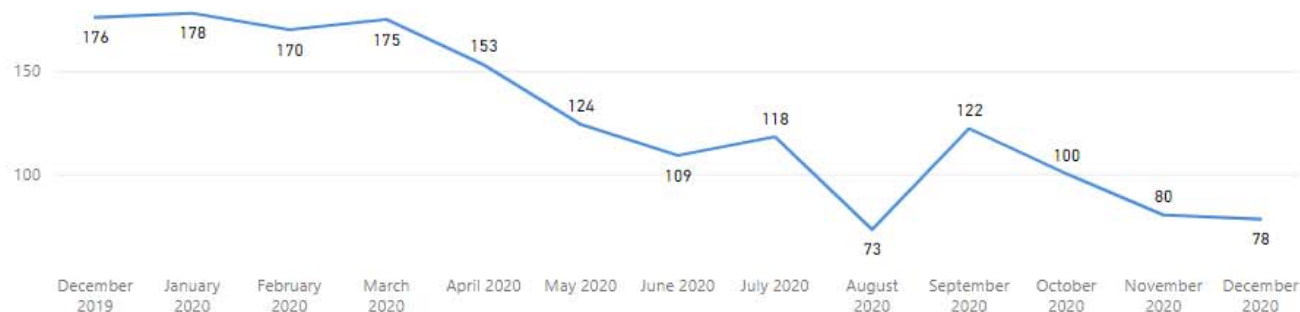
All

Received Filter

12/1/2019

12/31/2020

Received by Month



Total Received

1656

Received per Month (Avg)*

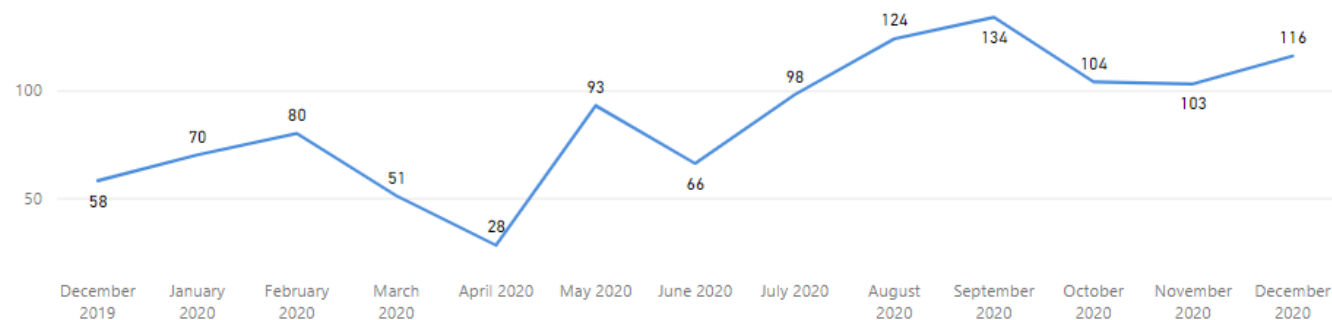
127

Completed Filter

12/1/2019

12/31/2020

Completed by Month



Total Completed

1125

Completed per Month (Avg)*

87

* months with zero activity are not calculated into the average

Section

Request Type

Screening

All

of Unassigned

Pending Draft

0✓

Goal: 10 (+100%)

8✓

Goal: 14 (+42.86%)

Pending Tech

Pending Admin

1✓

Goal: 16 (+93.75%)

1✓

Goal: 12 (+91.67%)

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

0

Past Critical Age

NaN

Avg Age of Reqeusts >30 ...

0

Age-Oldest Unassigned PL

9

Age-Oldest Pending Draft...

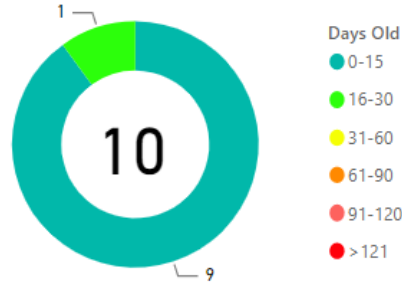
14

Age-Oldest Pending Tech ...

22

Age-Oldest Pending Adm...

Total Pending Requests



Overall TAT (Month to Date)

7.5✓

Goal: 10, 11

Overall TAT (Past 90 Days)

17.0!

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

Completed

67

Recieved

65

30 Day Avg (Over Past 90 Days)

Completed

70

Received

68

Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	580
34624	2018-094	562
55683	2019-093	254
57686	2020-008	226
59592	2020-021	208
61378	2020-028	182
61919	2020-031	172

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

Quality TAT

47!

Goal: 40, 41

Avg Age of Open Reports*

124

Quality Filter

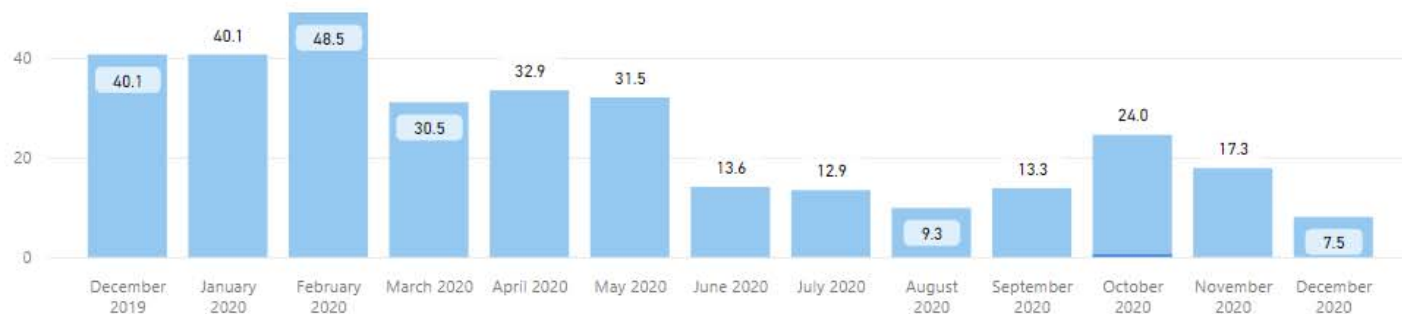
Biology/DNA

Date Range

12/1/2019 12/31/2020

Total TAT by Month

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



Request Type

Screening

Request Type

All

Selected Time Frame Averages

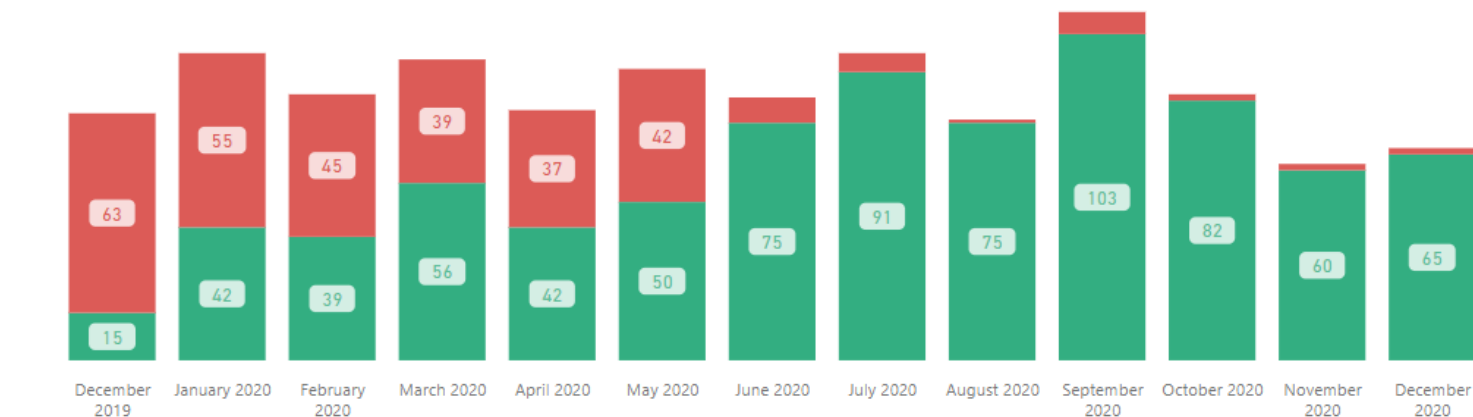
25.03

Total TAT (Rec'd-Compl.) Avg

25.49

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



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

Received to Complete

1104

Requests Completed

309

Requests Completed > 30 Days

27.99 %

% Completed > 30 Days

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

Section

Screening

Request Type

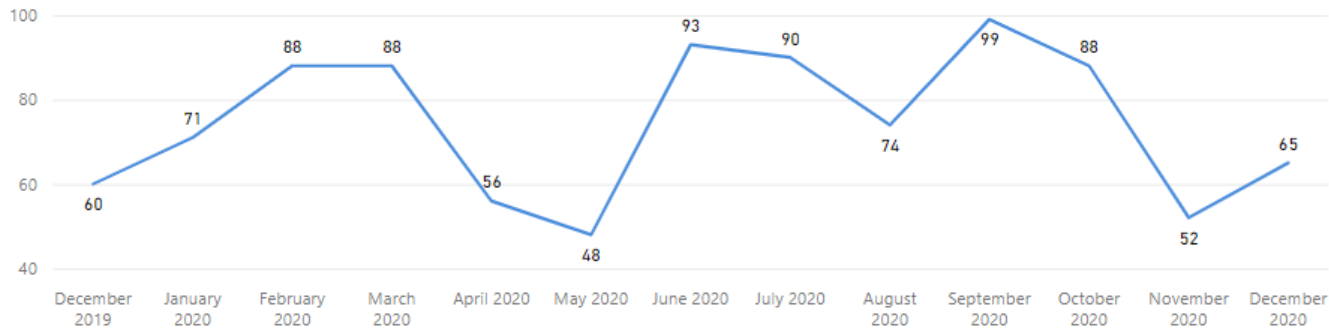
All

Received Filter

12/1/2019

12/31/2020

Received by Month



Total Received

972

Received per Month (Avg)*

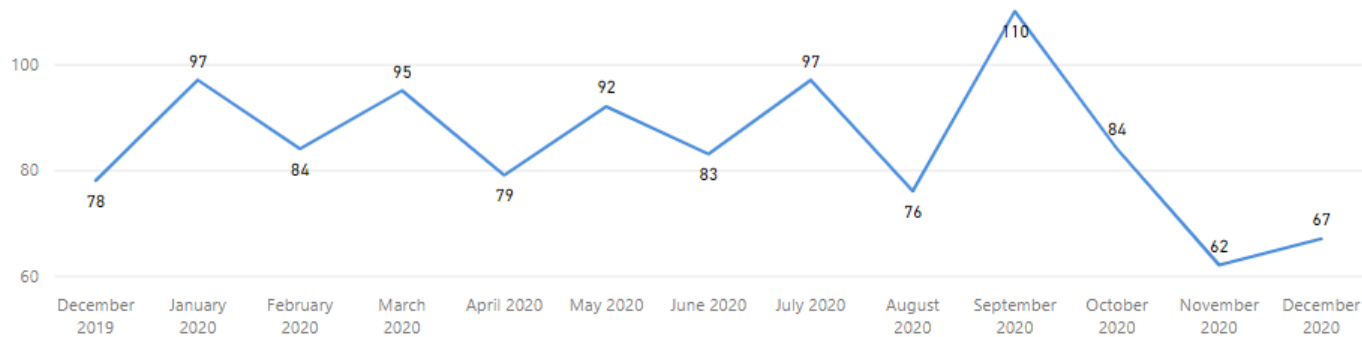
75

Completed Filter

12/1/2019

12/31/2020

Completed by Month



Total Completed

1104

Completed per Month (Avg)*

85

* months with zero activity are not calculated into the average

Section

CODIS

CODIS Hit Type

All

of Unassigned

83✓

Goal: 100 (+17%)

Pending Draft

45!

Goal: 20 (-125%)

Pending Tech

2✓

Goal: 15 (+86.67%)

Pending Admin

0✓

Goal: 0

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

12

Past Critical Age

37

Avg Age of Reqeusts >30 ...

38

Age-Oldest Unassigned PL

24

Age-Oldest Pending Draft...

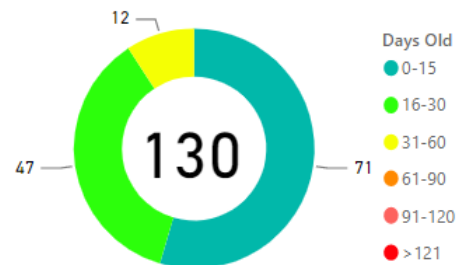
13

Age-Oldest Pending Tech ...

0

Age-Oldest Pending Adm...

Total Pending Requests

Overall TAT
(Month to Date)

15.3✓

Goal: 30, 31

Overall TAT
(Past 90 Days)

12.6✓

Goal: 30, 31

TAT by Phase of Work (MTD)

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

5.0

TAT by Phase of Work (Past 90 Days)

3.2

Month to Date

Completed

349

Recieved

323

30 Day Avg (Over Past 90 Days)

Completed

637

Received

496

Open Quality Reports

Qualtrax ID	Workflow #	Age
33435	2018-085	580
34624	2018-094	562
55683	2019-093	254
57686	2020-008	226
59592	2020-021	208
61378	2020-028	182
61919	2020-031	172

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

Quality TAT

47!

Goal: 40, 41

Avg Age of Open Reports*

124

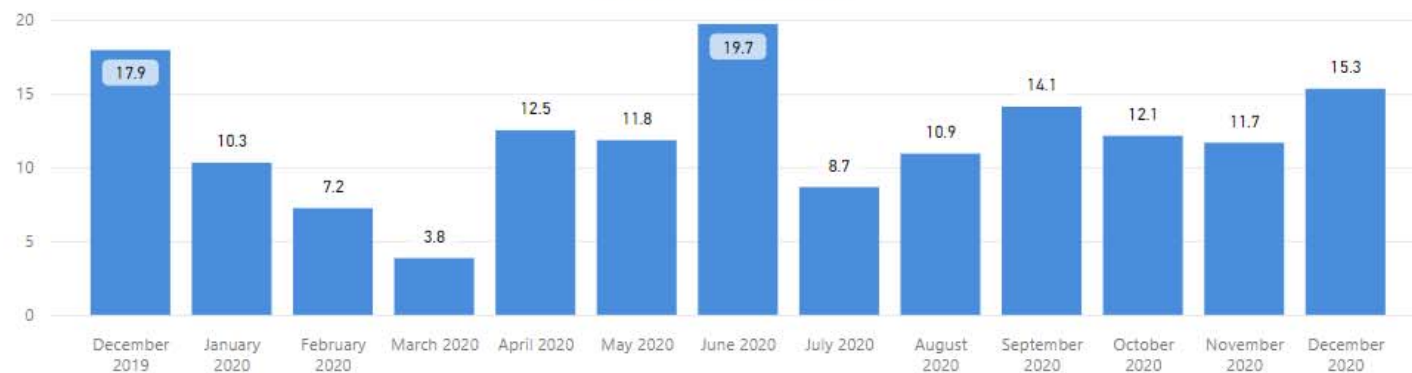
Quality Filter

Biology/DNA

Date Range

12/1/2019 12/31/2020

Total TAT by Month



Request Type

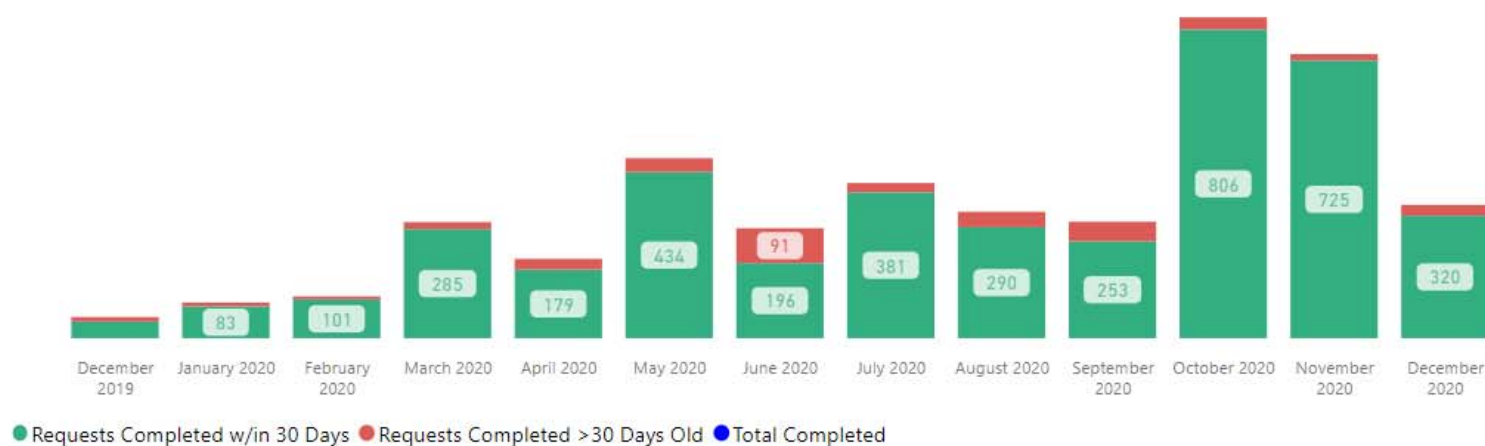
CODIS

Selected Time Frame Averages

11.86

Total TAT (Rec'd-Compl.) Avg

Requests Completed



Received to Complete

4491

Requests Completed

395

Requests Completed > 30 Days

8.80 %

% Completed > 30 Days

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

Section

CODIS

Hit Type

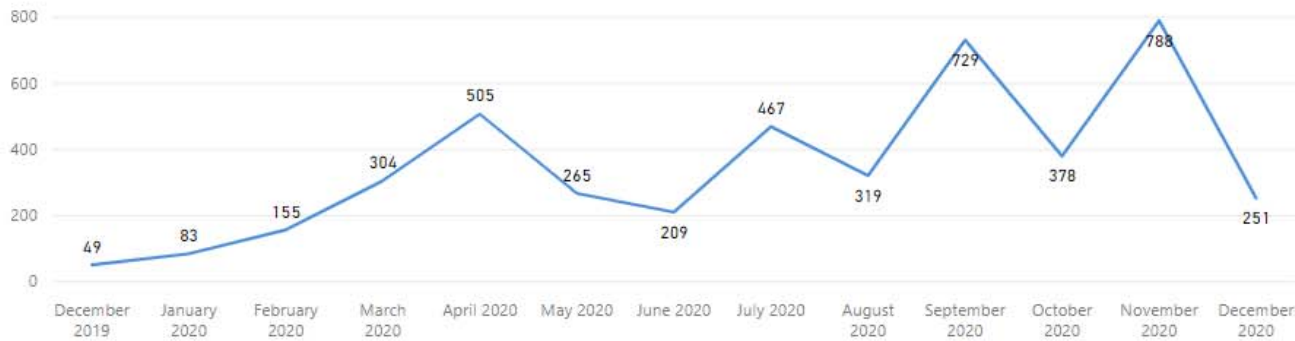
All

Received Filter

12/1/2019

12/31/2020

Received by Month



Total Received

4502

Received per Month (Avg)*

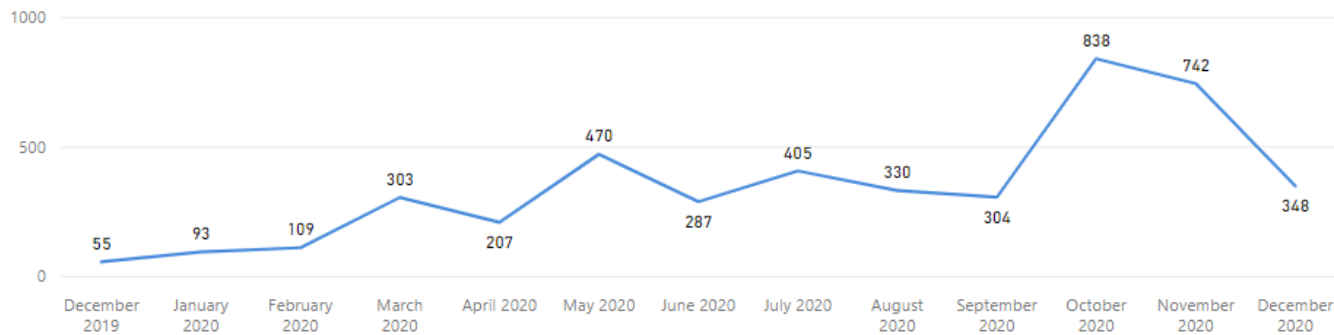
346

Completed Filter

12/1/2019

12/31/2020

Completed by Month



Total Completed

4491

Completed per Month (Avg)*

345

* months with zero activity are not calculated into the average

Latent Prints

Service
Priority Type

Latent Comparison
All

of Unassigned
2398!

Goal: 230 (-942.61%)

Pending Draft
55!

Goal: 50 (-10%)

Pending Tech
28✓

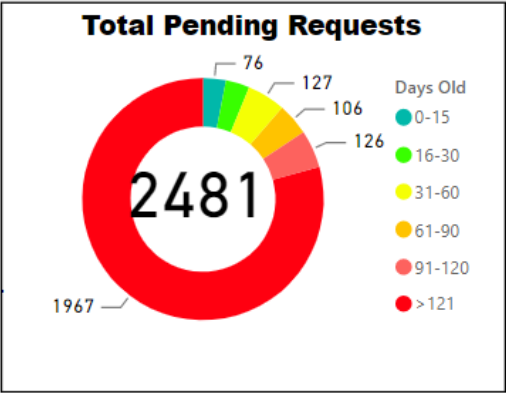
Goal: 50 (+44%)

Pending Admin
0✓

Goal: 50 (+100%)

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

2326
Justice Trax Past Critical Age
350
Avg Age of Requests >30 D...
906
Age-Oldest Unassigned
1708
Age-Oldest Pending Draft
1431
Age-Oldest Pending Tech
0
Age-Oldest Pending Admin



Overall TAT
(Month to Date)

470.1!

Goal: 45, 46

Overall TAT
(Past 90 Days)

573.9!

Goal: 45, 46



Open Quality Reports

Qualtrax ID	Workflow #	Age
62079	2020-033	169
64699	2020-043	137
72533	2020-090	45
75326	2020-105	9

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

Quality TAT

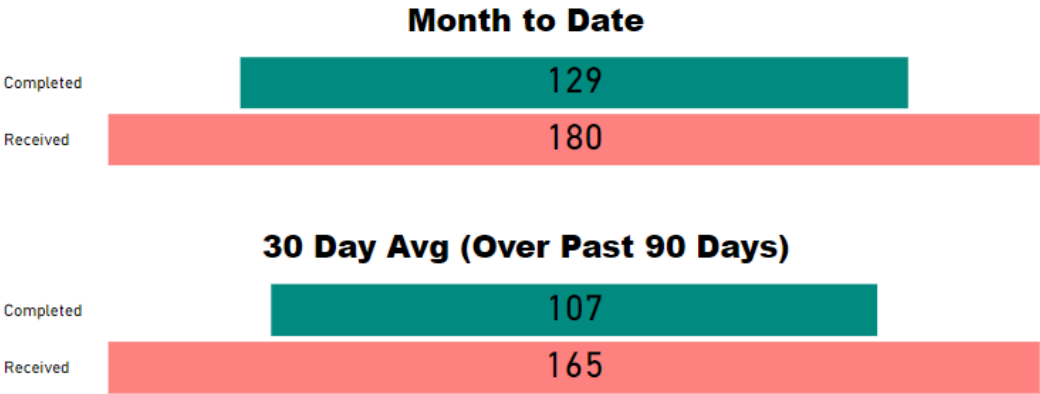
53!

Goal: 40, 41

Avg Age of Open Reports*

90

Quality Filter
Latent Prints



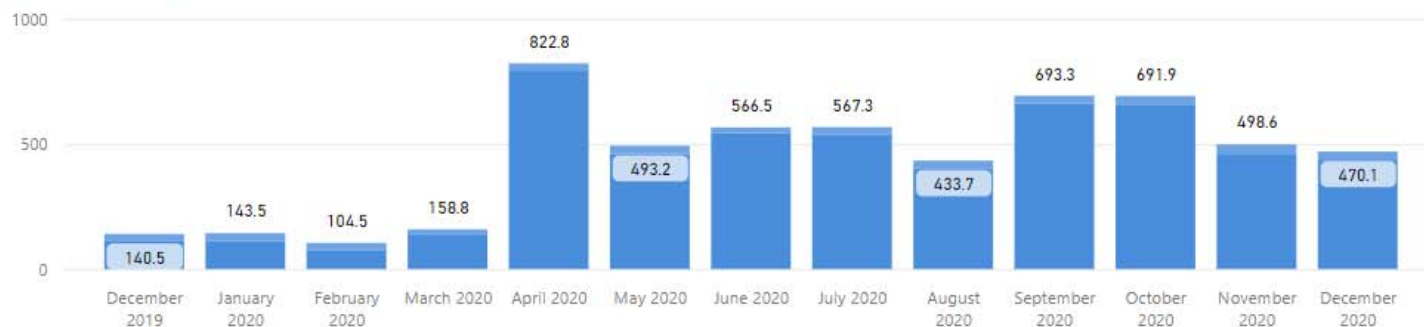
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

Latent Comparison

Priority Type

All

Selected Time Frame Averages

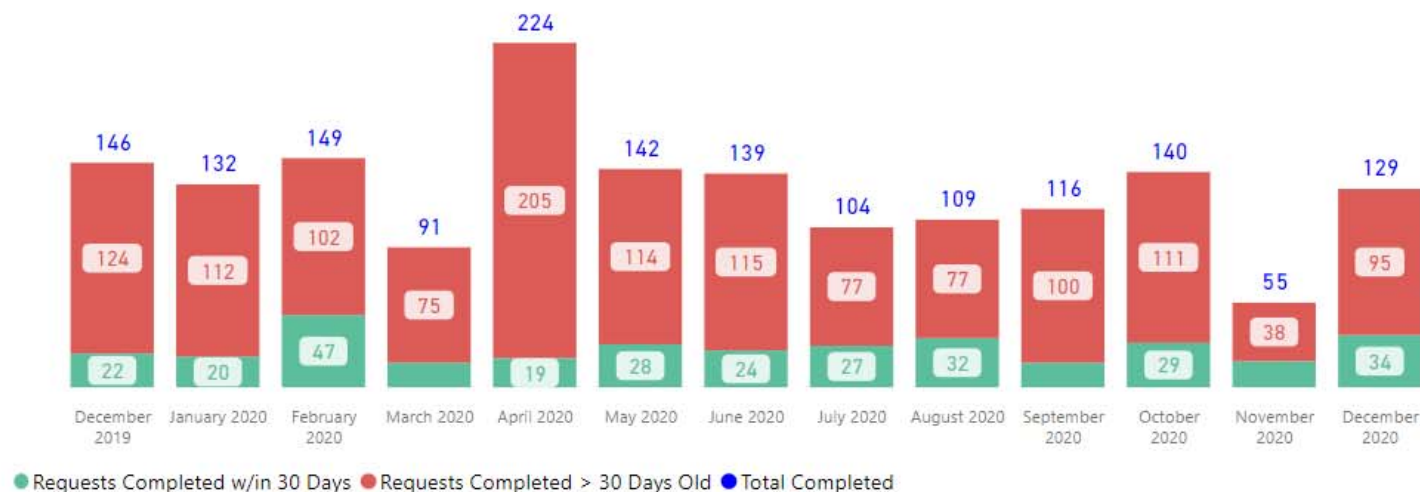
461.93

Total TAT (Rec'd-Compl.) Avg

30.30

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

1676

Requests Completed

1345

Requests Completed > 30 Days Old

80.25 %

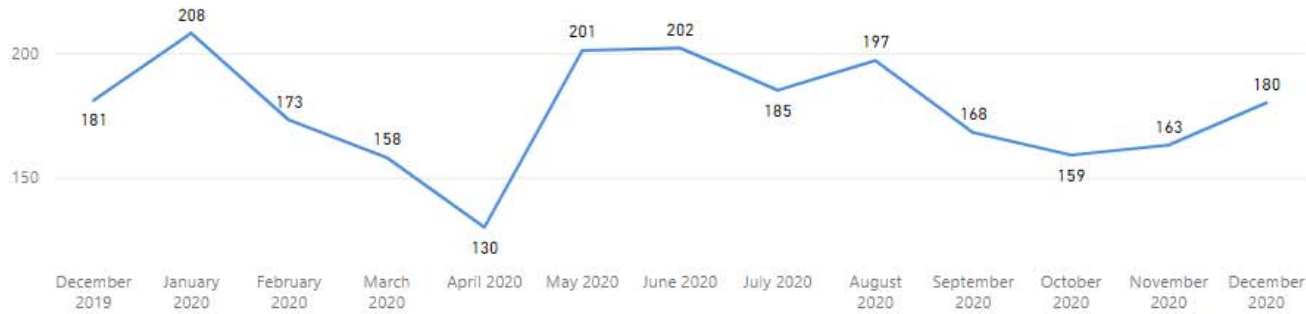
% Completed > 30 Days Old

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

Service: Latent Comparison
Priority Type: All

Received Filter
12/1/2019 12/31/2020

Received by Month



Total Received

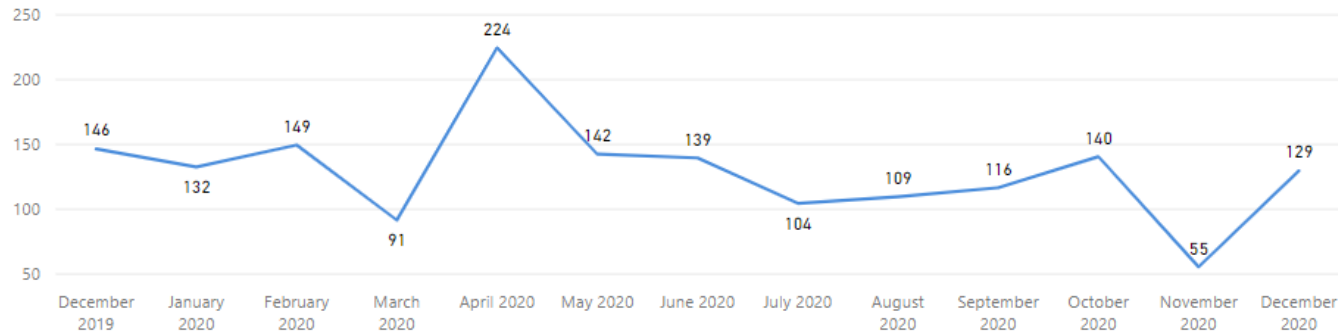
2,305

Received per Month (Avg)*

177

Completed Filter
12/1/2019 12/31/2020

Completed by Month



Total Completed

1,676

Completed per Month (Avg)*

129

* months with zero activity are not calculated into the average

Service
Priority Type

Latent Processing
All

of Unassigned
396!
Goal: 50 (-692%)

Pending Draft
8✓
Goal: 30 (+73.33%)

Pending Tech
13✓
Goal: 30 (+56.67%)

Pending Admin
0✓
Goal: 30 (+100%)

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

373

Justice Trax Past Critical Age

252

Avg Age of Requests >30 D..

517

Age-Oldest Unassigned

518

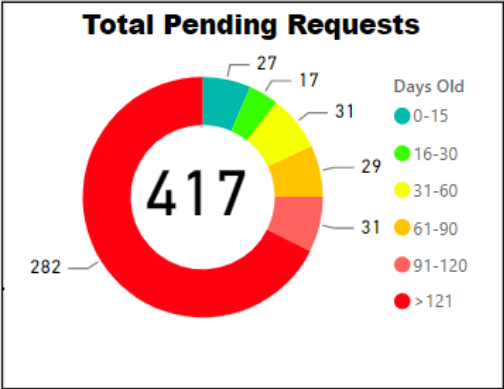
Age-Oldest Pending Draft

525

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin



Overall TAT (Month to Date)

131.4!

Goal: 30, 31

Overall TAT (Past 90 Days)

176.9!

Goal: 30, 31



Open Quality Reports

Qualtrax ID	Workflow #	Age
62079	2020-033	169
64699	2020-043	137
72533	2020-090	45
75326	2020-105	9

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

Quality TAT

53!

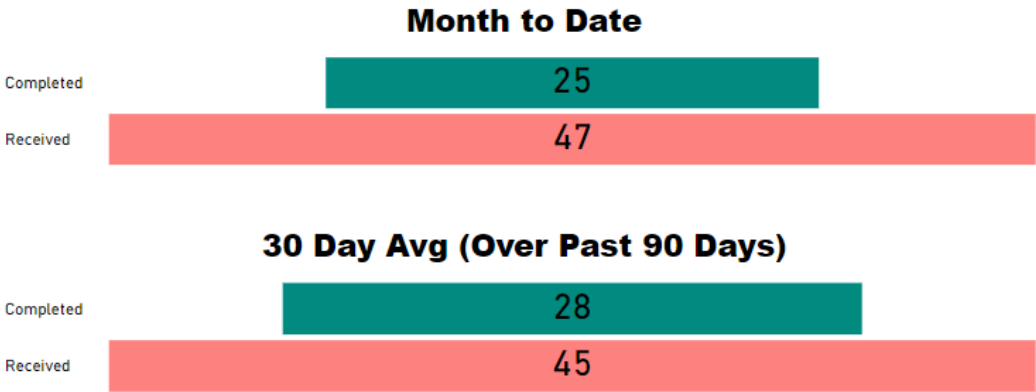
Goal: 40, 41

Avg Age of Open Reports*

90

Quality Filter

Latent Prints

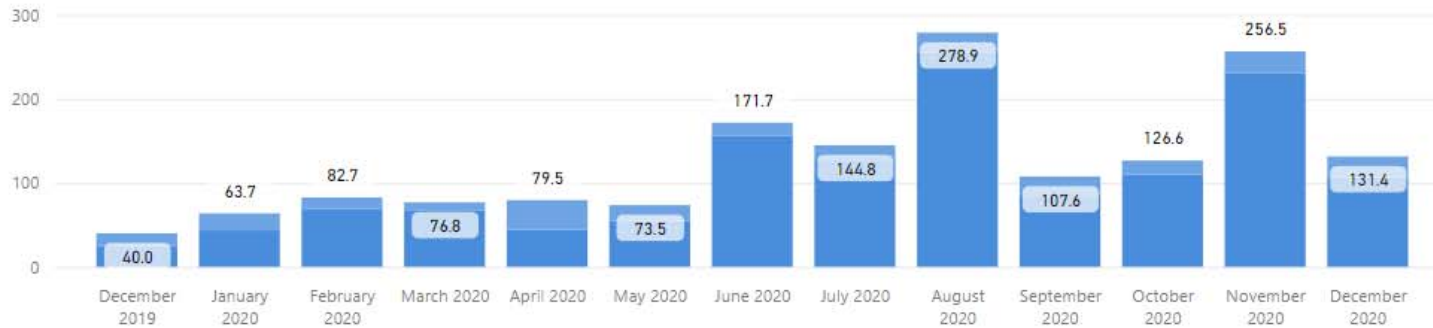


Date Range

12/1/2019 12/31/2020

Total TAT by Month

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



Request Type

Latent Processing

Priority Type

All

Selected Time Frame Averages

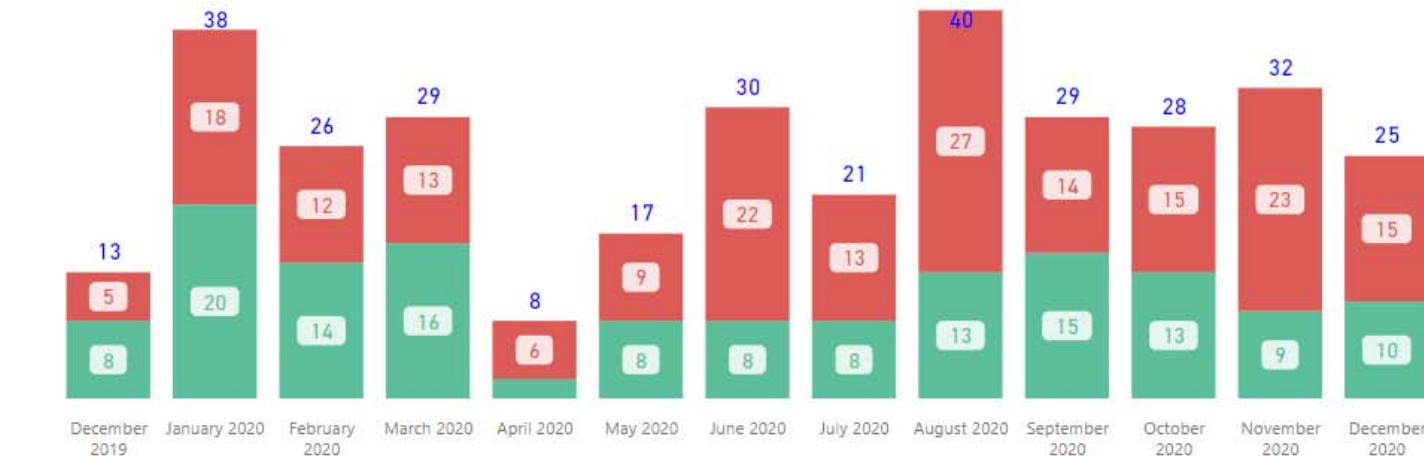
139.01

Total TAT (Rec'd-Compl.) Avg

19.65

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



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

Received to Complete

336

Requests Completed

192

Requests Completed > 30 Days Old

57.14 %

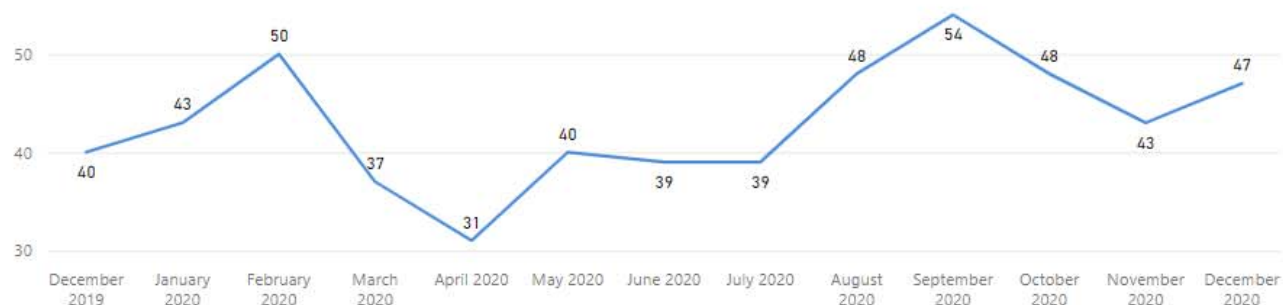
% Completed > 30 Days Old

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

Service: Latent Processing
Priority Type: All

Received Filter
12/1/2019 12/31/2020

Received by Month



Total Received

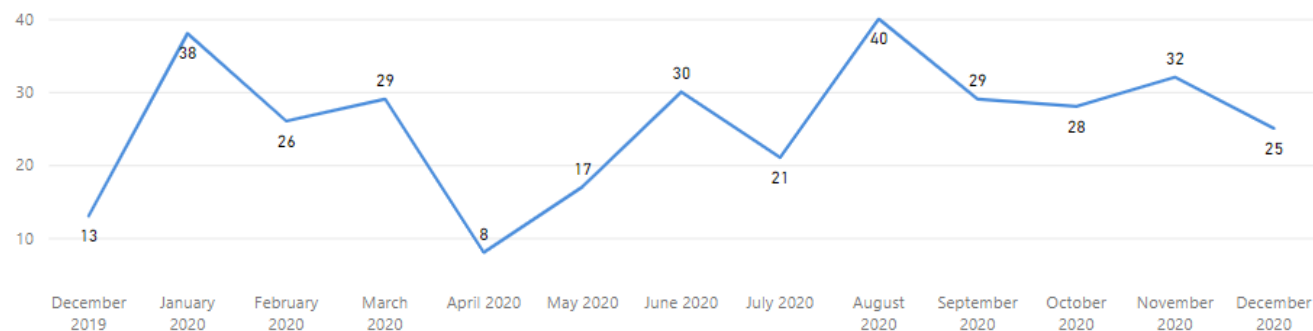
559

Received per Month (Avg)*

43

Completed Filter
12/1/2019 12/31/2020

Completed by Month



Total Completed

336

Completed per Month (Avg)*

26

* months with zero activity are not calculated into the average

Digital Multi-Media

Service

AV Call Out

Priority Type

All

of Unassigned

Pending Draft

0

✓

Goal: 15 (+100%)

1

✓

Goal: 5 (+80%)

Pending Tech

Pending Admin

2

✓

Goal: 5 (+60%)

0

✓

Goal: 5 (+100%)

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

2

Age-Oldest Pending Draft

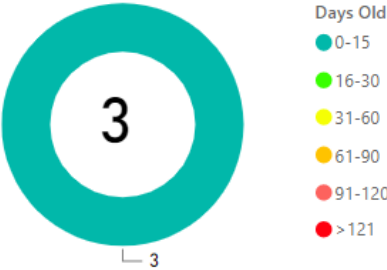
2

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin

Total Pending Requests



Overall TAT
(Month to Date)

20.0!

Goal: 5, 6

Overall TAT
(Past 90 Days)

10.2!

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)



Open Quality Reports

Qualtrax ID

Workflow #

Age

Quality TAT

(Blank)

✓

Goal: 30, 31

Avg Age of Open Reports*

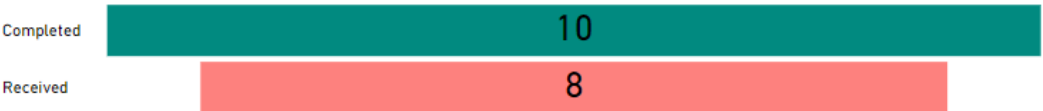
NaN

Quality Filter

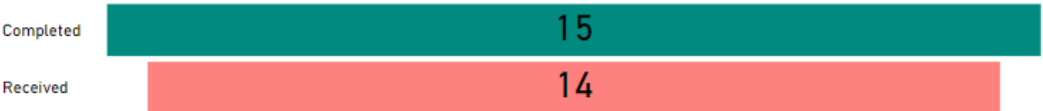
Audio/Video

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

Month to Date



30 Day Avg (Over Past 90 Days)



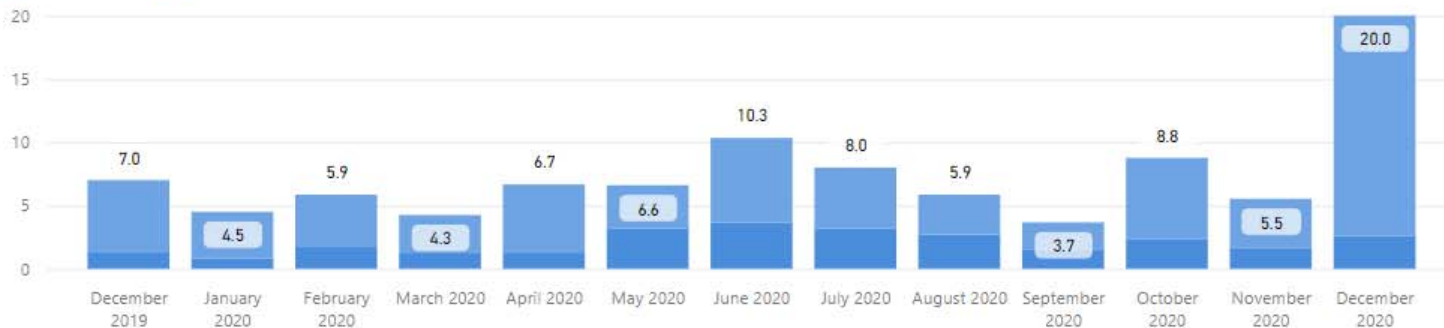
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

AV Call Out

Priority Type

All

Selected Time Frame Averages

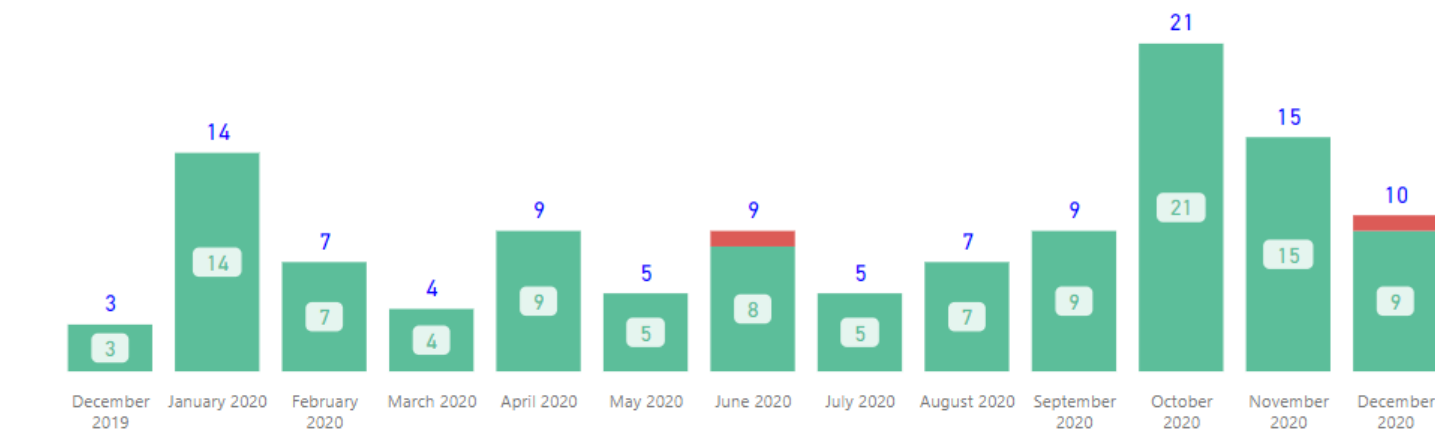
7.70

Total TAT (Rec'd-Compl.) Avg

5.65

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



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

Received to Complete

118

Requests Completed

2

Requests Completed > 30 Days Old

1.69 %

% Completed > 30 Days Old

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

Service

AV Call Out

▼

Priority Type

All

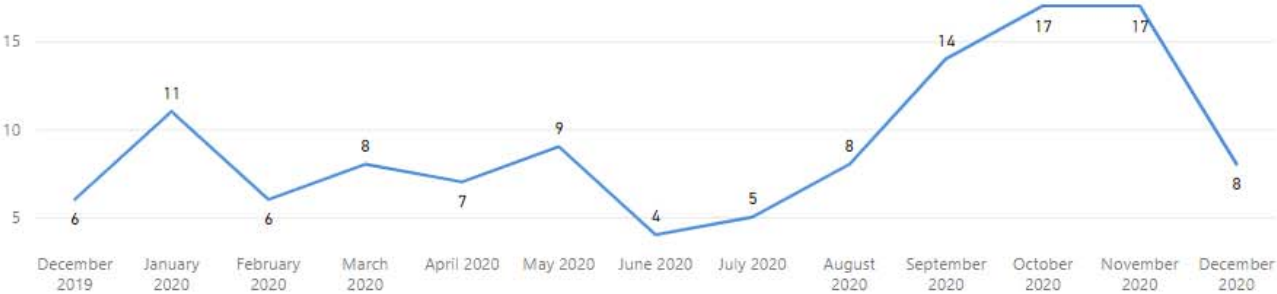
▼

Received Filter

12/1/2019

12/31/2020

Received by Month



Total Received

120

Received per Month (Avg)*

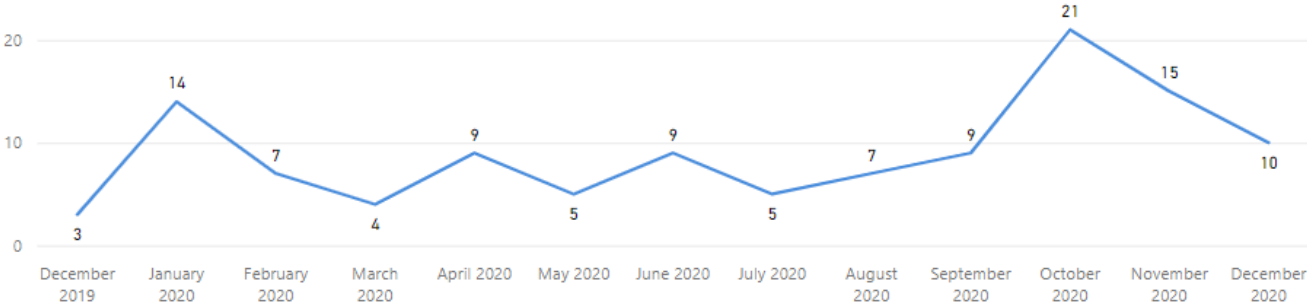
9

Completed Filter

12/1/2019

12/31/2020

Completed by Month



Total Completed

118

Completed per Month (Avg)*

9

* months with zero activity are not calculated into the average

Service
Priority Type

AV Examination
All

of Unassigned

4✓

Goal: 15 (+73.33%)

Pending Draft

1✓

Goal: 5 (+80%)

Pending Tech

2✓

Goal: 5 (+60%)

Pending Admin

5✓

Goal: 5 (+0%)

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

5

Justice Trax Past Critical Age

39

Avg Age of Requests >30 D...

23

Age-Oldest Unassigned

15

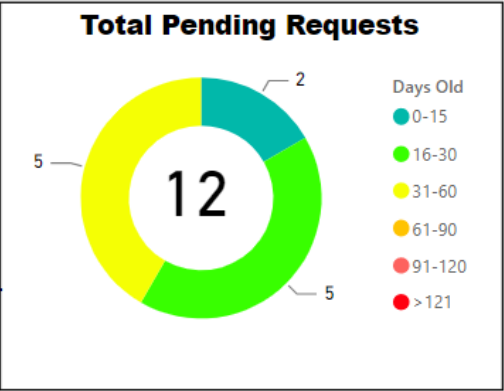
Age-Oldest Pending Draft

31

Age-Oldest Pending Tech

58

Age-Oldest Pending Admin



Overall TAT
(Month to Date)

28.1✓

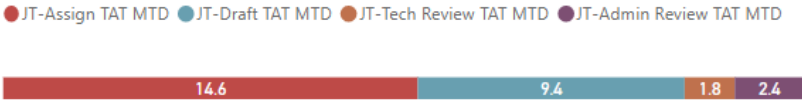
Goal: 45, 46

Overall TAT
(Past 90 Days)

26.1✓

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

(Blank)✓

Goal: 30, 31

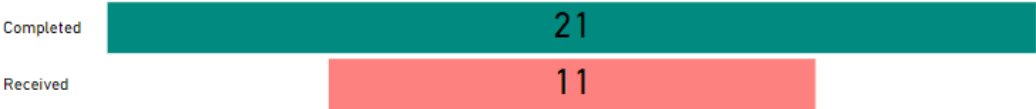
Avg Age of Open Reports*

NaN

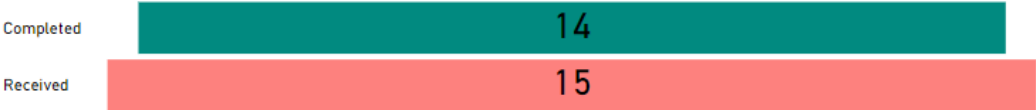
Quality Filter

Audio/Video

Month to Date



30 Day Avg (Over Past 90 Days)



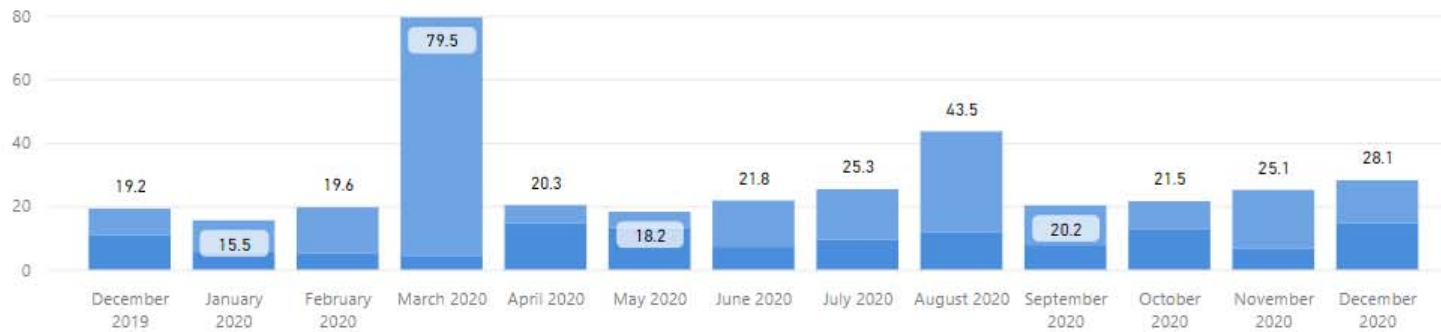
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

AV Examination

Priority Type

All

Selected Time Frame Averages

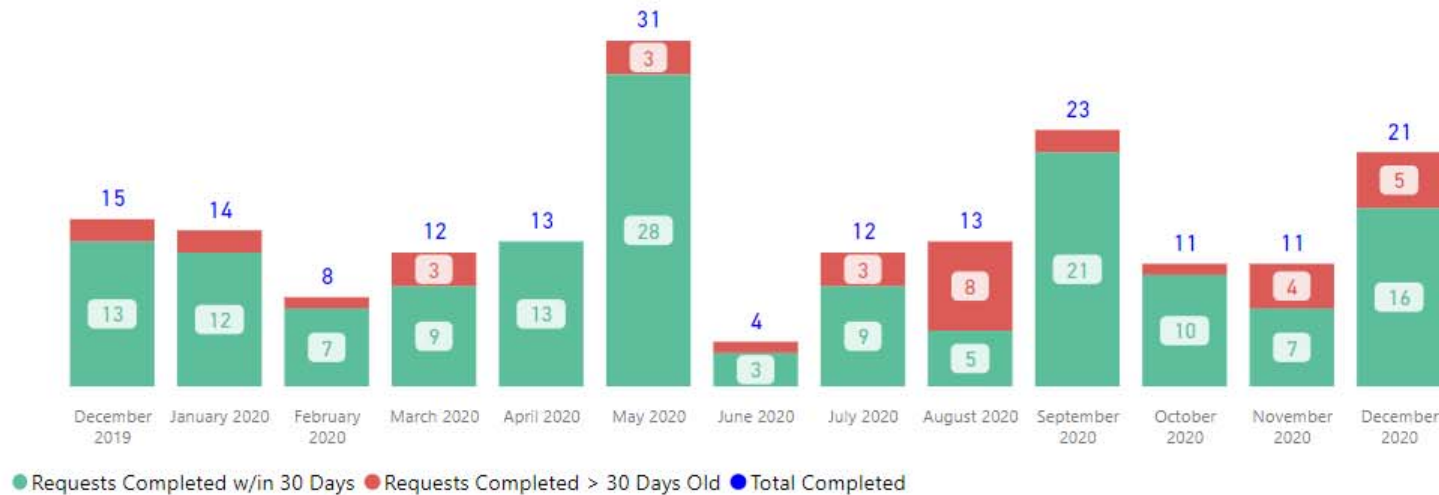
26.44

Total TAT (Rec'd-Compl.) Avg

16.21

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

188

Requests Completed

35

Requests Completed > 30 Days Old

18.62 %

% Completed > 30 Days Old

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

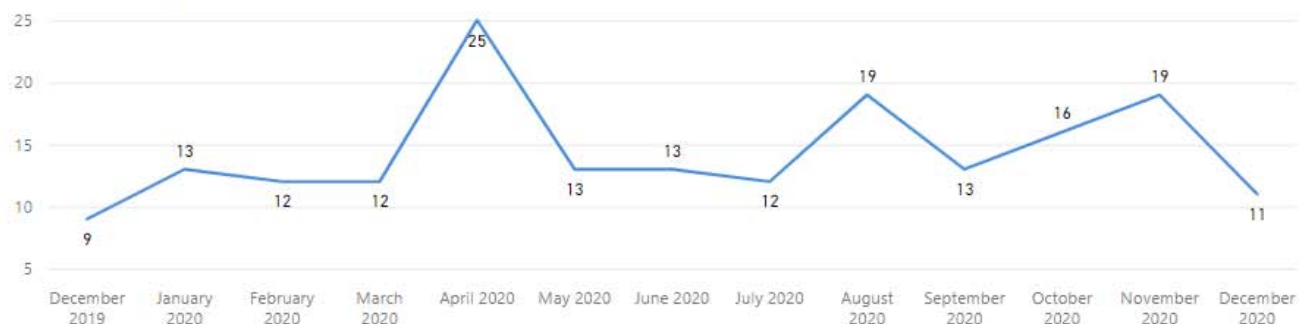
Service
AV Examination

Priority Type
All

Received Filter

12/1/2019 12/31/2020

Received by Month



Total Received

187

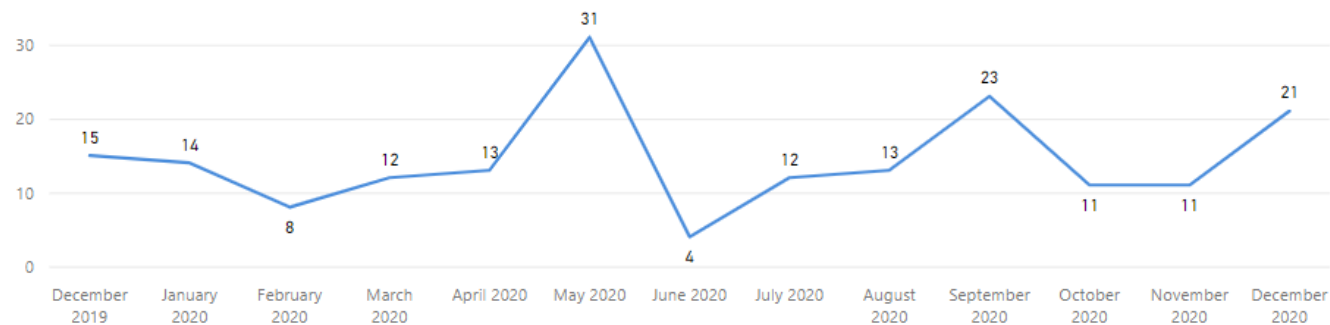
Received per Month (Avg)*

14

Completed Filter

12/1/2019 12/31/2020

Completed by Month



Total Completed

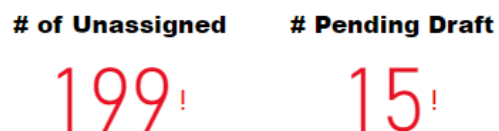
188

Completed per Month (Avg)*

14

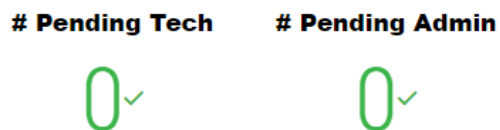
* months with zero activity are not calculated into the average

Service: Priority Type:



Goal: 50 (-298%)

Goal: 5 (-200%)

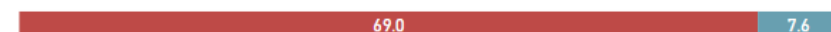
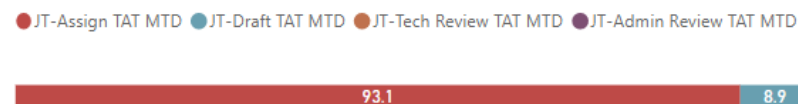
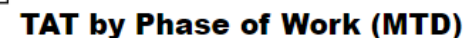
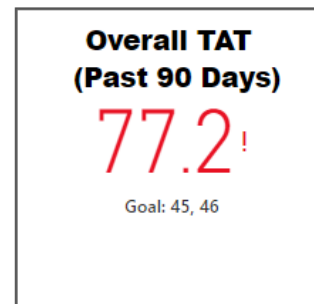
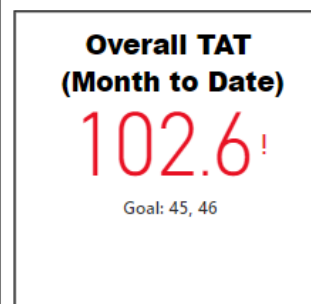
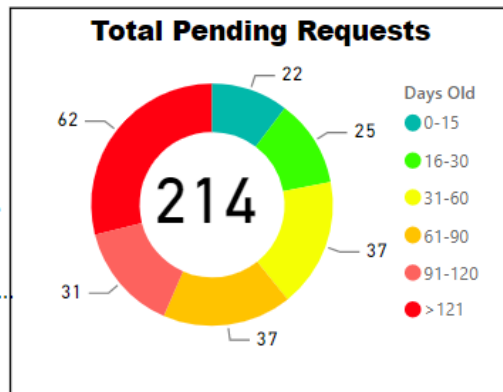


Goal: 5 (+100%)

Goal: 5 (+100%)

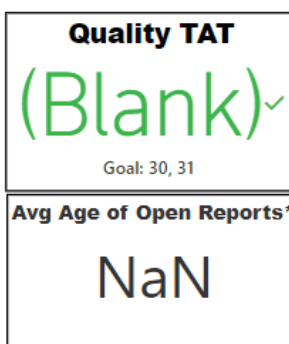
Goal= Threshold for the max # of requests in each bucket

167	Justice Trax Past Critical Age
106	Avg Age of Requests >30 D.
196	Age-Oldest Unassigned
419	Age-Oldest Pending Draft
0	Age-Oldest Pending Tech
0	Age-Oldest Pending Admin



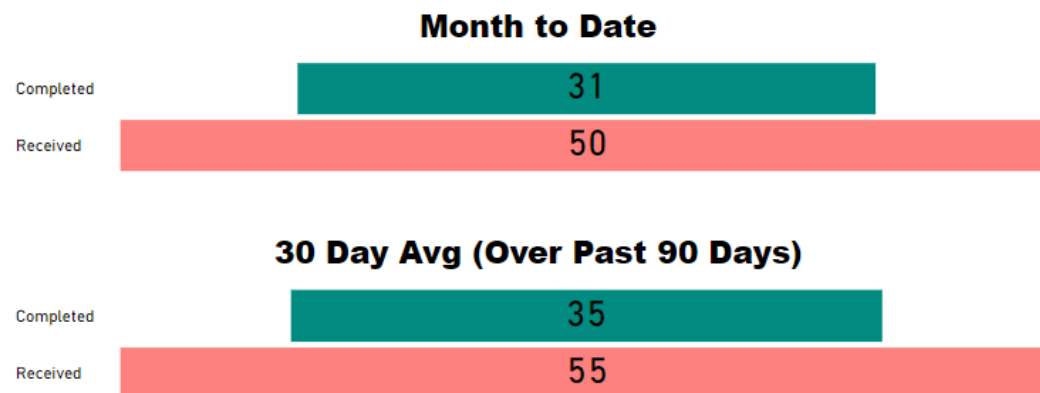
Open Quality Reports		
Qualtrax ID	Workflow #	Age

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



Quality Filter

Digital Forensics 



Service

DME

Priority Type

All

of Unassigned

Pending Draft

0✓

Goal: 0

0✓

Goal: 30 (+100%)

Pending Tech

Pending Admin

0✓

Goal: 30 (+100%)

0✓

Goal: 30 (+100%)

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

0

- Days Old
- 0-15
- 16-30
- 31-60
- 61-90
- 91-120
- >121

Overall TAT
(Month to Date)

NaN✓

Goal: 30, 31

Overall TAT
(Past 90 Days)

232.0!

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)

37.3

182.7

Open Quality Reports

Qualtrax ID

Workflow #

Age

Quality TAT

(Blank)✓

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

0

Received

0

30 Day Avg (Over Past 90 Days)

Completed

1

Received

0

DFL and DME

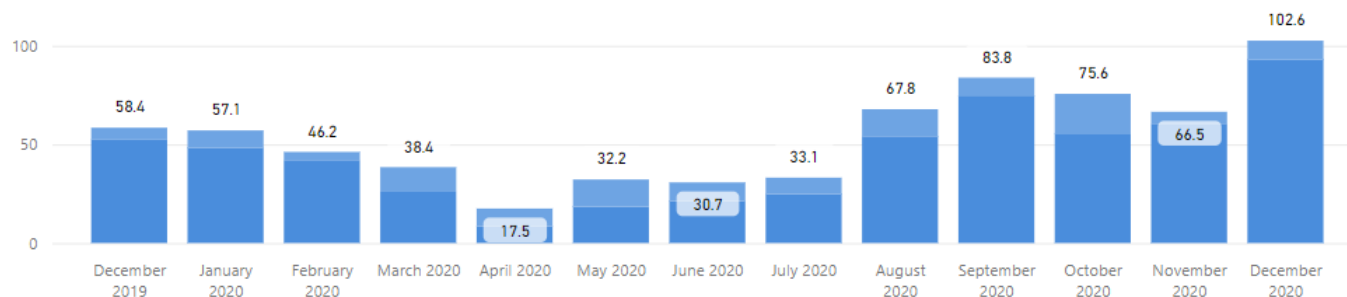
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

Multiple selections

Priority Type

All

Selected Time Frame Averages

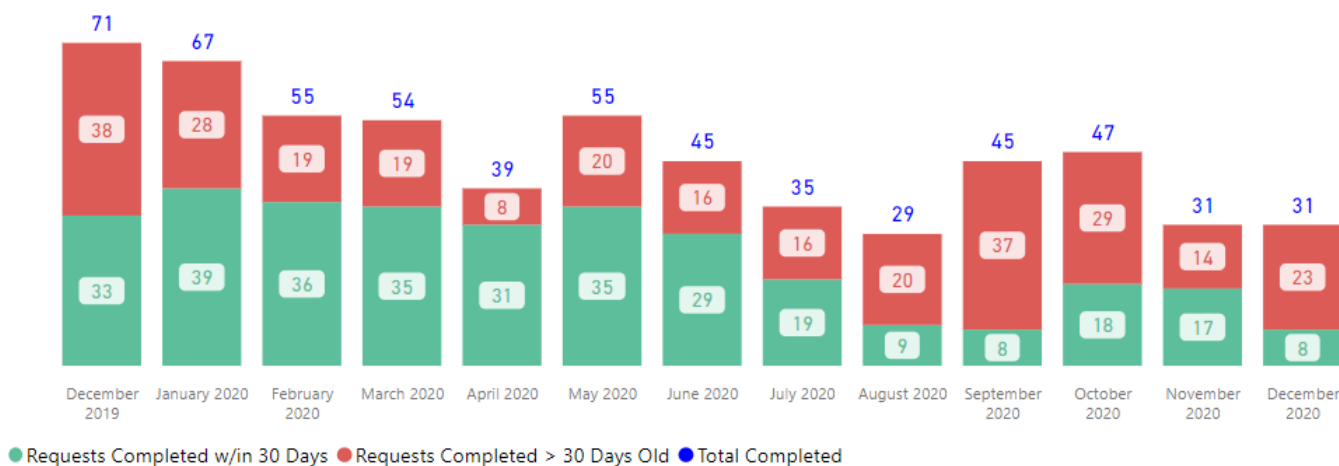
53.17

Total TAT (Rec'd-Compl.) Avg

9.97

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

604

Requests Completed

287

Requests Completed > 30 Days Old

47.52 %

% Completed > 30 Days Old

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

DFL and DME

Service

Multiple selections

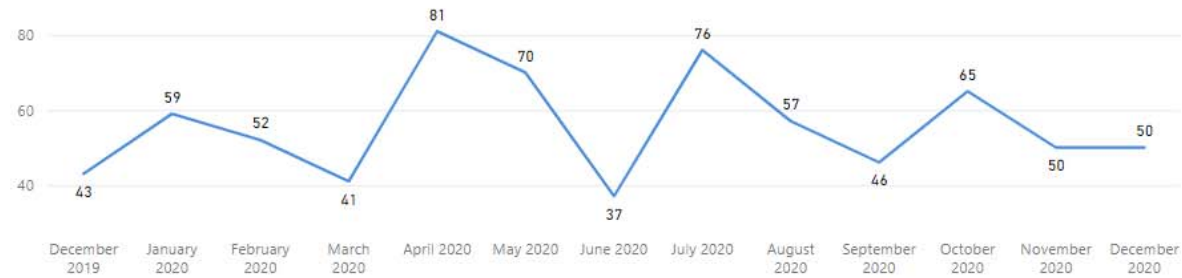
Priority Type

All

Received Filter

12/1/2019 12/31/2020

Received by Month



Total Received

727

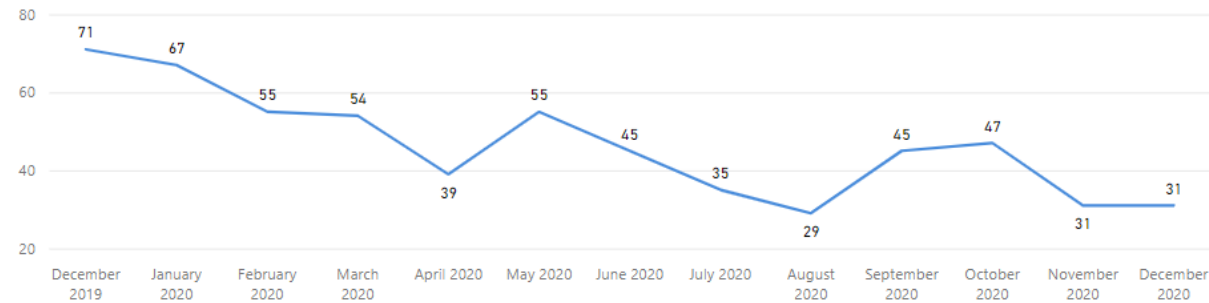
Received per Month (Avg)*

56

Completed Filter

12/1/2019 12/31/2020

Completed by Month



Total Completed

604

Completed per Month (Avg)*

46

* months with zero activity are not calculated into the average

Crime Scene Unit

Service
Priority Type

CSU Response
All

of Unassigned
0✓
Goal: 0

Pending Draft
208!
Goal: 30 (-593.33%)

Pending Tech
479!
Goal: 30 (-1496.67%)

Pending Admin
0✓
Goal: 0

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

442

Justice Trax Past Critical Age

88

Avg Age of Requests >30 D...

0

Age-Oldest Unassigned

552

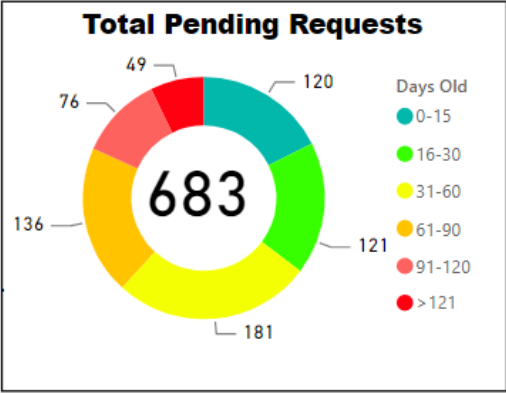
Age-Oldest Pending Draft

552

Age-Oldest Pending Tech

0

Age-Oldest Pending Admin



Overall TAT (Month to Date)

91.6!

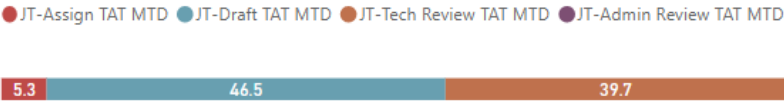
Goal: 30, 31

Overall TAT (Past 90 Days)

84.0!

Goal: 30, 31

TAT by Phase of Work (MTD)



TAT by Phase of Work (Past 90 Days)



Open Quality Reports

Qualtrax ID	Workflow #	Age
63388	2020-038	154
67806	2020-064	99
68860	2020-069	84
72026	2020-095	50
64616	2020-IA-09	138

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

Quality TAT

49!

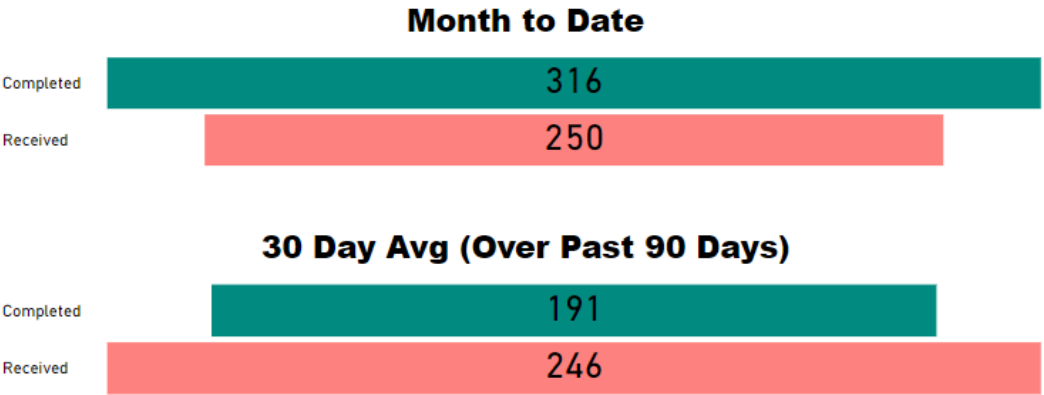
Goal: 30, 31

Avg Age of Open Reports*

105

Quality Filter

Crime Scene



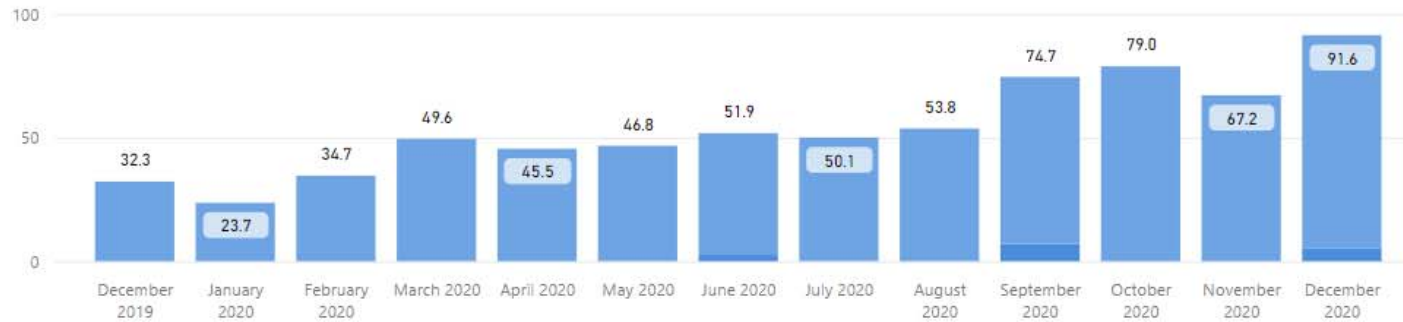
Date Range

12/1/2019

12/31/2020

Total TAT by Month

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



Request Type

CSU Response

Priority Type

All

Selected Time Frame Averages

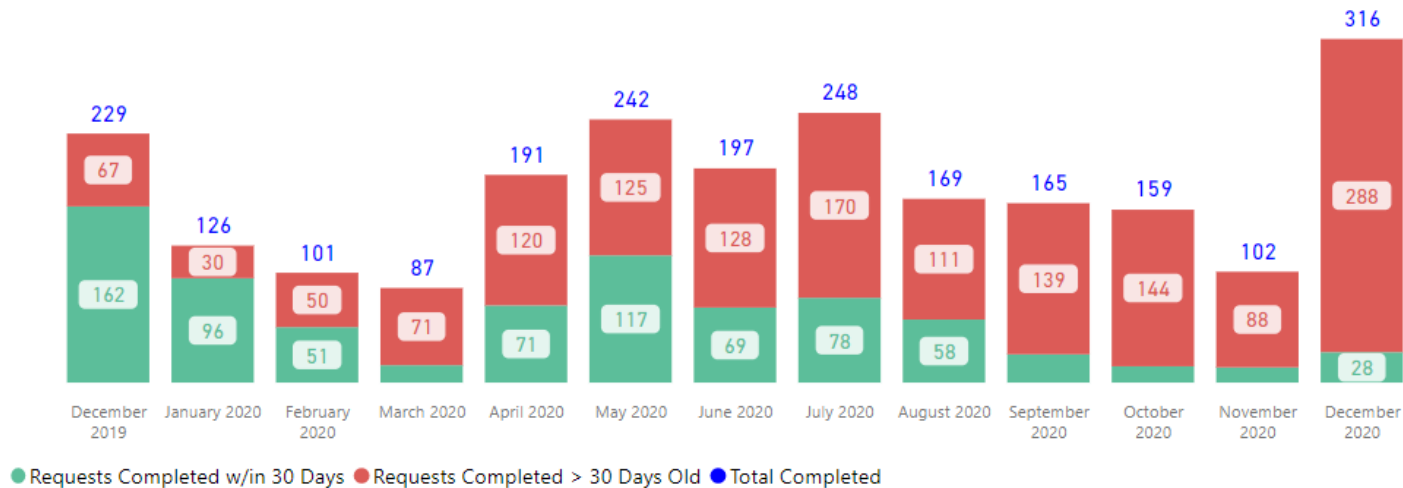
56.01

Total TAT (Rec'd-Compl.) Avg

54.51

Assigned TAT (Asgmt.-Compl.) Avg

Requests Completed



Received to Complete

2332

Requests Completed

1531

Requests Completed > 30 Days Old

65.65 %

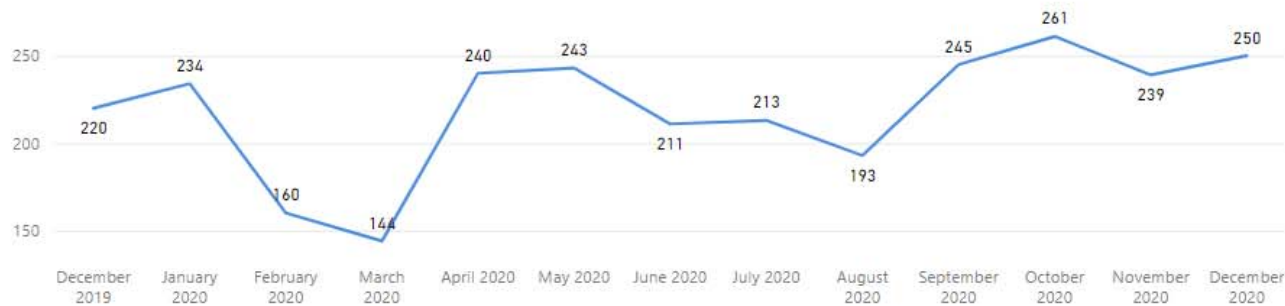
% Completed > 30 Days Old

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

Service: CSU Response
Priority Type: All

Received Filter
12/1/2019 12/31/2020

Received by Month



Total Received

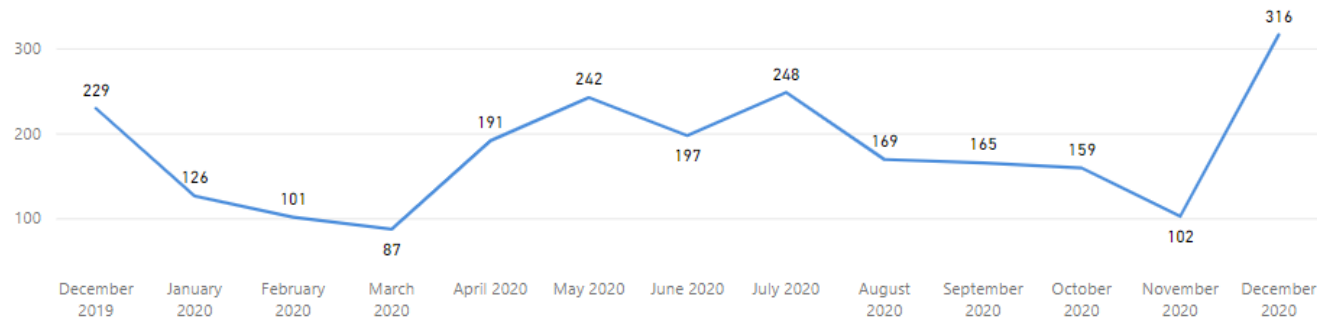
2,853

Received per Month (Avg)*

219

Completed Filter
12/1/2019 12/31/2020

Completed by Month



Total Completed

2,332

Completed per Month (Avg)*

179

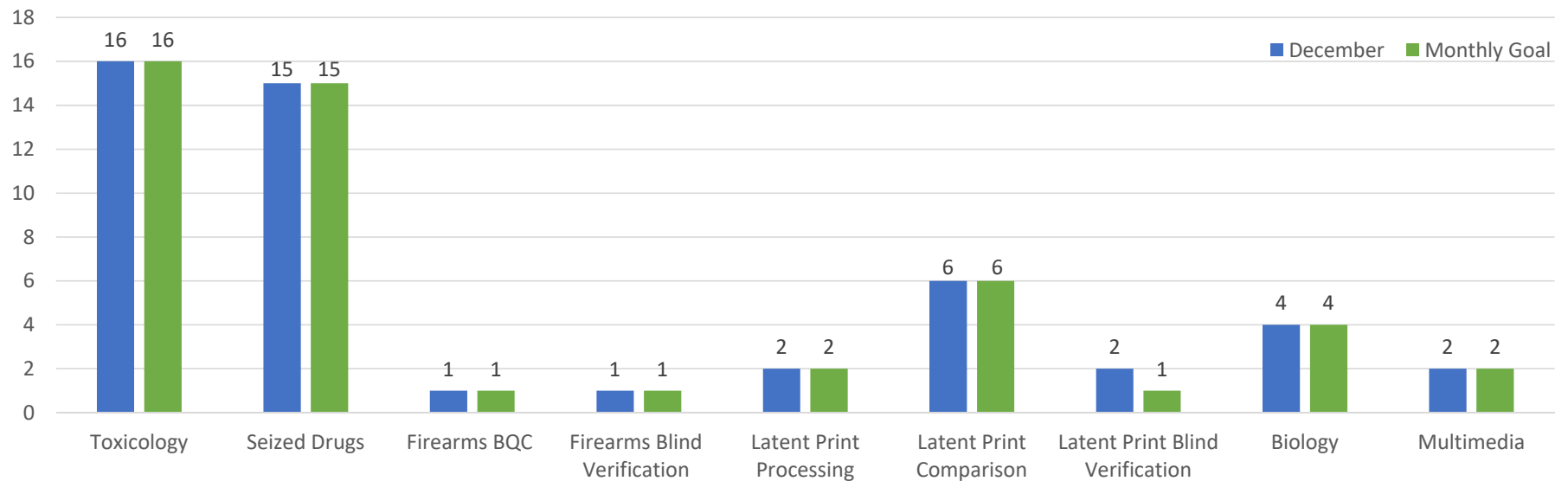
* months with zero activity are not calculated into the average

Quality Division Report

January 8, 2021



Blind Quality Controls Submitted in December



Blind Quality: Completed Cases

Forensic Discipline	Cases Completed in December	Cases Completed in 2020
Toxicology – BAC	17	195
Seized Drugs	19	156
Biology	5 (DNA) 6 (screening)	54 (DNA) 52 (screening)
Firearms Blind Verification	0	11
Firearms	0	10
Latent Print Processing	1	14
Latent Print Comparison	1	36
Latent Print Blind Verification	1	11
Multimedia	1	20



Survey Responses

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

Survey link added to email taglines in February 2020

- 43 responses received in 2020:
 - Satisfied or very satisfied
32 responses
 - Neither satisfied or dissatisfied
4 responses
 - Dissatisfied or very dissatisfied
7 responses



2020 Proficiency Testing

Discipline		Tests in Progress	Tests Completed	Comments
Seized Drugs		0	15	
Toxicology		3	11	
Firearms		4	21	
Crime Scene		23	2	Non-expected results obtained in one test
Latent Prints		2	14	
Multimedia	Audio/Video	0	5	
	Digital	0	5	
Forensic Biology		11	28	



2020 Testimony Data

- 23 analysts testified this year
 - All analysts monitored
- Transcript review project
 - Three transcripts received for third round
 - 2 completed
 - 1 pending final evaluation with the analyst



Detailed Data





Quality Division Notifications

Corrective Actions, Incidents, and Preventive Actions

Quality Tracking Number	Section	Classification	Notification Date	Summary of Notification
2020-IA-13	Administration	Incident	12/30/2020	There are no biohazard or hazardous chemical signs posted in the area outside of each laboratory. The Health and Safety Manual requires signage and for the hazardous chemical signage to include the contact information for the section manager and/or the safety network.
2020-IA-14	Administration	Incident	12/30/2020	Key inventories were performed on a quarterly basis in 2020; however, the Security Manual requires that they be performed monthly.
2020-IA-15	Administration	Incident	12/12/2020	The Security Manual was not updated to reflect the current process for access card and key requests.
2020-IA-16	Administration	Incident	12/30/2020	The Security Manual was not updated to reflect the current process that the Firearms section uses when working on officer involved shooting cases outside of normal business hours.
2020-IA-17	Administration	Incident	12/30/2020	The Security Manual requires that all doors with any degree of control are have an indication of the level of controlled access required to enter; however, there is no indication posted.
2020-104	Biology/DNA	Incident	12/4/2020	An analyst amplified a reference sample from a 2016 case using the Globalfiler amplification kit before realizing that the corresponding reagent blank had been consumed. The resulting Globalfiler data will not be used for interpretation/reported.
2020-107	Biology/DNA	Incident	12/16/2020	An analyst determined in 2017 that a partial DNA profile had no matches when it was entered into the CODIS database. However, in December when that same partial profile hit against another profile in a recent case, the CODIS Administrator determined that partial profile should have been considered a match in 2017 both to a convicted offender and to two older cases.

HFSC'S Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards.



Quality Division Notifications

Corrective Actions, Incidents, and Preventive Actions

Quality Tracking Number	Section	Classification	Notification Date	Summary of Notification
2020-108	Biology/DNA	Incident	12/21/2020	The results for two items in case 2019-18403 (outer labia majora swabs fraction 1 and inner labia majora/labia minora swabs fraction 1) were mistakenly reported. These samples were amplified with more DNA than the corresponding reagent blank which is a violation of the FBI Quality Assurance Standards.
2020-PAR8	Biology/DNA, Latent Print Section	Preventative Action	11/17/2020	The process for Forensic Biology items that are found to have possible ridge detail in blood has been revised to include a consultation with a latent print processor. The latent print processor will photograph the possible suitable latent, if applicable, and the item will be transferred directly to the latent print section after the completion of the forensic biology section's examination, in lieu of being transferred to the HPD Property Room.
2020-109	Client Services & Case Management	Incident	12/22/2020	A CS/CM Specialist switched the JusticeTrax laboratory information management system (LIMS) labels on two DWI kits. The incorrect labels were identified during the accessioning process and prior to Toxicology analysis being performed.
2020-PAR9	Client Services & Case Management	Preventative Action	12/16/2020	CS/CM revised their Seized Drug staging process to minimize non-value-added transfers that were determined to be unnecessary in the 500 Jefferson facility.
2020-106	Firearms	Incident	11/6/2020	A firearm with a multidisciplinary request was processed for NIBIN prior to being processed for latent prints. Because the firearm was handled during the course of processing it for NIBIN, the latent print processing request will not be fulfilled.
2020-PAR7	Firearms	Preventative Action	12/8/2020	During a 2020 risk assessment it was determined that purchasing a firearm safe to store loaded firearms would provide the Firearms section a safer means of storing these weapons. The safe was purchased in November 2020.

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Quality Division Notifications

Corrective Actions, Incidents, and Preventive Actions

Quality Tracking Number	Section	Classification	Notification Date	Summary of Notification
2020-105	Latent Print Section	Corrective Action	12/16/2020	A latent print processor accidentally smudged possible suitable latents while processing an item of evidence. Photographs of the possible suitable latents were taken prior to processing.
2020-103	Multimedia	Corrective Action	12/4/2020	One of the Multimedia training programs allowed for casework to be performed under the supervision of a competent analyst prior to the trainee completing a competency test. This is a violation of the Quality Manual.

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