CR NEWS

Volume 25, Number 1

Jan.— Mar. 2020

HIGHLIGHTS:

Texas License to Carry Handgun (LTC)
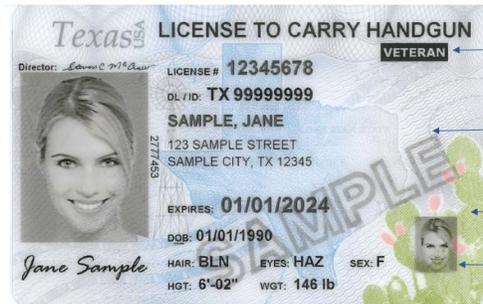## New Design February 2020
Unclassified/Law Enforcement Sensitive

The information below is to introduce the new License to Carry Handgun (LTC) card and highlight new security features.

LICENSE TO CARRY HANDGUN (front)

Tactile Text
License #, cardholder name, and expiration date is laser engraved in the card to provide a raised effect that you can feel as you rub your finger across the surface of the card, making it difficult to tamper or modify.

Title Designation
If applicable, 'Instructor', 'Judge/Prosecutor', or 'Veteran' may be printed in inverse font.

Secure Artwork
Special raster, halftone images, guilloche, line width modulation, and various words and phrases in microtext throughout the secure design may require magnification to read such as 'Senate Bill 60' and 'Texas'.

Duplicate Secondary Photo
Duplicate image of cardholder has guilloche pattern overlapping the photo.

Card Background
Entire face of the card is protected by an overall clear embossed design incorporating the flag and State pledge.

Polycarbonate Card
Card is more durable, secure and tamper-resistant.

Laser Microtext
Date of Birth is printed in 'MMDDYYYY' format below DOB label. Magnification is required to read.

Laser Engraving
All person data, including black & white primary and duplicate secondary photo, is laser engraved in the card. Laser engraving provides maximum protection against data manipulation and forgery.
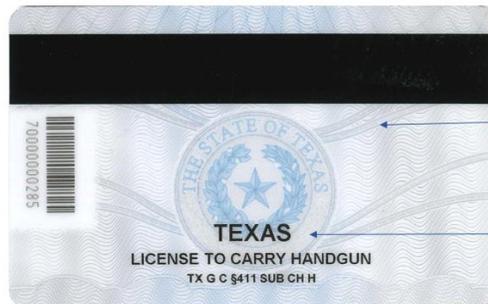
LICENSE TO CARRY HANDGUN (back)

Magnetic Stripe
Three tracks of cardholder information is readable by a standard magnetic stripe reader.

Inventory Control #
A unique number and associated barcode is laser engraved into the card to verify it was issued to a cardholder.

Rainbow Printing
Rainbow printing allows one color to change into another before transitioning back to the original both within the overall card design and within the microtext.

Secure Artwork
Special raster, halftone images, guilloche, line width modulation, and microtext throughout the design is difficult to see without magnification and very hard to counterfeit.

Invisible Elements
Using ultraviolet lighting, some visible design patterns disappears and other elements fluoresce in different color pantone inks.

PRIVATE SECURITY LICENSE (front)

Laser Engraving
All person data, including black & white photo, is laser engraved in the card providing maximum protection against data manipulation and forgery. Please note that the address on the front of the card is not the cardholder's but instead is that of the DPS for the safety of the cardholder.

Tactile Text
Cardholder name is laser engraved in the card to provide a raised effect that you can feel as you rub your finger across the surface of the card, making it difficult to tamper or modify.

Default Photo
Cardholders with a non-Texas DL or ID will have cards with '**Verify with DL/ID**' default photo.

VERIFY WITH DL / ID

Secure Artwork
Special raster, halftone images, guilloche, line width modulation, and various words and phrases in microtext throughout the secure design that require magnification to read such as '**Occupation Code 1702**' and '**Texas**'.

Texas **PRIVATE SECURITY LICENSE**
Director:
PRINT DATE: **02/14/2020** EXPIRES: **09/30/2021**
LICENSE # **00000000** CATEGORY: **NONE**
LICENSE TYPE: **SEE BACK OF CARD**
SAMPLE, JOHN DOE
ISSUED BY TX DPS/PO BOX 4087
AUSTIN, TX 78773
DOB: **01/01/1990**
HAIR: **BRO** EYES: **BRO** SEX: **M**
HGT: **6'-02"** WGT: **210 lb**
Sample, Person

Laser Microtext
Date of Birth is printed in 'MMDDYYYY' format below DOB label. Magnification is required to read.

DOB:

Card Background
Entire face of the card is protected by an overall clear embossed design incorporating the flag and State pledge.

Polycarbonate Card
Card is durable, secure and tamper-resistant.

PRIVATE SECURITY LICENSE (back)

Magnetic Stripe
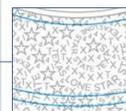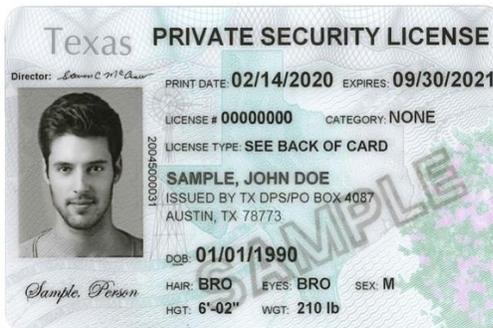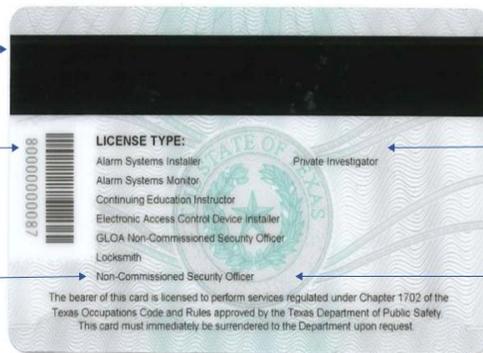Three tracks of cardholder information is readable by a standard magnetic stripe reader.

Rainbow Printing
The rainbow printing allows one color to change into another before transitioning back to the original both within the overall card design and within the microtext.

Inventory Control #
A unique number and accompanying barcode is used to verify the card was issued to the cardholder.

LICENSE TYPE:
Alarm Systems Installer
Alarm Systems Monitor
Continuing Education Instructor
Electronic Access Control Device Installer
GLOA Non-Commissioned Security Officer
Locksmith
Non-Commissioned Security Officer

Private Investigator

The bearer of this card is licensed to perform services regulated under Chapter 1702 of the Texas Occupations Code and Rules approved by the Texas Department of Public Safety. This card must immediately be surrendered to the Department upon request.

License Type
The license type provides all specific license(s) held by the cardholder.

Secure Artwork
Special raster, guilloche, line width modulation, halftone images, and microtext throughout the design that is difficult to see without magnification and very hard to counterfeit.

Invisible Elements
Using ultraviolet lighting, some visible design patterns disappears and other elements fluoresce in different color pantone inks.

CJIS Technical Security Team

RANSOMWARE – What is it and how do we protect our systems from it?

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

Tips to protect your data:
- Backup your computer; store system backups separately.
- Keep your computers patched & updated, this includes the anti-virus software.
- Be careful when clicking links on the internet – always check the URL when using a link, or go directly to the target site. Hover the mouse over any URL or link to validate before clicking on it.
- If you receive a link in an email or file, verify who sent it to you. Email addresses are often compromised and may appear to be from someone that is known.

Responding to a ransomware attack:
- Isolate the infected system such as disconnecting the network cable or disabling its wireless connection.
- Do not turn the computer off if you can effectively disconnect from the network. *This may become a "trigger" to initiate a callback to the bad actor(s). Additionally, it can complicate further identification and discovery of the source and code. Key in a ransomware response is isolation of the infected terminal(s) or devices and identification of specific variants and malware names.*
- Turn off any peripheral or connected devices to further isolate and protect against spreading.
- Follow the Incident Response Plan procedures for the agency.
- Locate system backups and prepare to restore from good backups.

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

Should you have any questions or concerns feel free to email us at Security.Committee@dps.texas.gov

Information sourced from US-Cert.gov

Access and Dissemination Bureau (ADB)

Recent Updates to the DPS FACT Clearinghouse

FACT Clearinghouse Search History:
The TX DPS Secure Site has implemented the FACT Clearinghouse Search History. This feature will allow agencies to monitor the clearinghouse views that are being processed by their data users. In addition to monitoring the views, it will show which views incurred a fee for your agency. Please view the FACT Clearinghouse Search History Guide under "Additional Resources" in the FACT Clearinghouse.

Access & Dissemination Policy Update for the FACT Clearinghouse Subscriptions:
The Access & Dissemination Policy for the TX DPS Secure Site has been updated to ensure compliance with the FBI Rap Back Program requirements. Agencies will be required to unsubscribe to all subscriptions for applicants, employees, volunteers, or licensees that are no longer associated with their agency within 72 hours.

The Audit & Training Unit will be implementing a process during audits to verify that agencies are unsubscribing within the 72 hours. Failing to remove subscriptions that your agency is no longer authorized to have will result in an audit infraction.

Please view the Access & Dissemination Policy within the DPS Secure Website.

If you have any questions regarding the recent changes, please contact the Audit and Training Unit at CJIS.Audit@dps.texas.gov or 512-424-7364.

Biometric Services Bureau (BSB)
Electronic Arrest Reporting (EAR)/Livescan

SOR and Applicant Transactions

The Department of Public Safety of Texas (DPS) accepts livescan transactions for Sex Offender Registry (SOR) fingerprint submissions and local law enforcement (LE) applicant fingerprint submissions. If a LE agency currently has a livescan or is interested in purchasing a new device from a validated vendor, please note that a camera is required for SOR and LE applicant submissions. LE agencies interested in SOR submissions will need to ensure they have established an account with the SOR website prior to purchasing a livescan and/or having an existing livescan updated. LE agencies interested in Applicant submissions will need to ensure they have established an account with F.A.C.T Clearinghouse prior to purchasing a livescan and/or having an existing livescan updated. Applicant responses will be sent to your agency's Clearinghouse account. For a list of validated livescan vendors and approval to connect to DPS for SOR and/or applicant purposes, please email livescan@dps.texas.gov. This will be the same email you will contact once the necessary purchases are made and your necessary accounts are set up to receive the required livescan paperwork and authorization to submit/connect to DPS.

CRS Auditors/Field Representatives

CJIS Security Office

Name	Title		Email	Phone
James Buggs	CJIS Technical Auditor		james.buggs@dps.texas.gov	512-424-7794
Jeannette Cardenas	CJIS Technical Auditor		Jeannette.cardenas@dps.texas.gov	512-424-7910
Dan Conte	Lead Technical Auditor		daniel.conte@dps.texas.gov	512-424-7137
Enriquez Oswald	CJIS Technical Auditor		enriquez.oswald@dps.texas.gov	512-424-7914
William Frame	CJIS Technical Auditor		william.frame@dps.texas.gov	512-424-7401
James Gore	CJIS Technical Auditor		james.gore@dps.texas.gov	512-424-7911
Linda Sims	CJIS Technical Auditor		linda.sims@dps.texas.gov	512-424-2937
Sonya Stell	CJIS Technical Auditor		sonya.stell@dps.texas.gov	512-424-2450
Deborah Wright	Lead Technical Auditor		deborah.wright@dps.texas.gov	512-424-7876

ACCESS & DISSEMINATION BUREAU

Name	Title	Region	Email	Phone
Esmeralda "Essie" Romero	Non-Criminal Justice Auditor	Region 3	esmeralda.romero@dps.texas.gov	512-424-7367
Karen Germo	Non-Criminal Justice Auditor	Region 4	karen.germo@dps.texas.gov	512-424-7521
Alexandra Oyervides	Non-Criminal Justice Auditor	Region 5	alexandra.oyervides@dps.texas.gov	512-424-2855
Jane P. Armstrong	Non-Criminal Justice Auditor		jane.armstrong@dps.texas.gov	512-424-7399
Alma Castillo	Non-Criminal Justice Auditor		alma.castillo@dps.texas.gov	512-424-5391
Leatha Clark	Non-Criminal Justice Auditor		leatha.clark@dps.texas.gov	512-424-7403
Linda "Michelle" Hammonds	Non-Criminal Justice Auditor		linda.hammonds@dps.texas.gov	512-424-5019
Sharon Hill	Non-Criminal Justice Auditor		sharon.hill@dps.texas.gov	512-424-7920
Cristina Ibarra	Non-Criminal Justice Auditor		cristina.ibarra@dps.texas.gov	512-424-7943
Marcelo Sanchez	Non-Criminal Justice Auditor		marcelo.sanchez@dps.texas.gov	512-424-5444

CRIME INFORMATION BUREAU

Name	Title	Email	Phone
Michelle Fisher	TCIC Auditor	michelle.fisher@dps.texas.gov	512-424-2240
Danna Garcia	TCIC Auditor	danna.garcia@dps.texas.gov	512-424-7886
Andrea Huntsberger	TCIC Auditor	andrea.huntsberger@dps.texas.gov	512-424-2095
Debra Hutson	TCIC Auditor	debra.hutson@dps.texas.gov	512-424-2232
Crystal Kaatz	TCIC Auditor	crystal.kaatz@dps.texas.gov	512-424-7244
Melanie McDermott	TCIC Auditor	melanie.mcdermott@dps.texas.gov	512-424-2252
Shelly Ramsey	TCIC Auditor	shelly.ramsey@dps.texas.gov	512-424-2260
Kimberly Simpson	TCIC Auditor	kimberly.simpson@dps.texas.gov	512-424-2246
Sandra Thomas	TCIC Auditor	sandra.thomas@dps.texas.gov	512-424-7890
Jeffery Castille	TCIC/TLETS Trainer	jeffery.castille@dps.texas.gov	512-424-7535
Jeffery Hammonds	TCIC/TLETS Trainer	jeffery.hammonds@dps.texas.gov	512-424-7861
Crystal Simpson	TCIC/TLETS Trainer	crystal.simpson@dps.texas.gov	512-424-5072
Raymond Trejo	TCIC/TLETS Trainer	raymond.trejo@dps.texas.gov	512-424-2230
Melissa Walker	TCIC/TLETS Trainer	melissa.walker@dps.texas.gov	512-424-7309
Susan Whisenhunt	TCIC/TLETS Trainer	susan.whisenhunt@dps.texas.gov	512-424-2233

CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

Name	Title	Region	Email	Phone
Andrew "Drew" Lambert	CJIS Auditor	Region 1	andrew.lambert@dps.texas.gov	903-255-5795
Jeff McIlhaney	CJIS Auditor	Region 2	jeff.mcilhaney@dps.texas.gov	979-776-3167
Craig Lopez	CJIS Auditor	Region 3	craig.lopez@dps.texas.gov	512-424-7614
Allante Smith	CJIS Auditor	Region 4	allante.smith@dps.texas.gov	512-424-7618
Orlando Gallegos	CJIS Auditor	Region 5	orlando.gallegos@dps.texas.gov	512-424-5539
Aaron Bonner	CJIS Auditor	Region 6	aaron.bonner@dps.texas.gov	512-424-5068
Austin Jordan	CJIS Auditor	Region 7	austin.jordan@dps.texas.gov	512-424-5973
Christopher Fiest	CJIS Auditor	Region 8	christopher.fiest@dps.texas.gov	512-424-7792
Anna Gay	CJIS Auditor	Region 9	anna.gay@dps.texas.gov	512-424-7552
	CJIS Auditor Assistant Line			512-424-2478

INCIDENT BASED REPORTING BUREAU

Name	Title	Region	Email	Phone
Jennifer "Jenn" Bushee	Field Service Rep	Region 1	jennifer.bushee@dps.texas.gov	512-424-2987
Elizabeth "Beth" Carroll	Field Service Rep	Region 2	elizabeth.carroll@dps.texas.gov	512-424-2569
Jaimee Mayes	Field Service Rep	Region 3	jaimee.mayes@dps.texas.gov	512-424-2460
Alejandra "Alex" Martinez	Field Service Rep	Region 4 & 6	alejandra.martinez@dps.texas.gov	512-424-2911
Brandon "Chuck" Rans	Field Service Rep	Region 5	brandon.rans@dps.texas.gov	512-424-2366

SEX OFFENDER REGISTRATION BUREAU

Name	Title	Region	Email	Phone
Tyon Cooper	SOR Field Rep	Region 1	tyon.cooper@dps.texas.gov	512-424-7615
Charles Francis	SOR Field Rep	Region 2	charles.francis@dps.texas.gov	512-424-2343
Christine Shuler	SOR Field Rep	Region 3	christine.shuler@dps.texas.gov	512-424-7047
Barry Ives	SOR Field Rep	Region 4	barry.ives@dps.texas.gov	512-424-5835
Irene Munoz	SOR Field Rep	Region 5	irene.munoz@dps.texas.gov	512-424-7650
Michael Holm	SOR Field Rep	Region 6	michael.holm@dps.texas.gov	512-424-7892
Vacant	SOR Field Rep	Region 7	@dps.texas.gov	512-424-7165
Rafael Martinez	SOR Field Rep		rafael.martinez@dps.texas.gov	512-424-2800

DPS IDENTIFICATION SUPPLIES ORDER FORM

CR-12 (Rev.11/16)

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

Website address for FBI supply order: https://forms.fbi.gov/cjis-fingerprinting-supply-requisition-form

Please furnish the following supplies:

FORM NUMBER	DESCRIPTION	COUNT PER PKG	QUANTITY ORDERED
CR-6	DPS Applicant Fingerprint Card*	250 p/pkg	
CR-12	DPS Identification Supplies Order Form	100 p/pad	
CR-23	Out of State Probation/Parole Supervision Fingerprint Card	Single cards	
CR-26	Death Notice Form	100 p/pad	
CR-42	Request for Criminal History Check	100 p/pad	
CR-43	Adult Criminal History Reporting Form **with** Preprinted TRN and Fingerprint Card Attached*	100 p/pkg	
CR-43	Adult Criminal History Reporting Form **with** Fingerprint Card Attached*	100 p/pkg	
CR-43J	Juvenile Criminal History Reporting Form **with** Preprinted TRN and Fingerprint Card Attached*	100 p/pkg	
CR-43J	Juvenile Criminal History Reporting Form **with** Fingerprint Card Attached*	100 p/pkg	
CR-43P	Adult Probation Supervision Reporting Form **with** Preprinted TRN and Fingerprint Card Attached*	200 p/pkg	
CR-43P	Adult Probation Supervision Reporting Form **with** Fingerprint Card Attached*	200 p/pkg	
CR-44	Adult Supplemental Reporting Form	100 p/pkg	
CR-44J	Juvenile Supplemental Reporting Form	100 p/pkg	
CR-44S	Adult Supplemental Court Reporting Form	100 p/pad	
CR-45	Adult DPS Fingerprint Card*	250 p/pkg	
CR-45J	Juvenile DPS Fingerprint Card*	250 p/pkg	
	Fingerprint Card Return Envelopes (For arresting agencies Only)	100 p/box	

*DPS does not pre-stamp the agency ORI on any fingerprint card. +Overnight services are available at ordering agency's expense.

NOTE: Please order minimum of three months' supply.
   Please submit order at least 4 weeks prior to depletion of your supplies.

Direct questions concerning supply orders to (512) 424-2367
Fax# (512) 424-5599 ● crssupplyorder@dps.texas.gov

AGENCY
_____

STREEET ADDRESS
_____

CITY _____STATE _____ZIP

CRS DIRECTORY

CRS MANAGEMENT

Michelle Farris	Assistant Chief	michelle.farris@dps.texas.gov	512-424-7659
Luz Dove	Deputy Administrator	luz.dove@dps.texas.gov	512-424-7964
Ursula Cook	Deputy Administrator	ursula.cook@dps.texas.gov	512-424-2407

CJIS Security Office

Stephen "Doc" Petty	Manager	stephen.petty@dps.texas.gov	512-424-7186
Deborah Wright	Lead Technical Auditor	deborah.wright@dps.texas.gov	512-424-7876
Dan Conte	Lead Technical Auditor	daniel.conte@dps.texas.gov	512-424-7137

ACCESS & DISSEMINATION BUREAU

Tina Saenz	Manager	tina.saenz@dps.texas.gov	512-424-2078
Rochelle Torres	ADB Support Program Supervisor	rochelle.torres@dps.texas.gov	512-462-6171
Tanya Wilson	Program Supervisor, ADB	tanya.wilson@dps.texas.gov	512-424-2523
Catalina Rodriguez-Combs	Supervisor, NCJU Training & Audit	catalina.rodriquez-combs@dps.texas.gov	512-424-5894
Ashley Baker	Fingerprint Services Supervisor	ashley.baker@dps.texas.gov	512-424-5105
Charlene Cain	CCH Internet Coordinator	charlene.cain@dps.texas.gov	512-424-2090
Jennifer Norton	Program Supervisor-Billing Unit	jennifer.norton@dps.texas.gov	512-424-2312
Vacant	Customer Service Rep		512-424-7111
Lisa Garcia	CRS Billing Clerk	lisa.garcia@dps.texas.gov	512-424-2912
Vacant	CRS Billing Clerk		512-424-2936
Assistance Line	Record Checks		512-424-5079
Assistance Line	Secure Site		512-424-2474
Tierra Heine	CJIS/JJIS Forms and Fingerprint Card Supplies	tierra.heine@dps.texas.gov	512-424-2367
Vacant	CJIS/JJIS Forms and Fingerprint Card Supplies		512-424-2367
	crssupplyorder@dps.texas.gov	**Fax order form to:**	**512-424-5599**

CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

Holly Morris	Manager	holly.morris@dps.texas.gov	512-424-2686
John Morse	Supervisor, CJIS Field Support	john.morse@dps.texas.gov	512-424-5067
Brittany Chromcak	Supervisor, CCH Data Entry/Control Unit	brittany.chromcak@dps.texas.gov	512-424-7290
Nicole Berry-Moss	Day Shift Supervisor, CCH Data Entry/Control	nicole.berry-moss@dps.texas.gov	512-424-2216
Lenore Hemstreet	Evening Shift Supervisor, CCH Data Entry/Control	lenore.hemstreet@dps.texas.gov	512-424-2473
Cassandra Richey	EDR Coordinator	cassandra.richey@dps.texas.gov	512-424-2479
Vacant	CJIS Systems Support Specialist	@dps.texas.gov	512-424-2500
Error Resolution Assistance Line			512-424-7256
CJIS Auditor Assistance Line			512-424-2478

BIOMETRIC SERVICES BUREAU

Loann Garcia	Manager	loann.garcia@dps.texas.gov	512-424-2409
Randy Coppedge	Day Fingerprint Shift Supervisor	randy.coppedge@dps.texas.gov	512-424-5709
Sandra Amaro	Day Fingerprint Shift Supervisor	sandra.amaro@dps.texas.gov	512-424-5748
Debbie Parsley	Evening Fingerprint Shift Supervisor	debbie.parsley@dps.texas.gov	512-424-5304
Mary Ann Gold	Midnight Fingerprint Shift Supervisor	mary.gold@dps.texas.gov	512-424-2408
Chrystal Davila	Biometric Coordinator	chrystal.davila@dps.texas.gov	512-424-7026
Chiquta Ruffin	Assistant Biometric Coordinator	chiquta.ruffin@dps.texas.gov	512-424-7404
Cathleen McClain	AFIS Coordinator	cathleen.mcclain@dps.texas.gov	512-424-2456
VACANT	Assistant AFIS Coordinator		512-424-2089
24 hour Fingerprint Assistance Line			512-424-5248

CRIME INFORMATION BUREAU

Dax Roberts	Manager	dax.roberts@dps.texas.gov	512-424-5436
Margarete Perryman	TLETS Ops Supervisor	margarete.perryman@dps.texas.gov	512-424-7308
Matthew Foster	TCIC Training Supervisor	matthew.foster@dps.texas.gov	512-424-7888
Adina Decuire	TCIC Control Room Supervisor	adina.decuire@dps.texas.gov	512-424-2152
Sarah Bates	TCIC Audit Supervisor	sarah.Bates@dps.texas.gov	512-424-2253
TCIC/TLETS Audit Assistance		TCIC.audit@dps.texas.gov	512-424-2809
TCIC/TLETS Training Assistance		TCIC.training@dps.texas.gov	512-424-2832
24 hour TCIC Control Room- ORI Requests/Updates, Offline Requests & TxGang		TCIC.operations@dps.texas.gov	512-424-2088

INCIDENT BASED REPORTING BUREAU

Brian Isaac	Manager	brian.isaac@dps.texas.gov	512-424-7893
JC Villanueva	TDEx Program Specialist	jc.villanueva@dps.texas.gov	512-424-7135
Esteban Perez	IBR Information Specialist	esteban.perez@dps.texas.gov	512-424-2307
Vacant	Use of Force Program Specialist	@dps.texas.gov	512-424-0334
Maggie Walker	Supervisor, Field Reps	maggie.walker@dps.texas.gov	512-424-2522
Elisa Hood-Waddle	Supervisor, IBR	elisa.hood-waddle@dps.texas.gov	512-424-2091

SEX OFFENDER REGISTRATION BUREAU

Sheila Vasquez	Manager	sheila.vasquez@dps.texas.gov	512-424-2279
Sam Duncan	Support Operations Supervisor	samantha.duncan@dps.texas.gov	512-424-7896
Vacant	SR Program Supervisor		512-424-7923
Ryan McKenna	SOR Supervisor	ryan.mckenna@dps.texas.gov	512-424-7366
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800