THE CRIME RECORDS SERVICE NEWSLETTER

CR NEWS

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HIGHLIGHTS:

Building Block Basics to Incident Response Planning
A Six-Step Guide

We hear frequently about security breaches at private companies on the news, accidental and malicious attacks against information systems continue to plague agencies and third-party vendors. For criminal justice information systems, the FBI CJIS Security Policy, Section 5.3: Incident Response, states, "To ensure protection of CJI, agencies shall: (i) establish operational incident handling procedures that include adequate preparation, detection, analysis, containment, recovery, and user response activities; (ii) track, document, and report incidents to appropriate agency officials and/or authorities."

Organizations will experience a security incident sooner or later. It is not a question of *if* something will happen, but *when* something will happen. What's important is the agency is better prepared to respond when a plan is in place before the incident occurs. A well thought out plan is a living document meant to be reviewed, updated periodically and can help take the punch out of an already stressful situation. Risk is a factor the agency may accept, plan to avoid, mitigate with security controls, transfer to a third party or treat.

An incident response plan can help determine how to manage risk. Take the planning process step by step. Here we will discuss a basic framework to starting an effective plan.

The first step in an incident response plan is to define, analyze, identify, and prepare. Walk the halls and start observing the environment. Start defining what the agency needs to protect and define potential hazards to these protected elements. Analyze the information services and applications most critical to maintaining operations. Identify what essential data will need to be protected in the event of an incident. Prepare to treat the risk by accepting, avoiding, mitigating or transferring it.

The second step is to assemble a response team comprised of key people, internal and external, who will work to mitigate the immediate issues, protect the elements identified in step one, and respond to any consequences resulting from the incident. Keep a current internal and external contact list readily available so personnel know whom to immediately contact.

The third step is to outline response requirements and resolution times. Establish time frames up front to ensure everyone is on the same page. Each response team member plays a role in detecting, responding, mitigating damage, and resolving the incident within a set time frame. Response and resolution times will vary depending on incident severity. What to contain in both the short term and long term, and how long being out of commission will help outline response and time frames to respond and resolve a security incident.

CJIS Technical Security Team
A Six-Step Guide continued

The fourth step is establishing a disaster recovery strategy. The process of restoring and returning affected systems, devices, and data back to an operational state. Help maximize surviving a data breach by enabling frequent backups and recovery processes to mitigate data loss and future damage. Not all incidents will lead to a disaster recovery plan being invoked, but for good measure the agency will be happy it is there, if needed.

The fifth step is testing the plan. Put the team to the test with a practice run. Notify legal, command leadership, and others identified in the plan there is a mock incident in play. Notifying authorities and/or forensics activities may be a legal requirement. The response team should take this seriously, since it can help identify what works and which areas need improvement toward optimizing the plan for a real scenario.

The sixth and final step involves a debriefing. A thorough review of the events, actions and timelines focused on the aftermath and to identify areas for continuous improvement. Tackle items such as filling out an incident report, completing a gap analysis of areas falling through the cracks and keep tabs on post-incident activity.

In closing, some basics were covered to start with, as the agency's needs mature and change over time, the plan should change and be updated accordingly. Agencies may be big or small, but an incident response process is needed for any size agency as the threat can be the same. For instance, ransomware does not take into account the agency size, just how much damage can it invoke on systems. Being prepared can help handle an incident more quickly, efficiently and minimize damage.

Questions? We're here to help! Contact your auditor or the CJIS Security Committee at
security.committee@dps.texas.gov

Helpful Resources:
To report a Virus or Malware incident to OIC, call 1-800-638-5387 (1- 800-63-TLETS)
DPS CJIS Security Office Home Page https://www.dps.texas.gov/securityreview
Documents Page https://www.dps.texas.gov/SecurityReview/documents.htm
FBI CJIS Security Policy https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center
Incident Response Plan (Sample)
https://www.dps.texas.gov/SecurityReview/documents/incidentResponsePlanSample.doc

Access and Dissemination Bureau (ADB)

Fingerprint Applicant Services of Texas (FAST) Program and IdentoGo Locations
The Department is continuing to monitor the current public health situation and is in constant communication with IdentoGo. As FAST has been a critical program for the Department and state, it remains a high priority; therefore, the Department expects FAST locations to be available to provide fingerprinting services for as long as we can ensure the safety and well-being of the public. IdentoGo has been communicating with the Department regarding FAST location closures and locations with reduced hours of operation. The Department will communicate those closures to stakeholders and customers as we become aware of them.

The Department is providing a daily notice to stakeholders and customers that includes an attached list of IdentoGo locations that have reduced operating hours and closures. If your agency would like to receive this daily notice, please reach out to our Access and Dissemination Bureau Support Unit at adbsuppport@dps.texas.gov requesting that your agency be included in the daily distribution list.

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

ELECTRONIC ARREST REPORTING (EAR)/LIVESCAN
It is very important for law enforcement agencies to pay attention to the message in the responses that are received on the livescan device. The messages will let you know what the status is of the record and if it has processed. If an arrest record processes successfully you will receive at least two DPS responses, a FBI and a DHS response. For the DPS responses, when a record is submitted and received by DPS, but not processed, you will receive an accepted message (MAC). If a record processes successfully, you will receive an identification message (MID). The MID response will contain the state's identification number (SID) for that individual. If you have received a reject message (MRJ), this means there is likely something that needs to be corrected and the record resubmitted. You may resubmit the corrected record without contacting DPS. Agencies can look up MRJ reject codes in the Livescan Booklet to review specific codes and actions to be taken when a MRJ message is received.

There are times when agencies do not receive responses from the arrest record they have submitted. This could be due do to several factors that are potentially keeping an agency from receiving a response. DPS requests that agencies do not resubmit if a response is not received. An agency should check the CJIS Site to verify the arrest has applied to the Computerized Criminal History (CCH). If the arrest has not been applied to CCH after 4 hours, then contact DPS (call 512-424-5248). Please keep in mind if systems go down and are unable to process records, allow a minimum of 24 hours after systems are functioning normally before contacting DPS when a record has not been applied to CCH. When contacting DPS, DPS will verify if the prints have/have not gone through MBIS and let the agency know if they are able resubmit.

To make corrections or add additional charges to an arrest, which has been applied to CCH, should be done through the CJIS Site or by faxing 512-424-2476. For questions or concerns about electronic arrest reporting, please contact your DPS Field Support (general support line: 512-424-2478) or the Livescan Coordinator at livescan@dps.texas.gov.

Crime Information Bureau (CIB)

Unused Product Keys for OpenFox Terminals
Since the implementation of OpenFox, the TLETS Operations Unit has assigned and monitored Product keys provided to local agencies. During a recent review of product keys assigned to agencies, the TLETS staff has identified many Product Keys that have not been registered to terminals and are inactive. To maintain accurate counts of assigned and available Product Keys, in the past we have asked that all Product Keys are registered to a designated terminal within 90 days. We have determined that many assigned keys have not been registered. TLETS staff is currently auditing all Product Keys and identifying any that are unregistered and inactive. The TLETS staff will contact agencies with unregistered or inactive keys to confirm they will not be utilized within 30-days. If we are unable to confirm with your agency, all Product Keys that have not been registered or have been inactive for six months or more will be deactivated. These Product Keys will be placed back into the available queue for future use. Beginning July 1, 2020, all Product Keys issued must be installed and registered to a terminal within 5 business days. After 5 business days, unregistered Product Keys will be disabled and you must contact TLETS Operations to have new Product Keys assigned. If you have any questions regarding Product Keys, OpenFox, or TLETS, please contact TLETS Operations Center at TLETS@dps.texas.gov.

Hit Confirmations: Using Your Agency's Primary ORI
Entering agencies, with multiple terminals, may have the ability to enter records from various terminals within their department. Records can appear in a query with a "non-primary" terminal's ORI on the record. This is because OpenFox Messenger does not currently offer the ability to cast information from TCIC returns. There is only one primary terminal (main ORI and Mnemonic) at an agency. It is imperative that when sending an initial hit confirmation request (YQ), operators ensure that they are sending to the proper mnemonic (MNM) or the main agency's ORI (primary terminal). Failure to verify the ORI or MNM information in a hit request could result in a missed YQ and the Control Room requesting a disregard message to be sent. Operators responding to a YQ using the Hit Confirmation Response form (YR) must remember to review the remarks field for additional hit confirmation information including, but not limited to, bond amounts, extradition/transport information, etc. If you have any questions, please contact TCIC Training Unit at TCIC.Training@dps.texas.gov.

Criminal History Record Information Processing (CHRIP) Bureau

CJIS Field Support Unit
Even though we are currently not traveling to visit agencies in person, your CJIS Field Support Auditors are still here to assist you. Please call your CJIS Field Support Auditor with any training needs or questions you have on the reporting process.

House Bill 1528 (Class C – Family Violence)
House Bill (H.B.) 1528 went into effect on September 1, 2019. This bill amended chapter 66 of the Code of Criminal Procedures to require information in the computerized criminal history (CCH), relating to sentencing, to include for each sentence whether the judgment imposing the sentence reflects an affirmative finding of family violence. H.B. 1528 includes an offender charged with a Misdemeanor punishable by fine only that involves family violence, as defined in Section 71.004 of the Family Code, among the offenders for whom an arresting law enforcement agency is required to prepare a uniform incident fingerprint card and to initiate the reporting process of applicable offender data. This bill requires the clerk of the court exercising jurisdiction over the case to report the disposition (not just convictions) of all Class C offenses that the offender is charged for Class C, Family Violence, in accordance with H.B. 1528.

A new arrest disposition code was created and published for reporting these specific Class C offenses. The new arrest disposition numeric is 235. The 233 will still be used for all other Class C charges, the new 235 is only to be used on charges reported in accordance with H.B. 1528.

Disposition Reporting Timeframe
On September 5, 2019, the Governor issued an executive order to improve disposition reporting timeframe.

Beginning January 1, 2020, all future grant awards from the Office of the Governor to counties shall require a commitment that the county will report at least 90 percent of convictions within seven business days to the Criminal Justice Information System at the Department of Public Safety. By January 1, 2021, such reporting must take place within five business days.

Juvenile Referral Dates information
A reminder that in order for the CR-43J to be input into the CCH database on new custody events there are three mandatory dates:

1. Date of Arrest

2. Referral Date (cannot be greater than 10 days from Date of Arrest)

3. Offense Date

Juvenile Sealing Worklist
Please note that the list you receive is not an "automatic sealing", this is a list of "scheduled sealing". This means that DPS is not automatically sealing records; DPS will not seal a record without a signed sealing order.

Make sure that DPS legal address is on the list of agencies to notify for sealing a juvenile record.

You can send your order to the DPS in the following methods.

E-mail - Expunctions@dps.texas.gov
Mail -   Texas Department of Public Safety
         PO Box 4143
         Austin, TX 78765-4143
         Attn: Expunctions/Sealings
Fax -   512 424 5666.

Domestic Violence (DMV) Reporting
During a recent audit of our criminal history database, we noticed over 8,000 offenses that had the DMV field filled out incorrectly. The CJIS Field Auditors have been working with the counties to get these corrected.

The Domestic Violence field on the reporting form is only to be used if the offense for that particular TRS meets the statutory definition of Domestic Violence. It is not to be on all offenses that an individual was arrested for, even if other offenses in the arrest event meet the definition.

For example, if you arrest an individual for Assault Family Violence and Interfering with Emergency Request for Assistance, you would enter a "Y" in the DMV field for the Assault Family Violence offense. Interfering with Emergency Request for Assistance does not meet the definition of Family Violence and should not have a "Y" entered in the DMV field.

Criminal History Record Information Processing (CHRIP) Bureau continued

CJIS Website Portal
NICS Reporting Agencies: DPS has begun auditing all ORIs that report NICS data. Your DPS CJIS Field Auditor will be contacting agencies in each county with details of the audit process.

CJIS Website Portal Modernization
The Crime Records Service is in the process of modernizing the CJIS Website Portal. This modernization effort is aimed at increasing the efficiency and user friendliness of the CJIS Site. The new CJIS Site will only support the following browsers: Microsoft Edge, Chrome, Safari, and Firefox. Due to end of life of Internet Explorer, this browser is not recommended and will not be supported by the modernized CJIS Site. The implementation will be completed in phases, prioritized by CJIS Site functions. Currently NICS Indices Entry Reporting and the Juvenile Sealing Worklist have been converted to the new portal interface.

Account Maintenance Tips
If you have an existing CJIS Website Portal Account, do not complete an Application for a New User for any purpose. Contact GRP_CJIS_SITE@dps.texas.gov with the question or update to the existing account.

If an Account Reactivation or Password Reset is needed, here are the steps for those processes.

ACCOUNT REACTIVATION:
- Send an email to GRP_CJIS_SITE@dps.texas.gov with a request to reactivate the account.
- The request is manually processed by a person at DPS.
- The User receives an email from cjis@dps.texas.gov that includes a link to reactivate the account. *The email is sent to the User ID (email address) associated with the account.
- **Use the link in that email.**
- The link will take the user to the Security Profile page of the account. On that page, verify the Site Image, Site Phrase, and the Security Questions and Answers. If the link takes you to any other web page, contact your local IT.
- Create/Enter a New Password, confirm the New Password.
- Click on 'Save Changes'.
- The page will then navigate to the Login page.
- Login with the User ID and the newly created Password.

TIPS:
- Deactivation after 30 days of Inactivity is an automatic process to stay in compliance with CJIS Security Policy. It cannot be stopped or delayed by anyone at DPS.
- Log into the account every two to three weeks, even if you do not complete any actions. This is the only way to reset the 30 day time clock.

PASSWORD RESET:
- Enter the User ID (email address) on the Login page, click 'Login'.
- Click on 'Forgot Password' under the password field.
- Answer the Security Question. Enter a New Password, Confirm the New Password.
- Page will navigate to the Login page. Login using the new password.
If you do not remember the answer to the security question:
- Click on 'Forgot your Answer?'
- This will generate an email to the Entity Administrator of your agency.
- The Entity Administrator will open the email and click on the link in that email.
- That will take the Entity Administrator to the CJIS Site, where they will click on 'Reset Now' in the upper right corner.
- The User receives an email from cjis@dps.texas.gov that includes a link to reactivate the account. *The email is sent to the User ID (email address) associated with the account.
- **Use the link in that email.**
- The link will take the user to the Security Profile page of the account. On that page, verify the Site Image, Site Phrase, and the Security Questions and Answers. If the link takes you to any other web page, contact your local IT.
- Create/Enter a New Password, confirm the New Password.
- Click on 'Save Changes'.
- The page will then navigate to the Login page.
- Login with the User ID and the newly created Password.

Criminal History Record Information Processing (CHRIP) Bureau continued

If there is not an Entity Administrator for your agency, the Password Reset request will be sent to the Website Administrator at DPS.
- The request is manually processed by a person at DPS.
- The User receives an email from cjis@dps.texas.gov that includes a link to reactivate the account. *The email is sent to the User ID (email address) associated with the account.
- **Use the link in that email.**
- The link will take the user to the Security Profile page of the account. On that page, verify the Site Image, Site Phrase, and the Security Questions and Answers. If the link takes you to any other web page, contact your local IT.
- Create/Enter a New Password, confirm the New Password.
- Click on 'Save Changes'.
- The page will then navigate to the Login page.
- Login with the User ID and the newly created Password.

If you do not receive the email from cjis@dps.texas.gov, check your junk/spam email folder. If the email is not there, contact your local IT Department to add cjis@dps.texas.gov to the safe/allowed sender email list for your local network.

PASSWORDS MUST:
- Not be the same as any of your previous 10 passwords.
- Be at least 8 characters long.
- Contain a number and a special character.

ACCOUNTS:
- Do not share your password with anyone at any time, not even Entity or Website Administrators.
- Do not share an account with multiple users. To stay in compliance with CJIS Security Policy, accounts are single user specific.
- There is no limit to the number of users from an agency that can have accounts on the CJIS Portal.

If a user's email address has changed, the user can go to the Security Profile Setup (dropdown arrow next to the name in the upper right of the page) and enter the new email address. Click on 'Save Changes' and use the new email address as the User ID the next time logging on to the site.

If an incorrect or invalid User ID or Password is entered three times or more in a short time span, the account will automatically be locked. The lock will last 20-30 minutes. After the time has passed, the user will be able to attempt logging on again.

If you have questions about the technical functionality of the CJIS Site, such as difficulty logging on, please contact GRP_CJIS_SITE@dps.texas.gov. If you have questions about the information being reported, such as the required fields, or questions about how to use the reports generated on the site, please contact your direct CJIS Field Auditor or the CJIS Field Support Unit at cjisjjis@dps.texas.gov.

Incident Based Reporting (IBR) Bureau
Uniform Crime Reporting (UCR)

Crime in Texas (CIT) Publication
The DPS UCR Team was given an internal deadline to have the CIT 2019 Publication completed by May 1, 2020. During the process of completing the publication, the Quality Control Analysts (QCs) ran into some roadblocks that required them to do additional data validations and work with our vendor to produce the CIT reports for 2019. As a result, the graphs had to be re-formatted to correlate with the CIT chapters.

We are happy to announce a draft version of CIT 2019 Publication was completed on May 15, and given to DPS Executive Leadership for review on May 28, 2020. This was the first time the CIT Publication was completed by midyear! DPS will send out notification when the CIT 2019 Publication is available to agencies and the public.

Future Happenings - Preparing for NIBRS Only CIT
With the NIBRS transition deadline soon approaching the IBR staff will begin developing a sample of a NIBRS Only CIT. The previous and current CIT versions are all based on traditional Summary Reporting System (SRS) which is an aggregate monthly tally of crimes. The NIBRS data set will have the ability to provide circumstances and context for crimes like location, time of day, and whether the incident was cleared or not. By creating a sample version of NIBRS CIT, IBR will have the opportunity to compare both data sets and solicit feedback before work begins on CIT 2020.

The NIBRS CIT Example will consist of:
- Selecting a few NIBRS agencies' data.
- Mock up the new CIT to include the more detailed NIBRS data.
- Present to DPS Executive Leadership for feedback and approval.

Monthly Submissions – Why is it important?
Why is it important for Law Enforcement Agencies (LEAs) to submit data by the 10th of every month?
- Allows us to obtain the most current and accurate data
- Allows DPS and FBI opportunities to review data throughout the year and to determine if data needs to be reviewed, changed, or there are training needs.
- Provides a schedule that aligns with State and Federal deadlines and goals; serving as a uniform timeline for submission.
- Can be a possible future audit tool.
- While the program is voluntary, regular submissions show active participation.
- Monthly submissions are also part of many NIBRS Grant eligibility criteria.
- Aligns with the FBI's shift toward Quarterly Reporting.
  - Allowing analysis of data and trends, as well as data corrections throughout the year.
  - Lessening the effort at year-end closeout for Agencies, the State and the FBI.

NIBRS Training
With the challenges of in-person training at this time due to COVID-19, DPS is working on a web-based NIBRS training to provide information on NIBRS, the UCR program, and Texas-mandated reporting. More information on these trainings will be sent out towards July 2020.

Notifications
TXDPS sends UCR program notifications out to agencies through Listserv and emails. Ensure anyone needing to be included in these updates is subscribed to our UCR Listserv.

Contact the DPS UCR Program by phone (512) 424-2091 or email NIBRS@dps.texas.gov for more information or assistance.

Incident Based Reporting (IBR) Bureau
Texas Data Exchange (T-DEx)

Did you know?
- The FBI has a database called the National Data Exchange (N-DEx).
    - It houses criminal justice data from all over the country and has federated searches to INTERPOL. Person date, vehicle data, address data, and offense data are just some of the things that you will find within the 500 million records currently available in N-DEx.

- Texas is the largest contributor of data to N-DEx.
    - There are almost 140 million Texas records available to be searched and that number grows daily. Texas records include Bookings, Arrest Reports, Incident Reports, and more. Data from over 900 Texas agencies is available.

- Over 1,000 Texas law enforcement and criminal justice personnel have used N-DEx, this year alone, in the performance of their duties.
    - They search for suspects, persons of interest, witnesses, victims, and absconders. Searches can also be run on vehicles, addresses, nicknames, and physical descriptions.

- N-DEx was available to law enforcement and criminal justice agencies at no charge.
    - Simply request an account to access the wealth of information and start putting it to use for you. State and local agencies are required to have an Agency Administrator (AA) to oversee access at their respective agencies. To see if your agency has an AA, enter your ORI or Agency Name at: https://www.dps.texas.gov/crs/leepadmins/

If your agency does not have an AA, please contact us at TDEx@dps.texas.gov

Violent Criminal Apprehension Program (ViCAP)

Molly Jane's Law (HB 3106)
HB 3106 went into effect on September 1, 2019, and specifically states all Texas law enforcement agencies (LEAs) must enter their sexual assault cases into the Violent Criminal Apprehension Program (ViCAP) Web National Database.

Training & Support
The FBI had to cancel their June 2020 overview of the ViCAP program due to the COVID-19 situation.

With the health challenges of in-person training at this time, DPS is working on a web-based ViCAP training to provide information on how Molly Jane's Law (HB 3106) ties into the FBI's national program. DPS will be providing ViCAP training in the near future.

For questions related to the ViCAP program, Molly Jane's Law (HB 3106), or training for Agency Administrators please contact TX DPS at (512) 424-2091 or email ViCAP@dps.texas.gov.

LEEP Access
Texas agencies needing access to LEEP will need to reach out to TX DPS at (512) 424-2629 or email TDEx@dps.texas.gov.

Sex Offender Registration (SOR) Bureau

<u>Notification of Registration Duties Form (CR-32)</u>

The Sex Offender Registration Bureau has recently made updates to the Pre-Release Notification of Registration Duties Form (CR-32). The CR-32 form is updated when the laws that govern sex offender registration are updated or changed. The purpose of the CR-32 form is to document the conditions that all registered sex offenders are required to follow, as outlined in Chapter 62 of the Texas Code of Criminal Procedure. Registrants place their initials next to each condition on the form, showing that they understand each requirement. Along with their initials, the registrant provides their signature and thumbprint on the CR-32. A copy is provided to the registrant and is also kept on file with local agencies.

While the changes to the form were small, they will be beneficial for all agencies. The first update was changing the title on the CR-32 form to Notification of Registration Duties. The previous title caused a misconception that only penal institutions were responsible for completing the form. Since the form is continuously utilized by all agencies, it was decided that it would be best to remove 'Pre-Release' from the title. We have also added statutes for reference next to each of the conditions on the form. Listing the statues from Chapter 62 of the Texas Code of Criminal Procedure on the form will be beneficial since it is a felony offense when a registrant fails to comply with any of the state's requirements. Many District Attorney offices will use the CR-32 as a charging instrument because the registrant initials and signs the form, acknowledging they understood what their duties are as a registered sex offender.

As a best practice, the Department recommends that agencies have a registrant sign the CR-32 form at least once a year. Having the registrant review and sign the CR-32 will ensure that the agency has the most current version of the form on file for the registrant. It is also recommended that agencies check the SOR Secure website for the most current and updated forms regularly. If there are any questions about the revised form, we encourage agencies to contact their respective SOR Field Representative for more information.

CRS Auditors/Field Representatives

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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		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		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
TEXAS DEPARTMENT OF PUBLIC SAFETY
PO BOX 4143
AUSTIN TX 78765-4143

Date: _____

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
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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
Vacant	Fingerprint Services Supervisor		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
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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

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Alan Sustaita	SOR Program Supervisor	alan.sustaita@dps.texas.gov	512-424-5682
Ryan McKenna	SOR Supervisor	ryan.mckenna@dps.texas.gov	512-424-7366
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800