



# CR NEWS

Volume 27, Number 2  
APR.— Jun. 2022



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## Crime Records New Bureau Compliance And Training (CAT)

The Texas Department of Public Safety (TX DPS), Crime Records Division has combined audit and training sections creating the Compliance & Training Bureau. We have been working behind the scenes to reorganize our services to better align with our agencies' needs. The new Compliance & Training Bureau's focus will be on two major pillars our agencies depend on – training and auditing.

The combined audit and training functions and subject matter experts relate to:

- Non-Criminal Justice Unit (NCJU)
- Criminal Justice Information Services (CJIS) Field Support
- TCIC Audit
- TCIC / TLETS Training & Development
- IBR Training & Development
- SOR Training & Development
- CJIS Technical Audit

Please know what we are doing today is not functionally changing. We continue to conduct training and agency audits. This transformation will take time evolving from where we are today to where we want to be in the future. As we work towards a more streamlined process for our agencies, be assured our teams are working hard to provide the best support possible. As an organization, we continuously strive for excellence by developing better processes to provide more efficient services to our customers and agencies.

We have quite the journey to go as we bring like services together and streamline processes. We have created a roadmap and brought teams together to help reach our goal.

### Compliance & Training Bureau services:

#### **Non-Criminal Justice Unit (NCJU) Auditors**

NCJU Auditors are responsible for auditing and training criminal justice and non-criminal justice agencies to ensure strict adherence to all present and hereafter enacted Texas laws/statutes, federal laws, and the FBI's CJIS Security Policy concerning the collection, storage, retrieval, use, destruction, and dissemination of CHRI. Audits are conducted on a triennial (three year) cycle and provide services to over 12,000 agencies. NCJU Auditors also provide support for *CJIS Online Security Awareness Training*.

**Non-Criminal Justice Unit (NCJU) (512) 424-2474, option 3 [CJIS.Audit@dps.texas.gov](mailto:CJIS.Audit@dps.texas.gov)**

# Crime Records New Bureau Compliance And Training (CAT) continued

## **Criminal Justice Information Services (CJIS) Field Support Specialists**

The CJIS Field Support Specialists provide an assortment of onsite training to agencies - DPS owned live scans, paper TRN's and the CJIS website. Support specialists also assist agencies with questions regarding reporting and with the facilitation of correcting reporting errors.

[CJIS Field Support Specialists \(512\) 424-2478 CJISJJIS@dps.texas.gov](mailto:CJISJJIS@dps.texas.gov)

## **TCIC Audit**

TCIC auditor's objective is to ensure Texas and Federal policies as well as statutes are implemented and followed correctly at the local level. We are committed to keeping agencies informed and educated of these policies and statutes and provide them with the necessary tools and resources to ensure they can meet the expectations of a TCIC Audit. Audits are conducted triennially as mandated by the FBI.

[TCIC Audit \(512\) 424-2809 TCIC.Audit@dps.texas.gov](mailto:TCIC.Audit@dps.texas.gov)

## **TCIC / TLETS Training & Development Specialists**

TCIC/TLETS Training Unit Specialists are responsible for training criminal justice users and those non-criminal justice entities authorized to access TLETS and the TCIC/NCIC files, in the policies and procedures surrounding access, use, and dissemination. TCIC/TLETS Trainers update the TCIC/TLETS database OpenFox with training records to grant access.

[TCIC/TLETS Training \(512\) 424-2832 TCIC.Training@dps.texas.gov](mailto:TCIC.Training@dps.texas.gov)

## **IBR Training & Development Specialists**

The IBR Specialists provide training guidelines for NIBRS reporting, Molly Jane's Law (MJL) requirements, Texas Mandated Reporting, and Use of Force Training. Assist LEA's with understanding these guidelines and how these types of incidents should be reported according to these different programs.

[Incident Based Reporting \(IBR\) \(512\)424-2091 NIBRS@dps.texas.gov](mailto:NIBRS@dps.texas.gov)

## **SOR Trainer & Development Specialists**

Field Representatives act as liaisons between the department and criminal justice agencies throughout the state. Field Representatives work errors originating from agencies within their area and travel to their assigned region to conduct trainings and educate the criminal justice community regarding the reporting of information to the registry as well as provide support regarding the registration law.

[Sex Offender Registration \(SOR\) \(512\) 424-2800 TxSOR@dps.texas.gov](mailto:TxSOR@dps.texas.gov)

## **CJIS Technical Audit**

Our professional staff is responsible for auditing local agencies ensuring compliance with the technical security controls within the FBI CJIS Division's policies and regulations. Ensures criminal justice entities accessing TLETS meet requirements mandated by the CJIS Security Policy. Support other CRD/CJIS audits on technical issues. Support *CJIS Online Security Awareness Training*.

[CJIS Technical Audit \(512\) 424-5686 Security.Committee@dps.texas.gov](mailto:Security.Committee@dps.texas.gov)

## **2023 Texas DPS Crime Records Division Conferences**

The Texas DPS Crime Records Division is excited to announce the Compliance and Training Bureau will be hosting a series of conferences across the state during the Summer of 2023. Our goal is to provide accessible training and resources to our stakeholders through a multi-day conference format to take place in several locations across Texas.

Potential topics to be covered:

- Crime Records Division Overview
- CJIS – Criminal History Reporting
- NICS Reporting
- CJIS Technical Audits
- IBR – Uniform Crime Reporting Programs and Guidelines
- NCJU – DPS Secure Website (CCH/Clearinghouse/CJ Rap Back)
- SOR – Sex Offender Registry Program and the Secure Site
- TCIC Training/Audit – TCIC/TLETS/TXGang
- TCIC Training/Audit - ALPR and HotList
- TLETS Application Process and Approval

# Incident Based Reporting (IBR) Bureau

## **XML Submissions – Data Broker**

The Texas Department of Public Safety (DPS) implemented the Data Broker solution at the end of 2021 to allow local agencies to submit XML files to DPS for:

1. FBI's National Data Exchange (N-DEx)
2. DPS Uniform Crime Reporting (UCR)
3. And other DPS and national programs as DPS enhances the Data Broker in the future.

By using the Data Broker, Texas agencies would have the benefit of providing their data in one submission and having it populate multiple databases in near real-time. Utilizing this method of data submissions will also allow local agencies to determine what data they choose to share with these programs.

Implementation and use of the Data Broker also allows the Texas DPS to move away from the need to have hardware placed at the local agency for the collection of data.

For more information, review the technical documents at the bottom of the [TDEx website](#) under the Data Broker section or on the [UCR NIRBS Technical Documents](#) page.

Questions about the Data Broker or the XML documentation can be sent to: [TDEx@dps.texas.gov](mailto:TDEx@dps.texas.gov) or [NIBRS@dps.texas.gov](mailto:NIBRS@dps.texas.gov)

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

## **New UCR Supervisor – Amy Bailey**



Amy Bailey recently joined the Department in May of 2022 and is stationed at the Austin Headquarters. Amy moved to Texas when she was teenager and never left. She joins DPS with over 20 years of services with the government at various City, County and State Agencies, most recently Travis County Justice of the Peace, Precinct 1. She holds an undergraduate degree in Criminal Justice from Sam Houston State University and a graduate degree from Prairie View A&M University in Juvenile Justice. She is a mom of two, her daughter recently graduated high school, and her son is going into the 6th grade in the fall.

## **Class C Offenses**

Based on questions related to Class C offenses and the FBI's input, DPS will be updating the UCR Code Table. Many of these offenses vary between jurisdictions and how they use them. However, any offense that meets the NIBRS offense criteria should be included in your UCR submissions. DPS will change the UCR Code Table mapping for these offenses from 999 = Not Reportable to UCR, to be LAD = Local Agency Decision, as the local agency will need to evaluate if their Class C offenses meet any of the NIBRS offense criteria.

## **Texas-mandated Reporting**

Agencies not participating in the UCR program are still required to submit the Texas-mandated reporting (i.e., Family Violence, Sexual Assault, Drug Seized, and Hate Crime).

Contact DPS by phone at (512) 424-2091 or email [UCR@dps.texas.gov](mailto:UCR@dps.texas.gov) to find out how to submit this information outside of the UCR submissions.

# Incident Based Reporting (IBR) Bureau Use of Force (UoF) Program

## Texas UoF Portal

Currently local agencies are submitting data through the UoF application on LEEP or through bulk submissions directly to the FBI. TxDPS is setting up our state-level portal, so contact [UoF@dps.texas.gov](mailto:UoF@dps.texas.gov) for more information about joining the voluntary program or transitioning from LEEP to the new portal.

For more information about joining the National Use of Force Data Collection Program, or for any UoF questions, please contact us at [UoF@dps.texas.gov](mailto:UoF@dps.texas.gov)

## Law Enforcement Public Contact (LEPC)

The FBI is still working out the guidelines for this related data collection. The goal is to be able to provide these statistics along with UoF data in their future publications.

# Incident Based Reporting (IBR) Bureau Violent Criminal Apprehension Program (ViCAP)

## Molly Jane's Law Virtual Training

TxDPS offers virtual trainings focused on the Molly Jane's Law and the Texas requirements. These trainings are 1-hour in length.

Contact the TxDPS ViCAP program by phone at (512) 424-2091 or email [ViCAP@dps.texas.gov](mailto:ViCAP@dps.texas.gov) for more information.

# Biometric Services Bureau (BSB)

## Electronic Arrest Reporting (EAR)/Livescan

When using a livescan to submit arrest data to Texas DPS it is important to remember the following dos and don'ts.

### **Livescan DOs and DON'Ts:**

#### **DOs**

- **Do** check all return messages.
- **Do** review reject messages, correct transaction, and resubmit.
- **Do** use current offense codes (version 17).
- **Do** transmit adult class C offenses.
- **Do** use corresponding ADN for class C (**233**), federal (**234**) offenses, and Family Violence class C (**235**).

#### **DON'Ts**

- **Do not** transmit out of state probation and paroles via livescan.
- **Do not** resubmit any transactions; verify with DPS first (Call 512-424-5248). For corrections or added charges, use the CJIS site: <https://cch.dps.texas.gov> or fax to 512-424-2476.
- **Do not** use offense code 99999999.
- **Do not** submit Juvenile class C offenses.
- **Do not** populate an arrest record with identification database on a name search from a DL search.

# Sex Offender Registration (SOR)

## Open Entry in SOR? To Create and Close, That is the Answer

Create Entry

**This registrant has an open Entry in process by another user** (Phone: XXX XXX-XXXX, Email: XXX@LEO.ORG)

We all have busy, sometimes hectic schedules which may cause us to forget small details. Or perhaps you are learning this information for the first time. When opening an Entry, please remember to also close the Entry.

When an Entry is left open it will cause a chain reaction of extra work for other users. An open Entry stays locked by the initial user, not allowing anyone to change, add or modify the record as needed.

SOR staff must call up individual records and contact users to close the record. If a user is NLE-No longer employed, deactivated, or expired, SOR staff must research the reason and then cancel the Entry. Typically, we find that the user has forgotten to complete the Entry.

Currently, there are over 900 open Entries in SOR. We are in the process of sending out reminder emails to all users that have open Entries. Please log in and determine if you have an open Entry. Once you are done processing the record, close the Entry before logging out

Please contact DPS Sex Offender Registration Bureau at 512-424-2800, [TxSOR@dps.texas.gov](mailto:TxSOR@dps.texas.gov), or your Field Representative if you have any questions.

Thank you,

The Sex Offender Registration Bureau

Submit Entry

Cancel Entry

## Criminal History Record Information Processing (CHRIP) Bureau CJIS Website Portal

### Electronic Disposition Reporting – CJIS/LES Website Portal

To increase website compliance with FBI CJIS Security Policies concerning single user specific access to confidential PII, the CJIS/LES website is no longer accepting generic, position-based email addresses on new account applications. E.g. CountyClerk@\_\_\_ or JailAdministrator@\_\_\_ or DeputyClerk1@\_\_\_. All new accounts must have single person specific email addresses with secure government domains. E.g. [Cassandra.Richey@dps.texas.gov](mailto:Cassandra.Richey@dps.texas.gov) or [Jane.Doe@co.travis.com](mailto:Jane.Doe@co.travis.com) or [JDoe@cityofaustin.gov](mailto:JDoe@cityofaustin.gov), etc.

If you currently have a generic, position-based email address on an existing account, as long as your name is on that account, you will be able to continue using that email address. That email address will not be able to be used by any other person at any time. If you obtain a new, single user specific email address, you can change the email address on your account at any time by going to: Menu – Account – Profile.

The CJIS/LES Website portal was converted to the new modernized website on 10/04/2021. We continue to identify and resolve issues with the modernized website as they are brought to our attention. Please be patient as we and our programmers work through identified issues. *Should you have any technical difficulties with the website including logon issues and password resets, please email [grp\\_cjis\\_site@dps.texas.gov](mailto:grp_cjis_site@dps.texas.gov) for the fastest response.*

# Criminal History Record Information Processing (CHRIP) Bureau continued CJIS Website Portal

The new CJIS/LES Site supports the following browsers: Microsoft Edge, Chrome, Safari, and Firefox. Due to end of life of the Internet Explorer 11, this browser is not supported by the modernized CJIS/LES Site. If you are new to the CJIS Website and are new to Electronic Disposition Reporting (EDR) via the online portal, please complete the Application for Access on the New Website Portal: <https://cch.dps.texas.gov/les/>.

*If you have an existing CJIS Site Account, legacy site or new site, do not complete an Application for a New User for any purpose on either site. Contact [GRP\\_CJIS\\_SITE@dps.texas.gov](mailto:GRP_CJIS_SITE@dps.texas.gov) with the question or update to the existing account.*

**REACTIVATION:** Needed when the account has been Deactivated or Locked due to no activity in 30 days.

- Send an email to [GRP\\_CJIS\\_SITE@dps.texas.gov](mailto:GRP_CJIS_SITE@dps.texas.gov) with a request to Reactivate/Unlock the account.
- The request is manually processed by a person at DPS.
- The User will receive an auto generated email letting them know that their account has been unlocked.

\*The email is sent to the User ID (email address) associated with the account.

- The user will then be able to login without establishing a new password.

\*If the user forgot their password, they can use the 'Forgot my Password' option on the log in page.

- If an error message appears at the time of login that the 'Account is locked for: newly converted user. Not set up.' Email [grp\\_cjis\\_site@dps.texas.gov](mailto:grp_cjis_site@dps.texas.gov) and a Website Administrator will reactivate the account and re-establish the permissions on the account.

- Some accounts were not transferred due to them being inactive for a long period on the old website prior to conversion to the new site. Email [grp\\_cjis\\_site@dps.texas.gov](mailto:grp_cjis_site@dps.texas.gov).

\*\*If this is the case, it can take up to 24 hours to fully convert the account\*\*

## TIPS:

- Deactivation/Locking 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:

- Click on 'Forgot my password?' under the Log In button on the login page.
- Enter your email that you use to login and click 'Send Reset Email'.
- Use the link that is sent to your email to establish a new password.
- Return to login page and login with your username and new password.

\*\*Password reset by your Entity Administrator\*\*

- If your agency has an Entity Administrator, they can also process a password reset for you if you are assigned to their ORI.
- The administrator will logon to their CJIS account and navigate to the entity administration section.
- They will then find your name in their entity list, right click the name and click 'Reset Password' in the dropdown.

## TIP:

- If the User does not receive the emails in the above situation, contact your local IT Department. There may be a firewall or email filter on the local network that is not allowing the emails to get to the intended Inbox.
- If an account is locked for a 30 day inactivity lockout, an entity administrator will not be able to process an unlock and the user or their administrator will need to contact [grp\\_cjis\\_site@dps.texas.gov](mailto:grp_cjis_site@dps.texas.gov) to request an account unlock.

- If the user requests a password reset from an unauthenticated browser the Website Administrator at DPS will receive a notification.

- The user will still establish a new password, but when they attempt to logon they will get an error that they requested a password reset from an unauthenticated browser.

- Send an email from the email address associated with the account to [GRP\\_CJIS\\_SITE@dps.texas.gov](mailto:GRP_CJIS_SITE@dps.texas.gov) to verify that you are the one that requested the password reset.

- The account will be unlocked by an administrator at DPS.

- The User will receive an auto generated email letting them know that their account has been unlocked.

- Once the unlock email is received by the user they will logon with the password they created immediately before the lockout happened.

- \*\*The password was saved and they do not need to click 'Forgot my Password' again. Clicking 'Forgot my Password' will keep them in a loop.\*\*

# Criminal History Record Information Processing (CHRIP) Bureau continued CJIS Website Portal

## PASSWORDS MUST:

- Not be the same as the previous 10 passwords.
- Be at least 8 characters long.
- Contain a number and a special character.
- Passwords are Case Sensitive.

## AUTHENTICATION CODE ENTRY:

Browser Authentication is required after every time internet cookies are cleared/deleted, if you use a new or different browser, if the browser software has been updated, if a new or different computer is used, etc. If your browser settings are set to clear cookies at a regular interval (every time browser is closed, once a week, etc.) the Authentication will be required the next time you access the CJIS Site.

It is important to follow the steps below exactly when Authenticating a browser:

- Go to the login page, type in your User ID/email address and password.
  - Page navigates to the Authentication page or opens it in a new tab.
  - Important: **\*\*Leave that page open. Do Not close the Authentication page.\*\*** - If this page is closed before receiving and entering the PIN, then a new PIN will be generated and sent every time the page is opened. The data tables will not keep up with repeated PIN requests.
  - Receive the Authentication PIN code via email.
  - Enter that Authentication PIN and your password into the Authentication page.
- \*\*** The Authentication webpage will time out after 15 minutes. If the code is not entered in that 15 minute window, a new code will be required.
- It should then navigate back to the Login page and/or give a message that the browser has been successfully authenticated.

## REPORTS:

The open offense report has undergone substantial changes and is now designed to run in real time. With this in mind, there is a 10,000 record limit on the open offense reports. If your report exceeds 10,000 records, there will be a message that your search parameters have returned more than 10,000 records and will ask that you decrease the time frame parameters.

## 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 FBI CJIS Security Policy, accounts are single user specific. This includes the email address/User ID on the account, only one person can have access to that email account.
- There is no limit to the number of users an agency can have with individual accounts and individual email addresses/User IDs on the CJIS Website.

## **\*\*Entity Administrators Creating New User Accounts:**

- If an Entity Administrator creates a new account for a user under their entity, either the user or the administrator must send an email to [grp\\_cjis\\_site@dps.texas.gov](mailto:grp_cjis_site@dps.texas.gov). In the email please include the username (email address) of the new user along with what permissions they will need. When an Entity Administrator sets up an account for a new user, no permissions are established. A DPS CJIS/LES Website Administrator will need to add the permissions to the account.



# Compliance And Training (CAT) Bureau

## CJIS Field Support

### **CJIS and JJIS Completeness Percentages**

A reminder that the granting agencies will be looking at the 2016 through 2020 reporting years for the 90% Completeness Percentages. It is recommended that someone in each department for your county run a County Combined Completeness Report on a regular basis to track how your county is doing.

***If you are currently below 90% completeness in either Adult or Juvenile for the 5 year average then please contact your CJIS Field Support Auditor or the CJIS main line for information and assistance.***

The Department of Public Safety does not mandate the reporting and does not stipulate the restrictions on grants. We will have to defer to the Criminal Justice Division of the Office of the Governor any questions related to the reporting deadline.

Or contact the Criminal Justice Program at your regional COG/Planning Commission: You can find your Regional Criminal Justice Program Staff here: <https://txregionalcouncil.org/regional-programs/criminal-justice/cjcontacts/>

### **Average Days to Report Dispositions**

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.”

Contact your CJIS Field Auditor if you have questions.

# Compliance And Training (CAT) Bureau

## IBR Training

### **Virtual Trainings**

We have virtual trainings currently being held weekly. Our team sends out a monthly regional email announcement of courses with the description of each course and the dates those course will be held. Each month there are new courses being offered so be on the lookout for those announcements.

If your agency has had a change of point of contact for your NIBRS submission, please contact the UCR Office at [NIBRS@dps.texas.gov](mailto:NIBRS@dps.texas.gov) with the updated contact information to ensure the training announcement gets to the correct person.

If you have any questions about the courses being offered, attending any virtual training courses, or questions about trainings and when they will be held, please contact the IBR Trainers @ [IBR.Training@dps.texas.gov](mailto:IBR.Training@dps.texas.gov)



# CRD Auditors and Trainers

## CJIS TECHNICAL AUDIT

James Buggs	CJIS Technical Auditor		james.buggs@dps.texas.gov	512-424-7794
Kreston Bates	CJIS Technical Auditor		kreston.bates@dps.texas.gov	512-424-2937
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William Frame	CJIS Technical Auditor		william.frame@dps.texas.gov	512-424-7401
Stephaine Williams	CJIS Technical Auditor		stephaine.williams@dps.texas.gov	512-424-7910
Sonya Stell	CJIS Technical Auditor		sonya.stell@dps.texas.gov	512-424-2450
Deborah Wright	CJIS Technical Auditor		deborah.wright@dps.texas.gov	512-424-7876

## CJIS FIELD SUPPORT

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
Vacant	CJIS Auditor	Region 3	@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
Anna Gay	CJIS Auditor	Region 7	anna.gay@dps.texas.gov	512-424-7552
Christopher Fiest	CJIS Auditor	Region 8	christopher.fiest@dps.texas.gov	512-424-7792
Kelsey Freeman	CJIS Auditor	Region 9	kelsey.freeman@dps.texas.gov	512-424-7953
CJIS Auditor Assistant Line				512-424-2478

## NON-CRIMINAL JUSTICE UNIT

Esmeralda "Essie" Romero	Non-Criminal Justice Auditor	Region 3	esmeralda.romero@dps.texas.gov	512-424-7367
Karen Germa	Non-Criminal Justice Auditor	Region 4	karen.germa@dps.texas.gov	512-424-7521
Alexandra Oyervides	Non-Criminal Justice Auditor	Region 5	alexandra.oyervides@dps.texas.gov	512-424-2855
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Cristina Ibarra	Non-Criminal Justice Auditor		cristina.ibarra@dps.texas.gov	512-424-7943
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Kari Fletcher	Non-Criminal Justice Auditor		kari.fletcher@dps.texas.gov	512-424-

## TCIC AUDIT

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Kimberly Simpson	TCIC Auditor		kimberly.simpson@dps.texas.gov	512-424-2246

## TCIC TRAINING

Jeffery Castille	TCIC/TLETS Training & Development		jeffery.castille@dps.texas.gov	512-424-7535
Jeffery Hammonds	TCIC/TLETS Training & Development		jeffery.hammonds@dps.texas.gov	512-424-7861
Nina Steward	TCIC/TLETS Training & Development		nina.steward@dps.texas.gov	512-424-7354
Raymond Trejo	TCIC/TLETS Training & Development		raymond.trejo@dps.texas.gov	512-424-2230
Melissa Walker	TCIC/TLETS Training & Development		melissa.walker@dps.texas.gov	512-424-7309
Susan Whisenhunt	TCIC/TLETS Training & Development		susan.whisenhunt@dps.texas.gov	512-424-2233

## INCIDENT BASED REPORTING TRAINING

Jennifer "Jenn" Bushee	Training & Development	Region 1	jennifer.bushee@dps.texas.gov	512-424-2987
Veronica Terrazas	Training & Development	Region 1	veronica.terrazas@dps.texas.gov	512-424-0346
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Jaimee Mayes	Training & Development	Region 3	jaimee.mayes@dps.texas.gov	512-424-2460
Laurie Connally	Training & Development	Region 4	laurie.connally@dps.texas.gov	512-424-2025
Alison Padula	Training & Development	Region 5	alison.padula@dps.texas.gov	512-483-0076
Alejandra "Alex" Martinez	Training & Development	Region 6	alejandra.martinez@dps.texas.gov	512-424-2911

## SEX OFFENDER REGISTRATION TRAINING

Tyon Cooper	Training & Development	Region 1	tyon.cooper@dps.texas.gov	512-424-7615
Charles Francis	Training & Development	Region 2	charles.francis@dps.texas.gov	512-424-2343
Christine Eltgroth	Training & Development	Region 3	christine.eltgroth@dps.texas.gov	512-424-7047
Barry Ives	Training & Development	Region 4	barry.ives@dps.texas.gov	512-424-5835
Irene Munoz	Training & Development	Region 5	irene.munoz@dps.texas.gov	512-424-7650
Michael Holm	Training & Development	Region 6	michael.holm@dps.texas.gov	512-424-7892
Rafael Martinez	Training & Development	Region 7	rafael.martinez@dps.texas.gov	512-424-5578
Todd Hittner	Training & Development		todd.hittner@dps.texas.gov	512-424-7885

# DPS IDENTIFICATION SUPPLIES ORDER FORM



## DPS IDENTIFICATION SUPPLIES ORDER FORM

CR-12 (Rev. 1/2021)

TO: CRIME RECORDS DIVISION  
 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	#PER PACKAGE	QUANTITY
CR-6	DPS Applicant Fingerprint Card*	250 per package	
CR-12	DPS Identification Supplies Order Form	100 per pad	
CR-23	Out of State Probation; Parole Supervision Fingerprint Card	single cards	
CR-26	Death Notice Form	100 per pad	
CR-42	Request for Criminal History Check	100 per pad	
CR-43	Adult Criminal History Reporting Form With Preprinted TRN and Fingerprint Card Attached*	100 per package	
CR-43	Adult Criminal History Reporting Form With Fingerprint Card Attached*	100 per package	
CR-43J	Juvenile Criminal History Reporting Form With Preprinted TRN and Fingerprint Card Attached*	100 per package	
CR-43J	Juvenile Criminal History Reporting Form With Fingerprint Card Attached*	100 per package	
CR-43P	Adult Probation Supervision Reporting Form With Preprinted TRN and Fingerprint Card Attached*	200 per package	
CR-43P	Adult Probation Supervision Reporting Form With Fingerprint Card Attached*	200 per package	
CR-44	Adult Supplemental Reporting Form	100 per package	
CR-44J	Juvenile Supplemental Reporting Form	100 per package	
CR-44S	Adult Supplemental Court Reporting Form	100 per pad	
CR-45	Adult DPS Fingerprint Card*	250 per package	
CR-45J	Juvenile DPS Fingerprint Card*	250 per package	
	Fingerprint Card Return Envelopes (For arresting agencies only)	100 per box	

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

AGENCY \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

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

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

ATTENTION \_\_\_\_\_

**NOTICE:** Provide a complete shipping address.  
 PO Boxes are acceptable.

PHONE # (        ) \_\_\_\_\_

**Direct questions concerning supply orders to (512) 424-2367**  
**Fax# (512) 424-5599 • [crssupplyorder@dps.texas.gov](mailto:crssupplyorder@dps.texas.gov)**

# CRD DIRECTORY

## CRD MANAGEMENT

Michelle Farris	Chief	michelle.farris@dps.texas.gov	512-424-7659
Luz Dove	Senior Director, CRD	luz.dove@dps.texas.gov	512-424-7964
Loann Garcia	Senior Director, CRD	loann.garcia@dps.texas.gov	512-424-2409

## COMPLIANCE AND TRAINING BUREAU

Vacant	Manager	@dps.texas.gov	512-424-7186
John Morse	Supervisor, CJIS Field Support	john.morse@dps.texas.gov	512-424-5067
Erika Stiggers	Supervisor, NCJU Training & Audit	erika.stiggers@dps.texas.gov	512-424-7927
Crystal Kaatz	TCIC Audit/Training Supervisor	crystal.kaatz@dps.texas.gov	512-424-7244
Maggie Walker	Supervisor, IBR Training	maggie.walker@dps.texas.gov	512-424-0334
Ryan McKenna	SOR Training Supervisor	ryan.mckenna@dps.texas.gov	512-424-7366
CJIS Field Support Auditor Assistance		CJISJJIS@dps.texas.gov	512-424-2478
NCJU Assistance (opt.3)		CJIS.Audit@dps.texas.gov	512-424-2474
TCIC/TLETS Audit Assistance		TCIC.audit@dps.texas.gov	512-424-2809
TCIC/TLETS Training Assistance		TCIC.training@dps.texas.gov	512-424-2832
IBR Training Assistance		IBR.compliance@dps.texas.gov	512-424-2091
SOR Training Assistance		SOR.compliance@dps.texas.gov	512-424-2800

## ACCESS & DISSEMINATION BUREAU

Catalina Rodriguez-Combs	Manager	catalina.rodriquez-combs@dps.texas.gov	512-424-5894
Rochelle Torres	ADB Support Program Supervisor	rochelle.torres@dps.texas.gov	512-462-6171
Tanya Wilson	Program Supervisor, CHIU	tanya.wilson@dps.texas.gov	512-424-2523
Linda "Michelle" Hammonds	Fingerprint Services Supervisor	michelle.hammonds@dps.texas.gov	512-424-5019
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
Lisa Garcia	CRS Billing Clerk	lisa.garcia@dps.texas.gov	512-424-2912
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
	<b>crssupplyorder@dps.texas.gov</b>	<b>Fax order form to:</b>	<b>512-424-5599</b>

## CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

Holly Morris	Manager	holly.morris@dps.texas.gov	512-424-2686
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
Kerrie Herrera	Evening Shift Supervisor, CCH Data Entry/Control	kerrie.herrera@dps.texas.gov	512-424-2473
Mitchell Odom	Crime Records Legal Expunction, Supervisor	mitchell.odom@dps.texas.gov	512-424-5838
Cassandra Richey	EDR Coordinator	cassandra.richey@dps.texas.gov	512-424-2479
Austin Jordan	Assistant EDR Coordinator	austin.jordan@dps.texas.gov	512-424-7585
Error Resolution Assistance Line			512-424-7256

## BIOMETRIC SERVICES BUREAU

Tina Saenz	Manager	tina.saenz@dps.texas.gov	512-424-2078
Sandra Amaro	Day Biometric Shift Supervisor	sandra.amaro@dps.texas.gov	512-424-5748
Jessica Pena	Evening Biometric Shift Supervisor	jessica.pena2@dps.texas.gov	512-424-5304
Emilio Calzada	Midnight Biometric Shift Supervisor	emilio.calzada@dps.texas.gov	512-424-2408
Chrystal Davila	Biometric Coordinator	chrystal.davila@dps.texas.gov	512-424-7026
Jessica Carmona-Lara	Assistant Biometric Coordinator	jessica.carmona-lara@dps.texas.gov	512-424-2089
Cathleen McClain	MBIS Coordinator	cathleen.mcclain@dps.texas.gov	512-424-2456
Chiquita Ruffin	Assistant MBIS Coordinator	chiquita.ruffin@dps.texas.gov	512-424-7404
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
Sarah Bates	TCIC Control Room Supervisor	sarah.bates@dps.texas.gov	512-424-2152
24 hour TCIC Control Room- ORI Requests/Updates, Offline Requests & TxGang		TCIC.operations@dps.texas.gov	512-424-2088
Operations Information Center (OIC)		OIC@dps.texas.gov	512-424-2139

## 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
Symone Hernandez	IBR Program Specialist	symone.hernandez@dps.texas.gov	512-424-5515
Stewart Stanley	IBR Program Specialist	stewart.stanley@dps.texas.gov	512-424-0713
Amy Bailey	Supervisor, IBR	amy.bailey@dps.texas.gov	512-424-5733

## SEX OFFENDER REGISTRATION BUREAU

Sheila Vasquez	Manager	sheila.vasquez@dps.texas.gov	512-424-2279
Vacant	Support Operations Supervisor	@dps.texas.gov	512-424-7896
Alan Sustaita	SOR Program Supervisor	alan.sustaita@dps.texas.gov	512-424-5682
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800