CR NEWS

HIGHLIGHTS:

New CJIS Security Policy Version 5.7 Changes

CJIS Security Policy version 5.7 is now available. The updated policy items incorporate calendar year 2017 APB approved changes and administrative changes. Sections 5.10 and 5.12 contain new language regarding Cloud Computing and Personnel Screening Requirements. Administrative changes include grammar corrections, syntax removal, acronym updates and language clarification for readability purposes. Please review the new policy and the potential impact, if any, for the agency.

The approved APB policy change summary includes the following:

1. Section 5.10.1.5 Cloud Computing: add language concerning data storage in cloud environments, fall 2017, APB#17, SA#2, CJIS Security Policy Restriction for Criminal Justice Information Stored in Offshore Cloud Computing Facilities.

2. Section 5.10.1.5 Cloud Computing: add language concerning authorized uses of metadata, spring 2017, APB#16, SA#10, Collection and Use of Metadata by Cloud Service Providers.

3. Section 5.12.1.2 Personnel Screening for Contractors and Vendors: add language allowing CSO delegation of duties, spring 2017, APB#16, SA#7, CJIS Systems Officer Delegation Authorization of Personnel Screening Requirements for Contractors and Vendors.

4. Section 5.12.1 Personnel Security Policy and Procedures: rename section to "Personnel Screening Requirements for Individuals Requiring Unescorted Access to Unencrypted CJI" and combine previous Sections 5.12.1.1 and 5.12.1.2 into the single section, fall 2017, APB#17, SA#1, CJIS Security Policy Language Changes in Section 5.12.

5. Appendix A Terms and Definitions: add definition of "Metadata", spring 2017, APB#16, SA#10, Collection and Use of Metadata by Cloud Service Providers.

6. Appendix B Acronyms: add "RCMP", "Royal Canadian Mounted Police", fall 2017, APB#17, SA#2, CJIS Security Policy Restriction for Criminal Justice Information Stored in Offshore Cloud Computing Facilities.

7. Appendix J Noncriminal Justice Agency Supplemental Guidance: add language to clarify which personnel the requirements apply to and remove language referencing deleted language, Fall 2017, APB#17, SA#1, CJIS Security Policy Language Changes in Section 5.12.

The current CJIS Security Policy version 5.7 is available on the TX CJIS Security Office Technical Audit website for more detailed information. https://www.dps.texas.gov/SecurityReview/documents.htm and the FBI CJIS website https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center .

Questions? We are here to help! Contact your CJIS Technical Auditor or the CJIS Security Committee at security.committee@dps.texas.gov .

Access and Dissemination Bureau (ADB)

Texas Civil and Criminal Justice Rap Back Released
On January 15, 2018, the Texas Civil and Criminal Justice Rap Back programs were released. Both programs are free to use.

Organizations setting a subscription on an individual will receive notifications on national criminal history as well as Texas criminal history.

Civil Rap Back
The Civil FBI Rap Back program is designed to assist organizations in the continuous vetting of individuals in a position of trust.

An applicant is eligible for FBI Civil Rap Back if they were fingerprinted after June 1, 2015. If an applicant is not eligible for FBI Civil Rap Back, they must be re-fingerprinted to become eligible. A Texas Only subscription can still be set for the applicant.

More eligibility criteria and information can be found in the Civil Rap Back User Guide, available in the FACT Clearinghouse under the FBI Rap Back Resources link.

Criminal Justice Rap Back
The Criminal Justice Rap Back program is designed to provide immediate notifications to law enforcement on an NGI Identity of subscribed individuals currently under an active criminal investigation, active probation, or parole (custody and supervision).

More information on applying for an account and using the CJ Rap Back Site can be found in the Criminal Justice Rap Back Participation Guide and Criminal Justice Rap Back User Guide, both available from the Criminal Justice Rap Back Site under Additional Resources.

Rap Back Statistics (January 15, 2018 - August 31, 2018)

Subscriptions with RBSR Return	
	Number of Transactions
Civil (RBSCVL)	577,390
Criminal Justice (RBSCRM)	687
Total	578,077

Rap Back Notifications (By RBN Updater)		
	Civil Rap Back	Criminal Justice Rap Back
Texas	3,659	324
Other States	623	17
Federal	415	88
Unknown (Not Listed)	93	0
Total	4,790	429

SUCCESS STORIES
Please tell us how the Texas Rap Back Programs has helped your agency!

Let us know of any success stories that have resulted from a Rap Back notification by emailing us at RapBackUnit@dps.texas.gov

Contact Us
If you have any questions on the Rap Back Programs of Texas, or to request a copy of the Civil or Criminal Justice Rap Back User Guides, please contact us at 512-424-2746 or RapBackUnit@dps.texas.gov

Crime Information Bureau

Identity Theft

On September 1, 1999, Texas House Bill 153 went into effect (Ref: Texas Government Code Sec. 411.0421) as a means to assist law enforcement agencies in "flagging" stolen identities and increasing the potential to identify an imposter when they are encountered by law enforcement. When agencies are notified by a citizen that their identity may have been compromised, the law enforcement agency starts an investigation into the alleged misuse. The investigator then completes an incident report and obtains all relevant information from the victim necessary to create a profile that will later be entered into the NCIC/TCIC Identity Theft File.

Each entry into the Identity Theft File must be supported by an official complaint (electronic or hard copy), a signed Identity Theft Declaration, and an original set of fingerprints. These supporting documents must be submitted to the Department of Public Safety Error Resolution Unit: **Po Box 4143 Austin, TX. 78765-4143**

The Identity Theft Declaration gives the complainant's consent to enter their identifiers into the TCIC and NCIC Identity Theft files. The Identity Theft Declaration can be found on the TCIC 2000 project website, https://www.dps.texas.gov/tcic2000project/.

Records cannot be entered into the Identity Theft File until the above criteria have been met. If a record is entered without submitting the required documentation, the record will be removed from the system. The entering agency must be able to provide documentation about the identity theft entry if contacted by the DPS.

The Identity Theft Declaration should include: the complainant's name, social security number, driver's license or state ID card number, date of birth and a unique password designated by the complainant. Per NCIC Operating Manual, ORI, OCA, victim's name, sex, race, DOB, POB, height, weight, eye color, hair color, and password are required...all other information is optional for entry, but if it is known or obtained, they must be entered. (see Identity Theft File section 2.4.1). Information on the Identity Theft file can be found in the NCIC Operating Manual. If you have questions regarding entry into the Identity Theft file, please contact the TCIC Control Room at 512-424-2088 or send an email to tcic.operations@dps.texas.gov.

TCIC Validation Website

Agencies that participate in the Texas and National Crime Information Center Databases are required to certify their records monthly. Validation obliges the entering agency to confirm that the record is complete, accurate, and still outstanding or active. Validation is accomplished by reviewing the entry and current supporting documents, and by recent consultation with any appropriate complainant, victim, prosecutor, court, nonterminal agency, or other appropriate source or individual. In the event the ORI is unsuccessful in its attempts to contact the victim, complainant, etc., the entering authority must make a determination based on the best information and knowledge available whether or not to retain the entry in the file.

To help streamline this process, the TCIC Website was created in 2015. Agency reports (Validation Report, Message Volume Report, and Sex Offender Registry Supplemental Report) are uploaded individually to the website within the first ten days of the month. If you have an account on the site, you will receive an email notification advising when reports are uploaded.

- The Agency Validation Report must be certified by the 25th of every month regardless of holidays and weekends. Failure to comply with the certification program can result in the purging of records.

- The Message Volume Report reflects the number of messages transmitted monthly for the participating agency. Agencies can utilize this data to identify training and staffing needs.

- The Sex Offender Registry Supplemental Report is designed to assist registering agencies in identifying records that are delinquent, expired, or about to expire.

If you or someone at your agency needs access to the validation website, have your TAC or agency administrator send an email to the TCIC Control Room, tcic.operations@dps.texas.gov, Please include the following information: user's complete name, phone number, secure email address, agency name, and ORI.

Crime Information Bureau continued

To have an account created or to update access, the TAC or Agency Head should email the TCIC Control Room at tcic.operations@dps.texas.gov.

Specific questions regarding information on the SOR Supplemental Report should be directed to the Sex Offender Registration Bureau at txsor@dps.texas.gov or (512) 424-2800.

If you have any specific questions regarding the validation site (including issues logging in), please feel free to contact the TCIC Control Room at tcic.operations@dps.texas.gov or (512) 424-2088.

<u>Messenger Tip of the Day</u>

Curious how to save your favorite forms? Need to know how to search the code lists? Looking for shortcuts to quickly access the inbox and quick query bar? The "Tip of the Day" will appear each time you log onto Messenger, but it can also be accessed at any time through the Help menu:

1. Select "Launch Help" from the drop-down help menu.
2. Open the "Messenger Help" folder under "Contents" on the left-hand side.
3. Open the "Messenger Tip of the Day" folder to display the list of topics.
4. Click on the topic on the left or the links in the center to access "Tips."
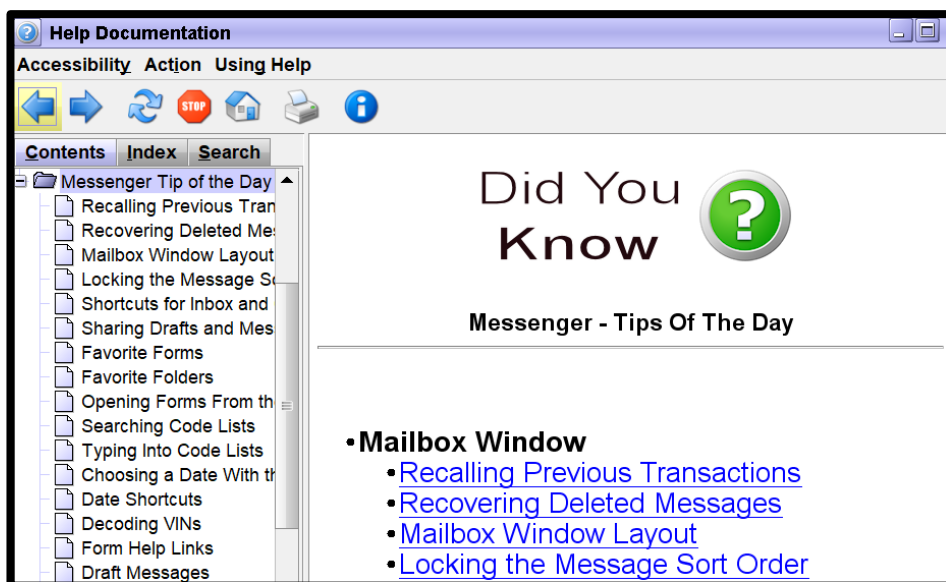
Check out the variety of topics available, including but not limited to the following:

Mailbox Window
- Recalling Previous Transactions
- Recovering Deleted Messages
- Mailbox Window Layout
- Locking the Message Sort Order
- Shortcuts for Inbox and Quick Query Bar
- Sharing Drafts and Message Templates

Messenger Forms
- Favorite Forms
- Favorite Folders
- Opening Forms From the Quick Query Bar

- Searching Code Lists
- Typing Into Code Lists
- Choosing a Date With the Calendar
- Decoding VINs
- Form Help Links
- Draft Messages

Message Display
- Looking Up Codes in Responses
- Hiding Mailbox Window Columns
- Maximum Image Size
- Message Header Display
- Changing the Text Size on Print Outs

Message Casting
- Casting a Criminal History Response
- Casting a Hit Response Into a YQ
- Casting a Hit Confirmation Into a Hit Confirmation Response
- View Messages in Separate Window
- Print Selection
- Printing Images

# Criminal Justice Information System (CJIS)

New Field Auditor
Please welcome our new field support auditor, Christopher Fiest Jr.

Christopher comes to us from the Driver License Division. Prior to becoming a Field Auditor, Christopher spent six years as a Customer Service Representative in the Driver License Division in Houston, TX. Christopher holds a Bachelors of Arts degree in Political Science from Southern University Agricultural and Mechanical College in Baton Rouge, LA. In his spare time, he enjoys traveling cross-country to attend college and professional sporting events.

CJIS Website
If your email address has changed, you can update the new address on your account. Go to the drop down arrow by your name in the upper right corner of the site and select Security Profile, your profile page will open. Enter your new email address in the two boxes on the right side of the profile page. Then click 'Save Changes'.
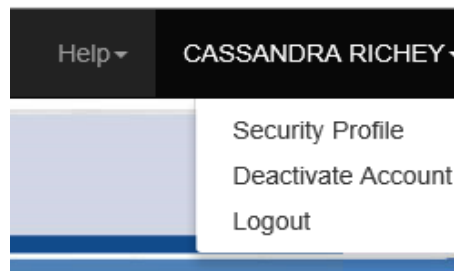
When filling out a request for access application, be sure to enter the full name of the office where you work. As an example, please do not enter only the county, 'Tarrant County', please do enter the full name of your office, 'Tarrant County District Attorney's Office'. Please use your First and Last Name in the appropriate fields, do not enter your title in a Name field, as an example; enter 'Jane Smith', not 'Administrator Smith'.

If you are requesting a new account and you will be the Entity Administrator for your organization, do not enter your email address as the Entity Administrator on the access application. Doing so will cause the activation email to be sent to your email and not to the site administrator at DPS for notification to activate; you can be added as an Entity Administrator after the account has been activated by the site administrator at DPS.

If an invalid User ID or Password is entered three or more times in a short time span, the account will be Locked. The Lock will last 10-30 minutes after which you will be able to try logging on again. A Locked account does not require a Reactivation or a Password Reset, just a little time for the account to re-set itself.

In the event an account needs Reactivation, please send an email to grp_cjis_site@dps.texas.gov asking to reactivate your account. Please do not fill out an application for a new account.

Juvenile Referral Dates Information
A reminder that three dates are mandatory for CR-43J and CR-44J entry into the CCH database:

1. Date of Arrest (DOA)
2. Referral Date (ADA) (cannot be greater than 10 days from Date of Arrest but can be prior to Date of Arrest)
3. Date of Birth (DOB)

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.

Texas Department of Public Safety
PO Box 4143
Austin, TX 78765-4143
Attn: Expunctions/Sealings
Fax number - 512 424 5666

You do not need to send an email to DPS (cjisjjis@dps.texas.gov) to notify us about records that do not qualify for sealing. If a record does not qualify and you mark them as "Not Qualified" on the CJIS Site, that serves as notification to DPS.

If you believe that a criminal history record does not qualify because of incorrect or missing information, you should let your CJIS auditor know which record (SID) does not qualify, and what information is incorrect or missing. Please be as detailed as possible so that we can work with the agencies that have reported the incorrect or missing information to resolve it.

If you believe a record is on your list in error and should not be there based off the qualifying rules, please send a detailed email to your CJIS field auditor, or cjisjjis@dps.texas.gov if you do not know who your auditor is, as to why you feel it should not be your list.

Name Based Disposition (NBD) File
When a reporting agency submits a Prosecution or Court transaction that passes edits but does not match to an arrest, the CCH application places this transaction into the Name Based Disposition (NBD) file. When a new arrest is processed these transactions in the NBD file are searched for matches; any matching prosecution or court transactions are automatically resubmitted for processing. Transactions remain in the NBD file until they match an arrest, are manually corrected and re-submitted by the agency, or closed by the original submitting agency. DPS is requesting the counties to review and correct any NBD that they created in the database. NBD via CJIS allows agencies to review their NBD transactions and either make a correction and resubmit it or retire the transaction.

Please feel free to email or call your field representative with any questions.

Subscribing to the listserv

The CHRIP Bureau has a listserv to inform all of our reporting agencies of updates, changes and any notifications about what is happening with the CJIS and JJIS Reporting. All Offense Code updates and CJIS Conference Information are sent to the listserv.

If you would like to subscribe to the listserv, please follow these steps:

1) Send an email to LISTSERV@LISTSERV.DPS.TEXAS.GOV. Make sure that:

    a. The subject line is left blank.
    b. The message body is clear/blank (including signatures).
    c. Type: SUBSCRIBE CJISJJIS FirstName LastName, in the message body.

2) Once you have completed that, you will receive an email stating that, "You are now subscribed to the CJISJJIS list."

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

Crime in Texas Online

The Crime in Texas (CIT) Online Portal was released in January 2018, and was developed to provide a platform for the public to access online and on demand statistical and analytical information about crime reported in the state. The Portal allows users to create unique queries utilizing specific data points associated with selected contributing entities, resulting in a more intuitive way to gather statistical data that is tailored to the needs of the requestor, without the need to make a manual request to the UCR program office.

To view CIT Online, please visit https://txucr.nibrs.com/. We value all feedback as our goal is to make the public portal as easy to use as possible, and to provide the public with a system allowing them to conduct research, trend analysis, comparisons and statistical review for contributing UCR agencies across the state. Please submit all feedback and suggestions to ucrstats@dps.texas.gov.

Going Paperless!

The Department's UCR program will be going paperless on January 1st, 2019.

What does this mean?

The Department will not be accepting paper UCR report submissions after January 31st, 2019, which is the Texas UCR deadline for 2018 report submissions. All UCR reports for 2018 (and prior years) sent after this deadline will be returned to the submitting agency. For Summary agencies that are currently submitting paper to the Department, your agency is able to enter in report data online in the UCR Online Reporting System located here - https://texas.nibrs.com/Home/Login. For Family Violence and Sexual Assault submissions, your agency also has the option to submit a flat file, if your RMS has the ability to submit in that format.

More information will be forthcoming on how to streamline your transition from paper reporting to online reporting. If agencies have any questions, please feel free to contact us at either ucr@dps.texas.gov or 512-424-2091.

Website Updates

The Department has recently made updates and changes to the Texas Uniform Crime Reporting website located *here*. The improvements made provide viewers with streamlined and up to date information about the UCR and NIBRS program. In the UCR Background page, you will find updated historical information about the UCR program. Information about NIBRS reporting, helpful videos about transitioning, and insights from agencies that made the switch to NIBRS are located within the NIBRS page. Finally, helpful documents and information for agencies transitioning to NIBRS are located within the NIBRS Technical Documentation page, including detailed steps to the NIBRS certification process. Please explore all available links under Texas Uniform Crime Reporting for valuable information about UCR. If your agency is in transition, and you have any questions or concerns, please feel free to contact us at either NIBRS@dps.texas.gov or 512-424-2091.

TIP

Experiencing password issues on the UCR Online Reporting System? To avoid password reset issues or accounts being locked out, users should setup a Challenge Question in the user profile. To access the Profile page, click on the name on the top left hand corner and then select Profile. Scroll down and select New Challenge Question. Once setup, user can use the Forgot your password link to have a temporary password emailed to the one on file for the user.

N-DEx Audits are Underway

For the better part of the last year, the Texas Data Exchange (TDEx) Program Office has been preparing for the launch of its National Data Exchange (N-DEx) audits. From hiring an auditor, to receiving audit training from the Federal Bureau of Investigation, to creating an automated audit and implementation timeline, much work has gone into getting to a point where audits could be conducted.

The first audit questionnaires and sample searches went out during the first week of August 2018, and approximately ten (10) agencies a week are being audited. Given that there are 800 or so N-DEx user agencies, each agency will be fit into a three (3) year audit cycle, and agencies in the Dallas/Fort Worth area will be the first agencies to be audited. The audits will focus on regions of the state to allow for the auditor to make visits to one area of the state should the need arise.

As the program starts up its audit unit, this first audit cycle will be considered informational. Any findings will be labeled as informational and will provide the agency an opportunity to become aware of areas of non-compliance and to implement corrective measures.

AUDIT TIP: Be sure to check the Use Code. "C" for criminal justice investigations, "J" for criminal justice employment (for your agency), and "A" for administrative purposes.

SEX OFFENDER REGISTRATION (SOR)

<u>Proof of Identify and Residence: Potential Community Impact on Reported Addresses by Registrants</u>
Registrants have the requirement to appear before their local law enforcement authority to periodically verify information required for registration, in addition to, reporting any changes in address. Both of these events require that the registrant provide proof of identity and residence. We would like to take this opportunity to emphasize how important these requirements are to registry integrity and public awareness/safety.

The Sex Offender Registry contains information required for registration and perhaps one of the most critical pieces of information it possesses is the residential address of reported sex offender registrants. The addresses published on the sex offender registration web site can be used for mapping purposes and is used to target community notification via postcards on sexual predators and high risk offenders. Communities use this information to know that these registrants exist and identify where these registrants live.

On this note, citizens and media are also quick to identify potential instances where reported residences may be inaccurate. Questions will occur on whether information reported by registrants was confirmed before being entered and published. Citizens have two primary concerns regarding inaccurate residency information:

- The potential harassment or harm to a person who lives at an address for which a registrant does not live at, or;
- A community who is unaware that a registered sex offender lives there because an accurate address was not captured/confirmed and the public believes the offender lives somewhere else.

Statute is silent regarding what documentation or means a registering agency uses in regards to confirming identity and residence, but agencies should be proactive and have their own policies or methods in place in regards to what is sufficient for the registrant to provide to fulfill this requirement and if/how the agency confirms the reported information. Contributors should also double check the reporting of or entry of an address into the Registry to ensure that no typos exist before saving that information. Agencies with additional resources for registration could explore activities relating to random or periodic checks on reported information.   Agencies also have the discretion to exercise failure to comply charges on registrants who fail to report accurate addresses or places of residency.

All registrants regardless of their risk level should have their reported residences validated in some manner; however, registrants who are civilly committed as a sexually violent predator or high risk should have special consideration since their information will be subject to additional publications in which notice is provided to the community vs the community searching for the registration information.

TxDPS will refer reports of discrepancy to the local law enforcement agency that contributed the information. That agency is the owner of the record and makes the determination on reported registration information within their jurisdiction.

<u>Operational Activities: Continuance of a Reduced Paper Initiative</u>
The Registry is continuing to make movements toward a reduction of paper in the reporting of sex offender registration information. In 2017, the Sex Offender Registration Secure Web Site was enhanced to allow local users access to additional data fields within the Registry and the capability to enter an initial registration event to an existing record. Agencies have had time to adjust to the enhanced components of the new Secure Web Site. As we move forward with this initiative, the Bureau is starting to establish milestones and dates to fulfill the goal of operationally working in a total electronic environment.

Agencies should expect to see the phasing out of paper forms provided by department. Forms are available for download on the Secure Web Site and most have been electronically enhanced to improve data element collection. The duties for registration (elements within the CR-32, Pre-Release Notification) have recently been added as an option to print in the Secure Web Site. Agencies can explore submitting fingerprints electronically to TxDPS to have registrants identified within the Registry.

Information related to this continued initiative will be disseminated as it develops. Agencies with questions should contact their designated Sex Offender Registration Field Representative or email txsor@dps.texas.gov for information.

<u>New SOR Field Representatives</u>
Please welcome our new field representatives, Charles Francis (Region 2), Christine Shuler (Region 3), Barry Ives (Region 4), Irene Munoz (Region 5), Gary Richards (Region 6), and Ryan McKenna (Region 7).

Charles Francis

Region 2

Christine Shuler

Region 3

Barry Ives

Region 4

Irene Munoz

Region 5

Gary Richards

Region 6

Ryan McKenna

Region 7

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 Division Director	michelle.farris@dps.texas.gov	512-424-7659
Vacant	Deputy Administrator	@dps.texas.gov	512-424-2734
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	debbie.wright@dps.texas.gov	512-424-7876
Dan Conte	Lead Technical Auditor	daniel.conte@dps.texas.gov	512-424-7137

ACCESS & DISSEMINATION BUREAU

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Rochelle Torres	Program Supervisor, SSAS	tina.saenz@dps.texas.gov	512-462-2078
Susie Dial -Herrera	Program Supervisor, Training & Audit	susanne.dial@dps.texas.gov	512-424-7927
Catalina Rodriguez-Combs	Supervisor, ADB Support	catalina.rodriquez-combs@dps.texas.gov	512-438-6591
Tanya Wilson	Program Supervisor, ADB	tanya.wilson@dps.texas.gov	512-438-2523
Sharon Hill	Supervisor, NCJU Training & Audit	sharon.hill@dps.texas.gov	512-424-7920
Ashley Baker	Fingerprint Services Supervisor	Ashley.baker@dps.texas.gov	512-424-5105
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Brandon McCradic	Program Supervisor-Billing Unit	brandon.mccradic@dps.texas.gov	512-424-2312
Jennifer Norton	Customer Service Rep	Jennifer.norton@dps.texas.gov	512-424-7111
Lisa Garcia	CRS Billing Clerk	lisa.garcia@dps.texas.gov	512-424-2912
Amanda Horelica	CRS Billing Clerk	amanda.horelica@dps.texas.gov	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
Eliza Garcia	CJIS/JJIS Forms and Fingerprint Card Supplies	eliza.garcia@dps.texas.gov	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
James McElroy	CJIS Systems Support Specialist	james.mcelroy@dps.texas.gov	512-424-2500
Error Resolution Assistance Line			512-424-7256
CJIS Auditor Assistance Line			512-424-2478

FINGERPRINT PROCESSING BUREAU

James Ferguson	Manager	james.ferguson@dps.texas.gov	512-424-7173
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
Sandra Montemayor	Evening Fingerprint Shift Supervisor	sandra.montemayor@dps.texas.gov	512-424-5749
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Mary Ann Gold	Midnight Fingerprint Shift Supervisor	mary.gold@dps.texas.gov	512-424-2408
Louis Rocha Jr.	Midnight Fingerprint Shift Supervisor	louis.rocha@dps.texas.gov	512-424-7439
Loann Garcia	LiveScan Coordinator	loann.garcia@dps.texas.gov	512-424-2409
Chrystal Davila	Work Flow Coordinator	chrystal.davila@dps.texas.gov	512-424-7026
Cathleen McClain	AFIS Coordinator	cathleen.mcclain@dps.texas.gov	512-424-2456
VACANT	Assistant AFIS Coordinator	@dps.texas.gov	512-424-2089
24 hour Fingerprint Assistance Line			512-424-5248

CRIME INFORMATION BUREAU

Luz Dove	Manager	luz.dove@dps.texas.gov	512-424-7964
Margarete Perryman	TCIC Training Supervisor	margarete.perryman@dps.texas.gov	512-424-7888
Adina Decuire	TCIC Control Room Supervisor	adina.decuire@dps.texas.gov	512-424-2152
Sheila Vasquez	TCIC Audit Supervisor	sheila.vasquez@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

VACANT	Manager	@dps.texas.gov	
JC Villanueva	TDEx Program Specialist	jc.villanueva@dps.texas.gov	512-424-7167
Rafael Martinez	Supervisor, Field Reps	rafael.martinez@dps.texas.gov	512-424-7135
Elisa Hood-Waddle	Supervisor, IBR	elisa.hood-waddle@dps.texas.gov	512-424-2522
Assistance Line			512-424-2091

SEX OFFENDER REGISTRATION BUREAU

Vacant	Manager	@dps.texas.gov	
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800