



**Quality Division Use Only**

Quality Tracking #:	2018-048	Classification:	Incident
Non-Conformance Level:	N/A	Section:	Client Services & Case Management
Date of Discovery:	06/19/18	Date of Incident:	06/15/18

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2017-22419 2018-02748 2018-04086 2018-04477 2018-04393	151872717 018901718 031015618 034943618 033395718

**Description of Non-conformance:**

On five separate occasions, CS/CM staff delivered toxicology evidence to HFSC evidence storage locations other than those in Toxicology. Although this did not violate any written policy and the chains of custody were correct, the intent was to transfer the evidence to a Toxicology refrigerator. 2017-22419 Item 2 was delivered to Firearms on 12/4/2017 at 10:49 hours. Upon discovery, the item was transferred to the correct Toxicology location on 12/4/2017 at 13:12 hours. 2018-02748 Item 1 was delivered to Firearms on 2/14/2018 at 10:41 hours. Upon discovery, the item was transferred to the correct Toxicology location on 2/14/2018 at 14:36 hours. 2018-04086 Item 2 was delivered to Biology on 4/3/2018 at 11:42 hours. Upon discovery, the item was transferred to the correct Toxicology location on 4/4/2018 at 11:07 hours. 2018-04477 Item 2 was delivered to Biology on 4/4/2018 at 10:58 hours. Upon discovery, the item was transferred to the correct Toxicology location on 4/4/2018 at 11:07 hours. 2018-04393 Item 3 was delivered to Biology on 6/15/2018 at 10:51 hours. Upon discovery, the item was transferred to the correct Toxicology location on 6/19/2018 at 11:27 hours.

**Actions Taken:**



The evidence was transferred to the correct location upon discovery. On 5/30/2018, CS/CM specialists who handle evidence received 1.5 hours of basic evidence handling training provided by CS/CM management. This training was in addition to the hands-on training each specialist received during the new hire introductory period. On 6/8/2018, CS/CM specialists who handle Toxicology evidence met with the CS/CM manager to discuss errors/issues with Toxicology evidence and accessioning. During this meeting, expectations were relayed to staff regarding evidence handling. On 6/14/2018, the CS/CM manager sent a follow up email to staff regarding the discussions from the meeting on 6/8/2018. On 6/19/2018, the CS/CM manager sent an email describing these five instances of incorrect evidence delivery. The email also listed potential reasons why this happened, how it can be prevented from happening in the future, and lessons learned.

**Summary of Root Cause Analysis:**

**Note: Incidents are documented for tracking purposes and trend analysis. Root Cause Analysis is not required for incidents.**

N/A

**Additional Information/Follow-Up:**

Although policy was not violated, this incident was documented through HFSC's quality management system as an opportunity to improve.

**Section Manager:** Ashley Henry

**Date:** 07/10/18

**Division Director:** Amy Castillo

**Date:** 07/10/18

**Incidents or Corrective Actions that involve the Biology/DNA section are reviewed by the Technical Leader and CODIS Administrator.**



**Houston Forensic Science Center**  
**Incident/Corrective Action Report**  
Quality Division

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**Technical Leader:** N/A  
**CODIS Administrator:** N/A

**Date:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

**Quality Director:** Lori Wilson

**Date Closed:** 07/10/18