



• Quality Division Use Only

Quality Tracking #:	2019-012	Classification:	Corrective Action
Non-Conformance Level:	Class III	Section:	Biology/DNA, Crime Scene
Date of Discovery:	01/11/19	Date of Incident:	01/02/19

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
N/A	N/A

Description of Non-conformance:
The testimony of three HFSC staff members was not monitored during 2018 as required by the Quality Manual: two staff members from the Forensic Biology (FBio) section and one from the Crime Scene Unit (CSU).

Additional Information/Follow-Up:
This nonconformance was discovered after a memo was issued documenting which HFSC staff members did not testify in 2018. The names of the three staff members were included on the memo. After receiving the memo, section management notified Quality that the three staff members had testified but were not monitored. The staff members testified between March - May 2018. The Quality Manual clause requiring a Qualtrax workflow became effective in July 2018. To prevent recurrence, the Quality Division initiated the practice of confirming staff testimonies with section management on a quarterly basis. The Quality Division provides section management with names of staff members who have submitted testimony workflows and which ones were monitored. Section management is responsible for confirming that all staff who testified within that quarter have in fact submitted a workflow and were monitored if necessary.



Summary of Root Cause Analysis:

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

One of the Forensic Biology staff members was monitored when she testified. However, section management was not able to locate the evaluation form. The other Forensic Biology staff member was a contract employee. She was not monitored because section management did not believe the testimony monitoring requirement applied to contractors. Both of these individuals testified only once in 2018. The CSU staff member arranged to be monitored on the day of his originally scheduled testimony. However, his testimony was rescheduled. On the day of his actual testimony, an evaluator was not available due to limited staffing in CSU. This staff member did not testify again in 2018. Before July 2018, it was not a Quality Manual requirement to complete a Qualtrax testimony workflow. The workflow enables Quality to more efficiently track staff testimony and determine which staff members have fulfilled the annual testimony evaluation requirement.

Actions Taken:

Transcripts were obtained for all three staff members in March 2019. The transcripts were reviewed by section management and testimony monitoring evaluation forms were completed and discussed with the staff members. The forms were then uploaded to the appropriate Qualtrax Quality Files in accordance with policy. Testimony workflows were also submitted for these individuals after the evaluations were completed.

Section Manager: Courtney Head, Domingo Villarreal

Date: 05/21/19

Division Director: Amy Castillo, Jerry Pena

Date: 05/22/19

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

Technical Leader: Robin Guidry

Date: 05/16/2019

CODIS Administrator: Jennifer Clay

Date: 05/21/2019

Quality Director: Lori Wilson

Date Closed: 05/23/19