



**Quality Division Use Only**

<b>Quality Tracking #</b>	2020-PAR6	<b>Date Quality Division Notified:</b>	10/23/2020
<b>Date Submitted to Management for Review:</b>	11/5/2020	<b>Date Submitted to Quality for Review:</b>	11/8/2020

<b>Division:</b>	Comparative & Analytical Division	<b>Section:</b>	Latent Print Section
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Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
N/A	N/A

**Identified Through:** Blind QC Program

**If other, state source:** \_\_\_\_\_

**Description of proposed preventive action:**

During review of a completed latent print processing blind QC case which resulted in possible suitable latents (PSL), the Quality Specialist noticed that the latent print comparison request had not been made by the processor. The workflow at the time of the completion of the blind QC was for the processor to create the request for comparison after completion of the processing request. There was no method in place to review or confirm that the request for comparison was in fact created. An audit was conducted by the Quality Division in which all 169 latent print processing requests that resulted in possible suitable latents which were completed since the implementation of the Where's My Result portal were checked to see if the accompanying comparison request had been made by the processor. No other instances of the request being missed were discovered within these cases. Cases completed prior to the implementation of the portal were not reviewed because there was a different process for the creation of the comparison requests which did not have the same risks involved. A meeting was held on 10/22/2020 with the latent print processing section, latent print management, and a quality specialist to determine how to improve this process. An agreement was made to create two additional columns in the LPP spreadsheet that the section already uses to keep track of in-progress cases. One column will indicate if the case contained PSL and the next column will indicate if the latent print comparison request was created. A report within JusticeTrax LIMS allows the section to identify which latent print processing cases resulted in PSLs. This report can be used to easily identify the cases during a certain timeframe. The lead latent print processor will check completed cases on a monthly basis to ensure that the latent print comparison request was created and will indicate this check on the spreadsheet. This spreadsheet will also allow the section to easily identify if the monthly check has not been performed.



Documents and/or Procedures Requiring Update (if applicable):

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<b>Staff Member:</b>	Callan Hundl, Rebecca Green, Adam Whitman, Tina Perine	<b>Date:</b>	11/5/2020
<b>Immediate Supervisor:</b>	Tracy Lipskoch	<b>Date:</b>	11/5/2020
<b>Division Director:</b>	Amy Castillo	<b>Date:</b>	11/8/2020
<b>Quality Director:</b>	Erika Ziemak	<b>Date Closed:</b>	11/10/2020