



Quality Division Use Only

Quality Tracking # Date Quality Division Notified:

Division: Section:

Identified Through: Daily Operations

If other, state source: _____

Description of Original Process:

On a weekly basis, a Harris County Institute of Forensic Sciences (HCIFS) employee would send HFSC's Client Services/Case Management (CS/CM) employees a list of morgue evidence that was ready to be picked up. Once the list was received, CS/CM would add the items to their own master spreadsheet. Research would be conducted on the items in the spreadsheet to see if those items existed in Houston Police Department's (HPD) system. After the research was conducted, CS/CM would pull a set number of items (10-15) from the list, create a pull list, and request those items for pickup from HCIFS through email. The list sent to CS/CM was unorganized and did not group evidence from the same case together. Morgue evidence descriptions from the list sent to CS/CM were vague. Additionally, special requested morgue evidence from officers was intermixed with nonpriority cases. HCIFS would rarely update their list to remove the items CS/CM already picked up, which caused duplicate lists to be sent to CS/CM. When CS/CM would request evidence, 10-15 items would be picked up regardless of priority status or item type.

Description of Improved Process:

CS/CM and HCIFS worked together to optimize the way morgue evidence is requested and tracked. As of January 21, 2021, on a weekly basis, a HCIFS employee sends CS/CM employees an updated copy of a master spreadsheet that has pending items ready to be picked up from the morgue. Once the list is received, CS/CM adds the information from the HCIFS master spreadsheet to the CS/CM master spreadsheet. The spreadsheet is crossed reference to determine if the items exist in HPD's system. CS/CM pulls a set number of cases (10-15) from the list, creates a pull list, and requests through email those items for pickup from HCIFS. HCIFS organized and optimized their master spreadsheet of pending cases. The new list is organized to keep evidence from the same case together and listed in priority order with oldest cases being at the top of the list. Additionally, the list has more consistent and specific evidence descriptions. CS/CM also organized and optimized their own master spreadsheet. The CS/CM spreadsheet is setup the exact same way as the HCIFS spreadsheet with a few additions. CS/CM created additional tabs to track SAKs and special HPD officer requested evidence. CS/CM color codes evidence that was researched, pending, and picked up. When evidence is requested to be picked up from the morgue, CS/CM ensures that at least 1 sexual assault kit and 10-15 cases are picked up in priority order. CS/CM picks up all evidence from the requested cases. In the past, CS/CM would request 1-2 items from the case instead of everything that was available within the case. Once evidence is picked up from the morgue, HCIFS removes all the picked-up evidence from their master



list to avoid sending CS/CM duplicate lists. The new process helps CS/CM and HCIFS keep track of morgue evidence better, ensures that priorities get picked up first, prevents backlogs from forming, and ensures consistency between CS/CM and HCIFS evidence tracking.

Staff Member:	<u>Jeffrey Frye, Callan Hundl</u>	Date:	<u>11/3/2021</u>
Immediate Supervisor:	<u>Jeffrey Frye</u>	Date:	<u>11/5/2021</u>
Division Director:	<u>Amy Castillo</u>	Date:	<u>11/10/2021</u>
Quality Director:	<u>Erika Ziemak</u>	Date Closed:	<u>11/12/2021</u>