



Quality Division Use Only

Quality Tracking # 2021-PAR14 Date Quality Division Notified: 9/28/2021

Division: Client Services & Case Management Division Section: Client Services & Case Management

Identified Through: Daily Operations

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

**Description of Original Process:**  
When outside agencies (stakeholders other than the Houston Police Department) have evidence to be submitted to HFSC for analysis, a representative typically contacts the Client Services/Case Management (CS/CM) Division to set up an appointment. Occasionally the agency contacts the section directly and the section will accept the evidence, or the section will notify CS/CM of the agency's arrival within an hour of the appointment. Most times in these instances the CS/CM staff is not able to accommodate the agency as they are busy performing other duties. Alternatively, outside agencies can also mail in evidence for testing. When a section is contacted directly and evidence is mailed in, CS/CM is usually not informed of the evidence submission. Like appointments, CS/CM is not always available to accommodate mail in submissions.

**Description of Improved Process:**  
As of October 26, 2020, outside agencies that need to submit evidence to HFSC are instructed to contact CS/CM directly for evidence submission scheduling. If agencies contact sections directly, the section requests that CS/CM be contacted to setup an appointment. If evidence is mailed in, the submitter is required to inform CS/CM of the delivery date. The new process ensures that CS/CM handles all outside agency submissions. When CS/CM schedules the appointments, employees are available to accommodate the request. Additionally, knowing the delivery dates ensures that CS/CM has the proper resources available to process the evidence upon arrival. Finally, the new process ensures consistency for all evidence that enters HFSC.

Staff Member: Jeffrey Frye, Callan Hundl

Date: 11/3/2021

Immediate Supervisor: Jeffrey Frye

Date: 11/5/2021

Division Director: Amy Castillo

Date: 11/10/2021

Quality Director: Erika Ziemak

Date Closed: 11/12/2021