



Quality Division Use Only

Quality Tracking #:	<input type="text" value="2022-002"/>	Classification:	<input type="text" value="Corrective Action"/>
Non-Conformance Level:	<input type="text" value="Class III"/>	Section:	<input type="text" value="Crime Scene"/>
Date of Discovery:	<input type="text" value="12/03/21"/>	Date of Incident:	<input type="text" value="01/03/22"/>

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

Description of Non-conformance:
Eight crime scene investigators testified in 2021 but their testimony was not monitored as is required by the Quality Manual. The Quality Manual requires staff to have their testimony evaluated at least one time within the calendar year.

Additional Information/Follow-Up:
The Quality Division sends emails on an approximately quarterly basis to respective section management with the names of staff that have testified during the year according to the Quality Division's records. In October 2021 an email was sent to the CSU Director to confirm the names of the CSU staff members that had not been monitored during testimony and advise that CSU start requesting transcripts from the unmonitored testimonies.

By the end of the year eight CSIs were identified that had testified during 2021 but were not monitored. Seven staff members were identified by querying the Testimony Tracking and Monitoring workflow report. One additional CSI was identified when the Quality Division sent the 2021 Non-Testifying Memo to CSU Supervisors for review. CSU section management realized one of the listed CSIs had testified but failed to complete the Testimony Tracking and Monitoring workflow. That was the only testimony that occurred in 2021 for that specific CSI and it was not monitored. CSU management began the process of requesting the relevant transcripts in October however they were not received until 2022.

When the CSI who did not complete the Testimony Tracking and Monitoring workflow was interviewed by a CSU supervisor the CSI didn't recall when she testified but remembered that she testified for the same case as another CSI had. The CSU supervisor reviewed other CSI Testimony Tracking and Monitoring workflows and was able to identify the case the CSI testified on and the date the testimony occurred.



In 2018 the testimony of one CSI was not monitored, please refer to quality report #2019-012 for additional information.

Summary of Root Cause Analysis:

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

The total number of CSU scene response and vehicle processing cases increased in 2021 in comparison to past years. The complexity of the scenes also increased, leading to a 20% increase in man-hours spent processing scenes. In addition, as has been discussed at several HFSC Board of Directors meetings, CSU is short-staffed thereby making it difficult to have available CSIs to accompany testifying CSIs to court for the sole purpose of monitoring. While CSU is actively working to hire and train new CSIs these CSIs will be required to complete the CSU training program in order to be authorized to respond to crime scenes or evaluate testimony.

The current CSU Director was named as the Acting CSU Director in January 2021 and was later named the CSU Director in May 2021. There were other changes in CSU management throughout 2021 as well including the addition of new CSU supervisors. With the influx of changes experienced by CSU management, there was a lack of role clarity as to whom specifically would provide oversight into the section's testimony monitoring and tracking.

Actions Taken:

The transcripts of the eight CSIs were requested and reviewed. Testimony evaluation forms were completed and feedback was provided to the CSIs.

A CSU technical lead position was created in May of 2022. Part of the technical lead responsibilities is to track testimony and requests transcripts of CSIs that were not monitored during the year. A spreadsheet was created to track the CSU staff testimonies. The technical lead will follow-up monthly with the section to ensure CSI testimonies are monitored, testimony workflows are submitted and all evaluation forms are signed.



Houston Forensic Science Center
Incident/Corrective Action Report
Quality Division

Section Manager: Carina Haynes

Date: 08/22/22

Division Director: Carina Haynes

Date: 08/22/22

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

Technical Leader: Nicole Teele

Date: 08/23/2022

CODIS Administrator: N/A

Date: N/A

Quality Director: Erika Ziemak

Date Closed: 08/23/22