



**Quality Division Use Only**

Quality Tracking #:	2022-010	Classification:	Incident
Non-Conformance Level:	N/A	Section:	Client Services & Case Management Crime Scene
Date of Discovery:	02/11/22	Date of Incident:	02/10/22

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2021-32395	137024121
2021-34445	157834421

**Description of Non-conformance:**  
Two CSU final diagrams were released to the stakeholder prior to technical and administrative review.

**Additional Information/Follow-Up:**  
CSU diagrams are uploaded to JusticeTrax LIMS as jpeg images under the 'Attachment' tab. When the report is issued, JusticeTrax is configured to include the diagram as part of the report. However, diagrams can also be downloaded under the attachment tab separately from the report.

Requests for records are received and processed by HFSC's Client Services/Case Management (CS/CM) section. CS/CM received an email request for the CSU reports and the scene diagram related to forensic case number (FCN) 2021-32395 from the Houston Police Department (HPD) Homicide Division on 10/25/2021. At that time, no records were available, and the requestor was placed on the JusticeTrax LIMS report distribution list. CS/CM received another email request from HPD on 2/10/2022 asking for a status update on the requested documents. CS/CM provided the requestor with the evidence list and scene diagram as both were readily available in JusticeTrax under the 'Attachment' tab.

CS/CM had received a separate email from HPD the day before (2/9/2022) requesting the scene diagram and reports from FCN 2021-34445. CS/CM provided HPD with a copy of the scene diagram available in JusticeTrax, but not the report, as it had not yet been released. CS/CM forwarded both requests to the CSU supervisors on 2/10/2022 because the reports were not yet available in JusticeTrax.

Per HFSC's Quality Manual, case records undergo a review prior to release of information. Usually, information is provided in the form of a report. If information is requested by the stakeholder prior to the release of the report, the information must first be reviewed. The status of technical and administrative reviews is available in JusticeTrax LIMS under the 'Request' tab.



**Summary of Root Cause Analysis:**

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

N/A

**Actions Taken:**

A CSU dayshift supervisor received the emails from CS/CM and was researching the status of the case files when he realized that the diagrams had been released prior to completion of the technical review process. He located the case files, informed the Crime Scene Unit Director, then completed a technical review of both cases. Neither scene diagram required amending. The report for FCN 2021-32395 was released on 2/14/2022 and the report for FCN 2021-34445 was released on 03/21/2022. FCN 2021-34445 was an officer involved shooting, and per CSU policy, required a second technical review prior to release.

The CSU Director met with the CS/CM Manager to discuss solutions to this issue. A process improvement plan was implemented whereby CS/CM checks the report status in JusticeTrax prior to releasing scene diagrams when they receive a request. If the report has been released, the scene diagram will be provided. If it has not been released, CS/CM will place the requestor on the JusticeTrax report distribution list and notify the CSU supervisors of the request.

It is possible that there are other, unknown instances where CS/CM released scene diagrams prior to case record review. However, the risk to the technical record and the investigation is minimal, since once the case record review is complete, the reviewed diagram is released to the stakeholder along with the final report. While CS/CM does track the release of information, it does not track by type of information, making it problematic and impractical to sort through the data to identify instances where scene diagrams were released prior to review.

Section Manager: Ashley Henry, Carina Haynes

Date: 08/02/22

Division Director: Carina Haynes

Date: 08/02/22

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

Technical Leader: Nicole Teele

Date: 08/02/2022

CODIS Administrator: N/A

Date: N/A

Quality Director: Erika Ziemak

Date Closed: 08/02/22