



Quality Division Use Only

Quality Tracking # Date Quality Division Notified:

Division: Section:

Identified Through: Daily Operations

If other, state source: _____

Description of Original Process:
When a request for records is received through CS/CM, a ticket is entered in the Information Request tracking system. Milestones are tracked through the ticket and are ultimately used to determine turn-around time (TAT). Often a request is received in which there are still pending forensic analyses. The tickets remain open until all analyses are complete, at which time the records are compiled and released. This means that tickets can stay open for an extended period of time and are dependent upon when the forensic analyses have concluded. Alternatively, CS/CM will often create and track supplemental tickets for the remaining documents that will become available at a later time. Maintenance of open tickets is time-consuming, and CS/CM's TAT is inaccurately inflated due to the pending analyses. The stakeholder receives limited communication as to the status of their request.

Description of Improved Process:
CS/CM has updated phrases to include several different scenarios for full case file requests (or similar). This does not pertain to court orders and subpoena for records. Scenario 1: "All Analyses Pending" - There are pending analyses in the case, and nothing is complete. The requestor will be added to the distribution list and will be instructed that when they receive a copy of the report, they will need to resubmit their request at that time. No ticket will be entered in the Information Request tracking system. Scenario 2: "Some Analyses Pending, Some Analyses Complete" - There are some pending analyses and some completed reports in the case. The requestor will be provided with all completed documents and will be placed on the distribution list for the pending analyses. When they receive the reports via email, they can submit a new request for the new documents. The ticket will be closed once documents for completed analyses are released. A new supplemental ticket for the pending analyses is not needed. Scenario 3: "All Analyses Complete" - All analyses in the case are completed. The requestor will be provided with all documents requested and will be informed that as of the current date, they have everything available in the case. The ticket will be closed once the documents are provided. In each instance, the requestor will be informed of what is pending in the case and/or if they have all documents available as of the date of communication. This improvement provides open and clear communication to the stakeholder while allowing CS/CM to adequately track incoming requests, maintain the Information Request tracking system, and reflect an accurate TAT for record requests.



Houston Forensic Science Center
Process Improvement/Preventive Action Report
Quality Division

Staff Member:	<u>Marissa Noel</u>	Date:	<u>11/8/2022</u>
Immediate Supervisor:	<u>Marissa Noel, Jeffrey Frye</u>	Date:	<u>11/16/2022</u>
Division Director:	<u>Amy Castillo</u>	Date:	<u>12/27/2022</u>
Quality Director:	<u>Erika Ziemak</u>	Date Closed:	<u>12/28/2022</u>