



Quality Division Use Only

Quality Tracking # Date Quality Division Notified:

Division: Section:

Identified Through: Daily Operations

Description of Original Process:

At the end of 2022, HFSC put a strong emphasis on ensuring accurate testimony supported by the technical record. In the past, based on testimony observations, Crime Scene Unit (CSU) was not provided substantial testimony resources relevant to the discipline outside of the initial training program. CSU relied on information provided by the Quality Division regarding how to prepare for court, but the information provided was basic regarding courtroom demeanor and qualifying the witness to testify or broad questions relevant to any section of the laboratory. In addition, the time gap between a Crime Scene Investigator (CSI) completing training and testifying the first time, sometimes led to a knowledge gap. With few resources available, some CSIs lacked confidence when called to testify.

Description of Improved Process:

CSU has implemented new processes for the area of testimony to assist CSIs in preparation for court outside of the initial training program to improve the confidence of CSIs and the access to resources.

The CSU Technical Lead created a Testimony Guide specific to the discipline, initiated a self-review of testimony transcripts that were requested for monitoring purposes, and created a Testimony Resources folder on SharePoint.

The Testimony Guide provides a description of the duties of the CSI, expectations of the delineation of information that should be presented by the lead CSI on a scene versus the assisting CSI, how to best describe technical aspects of the job, information related to certification and the training program in addition to other topics.

The self-review of testimony transcripts is performed when transcripts are requested for testimony monitoring as opposed to the transcript review process. When a CSI can't be monitored in person, the transcripts are requested. Previously, the transcripts were only monitored by a technical reviewer and the monitor information completed. Now, the CSI is provided the transcript as well to complete a self-review of the testimony. This allows the CSI to review the information they provided on the stand as well and visually see how they speak and how the court reporter gathers the information. This review also occurs in a more relevant timeframe to when the testimony was provided versus the transcript review project so if there is something the CSI notices about how they present themselves in court, they can correct it sooner.

The Testimony Resources folder on SharePoint is a single location in which all of the information related to testimony is stored for easy access by the unit. The folder allows the unit to continue to add to the resources and



information provided to grow the information as new standards, techniques, or court preferences arise. The folder contains the Testimony Guide, relevant articles and video links, qualifying questions with response answers as well as redacted transcripts. Redacted transcripts allow CSIs to review the testimony of others and gauge if they would have answered a specific question the same or find answers that they would like to employ in their own testimony.

An email was sent to the unit to notify them of the resources now available to them and where to access the information.

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Immediate Supervisor:	<u>Carina Haynes</u>	Date:	<u>5/23/2024</u>
Division Director:	<u>Carina Haynes</u>	Date:	<u>5/23/2024</u>
Quality Director:	<u>Jackeline Moral</u>	Date Closed:	<u>6/10/2024</u>