



Quality Division Use Only

Quality Tracking #:

Section:

Follow up Date:

Follow up Description:

This follow-up report documents improvements put in place after Corrective Action Report 2021-017 was issued. Corrective Action Report 2021-017 documented the release of a vehicle from the Crime Scene Unit (CSU) vehicle examination building (VEB) prior to processing. Corrective Action Report 2021-017 listed two primary root causes: lack of role clarity for personnel permanently assigned to the VEB, and an increase in vehicle processing requests. While the correction action plan documented in the report has been effective in that no further vehicles have been released prior to processing, CSU has made additional improvements to the overall organizational structure and operating procedures that will further reduce the risk of recurrence.

Has the solution been effective?

Please explain below:

CSU has created three full-time VEB positions and revised their VEB SOP. These changes improve role clarity at the VEB and provide additional improvements to the intake and release of vehicles processed at the VEB, which should improve CSU's ability to facilitate the continued increase in vehicle processing requests. The Office Associate retired in 12/31/2021 and CSU chose not to fill the position; instead, CSU chose to restructure the VEB staffing. The new structure places three full time employees at the VEB, including a CSI, a lead CSI, and a supervisor. The lead CSI is a new CSU position that is assigned to the VEB. The lead has more decision-making authority than a regular CSI and assists in communicating with stakeholders when the VEB supervisor is not available. The lead also assists in training. The revised CSU VEB SOP issued on 8/1/2022 delineates the responsibilities of the VEB supervisor and staff, including detailed information regarding vehicle intake and release. The revised SOP also includes instructions on how to document vehicles that are released without processing when agreed upon with the stakeholder. The revised SOP specifies that vehicles are only released by the CSU VEB supervisor or the lead CSI. If they are not available, other members of the CSU management team will be responsible for releasing vehicles and completing the release form. CSU has also created new vehicle intake, processing, and release forms. Intake forms are available to stakeholders outside the VEB office door and are to be completed when vehicles are brought to the VEB. The vehicle processing requests may be submitted by stakeholders either through direct communication to VEB staff or by utilizing the revised VEB processing request form, which is available electronically to HFSC's primary stakeholder, the Houston Police Department. The vehicle release form is completed by the CSI who processed the vehicle once processing is complete. The intake and processing forms are retained in the CSU case records and the vehicle release form is provided to HPD, who is in turn responsible for removing vehicles from the VEB and releasing them back to their owners. Information about the new vehicle intake and processing forms was communicated to HPD officers in circular No. 22-0412-040, issued on April 12, 2022. To help facilitate ease of communication, the circular also listed



HFSC's new VEB email address, VEB@hfctx.gov. The email bucket is monitored by the VEB supervisor a designated member of CSU management. Corrective Action Report 2021-017 also referenced the use of a whiteboard to help track vehicle movement in and out of the VEB. The whiteboard is no longer in use due to the changes documented above. This change minimizes the redundancy in the process and the using the whiteboard was no longer viewed as an efficient or effective vehicle tracking mechanism. A PowerPoint presentation was provided to CSU staff to familiarize them with the changes to the VEB SOP. Their review of the presentation and the SOP was documented by their completion of test in Qualtrax.

Additional follow up needed?

No

Timeframe:

Technical Leader: Nicole Teele
Section Manager: Carina Haynes
Division Director: Carina Haynes
Quality Director: Erika Ziemak

Date: 09/27/22
Date: 09/28/22
Date: 09/28/22
Date: 09/28/22