Houston Forensic Science Center, Inc.

Board of Directors Meeting

September 13, 2019: CANCELLED

Position 1 - Dr. Stacey Mitchell, Board Chair
Position 2 - Anna Vasquez
Position 3 - Philip Hilder
Position 4 - Francisco Medina
Position 5 - Janet Blancett
Position 6 - Dr. Robert McPherson
Position 7 - Vacant
Position 8 - Mary Lentschke
Position 9 - Sandra Guerra Thompson, Vice Chair
Ex-Officio - Tracy Calabrese
# Table of Contents

- President’s Report ................................................................. Page 2
- Operations Report ................................................................. Page 17
- Crime Scene & Digital Multimedia Units Update .......... Page 24
- Facility Project Update ......................................................... Page 95
- Quality Report ......................................................................... Page 97
Presidents Report

September 13, 2019
Average Turnaround Time for August 2019

- Biology: 150 days
- Latest Prints: 89 days
- Toxicology: 85 days
- Digital and Multimedia: 64 days
- Crime Scene Unit: 38 days
- Firearms: 14 days
- Controlled Substances: 8 days

Requests Completed by Section

- Digital and Multimedia: 118
- Crime Scene Unit: 240
- Toxicology: 688
- Controlled Substances: 659

Turnaround Time - Days
55

Completed Requests
2563

Month Completed:
- 01-January
- 02-February
- 03-March
- 04-April
- 05-May
- 06-June
- 07-July

Year Completed:
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019

This data is current as of 9/6/2019.
Certifications

• Hannah Cooley – Certified Property and Evidence Specialist
  • International Association for Property and Evidence, Inc. (IAPE)

• Kelsey Hartzheim – Certified Property and Evidence Specialist
  • International Association for Property and Evidence, Inc. (IAPE)

• Amanda Jarding – Certified Crime Scene Analyst
  • International Association for Identification (IAI)
Outreach

- Sexual Assault Task Force meeting held this time at the Children’s Assessment Center
- Presented on panel about HB 1325 at the Marijuana Policy Conference in Austin
- Visit with producer from Herzog Productions
- Bellaire High School forensic science classes
- Tour with Texas Innocence Project
- Latent prints presented at the HPD academy
- Adam Whitman presented on community outreach at the IAI meeting in Reno, Nevada
- Sandy Siegel did a workshop and presentation about latent prints at the IAI meeting in Reno, Nevada
The Big Move

September 13, 2019
August 26, 2019
September 11, 2019
Highlights

• Update on operations report format
Key for Dashboard Section Pages

Type of testing:
- Service
- Priority Type
  - Seized Drugs Examination
  - All

Report type:
- # of Unassigned
- # Pending Draft
  - # Pending Tech
  - # Pending Admin

Center of ring = total pending cases
Ring = breakdown of age for all pending cases

Pending work:
- # of Unassigned
- # Pending Draft
  - # Pending Tech
  - # Pending Admin

Pending quality reports:
- Open Quality Reports
  - Qualitrix ID
  - Workflow #
  - Age
- Quality TAT
  - Goal: 30, 31
  - Avg Age of Open Reports*:
    - 17
- Average time to close quality reports

TAT = Turnaround Time
MTD = Month to date
Critical age = 30 days
Critical pending = requests open over 30 days

Overall TAT (Month to Date):
- 9.1
- Goal: 14, 15

Overall TAT (Past 90 Days):
- 8.8
- Goal: 14, 15

TAT by Phase of Work (MTD):
- JT-Assign TAT MTD
- JT-Draft TAT MTD
- JT-Tech Review TAT MTD
- JT-Admin Review TAT MTD

TAT by Phase of Work (Past 90 Days):
- JT-Assign TAT MTD
- JT-Draft TAT MTD
- JT-Tech Review TAT MTD
- JT-Admin Review TAT MTD

Month to Date:
- Completed: 613
- Received: 623

30 Day Avg (Over Past 90 Days):
- Completed: 592
- Received: 588
Key for Dashboard Historical Pages 1/2

**Report type**

**TAT= Turnaround Time**

**Data broken down by month**

**Type of testing**

**Selected Time Frame Averages**

- **Total TAT (Rec’d-Comple.) Avg**: 26.11
- **Assigned TAT (Asgmt-Comple.) Avg**: 16.08

**Requests Completed**

- **Received to Complete**: 238
  - Completed: 177
  - > 30 Days Old: 61
- **% Completed > 30 Days Old**: 29.83%

Requests more than 30 days old are considered to be backlogged requests.
Dashboard Data

• All data comes from LIMS and Qualtrax

• Managers on the dashboard team validated LIMS data

• Data maps document calculations (user manual documentation)
Crime Scene Unit

• Crime Scene Unit has been challenged with SOP, personnel and schedule changes in recent months:
  • Revised SOP went into effect Sept. 1, 2019

• Current and upcoming staffing changes and vacancies:
  • CSU implemented an emergency shift schedule effective Sept. 7, 2019
Detail data (HFSC Dashboard data collected on 8/31/19)
Key for Dashboard Section Pages

Report type

Pending work

Center of ring = total pending cases
Ring = breakdown of age for all pending cases

Total Pending Requests

0
Justice Trax Past Critical Age
NaN
Avg Age of Requests > 30 Days
24
Age- Oldest Unassigned
15
Age- Oldest Pending Draft
21
Age- Oldest Pending Tech
15
Age- Oldest Pending Admin

TAT by Phase of Work (MTD)

TAT by Phase of Work (Past 90 Days)

Month to Date

30 Day Avg (Over Past 90 Days)

Completed

Received

Completed

Received

TAT= Turnaround Time   MTD= Month to date   Critical age=30 days   Critical pending=requests open over 30 days
Key for Dashboard Historical Pages 2/2

**Received by Month**

- August 2018: 636
- September 2018: 574
- October 2018: 623
- November 2018: 627
- December 2018: 566
- January 2019: 628
- February 2019: 535
- March 2019: 540
- April 2019: 412
- May 2019: 486
- June 2019: 523
- July 2019: 660
- August 2019: 661

**Total Received**

7,689

**Received per Month (Avg)***

591

**Completed by Month**

- August 2018: 642
- September 2018: 660
- October 2018: 591
- November 2018: 591
- December 2018: 422
- January 2019: 611
- February 2019: 571
- March 2019: 563
- April 2019: 641
- May 2019: 568
- June 2019: 506
- July 2019: 611
- August 2019: 659

**Total Completed**

7,728

**Completed per Month (Avg)***

594

* months with zero activity are not calculated into the average
Client Services and Case Management (CS/CM)
CS/CM – August

Evidence Handling

Total Time by Section (Hours)
See Time Categories by Section slide for breakdown

- 124.57
- 56.98
- 26.75
- 19.57
- 15.57
- 13.10
- 7.87
- 6.50

Total Items by Section

- Other: 3030
- Seized Drugs: 2314
- Morgue Run: 960
- Firearms: 674
- Biology: 467
- Digital & Multimedia: 437
- Toxicology: 162
- Latent Print Comparison: 44
- Latent Print Processing: 126
CS/CM – August

Requests by Type

- Discovery, 40
- Subpoena for Records, 17
- 3914 Request, 5
- Supplemental Discovery, 4
- Chapter 64, 13
- Errors, 14
- 3914 Request, 5
- Other, 2
- Request for records, 78

Subpoenas & Record Requests

- Subpoenas
- Records Requests

June
July
August
Time Categories - August

Evidence Handling
Received Filter
8/1/2018  8/31/2019

Total Received
3,566
Received per Month (Avg)*
446

Completed Filter
8/1/2018  8/31/2019

Total Completed
3,541
Completed per Month (Avg)*
443

* months with zero activity are not calculated into the average
# of Unass... 0
# Pending Draft 0
# Pending Admin 1

Open Quality Reports
- Qualtrax ID: 50170
- Workflow #: 2019-063
- Age: 5

Quality TAT
- 18
- Goal: 30, 31

Average Age of Open Reports:
- 5

Total Pending Requests
Days Old
- 0-15
- 16-30
- 31-60
- 61-90
- 91-120
- >121

TAT by Phase of Work (MTD)
- JT-Assign TAT MTD
- JT-Draft TAT MTD
- CSM-Admin Review TAT MTD

Month to Date
- Completed: 10
- Received: 10

30 Day Avg (Over Past 90 Days)
- Completed: 10
- Received: 10

Overall TAT (Month to Date)
- 15.3
- Goal: 5, 10

Overall TAT (Past 90 Days)
- 8.0
- Goal: 5, 10

*Reports without a Workflow ID are not included in the Avg Age

Goal= Threshold for the max # of requests in each bucket
Received by Month

- Received Filter
  - 8/1/2018 to 8/31/2019

- Total Received
  - 102
  - Received per Month (Avg)*
  - 13

Completed by Month

- Completed Filter
  - 8/1/2018 to 8/31/2019

- Total Completed
  - 101
  - Completed per Month (Avg)*
  - 13

* months with zero activity are not calculated into the average
Seized Drugs
# of Unassi... # Pending Draft
28 Goal: 100 (+72%)
24 Goal: 100 (+76%)

# Pending Tech # Pending Admin
55 Goal: 50 (-10%)
27 Goal: 50 (+46%)

0 Justice Trax Past Critical Age
NaN Avg Age of Requests > 30
24 Age-Oldest Unassigned
15 Age-Oldest Pending Draft
21 Age-Oldest Pending Tech
15 Age-Oldest Pending Admin

Open Quality Reports
<table>
<thead>
<tr>
<th>Qualtrax ID</th>
<th>Workflow #</th>
<th>Age</th>
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</thead>
<tbody>
<tr>
<td>48504</td>
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<tr>
<td>48533</td>
<td>26</td>
<td></td>
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<tr>
<td>48621</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>49147 2019-056</td>
<td>17</td>
<td></td>
</tr>
</tbody>
</table>

Quality TAT
9 Goal: 30, 31

Avg Age of Open Reports*
17

*Reports without a Workflow ID are not included in the Avg Age

Total Pending Requests
134

Days Old
- 0-15
- 16-30
- 31-60
- 61-90
- 91-120
- >121

Overall TAT (Month to Date)
9.1 Goal: 14, 15

Overall TAT (Past 90 Days)
8.8 Goal: 14, 15

TAT by Phase of Work (MTD)

TAT by Phase of Work (Past 90 Days)

Month to Date

Completed
613
Received
623

30 Day Avg (Over Past 90 Days)

Completed
592
Received
588
Total Received: 7,689
Received per Month (Avg)*: 591

Total Completed: 7,728
Completed per Month (Avg)*: 594

* months with zero activity are not calculated into the average
Toxicology
Service
Blood Alcohol

Priority Type

# of Unassigned
25
Goal: 50 (+50%)

# Pending Draft
963
Goal: 120 (-702.5%)

# Pending Tech
0
Goal: 90 (+100%)

# Pending Admin
209
Goal: 90 (-132.22%)

Total Pending Requests
1197

Justice Trax Past Critical Age
688
Avg Age of Requests > 30 Days
51
Age-Oldest Unassigned
19
Age-Oldest Pending Draft
67
Age-Oldest Pending Tech
75
Age-Oldest Pending Admin

Open Quality Reports

<table>
<thead>
<tr>
<th>Qualtrax ID</th>
<th>Workflow #</th>
<th>Age</th>
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</thead>
<tbody>
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<td>47027</td>
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<td>52</td>
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<tr>
<td>49323</td>
<td>2019-058</td>
<td>17</td>
</tr>
<tr>
<td>50078</td>
<td>2019-062</td>
<td>6</td>
</tr>
</tbody>
</table>

Quality TAT

13
Goal: 30, 31

Avg Age of Open Reports
12

TAT by Phase of Work (MTD)

Overall TAT (Month to Date)
73.3%
Goal: 30, 31

Overall TAT (Past 90 Days)
70.8%
Goal: 30, 31

TAT by Phase of Work (Past 90 Days)

Month to Date

Completed
542

Received
509

30 Day Avg (Over Past 90 Days)

Completed
372

Received
499

*Reports without a Workflow # are not included in the Avg Age
Received by Month:
- Total Received: 3,446
- Received per Month (Avg): 431

Completed by Month:
- Total Completed: 2,250
- Completed per Month (Avg): 281

* months with zero activity are not calculated into the average
Service | Priority Type
--- | ---
Toxicology | All

### # of Unassigned

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td># Unassigned</td>
<td># Pending Draft</td>
</tr>
<tr>
<td>1</td>
<td>445</td>
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</tbody>
</table>

Goal: 120 (+99.17%) Goal: 30 (-1383.33%)

### # Pending Tech

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td># Pending Tech</td>
<td># Pending Admin</td>
</tr>
<tr>
<td>0</td>
<td>158</td>
</tr>
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</table>

Goal: 30 (+100%) Goal: 30 (-426.67%)

Goal: Threshold for the max # of requests in each bucket

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**Total Pending Requests**

<table>
<thead>
<tr>
<th>Days Old</th>
<th>Requests</th>
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<tbody>
<tr>
<td>0-15</td>
<td>109</td>
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<tr>
<td>16-30</td>
<td>75</td>
</tr>
<tr>
<td>31-60</td>
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<tr>
<td>61-90</td>
<td>109</td>
</tr>
<tr>
<td>91-120</td>
<td>129</td>
</tr>
<tr>
<td>&gt;121</td>
<td>129</td>
</tr>
</tbody>
</table>

**Overall TAT (Month to Date)**

104.0
Goal: 90, 91

**Overall TAT (Past 90 Days)**

94.0
Goal: 90, 91

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**TAT by Phase of Work (MTD)**

- JT-Assign TAT MTD
- JT-Draft TAT MTD
- JT-Tech Review TAT MTD
- JT-Admin Review TAT MTD

---

**TAT by Phase of Work (Past 90 Days)**

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**Open Quality Reports**

<table>
<thead>
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<th>Age</th>
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<tr>
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<td></td>
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<td>17</td>
</tr>
<tr>
<td>50078</td>
<td>2019-062</td>
<td>6</td>
</tr>
</tbody>
</table>

**Quality TAT**

- 13 (Goal: 30, 31)
- Avg Age of Open Reports: 12

---

**Month to Date**

- Completed: 37
- Received: 210

**30 Day Avg (Over Past 90 Days)**

- Completed: 42
- Received: 139
Date Range
8/1/2018 to 8/31/2019

Total TAT by Month

Selected Time Frame Averages
- Total TAT (Rec'd-Compl.) Avg: 79.78
- Assigned TAT (Asgmt-Compl.) Avg: 38.00

Requests Completed

Received to Complete
- 172 Requests Completed
- 155 Requests Completed > 30 Days Old
- 90.12% % Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests.
Received by Month

Total Received
774
Received per Month (Avg)*
97

Completed by Month

Total Completed
172
Completed per Month (Avg)*
25

* months with zero activity are not calculated into the average
Firearms
Date Range
8/1/2018 - 8/31/2019

Total TAT by Month

February 2019: 20.9
March 2019: 26.3
April 2019: 32.5
May 2019: 27.6
June 2019: 20.9
July 2019: 25.7
August 2019: 26.9

Requests Completed

February 2019: 10
March 2019: 25
April 2019: 21
May 2019: 24
June 2019: 30
July 2019: 26
August 2019: 33

Received to Complete
238 Requests Completed
71 Requests Completed > 30 Days Old
29.83% % Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests.
Received by Month

- Total Received: 255
- Received per Month (Avg)*: 32

Completed by Month

- Total Completed: 238
- Completed per Month (Avg)*: 34

* months with zero activity are not calculated into the average
# of Unassigned: 53
Goal: 20 (-165%)

# Pending Draft: 4
Goal: 35 (+88.57%)

# Pending Tech: 11
Goal: 20 (+45%)

# Pending Admin: 3
Goal: 20 (+85%)

Justice Trax Past Critical Age: NaN
Avg Age of Requests > 30 D.: 26
Age-Oldest Unassigned: 5
Age-Oldest Pending Draft: 5
Age-Oldest Pending Tech: 15
Age-Oldest Pending Admin: 20

Open Quality Reports

<table>
<thead>
<tr>
<th>Qualtrax ID</th>
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</table>

Avg Age of Open Reports: 18

Quality TAT: 67
Goal: 30, 31

TAT by Phase of Work (MTD)

TAT by Phase of Work (Past 90 Days)

Month to Date

Completed: 362
Received: 378

30 Day Avg (Over Past 90 Days)

Completed: 316
Received: 310
Received by Month

- Total Received: 2,166
- Received per Month (Avg)*: 271

Completed by Month

- Total Completed: 2,094
- Completed per Month (Avg)*: 262

* months with zero activity are not calculated into the average
Forensic Biology
**Open Quality Reports**

<table>
<thead>
<tr>
<th>Qualtrax ID</th>
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<th>Age</th>
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<tr>
<td>33435</td>
<td>2018-085</td>
<td>251</td>
</tr>
<tr>
<td>34624</td>
<td>2018-094</td>
<td>233</td>
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<td>39886</td>
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<td>46946</td>
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<td>41</td>
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*Reports without a Workflow ID# are not included in the Avg Age

**Quality TAT**

<table>
<thead>
<tr>
<th></th>
<th>Goal: 40, 41</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avg Age of Open Reports</strong></td>
<td><strong>59</strong></td>
</tr>
</tbody>
</table>

**Total Pending Requests**

- 5 Past Critical Age
- 459 Avg Age of Requests > 30...
- 0 Age-Oldest Unassigned PL
- 871 Age-Oldest Pending Draft...
- 0 Age-Oldest Pending Tech...
- 0 Age-Oldest Pending Admin...

**TAT by Phase of Work (MTD)**

**TAT by Phase of Work (Past 90 Days)**

**Month to Date**

- Completed: 1
- Received: 44

**30 Day Avg (Over Past 90 Days)**

- Completed: 7
- Received: 17
**Received by Month**

- Total Received: 690
- Received per Month (Avg): 53

**Completed by Month**

- Total Completed: 1497
- Completed per Month (Avg): 115

*Months with zero activity are not calculated into the average.*
Forensic Biology-Outsourcing

• Original project timeline: August 2018 to September 2019
• 587 outsourced cases pending CODIS review (123 in process)
• 555 outsourced cases pending @ Bode
• Next focus: STRmix training and outsource reviews

Critical issues

• The in-house review of all outsourced casework
• Bode delayed turnaround time for SAKs
• Current turnaround time ~120 days
• Outsource extension needed due to STRmix implementation and training

SAKs shipped: 1080
SAKs completed: 721
Non-SAKs shipped: 661
Non-SAKs completed: 465

Total Cases Shipped: 1741
Cases Returned: 1186
Cases Reviewed: 157
Forensic Biology -- Outsourcing

DNA Outsourcing

- Total Outsource Reports Issued to Requestor
- Total Cases outsourced/tagged for outsource

Reviews of Outsource Reports

- Outsource Reviews Pending
- Outsource Reviews Completed

[Graphs showing data over time]
### Open Quality Reports

<table>
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<td>39886</td>
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</tr>
<tr>
<td>47707</td>
<td>2019-042</td>
<td>41</td>
</tr>
</tbody>
</table>

*Reports without a Workflow ID are not included in the Avg Age

### Quality TAT

<table>
<thead>
<tr>
<th>Age of Open Reports</th>
<th>Goal: 40, 41</th>
</tr>
</thead>
<tbody>
<tr>
<td>59</td>
<td>Quality Filter: Biology/DNA</td>
</tr>
</tbody>
</table>

### Total Pending Requests

- Past Critical Age: 3
- Avg Age of Requests > 30: 44
- Age-oldest Unassigned PL: 33
- Age-oldest Pending Draft: 68
- Age-oldest Pending Tech: 0
- Age-oldest Pending Admin: 0

### TAT by Phase of Work (MTD)

- PL Assign TAT MTD: 13.6
- PL Draft TAT MTD: 1.9
- PL Tech Review TAT MTD: 17.2
- PL Admin Review TAT MTD: 2.3

### TAT by Phase of Work (Past 90 Days)

- Overall TAT (Month to Date): 15.3 (Goal: 10, 11)
- Overall TAT (Past 90 Days): 39.7 (Goal: 10, 11)
Date Range
8/1/2018 - 8/31/2019

Total TAT by Month

Selected Time Frame Averages

- 54.66
  Total TAT (Rec'd-Compl.) Avg
- 53.44
  Assigned TAT (Asgmt-Compl.) Avg

Requests Completed

Received to Complete
- 898 Requests Completed
- 466 Requests Completed > 30 Days
- 51.89% % Completed > 30 Days

Requests more than 30 days old are considered to be backlogged requests.
Received Filter

Received by Month

- August 2018: 74
- September 2018: 65
- October 2018: 58
- November 2018: 55
- December 2018: 46
- January 2019: 56
- February 2019: 63
- March 2019: 53
- April 2019: 88
- May 2019: 88
- June 2019: 67
- July 2019: 84
- August 2019: 90

Total Received
- 865

Received per Month (Avg)*
- 67

Completed Filter

Completed by Month

- August 2018: 35
- September 2018: 44
- October 2018: 61
- November 2018: 51
- December 2018: 67
- January 2019: 70
- February 2019: 31
- March 2019: 52
- April 2019: 86
- May 2019: 71
- June 2019: 132
- July 2019: 130
- August 2019: 94

Total Completed
- 898

Completed per Month (Avg)*
- 69

* months with zero activity are not calculated into the average
Received by Month

- **Total Received**: 2095
- **Received per Month (Avg)**: 161

Completed by Month

- **Total Completed**: 2194
- **Completed per Month (Avg)**: 169

*Months with zero activity are not calculated into the average.*
Latent Prints
Requests Received after 2/1/2019 (to allow for targets on incoming requests vs historical backlog)

### Total Pending Requests
- 857

#### Days Old
- 142: 0-15
- 122: 16-30
- 159: 31-60
- 110: 61-90
- 195: 91-120
- 165: >121

### Overall TAT
- **Month to Date**: 85.1
- **Past 90 Days**: 66.1

#### TAT by Phase of Work (MTD)
- JT-Assign TAT MTD: 57.2
- JT-Draft TAT MTD: 24.2
- JT-Tech Review TAT MTD: 3.7
- JT-Admin Review TAT MTD: 3.7

#### TAT by Phase of Work (Past 90 Days)
- JT-Assign TAT MTD: 45.7
- JT-Draft TAT MTD: 17.8
- JT-Tech Review TAT MTD: 2.4

### Open Quality Reports

<table>
<thead>
<tr>
<th>Qualtrax ID</th>
<th>Workflow #</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>44789</td>
<td>2019-028</td>
<td>82</td>
</tr>
<tr>
<td>48526</td>
<td>2019-050</td>
<td>27</td>
</tr>
<tr>
<td>48810</td>
<td>2019-054</td>
<td>22</td>
</tr>
</tbody>
</table>

### Quality TAT
- **26**
  - Goal: 40, 41

#### Avg Age of Open Reports*
- **44**

*Reports without a Workflow ID are not included in the Avg Age

### Pending Draft
- 62
  - Goal: 50 (-24%)

### Unassigned
- 710
  - Goal: 230 (-208.7%)

### Pending Tech
- 85
  - Goal: 50 (-70%)

### Pending Admin
- 0
  - Goal: 50 (+100%)

Goal: Threshold for the max # of requests in each bucket
Requests Received prior to 2/1/2019 (to allow for targets on incoming requests vs historical backlog)

<table>
<thead>
<tr>
<th>Service</th>
<th>Priority Type</th>
<th># of Unassigned</th>
<th># Pending Draft</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latent Comparison</td>
<td>All</td>
<td>1407</td>
<td>6</td>
</tr>
</tbody>
</table>

Goal: 230 (-51.74%)  Goal: 50 (+88%)

- # Pending Tech: 2 Goal: 50 (+96%)
- # Pending Admin: 0 Goal: 50 (+100%)

- Justice Trax Past Critical Age 945
- Avg Age of Requests > 30 D: 1951
- Age Oldest Unassigned: 458
- Age Oldest Pending Draft: 404
- Age Oldest Pending Tech: 0
- Age Oldest Pending Admin: 0

**Total Pending Requests**

<table>
<thead>
<tr>
<th>Days Old</th>
<th>Count</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-15</td>
<td></td>
<td>1415</td>
</tr>
<tr>
<td>16-30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31-60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>61-90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>91-120</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&gt;121</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Overall TAT**

<table>
<thead>
<tr>
<th>(Month to Date)</th>
<th>Goal: 45, 46</th>
</tr>
</thead>
<tbody>
<tr>
<td>430.5</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(Past 90 Days)</th>
<th>Goal: 45, 46</th>
</tr>
</thead>
<tbody>
<tr>
<td>571.8</td>
<td></td>
</tr>
</tbody>
</table>

**TAT by Phase of Work (MTD)**

- JT-Assign TAT MTD
- JT-Draft TAT MTD
- JT-Tech Review TAT MTD
- JT-Admin Review TAT MTD

**TAT by Phase of Work (Past 90 Days)**

- JT-Assign TAT MTD
- JT-Draft TAT MTD
- JT-Tech Review TAT MTD
- JT-Admin Review TAT MTD

**Open Quality Reports**

<table>
<thead>
<tr>
<th>Qualtrax ID</th>
<th>Workflow #</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>44789</td>
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<td>2019-050</td>
<td>27</td>
</tr>
<tr>
<td>48810</td>
<td>2019-054</td>
<td>22</td>
</tr>
</tbody>
</table>

**Quality TAT**

<table>
<thead>
<tr>
<th>Count</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>40, 41</td>
</tr>
</tbody>
</table>

**Quality Filter**

- Latent Prints

**Quality Report**

- Avg Age of Open Reports*: 44

*Reports without a Workflow # are not included in the Avg Age
**Date Range**
8/1/2018 - 8/31/2019

**Total TAT by Month**
- Received Assign TAT: 75.3%
- Assigned TAT: 64.3%
- Total TAT: 63.4%

August 2018: 206
September 2018: 186
October 2018: 142
November 2018: 71
December 2018: 115
January 2019: 69
February 2019: 93
March 2019: 96
April 2019: 112
May 2019: 71
June 2019: 93
July 2019: 31
August 2019: 27

**Requests Completed**
- Requests Completed within 30 Days: 135
- Requests Completed > 30 Days Old: 71
- Total Completed: 206

**Received to Complete**
- 1806 Requests Completed
- 968 Requests Completed > 30 Days Old
- 53.60% % Completed > 30 Days Old

**Selected Time Frame Averages**
- Total TAT (Rec’d-Compl.) Avg: 60.27
- Assigned TAT (Asgmt-Compl.) Avg: 20.58
Received by Month

- Total Received: 2,735
- Received per Month (Avg)*: 210

Completed by Month

- Total Completed: 1,806
- Completed per Month (Avg)*: 139

* months with zero activity are not calculated into the average
Received by Month

- Total Received: 628
- Received per Month (Avg): 48

Completed by Month

- Total Completed: 538
- Completed per Month (Avg): 41

* months with zero activity are not calculated into the average
Digital Multi-Media
Received Filter

8/1/2018  8/31/2019

Received by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2019</td>
<td>7</td>
</tr>
<tr>
<td>March 2019</td>
<td>11</td>
</tr>
<tr>
<td>April 2019</td>
<td>8</td>
</tr>
<tr>
<td>May 2019</td>
<td>6</td>
</tr>
<tr>
<td>June 2019</td>
<td>8</td>
</tr>
<tr>
<td>July 2019</td>
<td>8</td>
</tr>
<tr>
<td>August 2019</td>
<td>15</td>
</tr>
</tbody>
</table>

Total Received

63

Received per Month (Avg)*

9

Completed Filter

8/1/2018  8/31/2019

Completed by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2019</td>
<td>5</td>
</tr>
<tr>
<td>March 2019</td>
<td>13</td>
</tr>
<tr>
<td>April 2019</td>
<td>7</td>
</tr>
<tr>
<td>May 2019</td>
<td>5</td>
</tr>
<tr>
<td>June 2019</td>
<td>7</td>
</tr>
<tr>
<td>July 2019</td>
<td>5</td>
</tr>
<tr>
<td>August 2019</td>
<td>18</td>
</tr>
</tbody>
</table>

Total Completed

60

Completed per Month (Avg)*

9

* months with zero activity are not calculated into the average
Received by Month

- Total Received: 106
- Received per Month (Avg)*: 13

Completed by Month

- Total Completed: 97
- Completed per Month (Avg)*: 14

* months with zero activity are not calculated into the average
# of Unassigned: 147
Goal: 50 (-194%)

# Pending Draft: 15
Goal: 5 (-200%)

# Pending Tech: 1
Goal: 5 (+80%)

# Pending Admin: 0
Goal: 5 (+100%)

Justice Trax Past Critical Age 122
Avg Age of Requests > 30 D 75
Age Oldest Unassigned 215
Age Oldest Pending Draft 150
Age Oldest Pending Tech 43
Age Oldest Pending Admin 0

Open Quality Reports

<table>
<thead>
<tr>
<th>Qualtrax ID</th>
<th>Workflow #</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>49840</td>
<td>N/A</td>
<td>9</td>
</tr>
</tbody>
</table>

Quality TAT

<table>
<thead>
<tr>
<th>Avg Age of Open Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
</tr>
</tbody>
</table>

TAT by Phase of Work (MTD)

TAT by Phase of Work (Past 90 Days)

Month to Date

<table>
<thead>
<tr>
<th>Completed</th>
<th>Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>74</td>
<td>50</td>
</tr>
</tbody>
</table>

30 Day Avg (Over Past 90 Days)

<table>
<thead>
<tr>
<th>Completed</th>
<th>Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>63</td>
</tr>
</tbody>
</table>

Quality Filter

Digital Forensics
Service: DFL  Priority Type: All

**Received by Month**

- Total Received: 686
- Received per Month (Avg)*: 53

**Completed by Month**

- Total Completed: 568
- Completed per Month (Avg)*: 44

* months with zero activity are not calculated into the average
Crime Scene Unit
• CSU callouts: 63
• Cars processed at VEB: 43
• Items of evidence collected: 1,823
• Hours spent at scenes: 526hrs = 8hrs/day

• Trainee authorized for supervised casework
• Two CSIs participated in internal audit
• FARO Training – ALL CSIs are now trained and authorized
**Date Range**

8/1/2018 - 8/31/2019

**Total TAT by Month**

- **January 2019**: 60
- **February 2019**: 18.8
- **March 2019**: 21.7
- **April 2019**: 34.6
- **May 2019**: 43.8
- **June 2019**: 42.2
- **July 2019**: 64.3
- **August 2019**: 38.4

**Requests Completed**

- **January 2019**: 1
- **February 2019**: 86
- **March 2019**: 144
- **April 2019**: 188
- **May 2019**: 159
- **June 2019**: 140
- **July 2019**: 233
- **August 2019**: 241

**Selected Time Frame Averages**

- **Total TAT (Rec'd-Compl.) Avg**: 36.64
- **Assigned TAT (Asgmt.-Compl.) Avg**: 36.07

**Received to Complete**

- 1192 Requests Completed
- 559 Requests Completed > 30 Days Old
- 46.90% % Completed > 30 Days Old

Requests more than 30 days old are considered to be backlogged requests.
Received by Month

- Total Received: 1,433
- Received per Month (Avg): 179

Completed by Month

- Total Completed: 1,190
- Completed per Month (Avg): 149

* months with zero activity are not calculated into the average
500 Jefferson Office/Lab Project, 9/6/19 HFSC Board Update

Project Status

- **Good progress since last Board meeting, but lots to do. Key milestones collectively achieved:**
  - Completed generator and two air handlers lift to roof, hooked-up HVAC/venting, significant capacity, once through air
  - Moved existing fume hoods/glue chamber, installed existing and new fume hoods/glue chamber, hooked-up venting
  - Installed epoxy floor (preparation, float, including 6 inches up walls), other trades shut down for one week during process
  - Ceiling grid, lighting in place. Electrical, IT, plumbing rough in complete
  - Furniture install commences 9/9/19

- **18th floor, focused on two key areas: 1) complete each trade’s scope, 2) complete controls, testing and balancing, commissioning**

  - **Each trade’s scope, work focus:**
    - Sealing above ceiling, fireproofing, ceiling grid/ceiling tile, electrical, IT, millwork/plumbing, doors/windows, painting, inspections, clean-up. Key focus through mid-September
    - Furniture install, final electrical/IT, access cards/cameras

  - **HVAC/venting controls systems, testing and balancing, commissioning (target dates presented, tight schedule):**
    - Lab systems start-up, address issues as arise
    - Automated controls equipment delivery, progressive install, HVAC/venting start-up 9/4/19, finish 9/16/19
    - Testing and balancing start-up 9/11/19, finish 9/24/19
    - Commissioning 9/25/19+ (several weeks)
    - Significant scope, stress test systems, address issues
• **Basement:**
  - Dry wall/Armortex bullet resistant wall panels basically installed, electrical/IT rough-in complete
  - Working on drainage, venting, then firing range, electrical/IT, plumbing, painting, concrete seal, access cards/cameras

• **18th floor and basement space hand-over 10/1/19, punch list, monitoring status/walk space daily**

• **HFSC lab move-in, October/November 2019/ongoing, in summary:**
  - 3 instrument moves, 61 instruments (10/14-17, 11/4-7, 11/5-6)
  - 2 staff moves, 72 staff (10/7-17, 11/4-14)
  - HFSC piping install, chemicals/equipment/glassware/etc. moves (occur twice, in line with instrument moves), evidence, firearms/ammo/supply room, shooting tank/NIBIN install, lab clean(s)
  - Instrument performance checks, plans in place, progress/monitor return to case work operations (varies by section), ongoing
  - Install two new toxicology LCQQQ, venting (8-month validation)
  - Hand-back remaining Travis space, target 2nd half November

**Project Oversight/Budget Status**

• Monitor critical contractor gantt charts, HFSC work plans, deadlines
• Weekly HFSC/Landlord project meetings, 2 x per week where required
• HFSC Steering Committee bi-weekly alignment meetings
• Project budget $1 million: moves, IT/security, shooting tank, project management, change orders, other
• To date: committed/estimates $730,000, invoiced $257,000, on target
• Excludes lab furniture, committed $335,000, invoiced $67,000 (funded via grant/landlord)
Quality Division Report
September 13, 2019
BQCs Submitted in August

<table>
<thead>
<tr>
<th>Category</th>
<th>August</th>
<th>Monthly Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toxicology</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Seized Drugs</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Firearms BQC</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Firearms Blind Verification</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Latent Print Processing</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Latent Print Comparison</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Latent Print Blind Verification</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Biology</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Multimedia</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
Blind Quality: Accomplishments and Challenges

- HPD requested written approval from the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) to submit blinds through the National Integrated Ballistic Information Network (NIBIN)
- Multimedia blind discovered

<table>
<thead>
<tr>
<th>Forensic Discipline</th>
<th>Cases Completed in August</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toxicology – BAC</td>
<td>21</td>
</tr>
<tr>
<td>Seized Drugs</td>
<td>13</td>
</tr>
<tr>
<td>Biology</td>
<td>0 (DNA) 4 (screening)</td>
</tr>
<tr>
<td>Firearms – Blind Verification (BV)</td>
<td>2</td>
</tr>
<tr>
<td>Firearms</td>
<td>1</td>
</tr>
<tr>
<td>Latent Print Processing</td>
<td>1</td>
</tr>
<tr>
<td>Latent Print Comparison</td>
<td>7</td>
</tr>
<tr>
<td>Latent Print – Blind Verification (BV)</td>
<td>1</td>
</tr>
<tr>
<td>Multimedia</td>
<td>4</td>
</tr>
</tbody>
</table>
Audits/Disclosures/Corrective Actions

ANAB off-site assessment finalized
- HFSC’s accreditation continued
- New certificate and scope documents issued

2015 toxicology report had a typographical error in the reported blood alcohol concentration (BAC) results
- Typo led to reporting a result as under the legal limit when in fact it was above
- Two items tested in case, one accurately reported as above the legal limit
- Report amended, notifications made to district attorney and defense
- Audit being performed using statistical sampling
## 2019 Proficiency Testing (PT)

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Tests in Progress</th>
<th>Tests Completed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seized Drugs</td>
<td>15</td>
<td>-</td>
<td>Two tests being investigated</td>
</tr>
<tr>
<td>Toxicology</td>
<td>4</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Firearms</td>
<td>4</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Crime Scene</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Latent Prints</td>
<td>2</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Multimedia</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audio/Video</td>
<td>7</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Digital</td>
<td>3</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Forensic Biology</td>
<td>9</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>
Seized drugs proficiency tests

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>• Involved analysts notified of results</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>• Subsequent analysis detected codeine in both test samples</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>• Quality determined seized drug SOP followed in original analysis, despite non-consensus result</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>• Blind spot in SOP has been revised</td>
<td></td>
</tr>
</tbody>
</table>
Detailed Data
2019 Testimony Data

• 47 analysts have testified this year
• 43 of 47 have been monitored
  • 1 analyst had a non-technical expert monitor him – analyst will be monitored by a technical expert at next testimony or transcript from this testimony will need to be requested
  • 3 testified for work done prior to HFSC employment – no monitoring needed

• Transcript review project
  • 3 transcripts received in August
<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-057 IR</td>
<td>A deduction from a 2016 Forensic Biology case is being revised in accordance with the current interpretation guidelines.</td>
<td></td>
</tr>
<tr>
<td>2019-061 IR</td>
<td>Instrumentation was used to create the master mix during a Forensic Biology quantification plate set-up however master mix must be manually created according to the current SOP.</td>
<td></td>
</tr>
<tr>
<td>2019-IA-12 IR</td>
<td>During the Forensic Biology section 2019 internal audit, it was noted that there was no documentation showing three staff members had completed the required ethics training in 2018.</td>
<td></td>
</tr>
<tr>
<td>2019-IA-13 IR</td>
<td>During the Forensic Biology section 2019 internal audit, it was noted that two staff members did not have a DNA analysis/report writing competency test as part of their training program.</td>
<td></td>
</tr>
<tr>
<td>2019-IA-14 IR</td>
<td>During the Forensic Biology section 2019 internal audit, it was noted that the authorization memos of two staff members did not include their ability to issue screening reports.</td>
<td></td>
</tr>
<tr>
<td>2019-IA-15 CAR</td>
<td>While conducting the evidence audit of the Forensic Biology section, the internal audit team noted that the physical and electronic chain of custody locations for several case items were not accurate.</td>
<td></td>
</tr>
<tr>
<td>2019-IA-16 IR</td>
<td>During the Forensic Biology section 2019 internal audit, it was noted that two cases documented the release of information under extraordinary circumstances to the assigned investigator, however this was not documented in the report as was required per the Quality Manual.</td>
<td></td>
</tr>
</tbody>
</table>

HFSC's Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards. With regard to the items listed above, the Division has not detected any use of inaccurate results in a criminal proceeding.
### Quality Division Notifications

**Incidents, Corrective and Preventive Actions**

<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-IA-17 IR</td>
<td>8/9/2019</td>
<td>During the Forensic Biology section 2019 internal audit, the audit team discovered that the performance check for the analytical balance for May 2019 was outside the acceptable range.</td>
</tr>
<tr>
<td>2019-PAR3 PAR</td>
<td>8/6/2019</td>
<td>A Forensic Biology worksheet was revised to include a column where staff can indicate the “sample type” for each sample. This column helps staff correctly order samples on the worksheet so that evidence samples precede reference samples as is required by SOP.</td>
</tr>
</tbody>
</table>

### Client Services/Case Management

<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-063 IR</td>
<td>8/23/2019</td>
<td>A Client Services/Case Management (CS/CM) staff member did not properly measure a blood sample that contained serum when it was accepted for blood alcohol analysis. The sample will require a consumption order prior to analysis.</td>
</tr>
</tbody>
</table>

### Crime Scene

<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-059 CAR</td>
<td>8/6/2019</td>
<td>Five Crime Scene Unit staff members used the FARO instrument (a three-dimensional laser scanner used to document scene measurements and create scene diagrams) without the proper authorization documentation.</td>
</tr>
<tr>
<td>2019-060 IR</td>
<td>8/2/2019</td>
<td>A crime scene investigator (CSI) processed a scene involving a crash between two vehicles and did not document one of the vehicles in accordance with the section’s SOP.</td>
</tr>
<tr>
<td>2019-066 IR</td>
<td>8/2/2019</td>
<td>Crime Scene Investigators (CSIs) missed a friction ridge impression in possible blood (referred to as a patent print) while processing a scene on May 18, 2019.</td>
</tr>
</tbody>
</table>

### Firearms

HFSC's Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards. With regard to the items listed above, the Division has not detected any use of inaccurate results in a criminal proceeding.
Quality Division Notifications
Incidents, Corrective and Preventive Actions

<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-IA-18</td>
<td>8/21/2019</td>
<td>During the 2019 Firearms internal audit, the audit team discovered that two reference collection firearms were not located where indicated by Porter Lee LIM3 asset manager.</td>
</tr>
<tr>
<td>2019-IA-19</td>
<td>8/21/2019</td>
<td>As a result of the 2019 Firearms internal audit, it was noted that firearms reports do not list the method used.</td>
</tr>
</tbody>
</table>

Seized Drugs

<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-056</td>
<td>8/6/2019</td>
<td>The results for two Seized Drug proficiency tests (PTs) were inconsistent with the PT provider’s consensus report.</td>
</tr>
<tr>
<td>2019-IA-09</td>
<td>8/6/2019</td>
<td>The 2019 internal audit team discovered that two aliquot bottles of reagents in the Seized Drugs section were not labeled correctly.</td>
</tr>
<tr>
<td>2019-IA-10</td>
<td>8/6/2019</td>
<td>The 2019 internal audit team discovered that the identity of the Seized Drugs section personnel completing the monthly performance check for balance MT#11 was not documented.</td>
</tr>
<tr>
<td>2019-IA-11</td>
<td>8/6/2019</td>
<td>The 2019 internal audit team discovered during the case file review for the Seized Drugs section, that one case did not record the completion of the required negative reagent control check. This was the only instance observed in the ninety-three cases reviewed during this internal audit.</td>
</tr>
</tbody>
</table>

Toxicology

<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-058</td>
<td>8/7/2019</td>
<td>Cases meeting acceptance criteria were inadvertently screened twice for ELISA. The qualitative results for the second injection for one case were not consistent with the original screening results. The sample was re-analyzed a third time.</td>
</tr>
</tbody>
</table>

HFSC’s Quality Division investigates nonconforming work and helps develop solutions in compliance with accreditation and legal standards. With regard to the items listed above, the Division has not detected any use of inaccurate results in a criminal proceeding.
<table>
<thead>
<tr>
<th>Quality Notified</th>
<th>Summary of Notification</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019-062</td>
<td>A Toxicology laboratory report containing incorrect blood alcohol results was released</td>
<td></td>
</tr>
<tr>
<td>CAR</td>
<td>in 2015. This will be disclosed to the Texas Forensic Science Commission.</td>
<td></td>
</tr>
</tbody>
</table>

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