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This Section Specific Standard Operating Procedures contain policies and procedures that are supplemental to the Division Standard Operating Procedure Manual.

## 1. SCOPE OF OPERATIONS

General administrative functions required for the Division, including customer service and reception, maintaining files system, completing payroll and purchasing functions.

## 2. FACILITY DESIGN AND SECURITY

- The Administrative Office is separated into two sections; reception area and administrative offices.
    - ➢ The reception area is accessible to all division staff.
    - ➢ The administrative offices are open to all division staff during normal working hours. After hours the administrative offices are secured to only key management.

- Case Files
    - ➢ Case files are secured in File Room 1.204A. This room is accessible to the administrative staff and key management.

## 3. QUALITY ASSURANCE

### 3.1 Reception Phone

- It is the responsibility of the reception staff to ensure the desk and phones are covered during regular business hours.

- The reception staff should answer all calls in a professional manner within the 3$^{rd}$ ring.

- Calls for an individual will be transferred to that individual's extension. Calls for section assistance will be forwarded to the section supervisor

### 3.2 Shredder Vendor

- The shredder vendor comes the first Tuesday of every month.

- The shredder carts with locks are located on the 1$^{st}$ floor by the crime scene office and the 2$^{nd}$ floor by the copier.

➢ Both carts will be taken to the front lobby by 10:00 a.m. by the administrative staff working the front desk.

### 3.2 Recycle Bins

- Three Recycle Bins are taken to North West corner of the patrol side of the building on Thursday afternoon and picked up on Friday's after Noon.

- The bins are located on the first floor near Evidence and Latent prints. The second floor bin is located between the Firearms and Quality Assurance offices.

### 3.3   Deliveries

- Deliveries are received made daily via UPS, FedEx as well as other specialty vendors.

- Upon receipt of delivery sign for the supplies, and alert the section of shipment delivery.  The section is responsible for inventorying the contents to ensure the order was received properly.

### 3.4   Mail

- Administrative staff will sort the mail by section and place in the division mail boxes.

- Mail delivery address is P. O. Box 689001, Austin, Texas 78768-9001.

- Mail is picked up at headquarters every morning by the Crime Scene staff.

- Mail should also be picked up by Administrative staff going to headquarters.

### 3.5   Fax

- Administrative staff should notify staff when they receive a fax message.

- The faxed document will be placed in the section's internal mail box.

### 3.6     Closing Procedures

- Administrative staff should close the front office at 4:00 p.m.

- Administrative staff will turn off all lights and secure all doors in the reception and administrative office area.

### 3.7     Notary

- Administrative staff does have notary capabilities.  Administrative staff will notarize official documents for the Division and other customers as requested.

### 3.8     New Hire Projects

- The Division maintains various employment related documentation and folders on employees and interns.  The following is the guidelines on establishing those files:

- Background Packets
    - Establishing the Folder:
        - All packets are received by the supervisor from Recruiting for review. Once the hiring process is completed the background packet will be housed in the administrative section.
        - The background packet is confidential information and should not be shared with other staff members, employees or the applicant.
        - Copies will be made for other folders (employment and audit). The original document will stay in the background packet.

- Personnel Folders
    - Establishing the Folder:
        - The administrative section will generate the personnel file for the section supervisor.  The folder will include the following dividers:
        - Folder Contents:
            a) Employment Info
                - Application/Resume
                - Hire Letter
                - Personnel Actions (promotions, demotions, transfers)
                - Transcripts
                - Separation of employment document
            b) SSPR
            c) Training (administrative staff only)
            d) Commendations
                - All Commendations, letters of acknowledgement, etc.

      e) Disciplinary/Counseling
- All Disciplinary/Counseling documentation
- All performance improvement plans
- The current SSPR and the previous year's SSPR documents should be kept in the file.

      f) Restricted Duty

      g) Miscellaneous
- Medical related information will be forwarded to the HR office with the exception of copies of FMLA related directives from HR on the work status of the individual employee, and return to work or appointment forms from the Dr.'s office.

➢ Personnel folders are barcoded. This barcode will be utilized to transfer folders from the administration file room.

- Audit Notebook
  - ➢ Establishing the Folder:
    - The administrative section will generate the audit notebook for the section supervisor. The folder will include the following dividers
  - ➢ Folder Tabs/Contents:
    - Professional Credentials (Copies from Background Packet)
      - a) Statement of qualifications
      - b) Curriculum Vitae
      - c) Diplomas
      - d) Transcripts
    - Certifications
      - a) Clandestine lab investigations
      - b) IAI Certification
      - c) ASCLD/LAB Assessor
    - Casework Authorization
    - Continuing Education – (External Training Specific to Technical Tasks)
      - a) Professional education independent of casework
      - b) SWAFS Laboratory Safety Class
      - c) Training Documentation
      - d) Safety Training Log
      - e) Ethics
      - f) First Aid
      - g) Defensive Driving
      - h) MS Office
    - Proficiency Records
    - Testimony Monitoring
    - Professional Affiliations
      - a) Certificates of Membership

- Intern Folders
  - ➢ Establishing the Folder:
    - ▪ The administrative section will generate the personnel file for the section supervisor.  The folder will include the following dividers:
    - ▪ Folder Tabs/Contents:
      - a) Application Information
        - Application documentation
        - CCH Information
        - Acceptance Letter
      - b) Timesheets
        - All timesheets maintained on the intern by the section supervisor. To be turned in once assignment is completed.
      - c) Evaluations/Program Documentation
        - All college program documentation
        - All evaluation forms
        - All close out documentation

### 3.9    Calendars

The Administrative staff manages the Outlook Calendars for the Conference Rooms and Division Calendars.

### 3.10   Computers, Phones and Copy Machines

- Any issues with computers or phones will be emailed to the CTM – Help Desk.  The Help Desk can also be contacted by telephone at 974-HELP (4357).

- The Division is assigned 2 copy machines.  The main copy machine is located on the 1st Floor between Evidence and the Administrative reception office.  The second copy machine is located on the 2nd floor. The copy machine guide is located with the Administrative Staff. Issues with regard to these machines are forwarded to the holder of the maintenance agreement.

### 3.11   Expunctions

- Requests for expunctions come from the Austin Police Department Central Records section.
  - ➢ Any court ordered expunctions received from any other source must be immediately forwarded to Austin Police Department Central Records section.

➢ Due to the time sensitive nature of this court order, indicate the receipt date and make a copy of the order for retention in our division.

- Determine which laboratory sections are affected.

- Log each expunction into the "expungements.xls" spreadsheet in the Admin group folder.

- Retrieve the folders for the affected sections.

- The case folder will remain intact. The only deletion will be the removal of names and personal identifiers, such as driver's license number, as required on the court order.

- Forward the case folder, a full copy of the expunction order and the expunction form for each affected section.
  ➢ If no hardcopy folder is available for the affected section, forward a copy of the court order and expunction form.

- Remove or obliterate all reference as indicated on the court order. This can be accomplished by either administrative staff or the section supervisor.

- The section supervisors are responsible for ensuring the expunged data is removed from the hardcopy case file.

- The LIMS administrators or Administrative Staff will assist the section supervisors in removal of the expunged data from LIMS.

- When the expunction paperwork is received from all sections, the court order and section sign off sheets will be delivered to the division manager or designee for signature.

- Remove the case from the "expungements.xls" spreadsheet.

- The court order and expunction form signed by the division manager, or their designee, will be returned to the Austin Police Department Central Records section.

- Destroy any remaining expunction copies.

### 3.12    Chemistry Section Support

- Transcription
  - ➢ Reports in Versadex should be transcribed to assist with expediting the evidence request process for the Chemistry Section. They report titles include: Possession of a Controlled Substance, Possession of a Dangerous Drug, DWI, DWI Felony and DWI by Drug Recognition Expert. Other reports should be transcribed as requested by the Chemistry Staff.
  - ➢ Follow the procedures outlined by APD Central Records for transcription.

- Outside Lab Toxicology reports are received electronically and through general mail.  These reports are entered into Versadex and routed in Versadex to HDWI to notify the Traffic Division that the results have been added to Versadex.  The reports are also entered into the LIMS case file as an attachment.  The originals are returned to the Chemistry Section.

- Other documents such as blood alcohol documents, ALR affidavits are scanned into the LIMS case file and the are scanned into the Versadex case file.  The originals are returned to the Chemistry Section. Blood Alcohol submission forms are scanned into Versadex and originals are returned to the Chemistry Section.

Discovery Packets
        A list of cases completed by the Blood Alcohol Section is given to the Administrative Section monthly by the Chemistry Section Supervisor. The t administrative staff produces a discovery packet that is released to the County Attorney or the District Attorney. This packet consists of the following items:

1. A copy of all LIMS Reports and back up data.
2. Copies of notes pertaining to that item in LIMS
3. A copy of the Chromatograms for that year.
4. A copy of the discovery order (if applicable).
5. A copy of the chain of custody for the blood tubes.
6. A copy of the directions to the on line links to accreditation certificates, standard operating procedures, guidelines, protocols, methods, instructions of the division.

- These items are then transferred to a CD or disk for release to the appropriate court personnel.

<span style="color:red">7. An item is created in LIMS for the CD that is produced.</span>

<span style="color:red">8. The CD envelope is labeled with a LIMS barcode tag and LIMS number and the Versadex Case number.</span>

<span style="color:red">b. The court personnel pick up the packets weekly, they are released as an outside agency item for release including the signature of the person picking up the CD.</span>

<span style="color:red">c. After pick up, the assignment in LIMS is administratively closed.</span>

### 3.13    Office Supplies

- Office supplies are ordered from the approved vendor and require access granted by APD Finance.

- Supplies are ordered every Tuesday by noon.  Supplies are added online throughout the week by adding them to the vendor cart.  Orders are submitted on Tuesdays by noon.

- Once the supply order is delivered sign for the supplies, unpack and inventory supplies to ensure the complete order was received.

- Email a copy of the receipt to assigned APD Purchasing liaison with your signature and date received.

### 3.14    Timesheets

- Timesheets are due every Thursday by 4:00 p.m. For early pay periods, HR will send an email notification of the new deadline.

- Administrative Staff collects all approved timesheets and leave slips from each section and reviews accuracy.  All overtime or call back time worked must have a task order number assigned to it.

- Timesheets should be placed in alphabetical order with leave forms behind the timesheet

- Make a copy of all timesheets and leave forms for Division records

    Sort timesheets by location code (F10024 and F10026)

- Make a separate copy of all overtime for reconciliation of grant funding and place in the grant overtime folder.

- Timesheets are dropped off at the HR Office at APD Main.

- File copies of timesheets and leave forms in the timesheet file cabinet according to employee name.

- Make all corrections on the copy of the timesheet. Timesheet changes must be approved by a Supervisor, Manager or Assistant Manager. Stamp timesheet with "corrective copy" stamp, fax and make a copy for the overtime balancing file and file the corrected copy.

- Administrative staff maintains timesheet records, internally for at least 12 months. Once a year, in January, the Administrative Senior will send a request to the APD Records Manager for permission to destroy the prior years' timesheets. Per the division record retention schedule, they are kept for the Calendar Year End +1 year.

- Intern's timesheets are maintained by the assigned section. These timesheets are placed with the intern folder once the internship is completed.

- The administrative support person doing timesheets will liaison with APD HR regarding FLMA Leave Issues.

## 3.15   Purchasing

- Assistance with purchasing support can be obtained via APD Purchasing Section at ext. 45082.

- Most PRF's are completed by section supervisors. Administrative Staff will complete Purchase Request Form (PRF) upon request by Manager, Assistant Manager or Supervisors.

- PRF and all attached forms should be approved by a Manager.

- Once the approval process has been completed;
  - The purchase will be made on Pro Card by the Administrative staff, or;
    A PRF will be submitted to finance by scanning in the appropriate paperwork and emailing it to the APD purchasing mailbox for processing and ordering

- Upon delivery sign for the supplies, contact requesting section staff and inform them of supply delivery. Staff will inventory supplies to ensure the order is correct and sign off on packing slip.

- Once the supplies are confirmed, the packing slip will be returned to the admin staff to be forwarded to accounts payable for purchase order close out.

- Copies of all documents will be maintained by the Administrative section in an electronic folder.

- Items that meet the capital items definition or purchased utilizing grant funds will be entered into the LAMS inventory management system for tracking purposes. An Asset tag will be requested from the Department and applied to the equipment upon receipt.

## 4    LABORATORY RECORDS

### 4.1    Case Files

- The Administrative section is responsible for filing, labeling, scanning of forensic lab reports, disposition, and storage of case files for forensic sections.

- Files are located in 1.204A, File Room.

- Folders are separated by section: Chemistry, Crime Scene, DNA, Ballistics, Latent Prints and Polygraph.

### 4.2    Case File Request

- Case files folders are pulled by administrative staff upon receipt of email to the Forensic Division mailbox or the administrative leads mailbox if there is a rush request. .
  - ➢ When a file folder is pulled the location shall be tracked.
    - ▪ For those cases generated in LIMS, the transfer of the file will be made in LIMS.
    - ▪ For those case files generated before LIMS, an out card is placed in file to designate who received the case file.

- Case folders are returned to the administrative office after section action is complete.

- Folders are returned to be re-filed by Administrative staff.

> ➢ When the file is returned, the custody of the case folder will be first transferred to admin staff custody and then transferred to the file room.

### 4.3    Personnel Files

- Administrative staff maintains the internal working copies of the personnel files for the Division.  Personnel Files and Background binders will be barcoded and will be scanned to the file room custody.

-  These are located in 1.204A file room.

- Files will be provided to the supervisors upon their requests for action. The files will be transferred to the requestor's custody in LAMS if relocated from the file room.

- The official personnel folder for staff members is located in the Department's Human Resources Section.

### 4.4    Division Files

- General Division files are maintained in Cabinets #3 and #4 in 1.204A file room.

### 4.5    Electronic Files

- In some sections case folders are being maintained in an electronic format only.

- Supporting documentation for a case, including Polygraph, is entered into LIMS under the corresponding lab number.

### 4.6    Polygraph Files

- Supporting document for polygraph examinations are scanned into the LIMS case file under the name of the test subject.

- The attached CD is labeled with a LIMS barcode, sealed and filed numerically according to Lab Case number in the polygraph CD file box in file room 1204.A.

### 4.7    Forensic Analysis Case File Conversion

- The section continually works towards converting all hardcopy records to an electronic format in LIMS.

- The documents are scanned into the LIMS system under the case's Lab Case number.

- If a lab case number does not exist, one will be created for the year that the case was generated.

- Documents will be scanned into the case under the "Case Information" tab.

- A verification is conducted to ensure that all documents were scanned and the electronic versions are legible.  The verification is accomplished by a second administrative staff member reviewing the scanned documents.

- The hard copy case folders are held for a minimum of 48 hours to ensure that system back up has taken place.  Once the time limit has expired and the system has been backed up the hard copy will be destroyed.

## 4.8    Miscellaneous Records

- CODIS, NIBIN and AFIS Hits:
  - Spreadsheets are kept of case numbers, lab number and a short description of the offence for tracking purposes in the units group drive. A supplement using a template is added into Versadex to notify the investigating Detective/Investigative unit there is a match.

- Overtime Grant Balancing
  - A report of grant overtime is prepared weekly from LIMS including the Overtime Matrix entered hours and Activity Log entered overtime hours. These entries are reconciled to the hours submitted on payroll sheets.  If discrepancies are found, an email will be sent to the laboratory director and supervisors requesting the correction be made.

## 5   EVIDENCE PROCEDURES

No Supplemental Requirements

## 6   LABORATORY SAFETY

No Supplemental Requirements

## 7   PERSONNEL

No Supplemental Requirements

## 8   COMPUTER RESOURCE MANAGEMENT

No Supplemental Requirements

## 9   FORMS

No Supplemental Requirements