

Webinar Series

Exchanging Data with Law Enforcement

July 30, 2019

Presenters: **Travis Paulk**, Criminal Justice Information Services (CJIS) Manager, Florida

Atarri Hall, Child Safety Specialist, Florida

Margaret Aragon de Chavez, Director of Children Youth and Families
Department Receiving Center, Community and Law Enforcement Outreach, New Mexico

Sandra R. Gallegos, Statewide Central Intake, Regional Manager, New Mexico

Irene Luetngen, Chief Information Officer, New Mexico

David Ramirez, IT Division Applications Development Manager, New Mexico

Jeremy Kei, IT Digital Services Applications Developer (Contractor), New Mexico

Manual Chacon, IT Digital Services Applications Developer (Contractor), New Mexico

Shannon Guericke, Juvenile Justice Operations Research Analyst, New Mexico

Roxanne Lentz, Juvenile Justice Operations Research Analyst, New Mexico

Alex Kamberis: Hi, everyone, this is Alex Kamberis from the Children’s Bureau, we are still having people call in, so we will be keeping everyone on mute for the next minute and then we will start our webinar. Thank you.

Good afternoon, everyone and welcome to the Child Welfare Information Technology System Managers and Staff Webinar Series. Today, we will have a panel discussion about law enforcement exchanges and we’ll hear from two states. We will start in about half a minute and until that time, we will have you on hold. Thank you.

Alright, everyone, thank you again for joining us, sorry about the delay. As I mentioned, this is the Child Welfare Information Technology System Managers and Staff Webinar Series brought to you on the behalf of Health and Human Services Administration for Children and Families, Children’s Bureau. Today’s

roundtable features a distinguished panel from two states who will discuss their experiences collaborating with law enforcement. I am your host and facilitator for today's discussion and we'll do introductions now. Next slide, please.

Alright, I'm very privileged to present a team from Florida, Travis Paulk and Atarri Hall, they will be joining us to talk about their experiences. And we have a whole gaggle of people from New Mexico - primarily we have Margaret Aragon de Chavez, Sandra Gallegos, Irene Luetzgen, David Ramirez - but they have a whole team of people supporting them and they will introduce themselves as they talk about different slides on today's agenda.

A quick reminder to everyone participating in today's event, webinar, this is the first time we are using this new software, Zoom, so we appreciate your patience as we barrel through this. If there are any hiccups or concerns with the software, please send us a chat note, we'll have someone reading them to make sure everyone can hear and see our screens.

At this time, all participant lines are muted, but we will open them up for the Q and A session at the end of the discussion. However, please be aware that you can submit questions at any time using the question and answer feature located at the bottom of your screen and those will be queued up and addressed during the Q and A session at the end. We encourage you to ask questions and participate and send any comments you may have, as well. Once today's roundtable has ended, you may also submit additional questions to the email you see on the screen or to your federal analyst. The webinar PowerPoint we are using today will be made available to everyone on the listserv, so look for that in the next day or two. Okay, next slide, please.

This will be a panel discussion. I will pose a series of questions on the topics you see on the slide here to the state panelists, which I trust will give rise to an informational, as well as lively discussion. So, without further ado, let's get into some of the questions.

The first area is in the area of supporting child welfare and law enforcement, and Florida will be the first respondent for this first question. So, Travis and Atarri, please describe your exchange and how it supports the goals of child welfare and law enforcement. Travis and Atarri, are you there?

Atarri Hall: Yes, can you hear us?

Alex Kamberis: Now we can.

Travis Paulk: Great. So, I think data exchange can mean a lot of different things depending on

the particular topic and the agency, et cetera. But for us, I created a slide that gives a basic definition, because at the core, for this type of exchange for the purpose of child protective investigations, it would be information to the internal law enforcement, Courts and other criminal justice agencies with the state that's vital for child welfare professionals and investigators for situational awareness, for safety and when making safety decisions and assessments concerning children.

Some of the examples of types of things that we look at - it's not all inclusive - but, would be patterns of assault, battery and criminal behaviors, sexual assault, but also beyond just a criminal history; also "hot" files that might be contained in state and national criminal history; data sources like open arrest warrants, household members on probation or parole, protection orders; and status files like sexual offender predators, those type of things.

As far as our model itself, if we go to the next slide, I just put some quick bullets - the core of our model and how we operate for obtaining criminal history information is our CCWIS system, which is the Florida State Families Network, it's used by our investigators and child welfare professionals as a system, since they are already using it for their cases, for the investigations and services cases, we built functionality into our CCWIS system where they can actually request criminal history, access that criminal history.

And, our model employees, an actual 24/7 crime intelligence unit housed by crime intelligence analysts, provide subject matter expertise when reviewing criminal history, as well as staff that can make some levels of -for certain types of checks - determinations like our placements, on if it's safe to place a child and meets statutory criteria.

And I put a few, couple of other bullets on here that we also had the –

Atarri Hall:

Next slide, please.

Travis Paulk:

Yes, we also have the ability through the CCWIS system to transmit the child on child sexual abuse condition reports directly to the appropriate sheriff office through our state law enforcement system, so it goes directly to the appropriate sheriff's office. Our access in our system, since it's all controlled through the FSFN in our CCWIS system, it's controlled by user roles. So, we have several different types of user roles that allows different types of access to the criminal history information. Investigators have more access to certain information files than, say, a case worker. We also have the capability, something that we're proud of, through the CCWIS system, we built a functionality that connects the state law enforcement, we've built a missing child module for reporting missing

child episodes and recoveries, it's communicated to our state law enforcement and to the National Center for Missing and Exploited Children. So, we're very proud of that and, again, I think at the core of our model would be our CCWIS system, kind of as our application and data source for managing the workload and the requests and our crime intelligence unit providing subject matter expertise. That's all I have.

Alex Kamberis: Thank you so much. New Mexico, the same question.

Margaret Aragon de Chavez:

Good morning and thank you all for joining us today. We do have a team here at Children, Youth and Family that has been working on this for a very long time and the whole vision of what we were trying to accomplish was sharing information to let law enforcement know a little bit of the history of a family when they were going to do a visit.

Unfortunately, it took, a tragic... the death of a young child by the name of Omari, I need to honor him by his name, that in the last governor's administration came up with the idea of sharing information and created an executive order - and I'll just read you one little portion of that executive order where, basically, it involves our central intake, "a referral line to becoming a source of information that law enforcement can access to obtain historical protective service information that includes information on the child, the parents, guardians and custodians who were the subject to any prior investigations and/or case history, that includes the number of prior referrals, the dates of prior referrals, investigative decisions or unsubstantiated or substantiated prior referrals and any other case history that may affect the important safety decisions of a child."

So, with that executive order, we have come up with the law enforcement portal, which gives access to the, our FACTS system, which will let law enforcement know prior calls to the home and a snapshot of the history of that family and any red flags that are there in that home. That's our vision.

Alex Kamberis: Alright, thank you so much. Next slide, please. So, next we're going to be talking about the technologies - sorry I just told myself to use the next slide - so, we're going to hear from New Mexico first and our question is what technologies are used for the exchange?

Jeremy Kie: Hi, this is Jeremy, Jeremy Kie. So, we have a small team that basically uses, as far as technology, we use Java web services and our client is a Javascript angular JS application. We basically use, like, continuous delivery to deploy a lot of our

changes, like, really quick so that way we can get a really fast feedback loop with the end users. So, while they're testing, if something's found, you know, we can make a change really quick, commit that change and typically a lot of our deployments are, like, less than 30 seconds, so if something's found, we can make the change and we can get feedback, like that same day or same morning. So, that really helps us as far as being able to make changes.

And, so, we use Kanban to manage our work. So, the main thing that we use is the philosophy of work in progress - we want to make sure that the things that we're working on, people are aware of that. We typically break our work up into one day tasks, it can take one to, not the full one day, but at least one day, so that way we always know that there's a task that's being worked on and so, so Kanban allows us to track that really easily, and we use Trello to do that.

And we use, internally we use Slack to talk to our system administrators. So, we have really close communication with our sys admins, I guess a lot of times people refer to that as DevOps, so that's kind of what we use, as well. I think that's it, fairly quick synopsis, is that sufficient?

Alex Kamberis: Absolutely, and I think you have one more slide, too, about the technology stack?

Jeremy Kie: Yeah, so, the first box is really, gives you an idea of what we're using. We use Redis for storing a lot of our search requests, so any request that comes in from the law enforcement agencies is logged and kept in Redis.

Nginx is used for serving our webpages and it's also used for our reverse proxy so that way we can manage all of our servers behind a reverse proxy.

We use Keycloak for single sign-on, so that's a product from Red Hat, so we use that to just create realms for, like, law enforcement internally for our own CYSE applications. We also have other applications that we're working on.

We use Javascript and AngularJS for the webpages for the law enforcement portal and of course we use Java on the backend.

The next one is, we mentioned Trello and Slack - so, Trello is used, we use that for our Kanban and tracking our work in progress. We use Slack for internal communications. Our development pipeline, when we commit changes it sends messages to our Slack channel so anyone who is on that Slack channel gets notifications for the deployment. We also have logging and monitoring so that if, say, we lose a connection to a database, it gets logged to our Slack channel so we're aware of when we lose a connection, or if - one time, I think we had a file

system that went into read-only mode and so we got a notification in that - and so we try to keep track of a lot of those day-to-day issues that come up sometimes.

Elasticsearch is used for our search. So, initially when we developed the law enforcement portal, it was like a simple SQL query, so, like, exact first name, exact last name and that was just kind of to prove the concept. But, when people started using it, we kind of pushed that off towards the end, well we had, like three cycles, and so around January of 2017 is when we implemented Elasticsearch and that gave us the ability to do better searching than what was available in the legacy application. So, all our applications use Elasticsearch for searching. We keep our code in version control Git, we purchased a license for GitHub Enterprise, so our development pipeline, all our commits go into GitHub and we use Jenkins to manage all that. I think that's everything on there.

Alex Kamberis: Thank you so much for that. Next, we'll hear from Florida similarly, similar question - what is the technologies you're using in yours?

Travis Paulk: Well, unfortunately my tech rep couldn't make it in time, so I can't get into all of that detail, but I can mention kind of for a little bit of a higher level that all of, since we are using our CCWIS system, that's the primary application for requesting and accessing criminal histories for investigators. That is the system that actually logs all requests and contains our crime intelligence unit's workload for processing those. It's connected to an FDLE circuit and we use an FDLE router for access and the main information that we're accessing is referred to here in Florida as CJNET, that's the Department of Law Enforcement Criminal Justice Network that's available to our law enforcement agencies and criminal justice agencies in Florida and we store our information - our CCWIS system is actually in the cloud - so we store our criminal justice information that we obtain from CJNET onto a policy server that's separate and housed here at DCF headquarters at our Florida team's hotline.

As far as law enforcement accessing our information, through that Department of Law Enforcement CJNET network that I mentioned, we provide law enforcement with direct accounts to our CCWIS system. They have their own user role and can request accounts and they access to the CJNET network maintained under by the Department of Law Enforcement and any time that our investigators are accessing any rap sheets and et cetera that have to be protected according to federal policy, we're using - and this might be skipping ahead a little bit - but we use an SSL encryption for accessing that information. And here on this slide that I created, it's just several different data sources and et cetera that our folks in crime intelligence access. Again, law enforcement

here in Florida, for them to get information directly as users, we provide actual accounts upon request that they access through the CJNET Department of Law Enforcement Network. That's all I have.

Alex Kamberis: Alright thank you, Travis. So, if anyone on the call was interested in learning more about some of that technology could they contact you after the webinar at some other time?

Atarri Hall: We can definitely get them to the right person to talk to so, definitely please send us an email and we can get you right where you need to go. I think one of the things that's very unique that I was listening to from New Mexico was that it sounds like their law enforcement accesses as a result of that particular case that they had have a lot more direct access via the portal to the actual police reports for the person. And so, I think with us that is something that we've had more of some legislative proposals recently in regards to something very similar in nature. And so, I do definitely like what you guys are doing and I may be reaching out to you guys because that may be something that we may need some more information about for that to use. But, I think our requests more so, I would say we just determine it maybe more so from our law enforcement standpoint, except for those that are handling child protective investigations, tend to deal with, they'll contact us locally to request any, you know, information that they may need as it relates to the family's abuse report history.

Travis Paulk: That's correct and again, in combination with certain law enforcement agencies may have direct accounts, like our Department of Law Enforcement through the CJNET network, but probably more often on a local level, law enforcement will contact our local office, which is probably what they do throughout the US commonly.

Alex Kamberis: Some great information, thank you. Next, we're going to go and talk about governance. So, what governance process for the exchange of data being shared has been established? And, Florida, I'll ask you to start.

Travis Paulk: Well sure, and, when I created my slide being that I'm more policy and practice, my governance concerns more of the policy structure, so - and with obtaining information from law enforcement more in mind than sharing law enforcement. From our perspective, with obtaining states and national criminal history being the primary information of interest, it really starts with the FBI and the CJIS Advisory Policy Board for Investigations and the Privacy Compact Council for non-criminal justice functions like placement. So, it starts kind of with the FBI and those councils and it moves on to your head law enforcement agency in your state and the policy structure that we're required to follow for information access all the way through security, it really starts with the FBI CJIS Security

Policy and it goes through - I think we might discuss it in a bit - but UA agreements with your law enforcement agency. So, again, my slide's more on policy structure, as far as information access, we control, again, through our CCWIS system, it's really based on your user role. We have, of course, various types of user roles and we're able to control what type of information you're able to receive based on your role that's assigned. We have roles for investigators, case workers, et cetera.

Atarri Hall: And in several of those roles, I would say can't even, or may not, you know, they aren't able to access some of the information at all, so you do have to have a designated type of profile, I would say, in some of these situations, most of these situations to access certain things that, you know, may be related to that person's particular criminal history, such as your national and your FDLE. Locals and things such as our tribal court offices, those informations, injunctions and things of that level are a little more flexible and the access is a lot more open as to who has that immediate access and information. Here in Florida, I will say, we do get audited and we do deal with audits in regards to how we handle that information, how we process that information, whether we are storing that information, the retention of any of that information, how we're storing it, if we're removing it from our files as far as our paper copies - and different things like that, we do get evaluated on.

Travis Paulk: And so the next side, if you're stuck might be helpful for any agencies out there that haven't attempted to update, say national criminal history to list out the two different boards on the national level, depending on the purpose that you're wanting to obtain national information, it might be helpful. So, again, the Criminal Justice Information Services Advisory Board would be the primary board for obtaining information for investigation and the National Crime Prevention and Privacy Compact Council will be the primary council working with FBI concerning non-criminal justice purposes, such as placements. And that's all we have.

Alex Kamberis: Alright, thank you so much for that explanation. New Mexico, you don't have a slide, but could you address the governance process for your exchange of data?

Margaret Aragon de Chavez:

I believe that would go onto our journey. We talk a little bit about the governance of what we needed to do - there we go. So, basically, as I mentioned, the governor's executive order was done in 2014. There was a process of putting a committee together, which got a little stalled - in fact we'll talk a little bit about lessons learned a little bit later that our first basic information exchange with law enforcement was called a Virtual Desktop

Initiative, which we'll get into with lessons learned - but, so the executive order was done in 2014, which kind of ignited the idea of sharing information with law enforcement.

I do need to interject, I really like what Florida's doing, in fact, that's one of the discussions that we're having now is we feel like we're giving to law enforcement, but we want law enforcement to give back to us and some of the, you know, reports and some of the domestic violence issues that we'd like to get that information back.

So, the executive order was kind of like the starting point for where we started. Obviously, the State of New Mexico is a large state, so what we decided to do - and we'll talk a little bit about it is we had a pilot program with the Department of Safety - which is one of our sister agencies in the State of New Mexico and it's the Department of Safety.

First of all though, what we had to do before we even got to that point was to create a memorandum of understanding. The memorandums of understanding were created by our leaders of our legal department in Children, Youth and Families Department which had the language of, basically, legal jargon to make sure that you know, policy was in place and this is what it could be used for and what it could not be used for. The memorandum of understanding, we had one for three years and we just implemented our second memorandum of understanding, which we added language that wasn't in the first memorandum of understanding, is that it is the, at this point we have almost 30, about 25-30 memorandums of understandings across the state. So, the one thing that we wanted to know in the memorandum of understanding is when an employee separates from an agency, they need to let us know within 24 hours so that they cannot get access into the portal any longer. So, that is something, you know, to look at. So, now our next one will be due again in 2023, I believe, that's when we will be filling out more memorandums of understanding.

I'd like to talk a little bit about the collaboration and coordination. We started with the pilot program - which somebody will be talking a little bit about in the next couple of minutes - but, something that's been really important in order to grow the law enforcement portal is, you know, we came up with a training where trainers would, law enforcement would come in and they would get trained on our site.

The other thing that's been really important is just trying to reach out to the different law enforcements. So, I have a staff of two and what we did is we very methodically went over every law enforcement agency in the state of New Mexico, got their phone numbers, contacted them, then we had a northern and

a southern summit where we brought law enforcement from all over the state of New Mexico. We had our very experienced trainers do a demo of what the law enforcement portal could offer them, and so that collaboration and that coordination immediately after the summit really ignited us being able to get more memorandums of understanding signed. So, next... IT, they'll be talking about the pilot program.

Sandra Gallegos: So, the VDI, Virtual Desktop - this is Sandra Gallegos for the statewide central intake - we were approached to participate in this training and create the training for the New Mexico State Police and what was awesome was that we already had training in place for our intake workers. So, I immediately had my very talented senior worker assist in this and she provided training materials that would be used and which we have in the past few years, kind of, created or created to fit what we do now for the portal. But, initially it was created by a senior worker which we used for our intake workers which has expanded to our law enforcement. The VDI was a pilot, was not very successful - I don't know, do you wanna talk about that - but it was not successful, it was expensive and - if you wanna go ahead -

Margaret Aragon de Chavez:

Yeah, and we'll talk about that a little bit later on lessons learned, I think we're gonna go over that, so I think we can kind of skip over that and get to it a little bit later. I mentioned a little bit about the summits that we had and so we had quite a few, we had over 125 law enforcement agencies across the state come to these northern and southern summits and, you know, part of that process was we had to be very specific because we had to get IT involved to make sure we could support the demo.

Sandra Gallegos: Right, so in preparation for the summit from an IT perspective, we had to ensure the technology was in place to accommodate a large audience with access to the portal for the demonstration.

Margaret Aragon de Chavez:

And getting over media coverage that it has been important because of the high visible cases that we've had here within CYFD and unfortunately as any child welfare system incurs once in a while is unfortunate death in, you know, our system - and so, the media coverage was very high that we were actively trying to do something to work with law enforcement to create a better partnership that we could work together to create a safer New Mexico.

The training, we have a couple of our expert trainers here, we have Shannon

and Roxanne, they are both experts in two different areas because Children, Youth and Families Department is not just a Protective Services Agency, we also deal with juvenile justice - would you like to say any word about the juvenile justice training?

Shannon Guericke: Hi, this is Shannon. I was a probation officer for several years out in Valencia County, which is a southern county in New Mexico, a very rural county, and I have to really adapt my training to the law enforcement individuals because the way the juvenile laws in New Mexico are read and prosecuted are completely different than they are in the adult system, so law enforcement really doesn't have an idea of how the juvenile system works even in our own state, because it is so vastly different. So, I train them not only on juvenile law, but what information is housed inside of our portal because it's very, very different than it is for our Protective Services or anything else under the umbrella of CYFD. So, that's what I do.

Roxanne Lentz: This is Roxanne Lentz. I work for statewide central intake, part of Protective Services. So, with training similar to what Shannon does with juvenile justice, when I do the training, when I present the law enforcement portal to law enforcement, not only do I show how the application works, but I also give them examples on how they can apply it in real life. And I also take time to explain how Child Protective Services works so they understand why some reports would meet criteria for us to investigate or why it wouldn't. Throughout the training Shannon and I both use great examples to help engage the audience. We also utilize what we call a scavenger hunt where we give them information on someone to look up and we also give them a chance to use the tool right there when we're all there to support them, so if they have any questions about how to search or what they're looking at, we're there to assist them, as well.

Margaret Aragon de Chavez:

One thing I'd like to add - thank you, Roxanne and Shannon - is that the one that is really excellent about the trainers that we do have is that they actually reach out to law enforcement, which they're coming from different counties, different entities and we ask them, give us a name, what is a case that you're looking into right now, which really ignites their interest and lets them know that we can really help them and assist them in the case that they're working on. And, that's all we have to say at this moment, thank you.

Alex Kamberis: Wow, thank you so much. For Florida, could you tell us a little bit about what agreements you have, whether they're MOUs, interagency agreements with your law enforcement partners?

Atarri Hall:

So, I can speak to the local levels. I will say, for each of the local levels within the jurisdiction, they have, there's a variety of things, some of them use the MOUs, some of them use MOAs - for instance, we had a very recent change to policy regarding how we respond to institutional reports on foster homes. Some of the interpretation was that law enforcement was to go out on each of those. And so, some areas had each of those written into their working agreement with law enforcement that they would respond to those reports. And so, there had to be amendments to those agreements and so you found on area - I mean, for instance our more metro areas, such as Orlando, there was a total of, in that central region, I think they had to modify 54 different MOAs or MOUs in response to how they would, you know, how they would work with each other.

Now, as far as the governance that allows us to do that, all those things are within statutes, our Florida statutes, that tell us how we must work together, what we need to do and allow us to come together at that local level to implement how we need to operate. And, so most of those things, as far as, you know, what our agreements look like and what they entail, as far as they're outside of that initial base of requirements is down to that level, whether they're giving us access to their callout to the home, their CAD calls, just to know how many times they've responded, because statutorily, it's already required that they provide us with 9-1-1 callouts, but how they do that is more flexible, whether that means they're giving our CPIs direct access to that information or whether they're pulling it for us and providing it to us within a certain timeframe. So, I'll let Travis go from there.

Travis Paulk:

I don't have a whole lot more to add, but our side is kind of focused on us obtaining information from other state agencies, really. So, we have a criminal justice user agreement with our department of law enforcement for Florida criminal history, as well as national criminal history from the FBI. We have multiple non-criminal justice user agreements which covers all the reasons - as I'm sure most agencies already have - that we fingerprint for like adoptions, licenses, child placement. We have a different user agreement for each one of those purposes in Florida statute. We also have user agreements with the Florida Department of Highway Safety and Motor Vehicle, where we can pull driver's license photos, vehicle information, et cetera. We have user agreements for the exchange of information with our Department of Juvenile Justice, our state Clerk of the Courts and also mentioned we have multiple possible scenarios for agreements at the local level with sheriff offices and I'll mention something along those lines about some of the barriers we've come across when it comes to local law enforcement agencies in a little bit, but that's basically all I have, just thought it might be helpful for other states to see what

type of user agreements that we have in order to obtain information from other criminal justice and law enforcement state-level agencies. That's it.

Alex Kamberis: Alright, thank you. Thank you both. So, as a follow up to some of these comments you've both been making. You both, obviously, have to work with a lot of different entities within the state. Tell us a little bit about how you came together, what brought you together. You both touched upon that but, we'd like to hear a little bit more.

Margaret Aragon de Chavez:

Just to make sure I understand your question - are you talking about how we created the relationships with law enforcement's other entities across the state?

Alex Kamberis: Absolutely, that would be excellent.

Margaret Aragon de Chavez:

Well, you know, like I said, the most important thing that we were able to accomplish was putting on these law enforcement summits. You know, when we have high-profile cases in the state of New Mexico, every, obviously, newspaper gets a hold of them and they're quite visible to everyone. And, so, we thought that the perfect timing was to bring people together, you know, talk about, you know, the safety of children and you know, it was also a really wonderful time for law enforcement in the southern part of the state and the northern part of the state to network together with our workers, our investigative workers.

And at our summits, what we did is we had Protective Services investigators there divided up into counties to talk about, you know, what they're needing from law enforcement and what law enforcement would need from us. And so, we broke out in small groups at these summits and we were able to become, you know, better acquainted with one another and to build that relationship. You know, I'm a true believer that - and I think all of us are, sitting at the table - that relationships just don't happen, they're built. And they're built on trust, they're built on just trying to meet the needs of each other. And so, hearing what law enforcement needed from us and us telling them within our boundaries of the Children's Code of what we could give to them really brought us closer together of an understanding of what information needs to be shared and what information didn't need to be shared.

And, the other thing that was really important was right after the summit was

the important timing of getting back to them. You know, if you have a summit and you don't reach out to those people within a month, they're just gonna forget about what we did. What we did is we immediately reached out to them the following Monday, you know, saying how can we get this started? And the exciting thing about it is we had sheriff's departments, we had, you know, like, city police officers, FBI, DA's office, they're all involved within our, within the portal.

Irene Luetgen: And if I could elaborate - this is Irene - could we have the next slide, please? So, Margaret talked about external collaboration, who are considered our customers - internally and as important was the internal collaboration with our governor's office, the Office of the Secretary of Protective Services Division, Juvenile Justice Division, the Information Technology Division and of course, the New Mexico law enforcement community. So, previously mentioned, we applied Lean Software Development and DevOps to this project from a technology stack perspective and what's key to the success is the fact that we, the team, the development team worked very closely with small functional teams to do the requirements gathering. The juvenile justice subject matter experts were excellent in providing those requirements as were the protective services subject matter experts. And, ongoing collaboration, continuous feedback, which is part of what, you know, Lean Software Development is all about. The continuous feedback with this working style is key to its success.

Alex Kamberis: Thank you so much, Irene and others. From Florida, anything you wanted to add to that?

Travis Paulk: I would only add that I think I would agree with everything, every point that New Mexico just made, 100 percent. For us, as far as how we kind of got here, I mentioned on the slide, I think one down, that it really, the national criminal history started for us with Adam Walsh Child Protection and Safety Act back in 2006. We worked in partnership with the Department of Law Enforcement to advocate for that in Washington, D.C., for access to national criminal history through the FBI for the purpose of child protective investigations. And that was a major change for us, until that point, we only accessed the state criminal history, and largely for placement, for child placements and home studies. And so, that really kind of changed things for us. Certainly, partnering with the Department of Law Enforcement is kind of a theme on my side over and over. It's of extreme importance since your state department of law enforcement agency will probably be your primary CJIS agency and the agency within your state that has a user agreement within the FBI. It's of extreme importance and we actually go so far as my office, actually, when it's appropriate, embeds certain employees for certain types of tasks and roles at FDLE headquarters

here in Florida. So, I have a staff member who works full-time at the Missing Persons Clearinghouse, we have staff assigned to, for roles with our CJIS division over there that concerns information exchange, obtaining the state's and national criminal history. And, we also dedicate staff to participating with our Florida Fusion Centers, which gets into intelligence information sharing within state agencies. So, again, partnerships, if you haven't taken a look at what types of information can you get via the Adam Walsh Child Protective Safety Act, I would certainly recommend it.

Atarri Hall: And, I think for us, luckily, our statute has really supported our collaboration efforts for, you know, for years being able to get information and how we work together. And so, luckily with that - and most of our local, at the local level and regional level, we've been fortunate enough to have, I guess, good administrators who just really work well, pretty well with most of the sheriff's offices or the city police forces in order to get the information that they need. And so, I think it's a plus for us, as well as in Florida kind of how we're structured is our secretary of the Department of Children and Families and the sheriff of all of the counties in Florida, they all both report to the governor of the state. And so, he is their boss and so when there are issues or if there is an issue - which is very rare, most times - they have that ability to communicate about what those issues are and, you know, who's responsible for what and if there needs to be some change that occurs between our agencies and the sheriff's agencies.

Alex Kamberis: Well, you both sound like you really work cooperatively with your partner agencies. We're interested in hearing a little bit about how you plan to sustain that relationship and improve it over time. So, New Mexico, why don't you go first?

Margaret Aragon de Chavez:

Alright, well - and please, anybody who's here, just jump in. Obviously, the community outreach is very important. Being able to, you know, have current emails, keeping up with changes of elected sheriffs, because they are elected in New Mexico and the administrations change, so it's keeping up with the correct serve list of who we're gonna reach out to. It's also making sure that we're checking back with them, it's one thing to come to the class, get them their credentials, but it's also important - the credentials, that's something I should mention, if they do not log-in within 30 days, they lose their credentials and they have to call us and reach us to make sure that we can give them an updated password to renew their credentials. And that's something the IT department is very good, they get back with them within hours. Let's see, the

other thing that is important is the dedicated resources for community outreach.

Irene Luetzgen: Which Margaret is, so she is the dedicated resource for community outreach and that's one of the things that is key to the success of collaboration with law enforcement is continuous communication.

Margaret Aragon de Chavez:

And so, thank you, Irene. And that is something that's really important. The one thing that, you know, sometimes what we do is I'll send an email out and just say, you know, have you found it useful, what would you like to see added to the portal. So, we reach out to the law enforcement classes and that's something that we are gonna need to, you know, to grow, is, you know, obviously dollars and it's something we have just gotten a new governor and we're hoping to meet with.

We had a very successful training in the last three months, we were able to train our largest metro police department within, let's see, we had four trainings every Thursday at their headquarters and we did this for, I believe it was close to nine weeks. We trained over 682 officers who now have the credentials to use the law enforcement portal. So, you know, meeting with them one on one, trying to figure out how we can make sure we meet their needs. We usually do our trainings here, but in order to get them all trained, we worked with them and we went down to their offices every Thursday for the last nine weeks and had that accomplishment. Last Thursday got a lot of press, the Lieutenant Governor was there and so we're hoping to ask them, you know, that if we can create a five-year plan of what we need to expand this, that is in the hands of every law enforcement entity across the state of New Mexico.

The exciting thing with the Albuquerque police now is that the next phase of it will be we're gonna be integrated into their training academy. So, in other words, instead of getting trained after, they're gonna be trained before they hit the field, which is very exciting. I've talked a little bit about the ongoing training and feedback, let's talk a little bit about digital service investments, Dave, did you wanna talk a little bit about that?

David Ramirez: Actually, I think I'll let these guys talk to them, because they're the ones that are actually doing all the work. But, I will tell you this that, when we first started we knew that we were doing, we have a legacy system, so we had to become a little bit more nimble, we had to become more agile, that's how digital services was kind of born. And, they went out and actually kind of looked to see where can we help CYFD, where can we help the kids of New Mexico. So, that was kind of

their mission statement at that time. So, now we're trying, now that we've developed this and we've developed some other portals and dashboards for CYFD and now it's more about investing in this area of technology and so that's kind of where we're kind of heading and these guys are kind of leading that charge as to what kind of tools are available, how do we build our infrastructure - and so, I'll let them talk a little bit more about that.

Jeremy Kie:

This is Jeremy again. I think from a technical perspective, I think we just kind of like, we did this probably within six months, maybe, it's kind of evolved, you know, week to week. We worked with a lot of staff from statewide central intake and JJS just testing a lot of our software. But, a lot of what we wrote was really just a, like minimal and small so that we could, like, test the idea. So, I think now that we're getting a lot of agencies access and a lot of accounts, we do see some parts where we can improve. We're connected directly to the legacy database that our SACWIS system runs with, or is connected to, so I think one of the things that we wanna try and do, what we're working on now is trying to, like, cache the data so that if the database, the legacy database goes down, that we're still operable. So, right now that's one of our things that we're kind of looking at is because if the database was down then law enforcement obviously can't do a search or find the data that they need. So, that's one of the improvements and one of the things that we're looking, looking towards and updating the user interface, I think that's another thing that we're probably targeting. But just maintenance, more or less, and I think we proved that the idea works at this point.

I think that now we wanna see how can we make it better and I think that's kind of a discussion that folks above us can have because we're just kind of the guys doing the work. I mean, there was two developers, myself and Manual, we had a project manager, Carmelina and we had an Ops person, Lorenzo and we, that's how we started, it was the four of us. Right now, there's three of us left but that's kind of what we, what the size of the team that we were talking about earlier, the small team.

Alex Kamberis:

A small team, but you're able to get a lot of work done, so, kudos to you. Florida, any plans on expanding what you've done or strategies for sustaining?

Atarri Hall:

So, there's always new things on the horizon, especially as new legislative sessions, something new approaches and a lot of the things that we, or if there's just something that we recognized is repeatedly an issue or something that comes up that we need to address. Luckily, you know, we really try to evaluate when we're looking at policy changes and different required changes that come about as we're, as it relates to legislative sessions, who our stakeholders are,

who do we need at the table, who do we need to get involved and at what level and if there needs to be communication from our headquarters level, from our office or from Florida Department of Law Enforcement as it relates to what's gonna happen or what's about to happen.

A lot of the work is done as it relates to how we process stuff and create policies are done with those key stakeholders at the table. So, we bring in experts of, who's doing it every day, how is going to impact them, what do they need from us, how do we need to, you know, what do we need to consider in our development of laws, in our development of policies. Even when legislature, the legislature proposes certain policies, we get to write up our analysis of what is the impact on our agencies, all of the agencies that could potentially be impacted by the particular policy - we give feedback, what is it gonna cost us and if it's going to cost us, you know how easily doable is this, what do we need, the resources to make things happen. And so, there's a lot of collaboration that goes on very early in advance most times, even before it gets written or codified into law. Sometimes, you know, there are things that we may not necessarily always agree with, but, or they're not as, I won't say don't agree with, but they're things that are not easily implementable for us and so it causes a challenge in how we have to approach it and so we go about those things and try and work as best we can together.

We're pretty flexible and we do kind of, we do well, overall, as far as our training and as far as our feedback and how we work with each other. SCLE hosts a lot of conferences and meetings, you know, we are typically first on the list for who gets invited and it's equally so for us, even at the local level when we bring specialists in, we bring in national experts, we keep seats available for law enforcement, our local law enforcement. Especially when it's specific to child interviews or specific to different techniques for talking to people. So, we try and collaborate at various different levels. They host conferences and trainings, you know, there's statewide conferences, as well, and so, you know, or we conduct them jointly, we have a Crimes Against Children Conference that occurs here in Florida every year and so law enforcement is heavily involved in that and participate and attend and just people from across the nation. And so, we take part in that, as well, we provide some of the funding in that, we train in that, as well. And so, our role is very, you know, is very strategic and we try and think those things out.

We also have a initiative, our new secretary that was just recently appointed by our new governor has also created a priorities effort to strengthen our relationship with these agencies, with law enforcement agencies due to a recent case that we had. So, they want to strengthen it, they were concerned, they

were new, you know, fairly new to this particular arena, that maybe we need to communicate even further and so, we're looking at that. How can we get information or share information even quicker as it relates to - I think earlier someone had said and even Travis said in this room, we're looking at this call, on the call, we've been sharing information about what we do very differently and since Florida is in the more so receiving mode of information from law enforcement and Mexico is giving it. And so, we're really trying to make sure on the giving end, we can do that much faster here in Florida. And so, those are some of the things that we're working on as it relates to trying to sustain those good relationships.

Alex Kamberis:

Wow. Thank you so much. Well, in the interest of time, I'm going to focus on lessons learned and hear from both states and then we'll open up the lines in the Q and A for our participants. As a reminder, you can submit questions in our Q and A and several of you have already. So, we will talk about the last question here and then we will go to questions. So, lessons learned - starting with Florida, what, for states interested in building similar exchanges with their law enforcement partners, what are your recommendations or some lessons learned?

Travis Paulk:

I think of, on the theme of the full presentation today from both states would be partnership. I can't emphasize enough the partnership that is needed when we're talking about obtaining state national criminal history that you need with your state CJIS agency, your department of law enforcement, for us, it's FDOA. Identifying who at that agency is also your state representative with the FBI, what those two councils, national councils and boards we were talking about earlier is really important.

Then, I just threw some other considerations that you'll need if you're obtaining, trying to get this information for the first time, what's your statutory authority, interagency user agreements you'll need, those are the kinds of things you'll work with your department of law enforcement with. Depending on how much information that you're gonna get, say national, how you're gonna be compliant with the CJIS security policy and DPPA when it comes to driver's license information. What practice model you're gonna want to employ with your state - if you want a centralized unit or panel, which is kind of what we employ here in Florida currently or if you want a decentralized process, if you want your frontline workers accessing and pulling that information directly, you know, from your circuits and regions. Those kind of things and then I think on my next slide I just threw out some other examples of how we exchange information, it's not necessarily focused just on investigation, ideas for other states. Like, we exchange information with DJJ to identify joint clients. We

exchange information with the Agency for Healthcare Administration here in Florida, the Department of Health and APD, which is -

Atarri Hall: Agency for Persons with Disabilities.

Travis Paulk: Agency for Persons with Disabilities. So, those are just some other examples, but I think for our lessons learned it's the importance of partnerships with those agencies, most especially your lead agency in your state for law enforcement.

Atarri Hall: And one of the things that we do or that has been implemented in the state that has been very beneficial - we have statewide, we have statewide meetings with all of these agencies that we have talked about and they interact or we have families that at some point crossover between all of our agencies, we're all coming to the table at least once a month. They're hosted by, the hosting of the meetings is rotated and so, we get to have a discussion and one of the requirements of this particular statewide meeting or taskforce is that it gets broken down at each level. So, for Florida we have it at the state level, then we also have it at the regional level and then, we have what is, sometimes they do it at the local level, it's required at the local level. And this is how we process through issues or problems. If they're not able to be worked out locally or at the circuit or regional level first, then it makes it all the way up to the state meeting and then the parties who are at that table through an MOA are able to determine hey this is what we have available, this is what we can move to get this situation done and how we're gonna go about doing it. And, we just recently updated our MOA as it relates to that group and so we try and bring everybody to the table to work. And so, that's one of the key things, figuring out what works for everybody, what doesn't work - but that statutory authority is going to be the most important thing that you can have and hold to support you.

Alex Kamberis: Thank you so much, Florida. New Mexico, what are some of your lessons learned?

Margaret Aragon de Chavez:

I'll go ahead and get started and as I mentioned, anybody can, you know, jump in. But, you know, I think we started -

Alex Kamberis: Can you speak up, please?

Margaret Aragon de Chavez:

This is Margaret from New Mexico. I believe that we've come a long way and there's a long road ahead of us, as mentioned before, we started with the

Virtual Desktop Initiative, which you had to be, you know, connected to the wall, you know, on a desktop. We have grown and now, you know, officers can access it through their mobile phones, their laptops. And so I think that we realized that it was very expensive the way that we were doing it in the very beginning, it was \$1,000 per license and we just knew that we wouldn't have the money to sustain it. And, it was kind of archaic, you know, we need to, you know, get into the times and so now it's web-based. So, that's one of the lessons learned, that you know, there's a better way and a more effective way. Plus, the usage was very down when we had the Virtual Desktop because it was so cumbersome. Now, it's at their fingertips and it's being used, which is very exciting.

The other thing that I think that we are realizing is that, you know, even though law enforcement, you know, Child Protective Services, there's a lot of entities that we tend to live in our own little bubbles, you know, and I think that the one things that we have to overcome is, you know, turf issues. When there's information that can protect the life of a child, there needs to be more transparency, there needs to be more information sharing. And that is something that we're looking for in the future is currently as the portal is, it's only read only. One of the goals that I would like to see happen is that they would be able to put notes - kind of what Florida is doing - is letting us, giving us information. When it comes to the life of a child, there should be no boundaries of what is shared to protect our families and that's something that we're hoping to be able to overcome and just share with more transparency. Anything else from our team? That's it.

Alex Kamberis:

Alright, thank you so much, New Mexico. Well, it is time for the question and answer and on your screen, you'll see some reminders. Just wither raise your hand and we can unmute you or you can type your question into the Q and A box, we have several questions already. So, panelists, I will throw these out there, they don't appear to be directed, in all cases, to a specific state, but in cases they are I will identify that.

The first question - are you connecting with a single clearinghouse for law enforcement agency data or are you having to exchange with each agency? Whoever wants to go ahead. The typer didn't specify, so if you don't know the answer, feel free to say so and we can always try and follow up afterwards, but if you know the answer, we'd be happy to hear if you're connecting with a single clearinghouse for the law enforcement data or you have an exchange with each agency, with the multiple law enforcement agencies.

Travis Paulk:

Well, for Florida, as far as obtaining information we exchange with basically a

central repository for the State of Florida through the FDLE for state information, that's how we also connect to the national database with the FBI, triple "I". As far as local law enforcement, like calls to service with each sheriff's office and police department, unfortunately, there's not one system for that and that has been a barrier that we've kind of run into and I've already mentioned that earlier. Those have to be approached literally one by one and the way we access each local law enforcement agency can be different, depending on the agency. But, for state and national criminal history, it's one central repository with the State Department of Law Enforcement.

Atarri Hall: Even with our Clerk of Courts, that's a centralized thing, but depending upon what you're trying to pull down, there are a few counties that you have to directly access or go to, and so, but they all put it into one statewide system and we can go in and look at court access that have occurred, different things that have resulted and so that access is a lot easier but it really varies at the local level for different agencies - for instance, Panama City, in Panama City, Florida when they just had hurricane, you know Hurricane Michael last year, when you look at them, there are about 23 local law enforcement agencies for each little city in that particular area and then you've got your sheriff, you know, and so, when you went there and they're trying to request local, that family have moved, so you may have to work out, you know, who's gonna give us, they have to work out locally who's gonna give us the information that we need, what's the easiest source of information, whether they have one line for their dispatch or they have two different dispatch facilities as far as maybe, you know, their sheriff is on one and their TPD office, you know, for us our local office is on another and so, how that works definitely is different. In some areas, they give us access, but when you access their particular system to see how many times they've been out to the home, you have, it shuts down your whole computer so you're not able to do anything else and so of that comes with training, we have to on our end work, you know, work with several different things that allow that access or don't allow or certain individuals have it and so, it just really depends on the database that you're accessing.

Alex Kamberis: Thank you, both. We have several other questions, the next question is could both New Mexico and Florida share the specific state statute which supports their collaboration, it may help others pursue similar legislation in their states. And if you don't know the specific statutes, you can send them to me after this and I can include it in the follow-up email to this webinar, which will include our PowerPoint.

Margaret Aragon de Chavez:

This is New Mexico and what the governor wants, the governor gets -

Alex Kamberis: Irene, can you repeat what you said, there was something wrong with the line when you said that.

Margaret Aragon de Chavez:

Oh, this is Margaret and I was just basically saying when it comes to the - okay, let's try again. This is Margaret and basically, this is something that was initiated by the governor in the past administration and the current governor supports this initiative. So, basically, they can create the guidelines of what we are asked to do and what we need to do. So, it was in the form of an executive order from the governor.

Alex Kamberis: Okay, thank you. Florida?

Atarri Hall: In Florida, we shared the first one that lead to the NCIC access, national and criminal history access, the Adam Walsh Act. And then we also, we had several different statutes and I will say this, depending upon, I can give you all of the Child Welfare ones and I can, I would have to give you that list, because it really pertains to what type of information you're trying to access, whether it's related to domestic violence or different things, but the way it really is written in Florida statute, it's kind of almost a catchall and you have to keep in mind that here in Florida, we are an open record state, and so a lot of things that are not easily accessible related to a person's criminal history or any history at all is available here in Florida. So, if I'm just the traditional person or someone who's not in the world of child welfare, let me say that, and I want to know whether my neighbor has ever been arrested for something, I could literally go and look that up myself as a citizen of the state. And so, I could access that information to know if anybody ever filed an injunction on him, if anybody - so that's public record. And so, that's public information and so, a lot of things we don't have many barriers to because there are public record laws that allows us to have that information.

Alex Kamberis: Thank you so much for that answer. We have a couple more questions. The next one is I imagine confidentiality of records - and you touched a little bit on this - confidentiality may have been a barrier. If so, how did you overcome the barrier to sharing this confidential information?

Margaret Aragon de Chavez:

This is New Mexico. I think our Memorandum of Understanding makes sure that, you know, we covered that. The other thing is that we keep records of

every time anybody logs in and so every department that has an MOU has a, you know, a listserv of who's logging on, who they're looking up, they have to, in order to get credentials, we need a current email, last four of social and a DOB to make sure that they can have the information. But, confidentiality is something that is very important and it's something that is covered in the MOU. Anything else you guys? That's it.

Atarri Hall: As I said with Florida, we're pretty much an open record state, the most confidential thing here is the child welfare information. That's that thing you don't really, you can't have access to, not easily accessible, only certain designated individuals by statute are allowed to have access to that. So, if my neighbor wanted to figure that out, my neighbor would have an issue trying to figure out if there was child welfare related information, you know, as it is to us, I mean to anybody in the neighborhood. And so, unless they were like a relative or someone of that nature - and there's certain things that we're allowed to give them as it relates to if we take certain actions and there's certain things we're only allowed to release from the child welfare side is if a death occurs. Florida shares everything related to a child's death and so, it just really depends, but for the most part, our records are really more confidential than the ones that they have to give us. But, the access level to nationals has really become our biggest challenge because really only our PIs are really supposed to look at that information.

Alex Kamberis: Thank you both very much. The next question has to do with funding and how you funded the technology and the exchanges you built in this relationship.

Sandra Gallegos: This is New Mexico, Manual is gonna speak to that question.

Manual Chacon: Hi, I'm the other half of the Digital Services team. At the time when we built what ended up being the portal, we didn't really have an idea of how big it was gonna get so, we didn't have a budget, we really just leveraged purely just our open source software and servers and everything else. I mean, we utilized the existing infrastructure that was here, which is like a virtualized environment, so, we were able to get a couple VMs with some open source software and that was basically it, other than our personal salaries as contractors, but that I can't speak to, but as far as technology goes, I think even to this day, the only thing we're paying for is the enterprise license for GitHub and that's about \$5,000 a year.

Margaret Aragon de Chavez:

The only thing that I would like to add - I'm sorry, go ahead, I mean I can - go ahead and finish.

Sandra Gallegos: What I was gonna say is that part of our plan for sustainability is to secure a formal funding stream for this initiative.

Margaret Aragon de Chavez:

And the other thing that I'd like to add is that, basically, they talked about the IT part. Everybody else that is a part of this initiative has full-time jobs besides this. You know, I'm the director of the receiving center which houses foster care kids that are coming into care, Roxanne has a full-time job, Sandra, Shannon, Doreen, Dave. You know, so, we are basically kind of working this into our schedule as almost like a volunteering to do it, so. That's it from New Mexico.

Atarri Hall:

So, here in Florida, legislatively as I said earlier, when we get certain things, we get certain things that, because it's a part of our SACWIS system, our updates come or are funded through particularly whatever that need is needing, or if the legislature made the request, we get within our analysis of what it's gonna cost us to do what they're asking us to do, we provide them with the estimate, we go through the company that monitors, that changes our system or enhances our system, we get the analysis of how many billable hours this is gonna take to do what they're asking us to do, what do you need. And so, we kind of try and think about it that way from that perspective, is this doable, and so within that particular request if it's at that level of a state-mandated request, we've already given them the number for what it's going to cost us. Now, sometimes, we may have to refrain to stay within those numbers or even go back the next legislative year to request more funding in order to make that particular, another enhancement to it, because we were only able to do so much with what we were given, or the estimate was a little bit off and we have to find, most times, workarounds and we just typically go from there. And so, our enhancements that we noted that we need to the background check side, we can put in requests for those to be done, they have teams here that evaluate the level of the need and they scale them out, are we gonna put billable hours to this, you know, we have the funding for this. And so, we get so much funding per year that allows us to modify our system, our state automated system.

Alex Kamberis:

Alright. Thank you both for those answers. We have time for another question or two. And the next one has to do with data quality and how do you ensure that you are matching on the correct person?

Manual Chacon:

This is Manual again. I'm sorry, from New Mexico. What we did is, as Jeremy mentioned, we migrated from a traditional, like, hard SQL search that required exact matches to Elasticsearch, which supports a lot of different features for fuzzy-type search and wildcards, whether it be multiple characters or also single characters, but we also enable searching via, like, the city that the particular

person could be located in, whether it's a first name or a last name. And we allow, just you know, we'll return all the search results and it's kind of a trial and error kind of thing for the user, but as you add more filters to our search, you can really narrow it down what it goes. Like, let's say in New Mexico a really common name is like Juan Martinez, for example, but if you do like Juan Martinez in Roswell, like Juan Martinez alone is gonna give you 10,000 search results. But if you do Juan Martinez in Roswell, you're gonna get 7 or 10 or something and, you know, you just kind of filter the search results from there.

Sandra Gallegos: And in addition, throughout training, we show them how to search, we show them how to look at the addresses, we show them how to look at what we call related people, all the participants in the case to help them find a common denominator to help them determine did you find the right person you're looking for. So, we really emphasize how to search throughout our training.

Atarri Hall: So, in Florida, verification of the individual is a bit different because we're getting for the purposes of background checks. So, Florida has a few ways that we can do for certain types of checks, depending upon what system you're accessing. We try and, it's also incorporated in training for staff, for field staff, how do you verify information, whether it be getting that person's ID or we talked about DAVID earlier, which is our driver's license and vehicle registration system which we have access to - that information at that intake level gets pulled. The hotline is the first source, so running the first initial test with the information that is provided or that they can find based off their searches using other systems, as well. DAVID is one of the first systems that they also use, so if an investigator looks at that, they can go out to the home knowing who they're actually looking for, having a picture of the person named in that report, having the type of vehicle or vehicles that they've had registered through their name, being you know, whether that's in the yard or something like that. In Florida, someone could call in a report using only someone's tag number as a means to locate and so we have different systems that allow us to get our investigators to that home to identify that child and those families. And so, they can do that, they can, you know, they ask for driver's license, they do various other things. Then you have when it relates to placements and different things of that nature, that level of criminal checks and verification of information requires using fingerprint because, you know, just as you said, you can have various people with the same name or using their father's, they could be junior and using senior's information and so they only way at that point to verify certain individuals, especially when it relates to the placement and care or different concerns are through fingerprints of the individual.

Alex Kamberis: Alright, thank you. We have a question specific to New Mexico about metrics

and outcomes. For New Mexico, do you have any metrics to share about law enforcement usage of the portal and had you correlated usage of the tool with positive safety outcomes for children and families?

Irene Luetzgen: This is Irene from New Mexico. So, we do have metrics on usage that we track, however, from a program, law enforcement perspective, I don't think that we're tracking those outcomes. That would certainly be something that we want to begin to wanna start doing and we'll need to do more discovery on that and investigate further.

Margaret Aragon de Chavez:

That's part of the future, the vision and moving forward.

Alex Kamberis: Alright, thank you so much, sounds like you have an idea of what to work on next. We have one last question and then we'll wrap this thing up. What data quality checks and rules do you enforce, if any, when performing data exchange? Do you reject any data?

Manual Chacon: For New Mexico, that's not really applicable, we don't ingest any data from external sources, we're strictly the source, so, that's it.

Atarri Hall: So, we here in Florida, we do submit the information to law enforcement and yes, they will reject the data on our end. If they notice, so for instance, if we have, we have only the name and the date of birth, they will tell us hey, that comes back on our rap sheets or the criminal sheets, we possibly have this potential person that might match, but, social security is needed, social security number is needed to verify this is the appropriate individual and so, in those types of cases where maybe not all of the information is had or known at the time of the intake coming into the hotline, then they are required to rerun that information within 48 hours and get updated checks on those individuals within that home or if they go to the home and they didn't realize that other individuals were in that home that were not known to the reporter, they are required to update and run those updated background checks within a specific period of time. If we submit fingerprints and those prints - we get prints that get rejected all the time and information that gets rejected - and so, we gotta redo it, we gotta rerun it. And so, we have different requirements that they ask and I can let Travis elaborate more on that, if you want.

Travis Paulk: No, I think she covered it all. I think she covered it well. Now, I'm not sure if logging was part of that question, I don't have the questions in front of me, but we are required to log all of our transactions and we're also required to log to be compliant with the CJIS security policy in case there's an incident in the

technical world, you know, a breach, that type of thing. So, we have to log those technically and from our workloads.

Alex Kamberis:

Alright, well, thank you both. Both states and everyone who participated, it's been a fabulous panel, learned a lot and we really want to extend our appreciation to New Mexico and Florida for taking the time to answer these questions and provide some information about your unique exchanges. Really something to keep an eye on how they develop over time. For any of the attendees on the phone, if you'd like to contact any of the panelists, their contact information is listed on the slide you see now. We, again, will be making this available through the listserv after this webinar, the webinar has been recorded and will be made available online. When it is complete and posted, a message will be sent announcing availability on the Children's Bureau website. And as we move forward, our next webinar in the series will be about the ESSA Act - education and Every Student Succeeds. We're currently targeting late September for that. Thank you, everyone and have a fabulous day.

Panelists:

Thank you!

END