Wisconsin Department of Justice

Division of Law Enforcement Services

Brad D. Schimel

Attorney General

TIME System Newsletter
Volume 2016-1
February 2016

The TIME System processed 53,556,473 transaction requests in 2015 for a daily average of over 146,000/day, another increase from the previous year. The TIME System peak processing times were 3-5 pm as the busiest hours while 4-6 am remain the slowest hours. Not at all surprising, person and vehicle inquires represent 45% and 39% respectively of the total TIME System transactions in 2015. How does Wisconsin compare to national statistics? Nlets processed over 1.5 billion transactions in 2015. On Friday December 18th, 2015, NCIC experienced a new record high day of 15,288,745 transactions.

Jim Muller, a training officer with CIB since 1999, retired from state service in December. Many of you had Jim as your TIME System trainer or auditor. Just as many of you, we will miss Jim here at CIB. We wish him the best in retirement and thank him for his years of service to DOJ, CIB and the TIME System. We will be filling Jim's vacancy as a training officer within CIB. If you are interested in becoming a training officer here at CIB, please watch for recruitment announcements on WILENET and the http://wisc.jobs/public/index.asp website in the near future.

Version 5.4 of the CJIS Security Policy has been released and was effective October 6, 2015.   Some changes worth mentioning here include: creation of a separate section specifically for mobile devices (Policy Area 13); virtual escorting for remote access (5.5.6); encryption exceptions were modified (5.10.1.2); and virtualization requirements modified (5.10.3.2). A complete list of changes can be found in the Summary of Changes section of the new policy.

There have been a couple of legislative changes on the state and national levels that have been incorporated into the TIME System to provide you with additional information regarding firearm eligibility. 2013 Act 223 authorized access to specific mental health records for investigating potential violations of s. 941.29 Wis. Stats. 2011 Act 270 authorized access to juvenile data maintained within the Consolidated Court Access Program (CCAP) for purposes of investigating alleged criminal activity or activity that may result in a juvenile Court exercising jurisdiction. Changes to Federal regulations also allowed access to data maintained by the National Instant Criminal Background Check System (NICS) for return of firearms. See more details on these topics in this newsletter.

Mark your calendars; the 2016 CIB Conference is scheduled for September 21st – 23rd at the Radisson Paper Valley in Appleton. Yes we have moved, the CIB Conference will be in Appleton this year. Last year was another record attendance. Hope to see you there.

Please feel free to contact me or any of the CIB staff to discuss your thoughts on how we can continue to improve.

Walt Neverman

Walt Neverman
Director CIB

CCAP & Mental Health Records

ACT 270 requires the State Courts to make juvenile data accessible to law enforcement agencies for purposes of investigating alleged criminal activity or activity that may result in a juvenile court exercising jurisdiction. The Consolidated Court Access Program (CCAP) provides access to public records of the circuit courts of Wisconsin. The information displayed is an exact copy of the case information entered into the CCAP case management system by court staff in the counties where the case files are located. Individual courts vary in how much detail is entered for each court record event. CCAP has agreed to offer secure access to adult and juvenile data through the TIME System. TIME System users are able to access adult and juvenile data from CCAP via Portal 100 (form # 0029), eTIME and interface applications.

Act 223 authorizes access to mental health records by law enforcement to determine eligibility for the return of firearms. When conducting a background check before returning a firearm to an individual, TIME System users can access the mental health records via Portal 100 (form #0028), eTIME and interface applications. This query returns information from multiple data sources including: CCH, CIB Hotfiles, DOC, DOT, III, NCIC, and NICS.

The law also authorizes access to mental health records by law enforcement for determining eligibility of law enforcement applicants for employment. The law does not allow a mental health query for applicants to civilian positions within the law enforcement agency. The courts contribute mental health information automatically to a hotfile within CIB. TIME System users can access the mental health records for law enforcement applicants via Portal 100 (form #0027), eTIME and server to server applications.

For further information see 2011 Act270 & 2013 Act223

Return of Firearms & NICS

To assist law enforcement when making a determination of whether an individual is restricted from possessing a firearm, a TIME System transaction was created to allow access to the mental health and the National Instant Criminal Background Check System (NICS) records. This new functionality searches multiple data services including: CCH, CIB Hotfiles, DOC, DOT, III, NCIC, and NICS. The NICS Index contains information provided by local, state, tribal, and federal agencies of persons prohibited from receiving firearms under federal or state law. The NICS Index contains prohibiting information which may not be found in the NCIC or the III. TIME System users can receive responses from NICS which indicate the subject of the inquiry is not allowed to have firearms under federal or state law. Portal 100 form #0028 can be found on the main menu under the Criminal History Record Information (CHRI) folder, Return of Firearms subfolder. Users can also receive Mental Health and NICS records via eTIME and server to server applications.

For further information see 2013 Act223

To Locate or not to Locate

Recent FBI audits focused on whether Locates were being used properly. The following information will help clarify when a Locate should be placed.

You may wish to think of the Locate as an electronic 'sticky note'. The Locate allows your agency to add information to another agency's record indicating that the wanted person has been apprehended, the missing person has been located, or stolen property has been found. Placing a locate also starts a timer which ensures that the record in question will either be cancelled, properly updated with detainer information, or purged.

After confirming a hit, every agency must place a locate on the corresponding NCIC record(s) when taking a person into custody, identifying a missing person, or acquiring property.

Exception: If the missing person has been positively identified by partial body parts, the locating agency should determine if the entering agency wants the record to be located. The record may remain in NCIC for future positive identification in the event additional body parts are subsequently recovered.

The only other exceptions to placing a locate message occur when the hit contains a no extradition indication or an extradition limitation indication, and the agency finding the person is outside the geographical area of extradition. In such a case, the record should not be located.

The Portal 100 software provides a specific form that agencies should use to request a Locate be placed. This form number is #1729 and can be found in the Administrative Messages - O/S or Special Messages folder. The form ensures all required information is included before it is sent to the TIME System Control Center (TSCC), and allows agencies to indicate why the Locate is being requested. TSCC also recommends including the Recovering Agency Case Number when submitting your request. This will help the other agency as well as TSCC with placing the Locate.

For more information on Locates, including an example and line-by-line explanation, please refer to the TIME System Basic and Mobile Handout available on WILEnet.

Criminal History Requests

The Crime Information Bureau has recently noticed an increase in the number of requests for local criminal history checks being submitted through an administrative message via Portal 100. These submissions through administrative message are in violation of the TIME System policy.

To request Criminal History Record Information (CHRI) from other local law enforcement agencies, please use Portal 100 forms #0808 or #0809. To respond to local CHRI requests please use Portal 100 form #0810. These forms can be found under the Criminal History Record Information (CHRI) folder, WI CHRI-Local Agency subfolder. (see below screen shot)
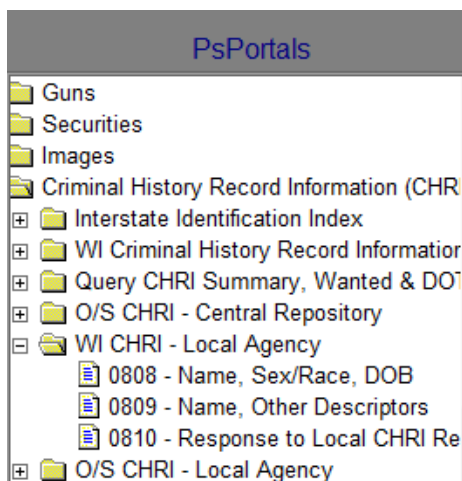
Please discuss this with your staff and advise them of the proper forms that should be used when completing background investigations or seeking law enforcement contacts from local agencies.

The following is a portion of the policy that covers this violation:

> *The following procedures have been adopted by the International Justice and Public Safety Information Sharing Network (Nlets) and comply with the U.S. Department of Justice Rules and Regulations (Title 28) affecting the interstate exchange of criminal history record information. The use of Administrative Messages for requesting and sending criminal history record information is a policy violation. Specific CHRI formats are to be used for this type of information exchange. Not all criminal history records are automated; some responses may be manually returned or sent via the U.S. mail.*

> *The following policies apply to all Wisconsin Law Enforcement Agencies:*

> > *All agencies requesting CHRI shall insure that all authorized criminal justice agencies and personnel having access to the TIME System shall utilize specific formats for CHRI requests.*

eTIME Access, it's a process

There are steps to getting eTIME access. Let's take a look at them now.

Step 1 - Your agency TAC registers you for the eTIME Operator Online Agreement, or EOOA. This module in TRAIN is required for all users of the eTIME program. You have to take it and you must take it for each agency that requires you to have eTIME access.

Step 2 - Complete the EOOA module. In order to register for eTIME access you have to complete this course or you will not be able to register.

Step 3 - Register for eTIME on the WILEnet secure website. This requires that you have an active WILEnet account. WILEnet is a program that is run and controlled by the WI DOJ Training & Standards Bureau. Once they give you WILEnet access, or if you already have WILEnet access you can register for eTIME.

Step 4 - First Email Notification. Upon completion of registration you will get the first of two emails. This email says that your registration went through and that CIB has received your registration request. You do not have access yet.

Step 5 – Second Email Notification. This second email will state that you now have been granted eTIME access. Now you may go and log in to eTIME.

Once you have completed steps 1-5, you will be able to login and use the eTIME application.

Step 6 (optional) - Open Search. If a user is required to have open search then the agency TAC or TRAIN Administrator must send an email to cibtrain@doj.state.wi.us or etime@doj.state.wi.us and request that a user be granted Open Search.

TRAIN Report Manager

CIB routinely receives calls and emails from TRAIN agency administrators reporting having difficulty viewing and printing the certification reports available in TRAIN. Many times these difficulties could be avoided by ensuring the user's browser is set to compatibility view mode. For general information on how administrators can access reports in TRAIN, see the *TRAIN Handout* available on WILEnet under CIB Training Handouts.

In the spring of 2015, CIB discovered an issue with the Report Manager mode in TRAIN not displaying the correct certification information for some users. In July, CIB worked with the TRAIN website vendor to deploy a fix, complete server maintenance, and ultimately restore the Report Manager functionality.

If you are experiencing problems with Report Manager email CIBTRAIN@doj.state.wi.us

Protection Order/No contact orders

Did you know a "no contact" order can be entered into the TIME system without having a restraining order? No contact orders are designed to protect victims before a court date is set. Operators may receive information from different sources including court officers or court victim services advocates.

This information can be entered into the TIME system similar to a formal restraining order using Portal 100 form # 1022-Enter Protection Order or Temporary Protection Order. The type of order will be #8 "Other" and a state statute number is required. The appropriate paperwork must be maintained so the entering agency can respond to hit confirmation requests and triennial audits. No contact orders are purged on the expiration date. Ongoing communication between the entering agency and the court is important to ensure the expiration date is accurate.

Because no contact orders are issued after a serious situation has come to the attention of the court, it is important that information on injunctions and temporary restraining orders are entered into the TIME System. Law enforcement agencies are able to query this file when responding to calls for service.

TIME System Audits

New Tool:

CIB is excited to announce a new audit tool powered by Peak Performance Solutions that will be introduced in 2016. Audits are conducted of each agency with TIME System access in Wisconsin per FBI CJIS rules. These audits are conducted either onsite by a member of our audit team or via mail where a packet of information is exchanged with the agency through the US Postal Service. This year we have acquired a new web based software application which will allow us to conduct audits by interacting with agencies online. While some paperwork such as rosters and criminal history surveys may still need to be sent through the postal service, the majority of mail audits will be conducted through online questionnaires and email communication. Some documents will need to be sent through the mail due to CIJIS security requirements and safety. Other documents will need to be sent through the mail because the new software currently does not have the capability to upload agency specific documents for each audit. For onsite audits, our goal is to have the auditor be able to have the report in the hands of the agency before they complete their visit. Access to the site has been built for each agency TAC. User names for the site have been programmed to match your current TRAIN user name. This application is not connected to the active directory so any changes to your current user name will not migrate. It also means that password information will not be the same. We will inform TAC's of the password information once we are ready for implementation.

N-DEx audits:

The FBI recently completed an N-DEx audit of Wisconsin. CIB was audited along with a random sampling of N-DEx access agencies. The FBI has reminded CIB that audits of each N-DEx access agency in Wisconsin must be completed on a triennial basis (similar to the current TIME System audits covering use and security). In order to meet this requirement CIB will complete N-DEx audits of each agency in 2016. The new Peak Performance CJIS Audit tool will be used for the first time to conduct these N-DEx audits. This will give us a chance to improve the system before implementing the remaining TIME System mail and onsite audits.

Geography versus time frame:

Our team continues to receive questions about when their audit is scheduled. We have switched to a geographical based approach to audits. This means that the team attempts to complete all the audits within a county before conducting the audit of the county sheriff's office and/or dispatch center. Many agencies have consolidated dispatch centers or have turned over dispatching to the sheriff's office or other consolidated center. This approach helps the audit team identify any recurring areas of improvement, which can be brought to the attention of the original agency as well as the consolidated agency. We have found that it improves communication between agencies and also helps to identify training topics for our team to address. As we continue to implement the geographical based approach some agencies may undergo an audit in less than three years from the completion of their last audit, but they will only be audited once in a three year cycle. If an agency reschedules an audit, subsequent audits will still be scheduled based on geography and may result in what seems like more audits. The current audit cycle began in 2015 and will be completed at the end of 2017. All agencies will be audited only once during this or any given audit cycle.

CIB Contacts

	Name	Telephone	Fax Number	Email
Director	Walt Neverman	608-264-6207	608-267-1338	nevermanwm@doj.state.wi.us
Deputy Director	Dennis Fortunato	608-267-2235	608-267-1338	fortunatodj@doj.state.wi.us
TIME & Technical Services Manager	Courtney Doberstein	608-266-0872	608-267-1338	dobersteincl@doj.state.wi.us
Training Officer—Senior	Amy Zabransky	608-264-9452	608-267-1338	zabranskyak@doj.state.wi.us
Training Officer	Vacant	608-261-5800	608-267-1338	
Training Officer	Patricia Ninmann	608-266-9341	608-267-1338	ninmannpm@doj.state.wi.us
TIME Systems Operations Manager	Chris Kalina	608-266-7394	608-267-1338	kalinaca@doj.state.wi.us
TIME & *e*TIME, Validation, Livescan Analyst	Mary Moroney	608-266-2426	608-267-1338	moroneym@doj.state.wi.us
TIME & *e*TIME, Validation, Livescan Analyst	Katie Schuh	608-261-8135	608-267-1338	schuhkr@doj.state.wi.us
TIME & *e*TIME, Validation, Livescan Analyst	Craig Thering	608-266-7792	608-267-1338	theringcd@doj.state.wi.us
TIME & *e*TIME, Validation, Livescan Analyst	Molly Boss	608-266-7955	608-267-1338	bossmk@doj.state.wi.us
TIME & *e*TIME, Validation, Livescan Analyst	Zach Polachek	608-264-9470	608-266-6924	polachekzd@doj.state.wi.us
Supplies and Imaging	Capri Lione	608-264-6231	608-267-4558	lioneca@doj.state.wi.us
	Vacant	608-266-9561		
TIME Billing	Mary Moroney	608-266-2426	608-267-1338	moroneym@doj.state.wi.us
AFIS Operations Manager	Adrianna Bast	414-382-7500	414-382-7507	bastar@doj.state.wi.us
Criminal History Section (Record Check & Criminal Records)	Capri Lione	608-264-6231	608-267-4558	lioneca@doj.state.wi.us
	Vacant	608-266-9561		
Firearms Unit	Andrew Nowlan	608-267-2776	608-267-1338	nowlanam@doj.state.wi.us
	Bradley Rollo	608-261-8134	608-267-1338	rollobr@doj.state.wi.us
TRAIN		608-266-7792	608-267-1338	CIBTrain@doj.state.wi.us
WIJIS Justice Gateway	Zach Polachek	608-261-6267	608-266-6924	polachekzd@doj.state.wi.us
Interoperability	Molly Boss	608-266-7955	608-267-1338	bossmk@doj.state.wi.us
TSCC		608-266-7633	608-266-7315	
WILEnet		608-266-8800		wilenet@doj.state.wi.us

Check the WILEnet website for additional data at www.wilenet.org