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# EVIDENCE RECEIVING

# QUALITY MANUAL

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## 1 SCOPE

The Evidence Receiving section complies with lab-wide policies and procedures. Please refer to the *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01). These policies and procedures apply to all laboratory premises, as applicable, including:

- Main Laboratory: 3 Natural Resources Drive, Little Rock AR 72205
- Hope Regional Laboratory: 2500 South Main Street, Hope AR 71802
- Lowell Regional Laboratory: 1120 West Monroe Avenue, Lowell AR 72745

The Digital Evidence section, located at Arkansas State Police Headquarters, is not covered by this manual since it only maintains section evidence storage.

## 2 NORMATIVE REFERENCES

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. Each document's location is referenced in brackets.

- The documents listed in *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01), Section 2
- *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 3 TERMS AND DEFINITIONS

See *ASCL-DOC-01 Quality Manual*. Additions to the *ASCL-DOC-01 Quality Manual* are listed below.

#### EVIDENCE

Items submitted to the Laboratory for testing.

#### EVIDENCE SEAL

Tape with unique identifiers placed on package to show contents have not been tampered with.

#### CHAIN OF CUSTODY

The electronic and/or written transfer of evidence traveling within the Laboratory.

## 4 GENERAL REQUIREMENTS

### 4.1 IMPARTIALITY

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 4.2 CONFIDENTIALITY

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

## 5 STRUCTURAL REQUIREMENTS

### 5.1 ESTABLISHMENT

Act 517 of 1977 established the Arkansas State Crime Laboratory (ASCL) via A. C. A. § 12-12-301.

### 5.2 MANAGEMENT

The Arkansas State Crime Laboratory is managed by the Director, who has the overall responsibility for the Laboratory.

For §§ 5.2.1–5.2.8, see *ASCL-DOC-01 Quality Manual*.

#### 5.2.9 OTHER STAFF (EVIDENCE RECEIVING STAFF)

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##### 5.2.9.1 CHIEF FORENSIC TECHNICIAN

###### QUALIFICATIONS

This position requires a high school degree, although some college is desirable. The Chief Forensic Technician must have a good working knowledge of state law governing the handling and disposition of evidence; see Title 12 Chapter 12 of the Arkansas State Statutes, which is located in Qualtrax. The chief must be able to type and be computer literate.

###### AUTHORITIES AND RESPONSIBILITIES

The Chief Forensic Technician is under administrative direction and is responsible for directing the activities of the Evidence Receiving Section. Duties of Chief Forensic Technician include those of a Forensic Technician as well as:

- Supervise the daily activities of the Forensic Technicians
- Maintain records of all personnel assigned to the evidence section. Schedule work assignments and review work of the Forensic Technicians
- Ensures compliance with ASCLD/LAB international requirements by implementing the lab wide policies and overseeing the section's quality assurance program
- The Chief Forensic Technician will have routine meetings with the section to convey information to Forensic Technicians

##### 5.2.9.2 FORENSIC TECHNICIAN

###### QUALIFICATIONS

Must be a high school graduate, be familiar with chain of custody as it applies to the criminal justice system, and must be computer literate and able to type accurately.

###### AUTHORITIES AND RESPONSIBILITIES

Forensic Technicians are responsible for receiving evidence, entry of all evidence into the computer, attaching barcode(s), storage and retrieving of evidence as well as:



- Providing information and instruction to law enforcement agencies in evidence packaging procedures
- The transfer of evidence to analysts or examiners.
- Pick-up, mail-out, and distribution of mail for the agency.
- Available to testify in court pertaining to evidence receiving and storage procedures.
- Keep evidence receiving and storage area clean.
- Correct errors in the computer.
- Perform inventories.

### **5.2.9.3 EVIDENCE RECEIVING QUALITY ASSURANCE MANAGER**

#### **QUALIFICATIONS**

The Chief Forensic Technician appoints The Quality and Safety Officer for Evidence Receiving.

#### **AUTHORITIES AND RESPONSIBILITIES**

The Quality Assurance Manager is a Forensic Technician whose duties also include:

- Maintaining and updates the Evidence Receiving Quality manual
- Insuring section procedures are in compliance with policies and procedures as outlined in Quality manual.
- Working with the lab wide Quality and Safety managers on improvements to quality and safety issues that may arise.

### **5.2.9.4 EVIDENCE RECEIVING SAFETY OFFICER**

#### **QUALIFICATIONS**

The Chief Forensic Technician appoints The Quality and Safety Officer for Evidence Receiving.

#### **AUTHORITIES AND RESPONSIBILITIES**

The Safety Officer is a Forensic Technician whose duties also include:

- Conducting monthly safety inspections.
- Insuring section procedures are in compliance with policies and procedures as outlined in lab wide Safety Manual.
- Working with the lab wide Safety manager on improvements to safety issues that may arise.

### **5.2.9.5 RECEPTIONIST**

#### **QUALIFICATIONS**

The formal education equivalent of a high school diploma; plus two years of experience in a specialized or related area applicable to work performed. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS. Have the ability to operate standard office equipment. Have the ability to communicate both orally and in writing.

#### **AUTHORITIES AND RESPONSIBILITIES**

Provides information, assistance, and clarification to interested parties concerning agency policies and procedures. Performs other duties as assigned.

### **5.3 SCOPE OF LABORATORY ACTIVITIES**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **5.4 NORMATIVE DOCUMENTS**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **5.5 LABORATORY OPERATIONS**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **5.6 QUALITY MANAGEMENT**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **5.7 MANAGEMENT SYSTEM COMMUNICATION AND INTEGRITY**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

## 6 RESOURCE REQUIREMENTS

### 6.1 GENERAL

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 6.2 PERSONNEL

#### 6.2.1 GENERAL

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 6.2.2 COMPETENCE REQUIREMENTS

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

##### 6.2.2.1 ANALYST/EXAMINER EDUCATIONAL REQUIREMENTS

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

##### 6.2.2.2 TRAINING PROGRAM

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01) and *ER-DOC-02 Training Manual*

#### 6.2.3 COMPETENCE OF STAFF

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 6.2.4 DUTIES, RESPONSIBILITIES, AND AUTHORITIES

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The duties, responsibilities, and authorities of each position in the Evidence Receiving section are contained in § 5.2.9 of this manual.

#### 6.2.5 PERSONNEL REQUIREMENTS

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 6.2.6 AUTHORIZATIONS

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 6.3 FACILITIES AND ENVIRONMENTAL CONDITIONS

#### 6.3.1 GENERAL

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 6.3.2 DOCUMENTATION

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 6.3.3 MONITORING RECORDS

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All refrigerators are individually numbered according to the numbers on the temperature log. Temperatures will be checked every work day on all refrigerators in Evidence Receiving that are used to store evidence. The temperatures will be recorded on the *Refrigerator Log* (ER-FORM-03) which is kept in Evidence Receiving. Acceptable temperatures for the refrigerators and freezers are -2 to 8 °C and -10 to -25 °C, respectively. It is normal for temperatures to fluctuate during the normal use of refrigerators and freezers. Sustained measurements outside of tolerance values should be interpreted as non-compliant. Other short-lived variations should be considered as compliant.

Secure storage sample storage refrigerators in the Lowell Regional Laboratory may be treated the same as Toxicology sample storage refrigerators, including temperature logging.

### 6.3.4 CONTROL OF FACILITIES

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 6.3.4.1 ACCESS

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At the main premise, no person(s) other than Evidence Receiving personnel shall enter the secured area of the evidence room without first obtaining authorization from the Chief Forensic Technician, the Assistant Director, or the Director. All persons other than Evidence Receiving personnel entering the secured area will first sign in the Access Log (ER-FORM-04) and shall be escorted at all times by a Forensic Technician or someone listed in the following paragraph.

At the Hope and Lowell Regional Laboratories, analysts may enter the secured area of the evidence room unescorted, and without signing in.

The following people do not require an escort while inside of the secured area:

- Director
- Assistant Director
- Quality Assurance Manager
- Health & Safety Manager
- Information Technology Manager
- Any other lab personnel as may be deemed necessary by the Executive Director for the operation of the section

#### 6.3.4.2 PREVENTION OF ADVERSE INFLUENCES

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **6.3.4.3 SEPERATION**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **6.3.5 EXTERNAL ACTIVITES**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **6.4 EQUIPMENT**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **6.5 METROLOGICAL TACEABILITY**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01).

### **6.6 EXTERNALLY-PROVIDED PRODUCTS AND SERVICES**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01).

## 7 PROCESS REQUIREMENTS

### 7.1 REVIEW OF REQUEST, TENDERS, AND CONTRACTS

#### 7.1.1 GENERAL

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Upon entering Evidence Receiving a Forensic Technician will review the *ASCL Submission Sheet* (ASCL-FORM-12 and ASCL-FORM-63) with the submitting officer and make necessary changes to the contract at said time and ensure officer understands any changes that have been made. Once it has been determined that the request appears within the scope of normal laboratory services, the Evidence Technician will accept the evidence and initial and date *the ASCL Evidence Submission Form*. The Evidence Technician then enters the request into the LIMS and routes it to the appropriate discipline.

Requests for non-routine work must be reviewed by the appropriate Section Chief (or designee). The Section Chief (or designee) must initial and date the *ASCL Evidence Submission Form* next to the request.

When evidence is received through mail and corrections are made to the submission sheet, the officer or agency will be notified of changes and an *Agency Contact form* (ASCL-FORM-06) will be scanned into the electronic case file.

If Evidence Receiving is contacted after work has begun on a contract, the Forensic Technician that is contacted will ensure all affected personnel is notified of any changes to the contract by scanning an *Agency Contact Form* into the electronic case file.

The Medical Examiner's Office is considered an internal customer. The evidence report generated by the JusticeTrax system will serve as the contract for all evidence and requests made by the Medical Examiner's office.

#### 7.1.2 INAPPROPRIATE REQUEST

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 7.1.3 STATEMENTS OF CONFORMITY

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 7.1.4 RESOLUTION OF DIFFERENCES

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 7.1.5 DEVIATION FROM THE CONTRACT

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 7.1.6 AMENDMENT OF THE CONTRACT

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 7.1.7 COOPERATION WITH CUSTOMERS

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 7.1.8 RECORDS OF REVIEW

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 7.1.9 DATABASE SEARCH EXTENT

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

## 7.2 SELECTION, VERIFICATION, AND VALIDATION OF METHODS

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

## 7.3 SAMPLING

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

## 7.4 HANDLING OF TEST ITEMS

### 7.4.1 GENERAL

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 7.4.1.1 HANDLING PROCEDURES

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##### 7.4.1.1.1 STORAGE

##### LOCKBOXES

The lockboxes in the front lobby area are intended for the use of officers submitting fewer than ten cases. Each lockbox will remain open until used by a submitter. Closing a lockbox door locks that compartment. A key is needed to access a locked compartment. Access to this key is limited to those personnel authorized by the Director, which includes Evidence Receiving Personnel, the Quality Assurance Manager, and the Assistant Director.

The initial chain of custody will be captured on the evidence submission form. The officer will date/time stamp the submission sheet and sign. The officer will also sign in the *Evidence Lockbox Log* (ER-FORM-05). Evidence Receiving will check the log entry to ensure that the submitting officer on the submission form matches the individual on the log. If there is a discrepancy, Evidence Receiving will call the agency. The electronic chain of custody will reflect that the evidence originated from the locker.

## PASS-THROUGH

In the Lowell premise, Arkansas State Police (ASP) personnel may submit evidence directly to the Arkansas State Crime Laboratory by placing it in a pass-through locker, in a shared wall between secured ASP and ASCL evidence storage areas.

Once the evidence is placed in the locker, the ASP personnel lock their side of the chamber, and the evidence is only accessible from the secure ASCL side. At this point, this evidence is treated the same as mailed evidence. There is a refrigerated pass-through section for toxicology samples.

The pass-through lockers are checked daily, at a minimum.

## FIREARMS

All firearms will be handled as though they are loaded. Technicians will also wear gloves when checking firearms. All firearms will be checked before being placed in the secure storage area either by a Forensic Technician or a Firearms Examiner. The person who checks the firearm will sign the submission form to certify that the firearm is unloaded.

## MONEY

When money is submitted to Evidence Receiving, the money will be counted by two people. The seal will be initialed by both people counting the money. The money will be placed in a secure location.

## SEXUAL ASSAULT TRACKING KITS

When a Sexual Assault Kit with a serial number is submitted to the Laboratory, the Forensic Technician will log into the sexual assault tracking website (<https://crimelabsakt.arkansas.gov>) and receive the kit electronically. When the request is complete the Forensic Technician will log into the website and send the kit electronically to the requesting Law Enforcement Agency.

## HAZARDOUS MATERIALS

When hazardous materials<sup>1</sup> are submitted to Evidence Receiving, the Chief Forensic Technician or designated person will determine if a Forensic Chemist or other qualified personnel<sup>2</sup> needs to be called to render materials safe. All appropriate PPE will be used.

### 7.4.1.1.2 PACKAGING AND SEALING

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 7.4.1.1.3 CHAIN OF CUSTODY

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 7.4.1.1.4 CUSTOMER NOTIFICATION

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

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<sup>1</sup> For example: illicit labs, fentanyl, flammable liquids, lithium batteries

<sup>2</sup> For example: the Health & Safety Manager



#### **7.4.2 ITEM IDENTIFICATION**

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.4.3 DEVIATIONS**

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.4.4 ENVIRONMENTAL CONDITIONS**

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Where items need to be stored under specified environmental conditions<sup>3</sup>, these conditions shall be maintained, monitored, and recorded. See § 6.3.3 for details.

#### **7.5 TECHNICAL RECORDS**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.6 EVALUATION OF MEASUREMENT UNCERTAINTY**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.7 ENSURING THE VALIDITY OF RESULTS**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.8 REPORTING THE RESULTS**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.9 COMPLAINTS**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.10 NONCONFORMING WORK**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### **7.11 CONTROL OF DATA AND INFORMATION MANAGEMENT**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

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<sup>3</sup> For example: toxicology specimens or certified reference materials in solution.

## 8 MANAGEMENT SYSTEM REQUIREMENTS

### 8.1 OPTIONS

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### 8.2 MANAGEMENT SYSTEM DOCUMENTATION (OPTION A)

#### 8.2.1 POLICIES AND OBJECTIVES

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The purpose of the Evidence Receiving Quality manual is to establish general guidelines for maintaining the integrity of evidence and its chain of custody. The Quality Manual is to ensure that evidence in the custody of Evidence Receiving can be properly secured and stored. The Quality Manual is to ensure that evidence can be retrieved for analysts for testing and that any changes in its custody have been properly and fully documented. The Evidence Receiving Quality Manual will be reviewed annually by the Chief Forensic Technician and/or the Evidence Receiving Quality Manager.

This manual does not address every possible facet of evidence handling. If a subject is not mentioned in this manual or further clarification is necessary, the Chief Forensic Technician or the Section Chief of the area concerned shall be contacted.

The Evidence Receiving Quality Manual is located on Qualtrax.

##### 8.2.1.1 REQUIREMENT FOR WRITTEN EVIDENCE

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 8.2.2 MISSION AND QUALITY POLICY STATEMENTS

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The mission of evidence receiving is to insure the quality, integrity and secure storage of evidence received for analytical purposes.

#### 8.2.3 COMMITMENT TO MANAGEMENT SYSTEM

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 8.2.4 DOCUMENTATION

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

#### 8.2.5 ACCESSIBILITY

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See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **8.3 CONTROL OF MANAGEMENT SYSTEM DOCUMENTS (OPTION A)**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **8.4 CONTROL OF RECORDS (OPTION A)**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **8.5 ACTIONS TO ADDRESS RISK AND OPPORTUNITIES (OPTIONS A)**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **8.6 IMPROVEMENT (OPTION A)**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **8.7 CORRECTIVE ACTIONS (OPTION A)**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **8.8 INTERNAL AUDITS (OPTION A)**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)

### **8.9 MANAGEMENT REVIEWS (OPTION A)**

See *Arkansas State Crime Laboratory Quality Manual* (ASCL-DOC-01)