

THE BRIEFING

A Publication of the Texas Commission on Law Enforcement

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Big Changes For MyTCOLE

By Jessica Teseny

We have been working with makers of our new online training website, Nuvola Academy, to bring you a fresh new spin on the MyTCOLE account. You may have noticed that our shopping cart features are different. That's because the transition process has already begun! The next change will be big for the user interface. MyTCOLE account users will see a brand new look and feel to their dashboard. This new dashboard will position us for adding even more exciting new features in the near future!

Our goal with the new MyTCOLE account is to create a service where license holders can not only see historical information about their training, service, and license, but also to allow them to monitor their upcoming certifications and training requirements. We're bringing the MyTCOLE account up to date with features that allow the user to customize the way they see their information on the screen, see graphical representations of their training needs, receive important notifications from TCOLE, and access other relevant applications with ease.

A prototype of the new platform will be revealed at this year's Training Coordinators' Conference.

Upcoming Events

2016 Training Coordinators' Conference:
Oct 3-6

Quarterly Commission Meetings:
December 1

Commission Meeting Highlights

The latest Commission meeting was held at the J.J. Pickle Research Campus on Thursday, September 8, 2016. Here are a few highlights from the meeting:

Executive Director's Report: We currently have several new training provider applications under review for approval.

Registration for this year's conference is underway. The Conference will be held at the OMNI Hotel in Corpus Christi October 3-6, 2016. Registration began slowly, but once September 1 hit, spots started filling fast.

We have had some staff changes. Donna Manning retired on July 31, 2016. She was responsible for statewide exam site licensing and proctored the exams at TCOLE. Ashtyn Cain is our new Legal Assistant and now handles F5 Appeals. Cera Garrett has joined the Credentialing team. Stan Roper is our new Enforcement Investigator.

Operations Director's Report: The Enforcement Division is currently carrying approximately 100 active cases per investigator, most of these cases are complaints. We currently have an opening in our Enforcement and I.T. Divisions, as well as one that remains open in our Credentialing Department.

The office has undergone a massive reorganization to provide more functionality for staff. We are also working on scanning more documents to free up more space.

Government Relations Director's Report: We have a budget hearing set for September 26, 2016. The Legislative session has not begun yet, but preparations for it certainly have.

For more information

Meeting Minutes: Other items, including line of duty deaths, waiver requests, proceedings for revocation, suspension, and other disciplinary actions, and previous meeting minutes, can be found under the Who We Are/The Commission section on our website at:

www.tcole.texas.gov.

Live Recordings: Live and archived video recordings of the meetings can be found on our website on the Who We Are/The Commission page at:

www.tcole.texas.gov.

Public Comment: Anyone wishing to

2016 Conference



OMNI HOTEL

900 North Shoreline Blvd.
Corpus Christi, TX 78401

REGISTRATION \$200

non-refundable

Register through your MyTCOLE account

EVENTS

Fun Run - Silent Auction - Social Networking

Dine with Vendors, Karaoke, "Licensed to Dance" Dance Off, and Live Auction

REGISTER NOW

Field Services Division

TCOLE Fingerprinting Requirements

By Field Agent Kenny Merchant

The Texas Administrative Code, Title 37 (TCOLE Rules, Chapters 217.1 and 217.7), identifies three circumstances where a current licensee, or a prospective licensee, shall be fingerprinted and subjected to a search of local, state and national criminal records:

- Before enrollment into a basic licensing course,
- Before the first-time appointment and issuance of a license,
- Before an appointment for an existing licensee who has been separated from their last appointment for more than 180 days.



For enrollment into a basic licensing course, the fingerprints shall be submitted to DPS/FBI, and the fingerprint return received prior to the applicant beginning the licensing course. For both first-time appointment and over 180 day appointments, the fingerprints shall be submitted to DPS/FBI prior to the appointment, however, if a full, clear TLETS CCH (by name and date-of-birth) is in hand, the agency may make the appointment prior to receiving the returns from DPS/FBI. In this case, the agency must retain the CCH, along with proof that the fingerprints have been submitted.

Submission of the fingerprints to DPS/FBI can currently be done in one of 2 ways: a rolled hard card may be mailed to DPS, or the electronic FAST (Fingerprint Applicant Services of Texas) system may be used to submit the fingerprints. In the past, fingerprint returns have come back to agencies from DPS by a variety of methods, including postal mail and secure websites. As of January 1, 2016, DPS will only return fingerprint results via the FACT (Fingerprint Applicant Clearinghouse of Texas). To register for the FACT system, contact DPS Crime Records at 512-424-2365, option 6. **For agencies with less than 5 licensees, DPS may waive the FACT system requirement, and send the fingerprint returns via postal mail. This must be approved by DPS for your agency prior to submission.**

Please note that the practice of importing an existing fingerprint record, already in the FACT system, into your agency's account does NOT meet the TCOLE requirement for a new fingerprint submission. After all, part of the reason for submitting new fingerprints is to verify the identity of the applicant.

Field Services Division, Continued

Common errors in fingerprinting records found by Field Agents conducting audits include:

- Submitting hard copy fingerprint cards with the TCOLE ORI number listed. The ORI number of the appointing agency must always be used.
- Failing to thoroughly read the fingerprint return, when received. Every entry for the licensee should be investigated to confirm the disposition.
- Destroying the fingerprint return once eligibility is confirmed. The fingerprint return must be maintained in the TCOLE file.
- Failing to submit new fingerprints to DPS/FBI when required. Remember, the Texas Occupations Code provides both civil and criminal penalties for failure to complete criminal background checks.
- Submitting applicant fingerprints through the Livescan, or other similar state-provided offender fingerprinting system. Although this may be possible in the future, it is not currently allowed.

When in doubt about whether or not new fingerprints submissions are required for appointee, please contact your Field Agent. For questions on the process of submitting the fingerprints, or receiving the returns, please contact DPS at the number listed above. Please remember, DPS may also have fingerprinting requirements for your licenses and employees which may be in addition to TCOLE requirements.

Review and Approval Process for Training Rosters for Basic Licensing Courses

As a general rule, most training rosters are reviewed and approved the same day. There are times, however, when due to unforeseen circumstances, the process might take a bit longer. Our goal is to process all training rosters for Basic Licensing courses within a 24 to 48 hour timeframe. Nevertheless, LEA staff members should never schedule a State License examination without first confirming the submitted roster has been approved. The priority order for review and approval of training rosters is as follows:

1. Basic Licensing Courses (Peace Officer, Jailer and Telecommunication)
2. Field Training Courses (#3720, #3721 and #3722) and Personnel Orientation (#1999)
3. All other training rosters and amendment requests.

Training roster amendment requests require submission of a properly completed Training Roster Amendment Request form to amend.roster@tcole.texas.gov

Questions concerning training roster or amendment guidelines should be directed to: janice.washington@tcole.texas.gov.

Credentialing Services Division

New Credentialing Staff

By Lisa Landry

First, I want to thank everyone for your patience during this transition time in Credentialing. We have hired our School Marshal contact person. Please help me in welcoming Cera Garrett as the new School Marshal Contact for our agency. Cera comes to us as a graduate from Austin Community College with an Associate in Environmental Science. She is continuing her education thru Oregon State University and will obtain her Bachelor Degree in Political Science with a concentration on Environmental Policy. She most recently worked at the Austin Nature and Science Center as a program instructor. She provided educational classes on Central Texas wildlife, the environment and sustainability/conservation.

Common L1 Rejection Reasons

By Lisa Landry

Human Trafficking—You may have noticed that L1s are being rejected for an individual that was licensed after January 1, 2011, and who failed to take Human Trafficking. If that individual did not complete Human Trafficking within the first year of licensure, we are rejecting the L1 and it cannot be resubmitted until the course has been completed and reported to the record. Keep in mind that we offer Human Trafficking on our website for free.

Change in Pay Status vs. New L1—A change in pay status does not require a new L1. You will need to complete the Change of Pay Status form –for those that do not have TCLEDDS—and send it to our Credentialing department for updating. If you do have TCLEDDS, you can update the pay status online.

Missing High School/GED, or Citizenship Info—Please make sure that you complete the High School education and citizenship for an individual on the L1. The L1 will be rejected if this information is not included.

Credentialing Services Division, Continued

Submitting Rosters for Licensing Courses

By Lisa Landry

Rosters for licensing courses, including BPOC (1000643), Basic County Jail Course (1007), and Basic Telecommunications Certificate Course (1013) must be submitted to TCOLE 24 hours prior to the scheduled examination. As we near the end of the current unit/cycle—August 31, 2017—our call volume increases, making it very difficult for us to fulfill requests for processing rosters the same morning of examinations.

Formal Education Requests (F7)

By Lisa Landry

The acceptance or denial of a diploma for hiring purposes will be decided with the department, not TCOLE. We have had several calls by individuals advising that we, TCOLE, denied a diploma. We will refer everyone back to the department for a final approval or denial.

Telecommunicator Service Updates

By Lisa Landry

We still receive a large number of service updates for Telecommunicators from various departments. Due to the amount and time it takes to complete these requests, please allow 3 weeks for the service to be updated in TCLEDDS.

Training

By Lisa Landry

We are coming to the end of our current unit (9/1/15 - 8/31/17) and cycle (9/1/13 - 8/31/17)!

What does your training look like?

REMINDER:

NON-COMMISSIONED OFFICERS MUST TAKE THEIR TRAINING THROUGH A CONTRACTED TRAINING PROVIDER. A list of TCOLE contracted training providers can be found on our website under: [Training/Training Providers](#) at www.tcole.texas.gov

See the next 2 pages for more information about training

Credentialing Services Division, Continued

Training Requirements

By Lisa Landry

TELECOMMUNICATORS

20 hours of training are due by 8/31/17. You can complete all 20 hours through your MyTCOLE account free of charge.

DEPUTY CONSTABLES

Civil Process is due by 8/31/17. If you do not serve papers, your Constable will have to enter a waiver for you. The Civil Process course will count towards your 40 hour requirement. Please call our Credentialing department with any questions.

JAILERS

Cultural Diversity is due by 8/31/17. If you hold an active Peace Officer license with a proficiency of intermediate or higher, the Cultural Diversity course is not required to keep your jailer license in compliance.

You can take Cultural Diversity through your MyTCOLE account free of charge.

PEACE OFFICERS AND SHERIFFS

If you have a basic or no certificate level, your requirements are the following: 40 hours to include CIT Update, Special Investigative Topics, Cultural Diversity and the current State and Federal Law Update. Training is due by 8/31/17.

If you have an Intermediate certificate or higher, your requirements are 40 hours to include the current State and Federal Law Update (3184). Training is due by 8/31/17.

CHIEF OF POLICE AND CONSTABLES

The training must be completed through the Bill Blackwood Institute by 8/31/2017. The State and Federal Law Update is not required in addition to this course.

Credentialing Services Division, Continued

Telecommunicator Training

By Lisa Landry

This will be the first unit that Telecommunicators will be required to complete training to keep their license in compliance. We will be sending letters to those departments that have Telecommunicators to advise of the compliance. The letters are being sent early so that all Telecommunicators will have an opportunity to complete the training.

All telecommunicator training can be completed through their MyTCOLE account. To log in, or create an account, locate the "Login to MyTCOLE Account" button on the home page of our website at: www.tcole.texas.gov



FAQ

By Lisa Landry

Q. I have a jailer license and I am also a Peace Officer with a Master Certificate. Am I required to complete Cultural Diversity? And, where does it say this in the rules?

A. No, you are not required to take Cultural Diversity. This cannot be found in the rules handbook as it is a policy. Cultural Diversity is not required for Peace Officers with an Intermediate Certificate or higher.

Q. Do Telecommunicators have any mandated coursework that they must complete before 8/31/17?

A. No, Telecommunicators do not have specific mandated courses. They are required to complete 20 hours of any course they choose.

Q. I am a Peace Officer and Telecommunicator. Am I required to complete 20 hours on top of the 40 for my PO license?

A. No, the 40 hours for the PO license will count for the required training for the Telecommunicator license.

Q. Can I take any training on the MyTCOLE Account or is it license specific?

A. No, the training is not license specific. You may take any of the coursework for credit.

Legal Division

Legal Statistics

The following proceedings for revocation, suspension and other disciplinary actions took place at the September 2016 Commission Meeting. For a complete listing of these license actions, including names, departments, and case numbers see the meeting agenda found on our website under

[Who We Are/The Commission/Meeting Minutes](#) at www.tcole.texas.gov.

Type of Action	Number of Licenses
Statutory Revocation	7
Statutory Suspension	7
Permanent Surrenders	21
Reprimands for Failing to Complete Legislatively Required Continuing Education	7
Suspensions for Failing to Complete Legislatively Required Continuing Education	8
Reprimands for Administrative Violations	14

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