

Sheriff's Identification Unit

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Q: What can I expect at the start of the Sheriff's Office CAL-ID Program on July 1, 2013?

A: The Sheriff expects many changes to be implemented as newer products and suggestions from local agencies are integrated into operations. The Sheriff and the Sheriff's Identification Unit (SIU) envision a service plan where the stake-holders are actively involved in the decision process.

The Sheriff's Office has been working behind the scenes to evaluate the AFIS equipment and software, and the Sheriff's Identification Unit (SIU) has already set the stage for some important enhancements on July 1, 2013.

- Internal changes to the AFIS work-flow have already been identified to increase the accuracy of AFIS. These changes will be implemented on July 1, 2013.
- Movement toward Accreditation of the Sheriff's Identification Unit (SIU) is also well underway in accordance with the current professional standards.
- A review of the hardware and software is underway to evaluate the program's future needs in accordance with RAN Board proposals and to prepare for the expected end-of life of the current system.
- The transfer of CIU employees is also underway.
- The hiring of highly qualified and certified latent fingerprint personnel is also underway.

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Q: Will I notice any changes in booking my arrestee at the jail?

A: No. The booking process at the jail will remain the exactly the same as it currently is.

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Q: Will I need to make any changes in pre-booking my arrestee at my agency?

A: Yes, a small change. The Sheriff's Identification Unit (SIU) is asking for you to enter the suspect's PFN if known. This will increase the accuracy and speed of the search if you have the correct PFN. If you do not have the PFN, then process the pre-booking as you normally would.

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Q: Will there be any physical changes needed to our Livescan equipment?

A: No. There are programming changes which will improve work-flow and accuracy from the central AFIS, but not at the local Livescan terminal.

The RAN Board has approved funding for upgrading Livescan devices for the cities and the jail. The Sheriff's Identification Unit (SIU) plans to purchase and install the new Livescans during Fiscal Year 2014.

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Q: What is the Latent Print submission process?

A: Beginning July 1, 2013, there will be three locations where you can drop off latent prints for comparison services. Click [here](#) to view a quick guide to the latent print submission process and for drop-off locations.

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Q: In what order will the latent prints be examined? What about rush cases?

A: All cases are examined on a first in – first out basis. Rush cases will be moved to the front of the line per agency needs. The Sheriff's Identification Unit (SIU) will let the individual agencies determine the criteria for what constitutes a 'rush case' for each agency.

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Q: As a law enforcement agency in Santa Clara County, will I need to do anything differently beginning July 1 when submitting latent prints for comparison?

A: Yes. We ask that you use the supplied SIU latent print envelopes (where possible) to submit your latent print cards in – see FAQ below for information regarding the SIU envelope.

You will also need to submit your latent envelopes to the Sheriff's Identification Unit (SIU) at either SCCSO Headquarters (24/7), West Valley Substation (M-F 8am – 5pm) or South County Substation (M-F 8am – 5pm).

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Q: Who do I contact for the status of my latent print case?

A: The Sheriff's Identification Unit (SIU) has a shared email address of so_idunit@sheriff.sccgov.org and emails will be received by the entire SIU staff, ensuring that someone will act on your email promptly.

The general inquiry phone line for the Sheriff's Identification Unit (SIU) is
(408) 808-4750.

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Q: Who do I contact if I have questions regarding service levels and billing?

A: For billing questions, contact Chwan Lee at (408) 808-3622, or Chan-fang.lee@doc.sccgov.org

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Q: Where can I drop off latent prints for comparison services?

A: Beginning July 1, 2013, you may drop off your latent print to the Sheriff's Office Identification Unit (SIU) at the following locations. Note that the South County Substation and the West Valley Substation are open business hours, Monday through Friday, excluding holidays.

- Sheriff's Office Headquarters (Drop-off is 24/7):
55 West Younger Avenue, San Jose
- Sheriff's South County Substation (8am-5pm, M-F excluding holidays):
80 West Highland Avenue, San Martin (Building K)
- Sheriff's West Valley Substation (8am-5pm, M-F excluding holidays):
1601 South De Anza Boulevard, Cupertino

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Q: Can I use my agency's latent print/evidence envelope to submit latent prints?

A: The Sheriff's Identification Unit (SIU) will be distributing customized latent print submission envelopes for your use. In order to streamline our data entry process to track the incoming latent print cases, we ask that you please use these envelopes. For special needs, such as oversized envelopes for unique print lifts, you may use your own oversized envelope or box. Please call the Sheriff's Identification Unit (SIU) at (408) 808-4750 to request additional envelopes.

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Q: Will the Sheriff's Identification Unit (SIU) provide any training to our existing Livescan staff?

A: Yes. Initially, the Sheriff's Identification Unit (SIU) will be meeting with all agencies individually to provide posters detailing correct fingerprint capture. The Sheriff's Identification Unit (SIU) will also be available to provide training to solve 10-print submission quality control issues.

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Q: Who do I call if the system goes down and I cannot pre-book?

A: There will be no change to the current notification process. Simply call Eugene at MorphoTrak. For 10-print submission quality control issues, please call the Sheriff's Identification Unit (SIU) at 408-808-4750.

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Q: What do I do if I need the latent print cards for court?

A: Contact the Sheriff's Identification Unit (SIU) at either so_idunit@sheriff.sccgov.org or (408) 808 4750 at least one week in advance.

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