

# THE BRIEFING

A Publication of the Texas Commission on Law Enforcement

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## Harvey Strikes; Texas Strikes Back

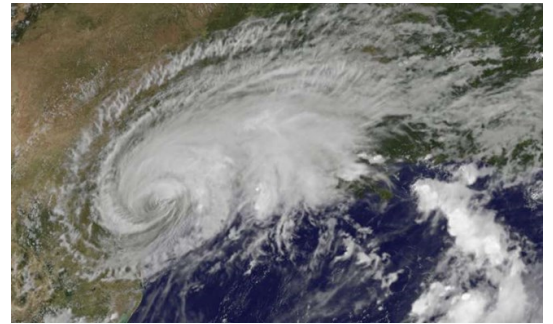
By Chief Kim Vickers

The arrival of Hurricane Harvey on the Texas Gulf Coast brought about some of the worst and most wide-spread devastation this state has ever seen. But while Harvey displayed the worst of Mother Nature, much of the response has displayed the best of humanity.

I am especially proud of the thousands of law enforcement personnel that came from around our state to help in the affected areas. We have always known that Texans take care of each other, but this has never been better exemplified than the tremendous response to this tremendous disaster.

A huge number of officers from the affected areas and beyond were in response mode as the end of the continuing education cycle came to a close, so the Commission extended the deadline to complete continuing education until September 30, 2017. The last thing we wanted our licensees to worry about in the midst of disaster was a lingering deadline. This extension applies to all licensees statewide, due to the number of licensees mobilizing from around the state to help our neighbors along the coast.

[\(Continued on page 3\)](#)



Credit: NASA/NOAA GOES Project

## Upcoming Events

EXTENDED Continuing Education  
Cycle Deadline:  
September 30, 2017

2017 Training Coordinators'  
Conference:  
Oct 16-19

Quarterly Commission Meetings:  
December 7, 2017  
March 1, 2018

## Commission Meeting Highlights

The latest Commission meeting was held at the J.J. Pickle Research Campus on Thursday, September 7, 2017. Here are a few highlights from the meeting:

Presiding Officer's Report: Sheriff Richardson announced the dates for the Commission's meetings in 2018:

March 1

June 14

September 6

December 6

Executive Director's Report: No training provider applications have been approved since the last meeting, but there are some pending. One training contract has been cancelled.

The training coordinators' conference will be held as scheduled, as the venues in Corpus Christi were not damaged by the hurricane.

We will continue to monitor the training being offered in underserved areas, specifically the West Texas area.

The agency will soon begin the strategic planning process. We've worked diligently on the regulatory side of our legislative responsibilities, and will be looking at the need for TCOLE to become more involved in training.

The work being done on the crosswalk system by Austin Community College for the Academic Alternative program is complete. Currently there are three academic alternative programs, one is very active and one is looking to be more active.

We assisted the Governor's office getting federal officers involved in the hurricane efforts having the authority to act as Texas peace officers.

### 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](http://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](http://www.tcole.texas.gov).

Public Comment: Anyone wishing to make a public comment may do so at the following email address: [public\\_comment@tcole.texas.gov](mailto:public_comment@tcole.texas.gov).

## Commission Meeting Highlights, continued

TCOLE has extended the training unit/cycle deadline to September 30 due to many licensees statewide assisting with the Hurricane Harvey relief efforts.

Government Relations Director's Report: Four bills passed during the regular legislative session requiring new training. These classes are on track to be completed within the guidelines given by the legislature. With the peace officer and jailer licensing course reviews already underway, adding in the new legislative mandates will be seamless. New courses focus on communication skills, mental health, crisis intervention training, and de-escalation techniques.

The curriculum for the newest legal update course is available on the TCOLE website.

The ten entities involved in the planning of the annual Peace Officer Memorial ceremony have met, and will continue to meet monthly.

## Harvey Strikes, continued

(continued from page 1)

TCOLE also worked with the Office of the Governor to allow federal agents deployed by FEMA to the region to serve as a force multiplier for our law enforcement. In all, more than 1,700 federal agents were given Texas peace officer authority to assist state and local law enforcement in maintaining order.

Thank you to all of our licensees who gave of their time and resources to help Harvey's victims. So many of you are victims yourselves, and our hearts are with you. Thank you for all that you continue to do to keep our state safe.

## Credentialing Division

### Training Deadline September 30th!!!! Have you completed yours??

The training unit and cycle ended August 31, but due to Hurricane Harvey, the unit/cycle has been extended through September 30. All training must be completed by that date. Training completed in the month of September will count for the 9/1/2017 – 8/31/2019 unit as well.

Later in the fall, we will be sending out letters to those licensees who have not completed training. These licensees will be given the opportunity to mitigate a suspension by completing their remaining training. Finishing their requirements will result in receiving a reprimand on their record; those that do not complete their training will have their license suspended for 90 days.

Consider the following when completing training for the 2017–2019 unit:

ALL LICENSEES: Have you completed all requirements for the Intermediate or Advanced certificates? If not, consider taking those courses to complete those certificate levels.

PEACE OFFICERS: If you will not/cannot complete those requirements, consider taking the 3 mandatory courses – Cultural Diversity, Special Investigative Topics and CIT Update this unit. Complete hours and mandated training!!! Perfect Combination!

JAILERS: Complete Cultural Diversity through your MyTCOLE Account free of charge.

TELECOMMUNICATORS: Have you completed Crisis Communications? If not, consider taking this 24 hour course through your MyTCOLE account – this will fulfill the entire 20 hour training mandate.

A few reminders:

#### L1s

When submitting L1s, please make sure the High School education level is indicated on the L1. Without that information, the L1 cannot be processed and will be rejected.

A change in Pay Status does not require a new L1. For those who do not have TCLEDDS, you will need to complete the Change of Pay Status form and send it to our Credentialing department for updating. If you do have TCLEDDS, you will complete the information there.

#### F7s

Verification of regional accreditation can be found through the CHEA website: [www.chea.org](http://www.chea.org).

#### Rosters

Licensing courses should be submitted 24 hours prior to the students taking the state exam. This is to allow our department time to process those courses for you. Amendments are now being updated by Cera Garrett. Please contact Cera with any questions about amendments.

2017 Conference

# 2017 TCOLE TRAINING COORDINATORS' CONFERENCE

## AMERICAN BANK CENTER

1901 North Shoreline Blvd.  
Corpus Christi, TX 78401

## REGISTRATION \$200

Fees are non-refundable, but are transferrable  
for this year's conference only  
Register through your MyTcole account

## EVENTS

Motorcycle Ride - Fun Run - Silent Auction  
Social Networking  
Director's Reception, Karaoke, Band, and Live Auction

OCTOBER  
16-19

**REGISTER NOW**

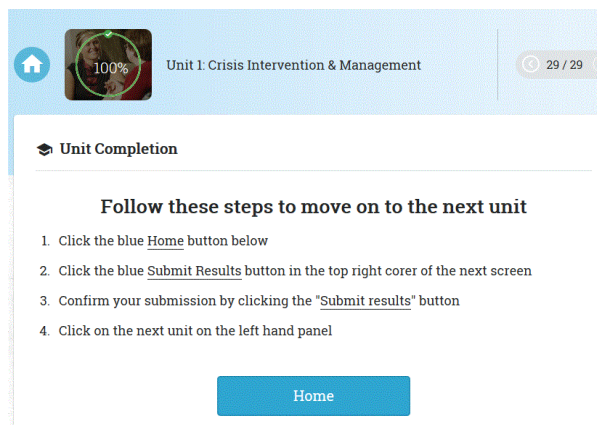
## Special Services Division

### MyTCOLE Troubleshooting

We regularly receive requests for assistance with the MyTCOLE account. Below are a few of the most common questions and some highly successful solutions.

Scenario one: *I just finished a course and it does not show as completed.*

First, be sure that all Modules or Units have a green check mark in the upper right corner. Follow all instructions to submit the results for each Module or Unit (see the picture below). You may need to click on each Module or Unit to verify that the results have been submitted.



Unit 1: Crisis Intervention & Management 29 / 29

100%

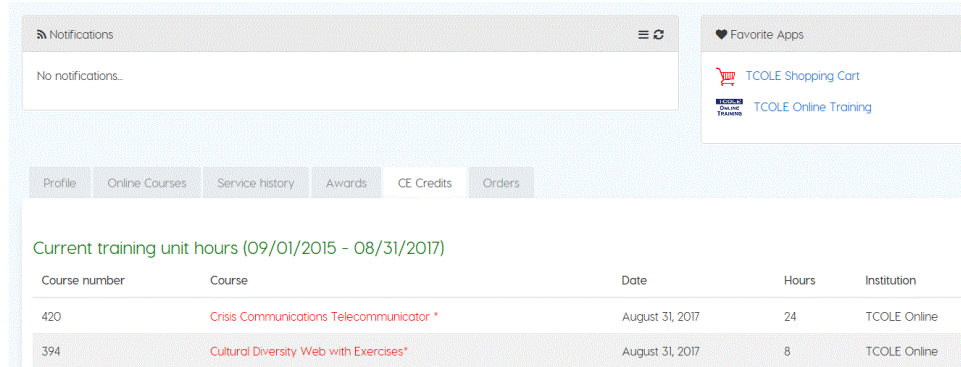
**Unit Completion**

**Follow these steps to move on to the next unit**

1. Click the blue [Home](#) button below
2. Click the blue [Submit Results](#) button in the top right corner of the next screen
3. Confirm your submission by clicking the "[Submit results](#)" button
4. Click on the next unit on the left hand panel

Home

Sometimes the system needs a few days to post the course as completed. Once you complete a course, give it a few days to show up in your CE Credits tab.



Notifications No notifications...

Favorite Apps TCOLE Shopping Cart TCOLE Online Training

Profile Online Courses Service history Awards **CE Credits** Orders

Current training unit hours (09/01/2015 - 08/31/2017)

Course number	Course	Date	Hours	Institution
420	Crisis Communications Telecommunicator *	August 31, 2017	24	TCOLE Online
394	Cultural Diversity Web with Exercises*	August 31, 2017	8	TCOLE Online

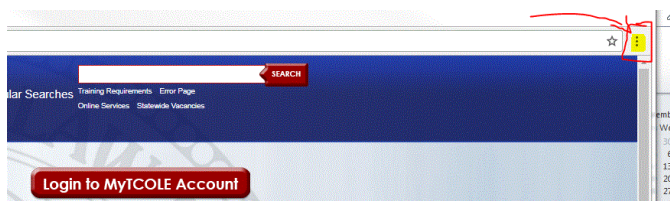
If after a few days, the course is not in your CE Credits, please contact IT Support. When contacting us, please be sure to include your full name, PID, a valid email, and a description of the issue you are having. If you have screen shots, please email that along with the above information. You may contact IT Support by email: [support@tcole.texas.gov](mailto:support@tcole.texas.gov) or by phone: 512.936.7781.

## Special Services Division

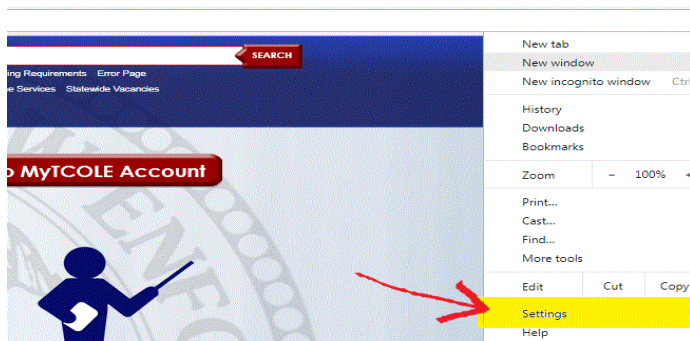
Scenario two: *I cannot get a course to load for me.*

This can usually be remedied by a browser change. For instance, if using Internet Explorer, try Chrome or Firefox instead. If you are working from a computer at your agency, you may need to access the website from a different network. Try completing the course from a home or library computer. In some instances, you may need to enable Flash and add the website in the browser settings. To enable Flash and add the website to the Chrome browser settings, see below:

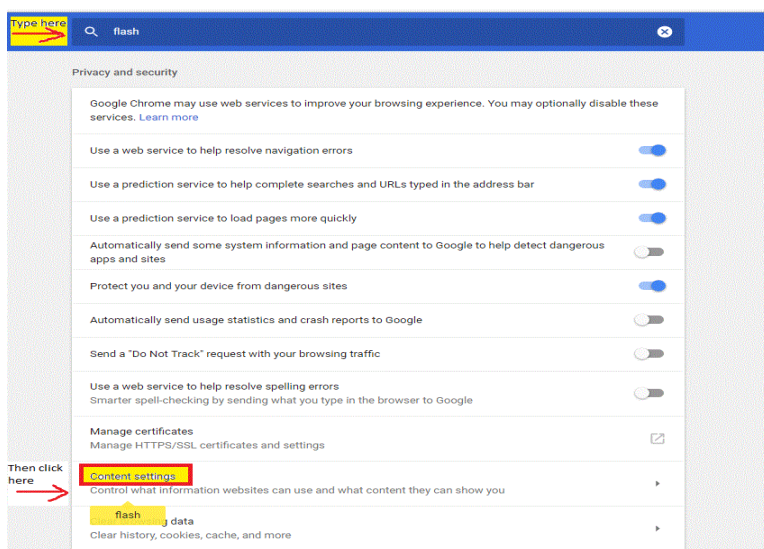
First, open the Google Chrome browser. Next, click on the three vertical dots located to the right of the address bar.



Second, choose “Settings” from the drop down menu.

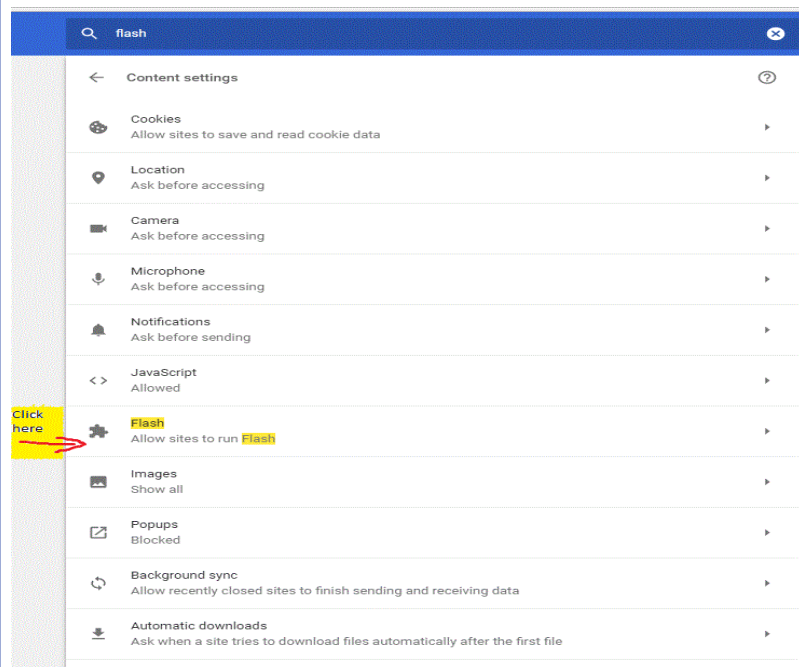


Third, type in the word “flash” and choose “Content settings”.

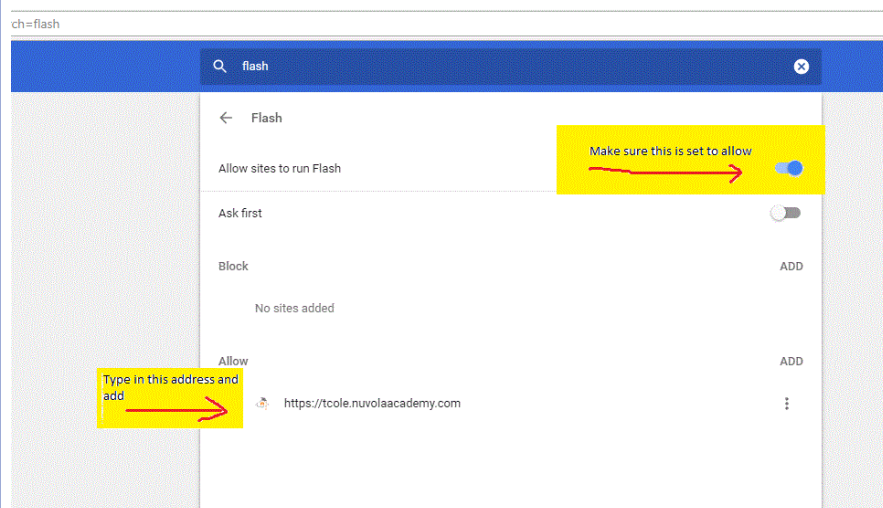


## Special Services Division, Continued

Fourth, click “Flash”.



Then, make sure the Flash setting is “on” and add <https://tcole.nuvolaacademy.com> to the “allow” field.



Lastly, close the browser and open a new one so the changes are in effect. If you are still experiencing issues, please be sure to follow the instructions above when contacting IT Support.



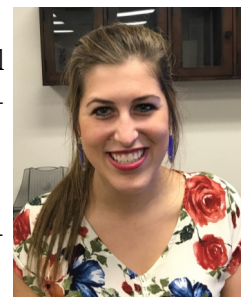
## Inside TCOLE

### New Staff

TCOLE is excited to present two new staff members that started work September 1!

**Kayla Manders** has come on board in our Credentialing Division, where she will be processing L1s and F5s. Kayla previously spent seven years working in early childhood education.

In her free time, Kayla enjoys two stepping, and doing hair and makeup for special occasions.



Kayla Manders

**Lita Rendon** has joined the Agency Operations staff. Prior to joining TCOLE she was a caregiver for her mom for approximately 15 months. Lita holds an Associate's Degree as a Paralegal from Austin Community College. She has worked as a Paralegal for 10 years in both the public and private sectors, including the Attorney General's Office, Comptroller's Office, Travis County and a couple of law firms.

Lita enjoys spending time with family, baseball, helping in her church, mentoring, and assisting the refugee community here in Austin. She and her husband have three children.



Lita Rendon

### El Paso Community College Recognizes Background Specialist Renee Wolff



(Left to right) Manny Serrano, Renee Wolff, Ernest Wade

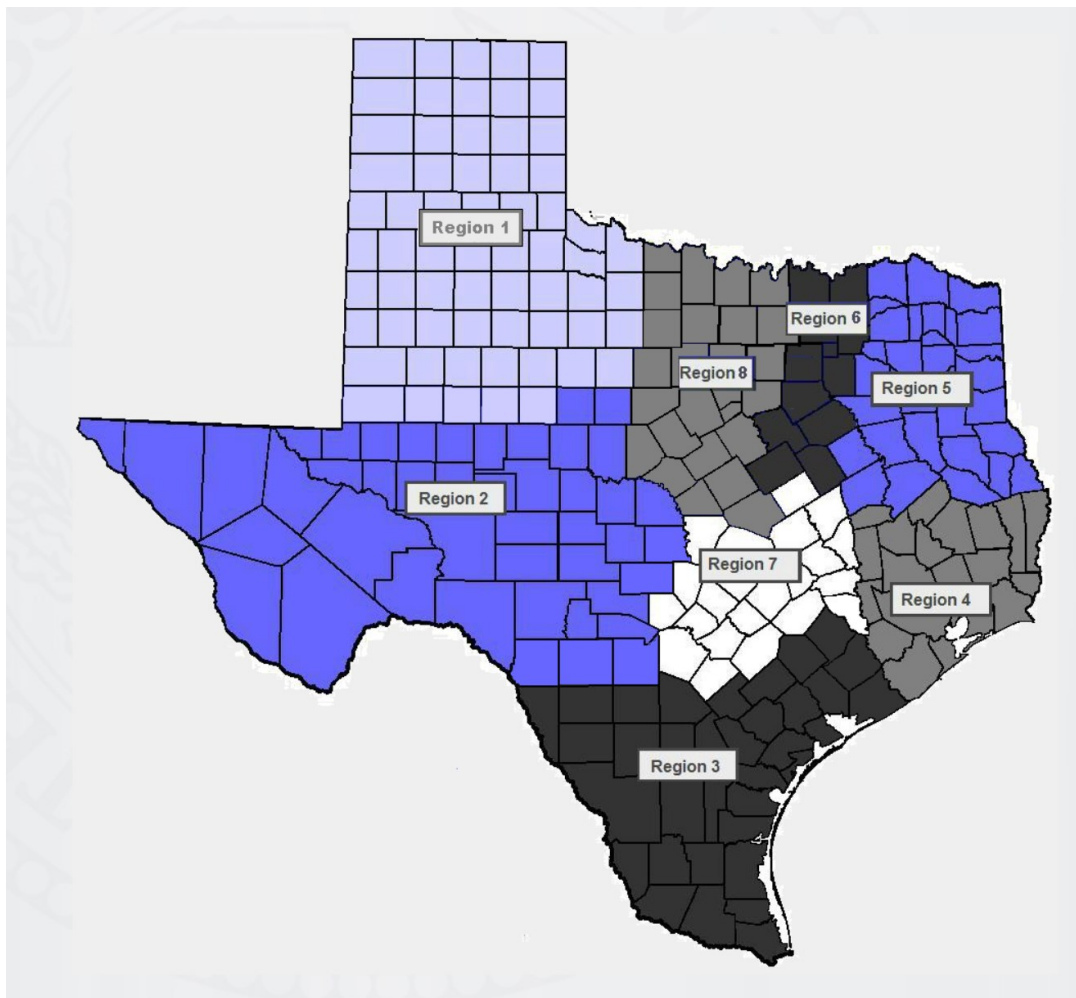
Recently, two members of the law enforcement community paid a visit to TCOLE to recognize background specialist Renee Wolff. Mr. Manny Serrano, Instructor for the El Paso Community College Law Enforcement Academy, and Mr. Ernest Wade, Recruiter and Instructor, presented Renee with a certificate of appreciation. Renee was recognized for her exceptional professionalism, helpfulness, and efficiency. Thank you, Renee, and many thanks to El Paso Community College LEA for your partnership!

## Field Services Division

### Field Services Regional Realignment

Earlier this year, TCOLE Field Services was able to expand their staffing by one Field Agent, giving us a total of eight Field Agents to service the needs of the law enforcement agencies in Texas. To accommodate the increase in staffing, the boundaries of the Regions have been modified.

Our goal in making the modifications was to make as little change as possible to the current map, while more evenly distributing the workload. Adding to this was the need to have boundaries that make geographic sense for travel and take into account the residence locations of the Field Agents providing services. Below is a map showing the new boundaries. This map, along with a list of counties in each Region and the contact information for your Field Agent, may be accessed on our website at any time, at <http://www.tcole.texas.gov/content/regional-support-field-service-agents>.



## Field Services Division

### What does it mean to be an Honorably Retired Peace Officer?

There are still many misconceptions about Honorably Retired Peace Officers – their obligations and limitations – so let’s reduce the reality to a few “bullet points” to help those who have already retired or are planning to retire in the near future.

Please don’t confuse your fiscal retirement from your appointing entity with your TCOLE retirement. By definition, your TCOLE retirement status begins automatically and immediately after you separate from all agencies, as long as you have at least 15 years of full-time service and your separation is Honorable. Your fiscal retirement begins when you retire from your appointing entity and that entity recognizes you as meeting their retirement requirements.

Your authority as a Peace Officer, even if you have decades of service, is tied to your appointment. When you are no longer appointed, you lose all of the authority you had as an appointed officer – even if you who still have the old version of the license (issued in by-gone eras) that says “permanent license” on it. Retirees cannot automatically continue to carry a firearm, unless they meet the requirements, below. Retiree Firearms Carry is governed by Occupations Code 1701.357. Both full-time and reserve officers with at least 15 years of total service time are eligible. The statute requires that you meet certain requirements and complete certain paperwork at a local law enforcement agency to be eligible – IT IS NOT AUTOMATIC. The process is completed at the local level, without TCOLE’s involvement. TCOLE is only involved in the screening and certification of Out-of-State and Federal Officers. The process is not mandatory for local agencies and, by policy, they may set limitations. TCOLE will not require local agencies to issue Retiree Firearms Carry Certifications. For more information, see the March 2016 copy of *The Briefing* for an article on Retiree Firearms Carry.

Retiree ID Cards – issuance is provided under Government Code Sections 614.120-124. The issuance of Retiree ID cards is mandatory with a Firearms Certification as mentioned above; however, the agency is not required to allow a retired officer to qualify with a firearm, and acceptance of a Firearms Certification from an agency other than the agency issuing the ID is at the discretion of the chief administrator of that agency.

Retiree License Reactivation – a licensee who has a cumulative total of 15 years of full-time service, and has allowed their license to go inactive, may reactivate their license without having to attend another Basic Licensing Academy.

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## Field Services Division, continued

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Instructions for the reactivation are located in the Peace Officer Reactivation Packet on the TCOLE website. It is not necessary to be appointed to an agency for your license to stay active – only the mandated training is required. Generally speaking, TCOLE recommends that retiring peace officers keep their license active after retirement, for at least the next Training Unit, just in case the need to be reappointed overcomes the desire to be retired – we see it all the time!

## Government Relations Division

### De-escalating some Confusion

During the regular legislative session, Texas legislators spent a great deal of time focusing on de-escalation techniques for law enforcement in this post-Sandra Bland environment. The word de-escalation is now used in reference to two completely separate trainings.

First, there is “de-escalation and crisis intervention techniques to facilitate interaction with persons with mental impairments” that has been in statute since 2005, known as Crisis Intervention Training (CIT). Senate Bill 1849, the Sandra Bland Act, expands this training to 40 hours. After April 1, 2018, the current 16 hour CIT will go away, and **ONLY** the 40 hour CIT will be available—something to consider if you are required to take CIT during the 2018–21 training cycle, or are working toward your intermediate proficiency certificate.

Second, the same bill also creates the new “de-escalation training for interactions with members of the public, including techniques for limiting the use of force resulting in bodily injury.” CIT is designed for those in crisis; this new training is focused on improving communication skills. Obviously there will be many times that use of force is not only justified, but necessary; however, this can be another tool in the toolbox to keep a situation from getting to that point. It will not be included as part of the expanded 40 hour CIT.

Separately, but similarly, Senate Bill 30 requires training for interactions between drivers and law enforcement. This was designed with a community policing model in mind. High school and driver’s education students will also receive training so that all groups better understand each other.

## Legal Division

### Legal Statistics

The following proceedings for revocation, suspension and other disciplinary actions took place at the September 2017 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](http://www.tcole.texas.gov).

Type of Action	Number of Licenses
Default Suspension Orders	11
Default Revocation Orders	8
Proposal for Decision Orders	1
Agreed Suspension Orders	4
Statutory Revocations	4
Statutory Suspensions	2
Permanent Surrenders	22
Term Surrenders	1
Reprimands for Administrative Violations	2

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## Commissioners

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Patt Scheckel-  
Hollingsworth  
*Assistant Presiding Officer*

Major Jason D. Hester  
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Patricia Burruss  
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Thomas

Judge James Oakley  
Sr. Police Officer Timothy  
Whitaker  
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