

THE BRIEFING

A Publication of the Texas Commission on Law Enforcement

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The Texas Commission on Law Enforcement released the TCOLE Operational Report in August 2014. The report details what TCOLE is responsible for, how we operate, and what our legislative goals are.

As of July 2014, there are 9,836 telecommunicators, 75,783 peace officers, and 25,882 county jailers, all of which are licensed through TCOLE. When you consider both active and inactive licenses, there are actually over 400,000 in the state! TCOLE's responsibilities also reach to the 2,633 law enforcement agencies that carry these license holders, and the 287 academies and training providers that offer the required training.

All of the work that goes into the various aspects of regulating and servicing these license holders and providers is handled by a small but devoted staff of 44. The work is divided among the Legal, Enforcement, Credentialing, Special Services and Field Services Divisions.

Going into the next legislative session, TCOLE plans to focus on strengthening the Enforcement and Field Services Divisions to satisfy our legislative requirement of conducting regular agency audits, and to handle the growing number of administrative and criminal cases.

You can find more TCOLE division statistics throughout this issue and within our [2014 Operational Report](#) which is published on our website here: www.tcole.texas.gov/content/publications.

Upcoming Events

Quarterly Meetings

- December 4, 2014

Training Coordinators' Conference

- October 20-23, 2014

Commission Meeting Highlights

The latest Commission meeting was held at the J.J. Pickle Research Campus on Thursday, September 4, 2014. Here are a few highlights from the meeting:

- New Staff: Jason Hufstetler and Tracy Weems joined the Enforcement Division as our two new grant-funded investigators. It is our hope and belief that TCOLE will be able to retain them after the upcoming legislative session.
- Audit Committee Report: All findings were substantially complied with or later reviewed satisfactorily. TCOLE has internal quality assurance and risk assessment audits that are done regularly.
- There were no proposed amendments to existing rules.
- The following final amendments were approved:
 - §215.7 Training Provider Advisory Board (amendment)
 - Adds language for setting polices and procedures for the academy with consent of the Chief Administrator
 - §215.9 Training Coordinator (amendment)
 - Adds language for advisory board approval with regard to all admission, attendance, retention and all other standards set by the Commission
 - §217.1 Minimum Standards for Enrollment and Initial Licensure (repeal and new)
 - Combines the standards, licensing, and enrollment standards for telecommunicators.
 - §217.2 Minimum Standards for Telecommunicators (repeal, incorporated in §217.1)
 - §217.23 Basic Licensing Enrollment Standards (repeal, incorporated in §217.1)
 - §217.25 Telecommunicator Enrollment Standards (repeal, incorporated in §217.1)
 - §221.13 Emergency Telecommunications Proficiency (amendment)
 - Sets out the requirements for the master telecommunications proficiency certificate.
 - §221.31 Retired Peace Officer and Federal Law Enforcement Officer Firearms Proficiency (amendment)
 - No substantive changes, this rule was renumbered.
- Telecommunicator Class B Misdemeanor: There were a few public comments for and against changing the requirements for Class B Misdemeanors for Telecommunicators. More discussion will be forth coming in regard to procedures for expediting the waiver process for departments with limited hiring pools and immediate need.
- Other Agenda Items: 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: 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 make a public comment may do so at the following email address: public_comment@tcole.texas.gov.



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TEXAS COMMISSION ON LAW ENFORCEMENT TRAINING COORDINATORS' CONFERENCE

OMNI BAYFRONT HOTEL

900 NORTH SHORELINE BLVD. CORPUS CHRISTI, TX 78401

20-23 October



GUEST SPEAKERS

EVENTS

FUN RUN • SILENT AUCTION • SOCIAL NETWORKING

Attendees for this year's conference will experience continuing education classes conducted by expert guest speakers, peer networking opportunities, and exposure to key law enforcement industry providers and vendors.

[Make sure to check out our speakers, schedule, events, and exhibits pages for frequent updates.](#)

REGISTRATION

To register for the conference, log into your [MyTCOLE Account](#) and choose Events and then Training Coordinators' Conference from the main menu.

Registration is \$200. All registration payments received are non-refundable, but are transferrable.

1. **LT. JIM GLENNON, CALIBRE PRESS**
"Street Survival"

2. **KEVIN GILMARTIN, PH.D.**
"Emotional Survival for Law Enforcement"

3. **GLENN K. BARD**
"Current Trends in Electronic Evidence"

4. **CHIEF HARRY P. DOLAN**
"Surviving Verbal Conflict"

5. **RANDY MEANS**
"Managing for Organizational Integrity: The Integration of Policy, Training, Supervision, and Discipline in Law Enforcement Agency"

SPONSORS



Legal Division

New Rules

The newest edition of the TCOLE Rules Handbook can be found on our website under [Help and Resources/Rules and Policy](#). Effective November 1, 2014, the new handbook includes final rules approved by the Commission at the September 2014 meeting.

Background Checks

The basic licensing enrollment standards require a provider to search local, state and national records for any criminal record of an individual enrolling in a basic licensing course. If questions arise about deferred adjudication or post-probationary dismissals, or if you are uncertain of what these terms mean and how they are applied to the enrollment and licensing standards, please contact our office at 512-936-7700.

Legal Statistics

The legal department is comprised of three information specialists, two legal assistants and one attorney. Between September 2013 and July 2014, they handled over 400 administrative violation and misconduct cases, 150 F-5 Report of Separation cases, responded to over 4,000 open records requests and delivered 70 flags to families of fallen officers.

Sharon Melton, Retiring October 2014

After over 10 years of service with TCOLE, Sharon Melton decided to retire. She started her TCOLE journey in the Credentialing Department and later moved to the Enforcement Division. Her most recent position was with the Legal Division. One of Sharon's many successes was creating a streamlined system for F5 Appeals (also known as petitions to correct separation). She took a complicated process, and with good record keeping and organization, worked with the State Office of Administrative Hearings to create a system that allows license holders to appeal their F5s in a timely manner. Sharon also impacted many of the procedures within the legal and enforcement areas.



In addition to working hard, Sharon reminded us to have fun. She never let us forget when it's "hump day," and she always monitored the weather conditions for staff.

Sharon is leaving us to become a full time Grandmother; a job that so obviously fills her heart with joy.

We're going to miss you, Sharon. We wish you good health and lots of luck! We hope to hear you on the radio when you finally guess that Secret Sound!

Enforcement Division

Ethical Online Training

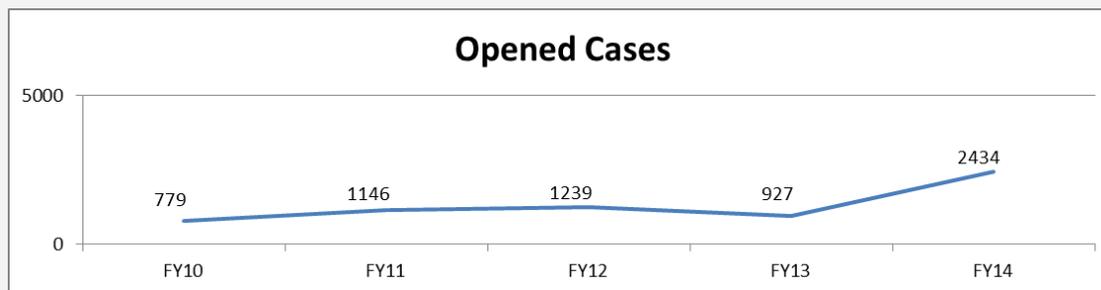
Many of you have taken advantage of free online training through the TCOLE Learning website. If you haven't yet, you may take a course or two before the end of the unit, August 31, 2015. As you're taking courses online, please remember to complete the course fully and ethically.

Online courses prompt you to answer questions throughout the course to help solidify your knowledge of the material and to meet each learning objective. It is important that these questions are taken just as seriously as the questions you answer on the final exam. The answers you provide in online training courses, including your answers for learning objectives, are subject to open records and can be used in court.

Training that does not comply can and will be removed. The removal of inappropriately completed online training has caused officers to fall into non-compliance in the past. In addition, the investigation and removal of an online course can lead to disciplinary action including a license reprimand. Don't run the risk of falling into non-compliance or receiving a reprimand just because of online training; take online courses responsibly.

Enforcement Statistics

The Enforcement Division took in 2,434 cases during Fiscal Year 14. This includes non-jurisdictional, administrative and criminal cases. This caseload is divided between three investigators. This striking imbalance of cases to investigators has created a massive load of over 300 cases assigned to each investigator.



Staff Changes

Candice Simon has been appointed as team leader within the Enforcement Division. Lieutenant Simon is responsible for supervising the day-to-day operations of the division, assisting with implementation and planning for the division's future expansion to help TCOLE meet its legislative obligations, and her duties as an investigator.



Special Services Division

Curriculum Updates

A new course has been created for TCOLE by the Texas Regional Office of the National Center for Missing and Exploited Children. The creation of Missing and Exploited Children was mandated in the 83rd legislative session (SB 742). Effective January 2015, the course will be a requirement for peace officers to obtain their intermediate and advanced certificates. The Regional Center kindly offered to create this course for us. Training Providers can obtain the new material on [the course curriculum, materials, and updates section of our website](#). The course material includes: an instructor guide, a PowerPoint presentation, a student worksheet and exam. The course is a total of 4 hours.

Tips From The Help Desk: MyTCOLE Account Email Addresses

Do's

Personal Email Addresses

You are welcome to use your work email address, but keep in mind that your MyTCOLE account is your account no matter where you work. If you change employers you may have trouble recovering your password, should you forget it.

Keep Your Email Address Current

You can update your email address under the My Account tab of your MyTCOLE account.

Don'ts

Other People's Email Addresses

Do not use an email that is already being used by another MyTCOLE account holder.

Generic Department Email Addresses

Do not use a generic department email address. When the same email address is used for multiple accounts, it leads to login problems for all users sharing the same email address.

New Agencies

Since June 2014, the following new agencies have been established:

- North Central Texas College Police Department
- Atascosa County Fire Marshal's Office
- Sundown I.S.D. Police Department
- Cisco College Police Department

Keeping your Address Up-To-Date

Rule 211.27 Reporting Responsibilities of Individuals states that all licensees shall update permanent mailing addresses within thirty days. It is imperative that you keep your address up to date so we can send you important licensing information, if need be. You can update your address through your [MyTCOLE Account](#) under the My Account tab.

Special Services Statistics

Between September 2013 and July 2014, the Special Services Division handled over 4,500 technical support calls.

Field Services Division

By Richard Gutierrez

Staff Changes

The Field Services Division has appointed Kenny Merchant as team leader within the division. Lead Agent Merchant will assist in the implementation and planning for the division's future expansion, as well as assist with supervisory duties delegated to him by supervisory Agent Richard Gutierrez. Kenny Merchant will continue to service Region 1 –Panhandle.



T · C · L · E · D · D · S

Academy & Contractual Training Provider

- Exams
 - Administer Exam
- Rosters
 - Officer Search
 - A-1 History
 - C1 (Replaces A1)
 - A5 - Separation from academy
 - Submit Rosters
 - Review Pending Rosters
- Review Processed Rosters
- P_ID Search
- Reports
 - Exam Analysis
 - Exam Success Rate
 - Exam Topic Analysis
 - Former Cadet Employment

Department

- Officer List
- Officer Search
- Non Commissioned Employees
- Submit Forms
 - Appointment L1
 - Appointment L1-T
 - Separation F5
 - Change Appointee Pay Status
 - Training Roster
 - F5-R request
 - C1
 - Education F7
 - P_ID Search

Personal

- Personal

Training Rosters Submission Guidelines

Have you ever wondered why training roster submissions are separated in TCLEDDS into two categories? Did you know that submitting a training roster under the wrong category could negate credit for attendees and/or negatively impact your agency's training provider contract?

The "Submit Rosters" option under the Academy & Contractual Training Provider option or tab is used to report training conducted by your own agency's training staff, or any training provided in cooperation with another agency (for example, training provided by another agency away from your facilities, but reported through your agency's training contract). Training reported through the academy tab must have a complete training file regardless of who or where it was taught. [For a list of what is required in a training file, visit our website.](#)

The "Training Roster" option under the Department section is intended to be used for training obtained by licensees currently appointed to your agency from a non-contractual TCOLE training provider. The training file for this type of training needs to include at a minimum: a certificate that indicates the name of the course, the date the course was completed, and the number of hours credited; and the attendee's critique of the course, which is, among other things, an assessment of how the training was applicable to the officer's assigned duties (per 37 TAC §218.11b).

Please ensure all required documentation is on file for each training roster prior to submission into the system. The proac-

Field Services Division (Continued)

tive procurement of the aforementioned documents minimizes the risk of fraudulent submissions which could result in disciplinary action being taken against your own license. Extra diligence should be used when screening training credit requests from officers who obtain certificates from unknown online providers. When in doubt, take the necessary steps to verify the origin and authenticity of the training and/or provider. If any part of the training is found to have been falsified, you and your agency's chief administrator share the liability with the licensee who requested the credit.

Scenario	Which tab
Instruction provided by contractual training provider to in-agency, as well as outside officers.	Academy
In-house instruction by contractual training provider for own officers only.	Academy
Instruction conducted by a non-contractual provider, but reported by a contractual provider through co-op or partnership.	Academy
Instruction provided by a private, commercial, non-governmental or law enforcement entity, which does NOT have a TCOLE contract, but reported by a contractual provider.	Department

Credentialing Services Division

By Lisa Fontenot

When do I get my license?

After you've completed your basic training academy and passed your state licensing exam, you should receive a letter from the testing center that shows you passed the exam. Be sure to keep a copy of this letter because it will serve as your proof that you are eligible for licensure. You will not receive a license until you are hired by a department for the first time. Once we receive and approve the L1 from a department indicating that you are a NEW APPLICANT, we will issue your license and send it to that department.

Telecommunicators: Master Certificates

In order for an individual to receive his/her master certificate, *all* required coursework listed on the proficiency chart must be completed. The chart is available on our website under Licensing:

http://www.tcole.texas.gov/sites/default/files/documents/11_master_tele.pdf

Credentialing Services Division (Continued)

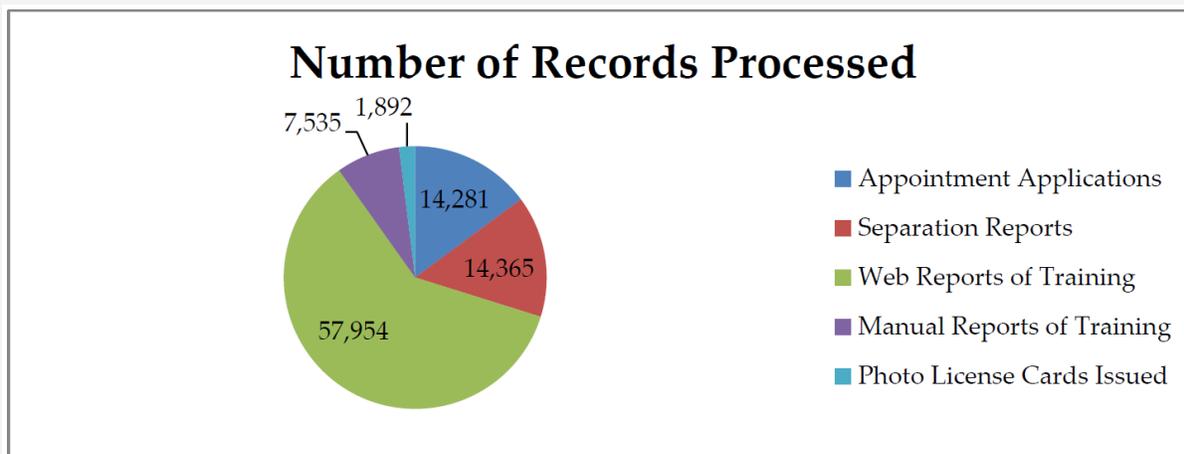
Peace Officers: Certificates

Under the current requirements, if you are at a BASIC certificate level, now is the time to begin working on your INTERMEDIATE certificate. Remember, if you receive your Intermediate certificate or higher by 8/31/2017, you will not have to complete the cycle requirements: Crisis Intervention Training, Special Investigative Topics and Cultural Diversity.

Credentialing Statistics

The Credentialing Division truly is the core of this agency. The call center you reach when you contact our office, and the forms that you send us, are all handled by the Credentialing Division which has eight staff members. Every appointment and separation for the more than 110,000 active licensees are processed by Credentialing. Between September 2013 and July 2014, Credentialing handled 22,969 phone calls.

Below is a chart representing just a few of the tasks Credentialing is responsible for.



Roster Amendments

To amend a roster, the department that originally submitted the roster must send an email to Claire Colburn at claire.colburn@tcole.texas.gov with the following information:

- Processed roster number
- Course number
- Date of completion
- What needs to be amended

REMINDER: We will not accept rosters completed before 9/1/2013. The only exceptions are #1999 – Personnel Orientation, and #3720, #3721, #3722 – FTO courses. These courses can be submitted late simply because they are required for the basic certificate level.

Credentialing Services Division (Continued)

WE ARE HALFWAY THROUGH THE CURRENT TRAINING UNIT
Do you know what you need by August 31, 2015?

Peace Officers

40 hours of training are due by 8/31/15. Course #3183- State and Federal Law Update must be included in the 40 hours. Please review your Personal Status Report (PSR) to check your hours.

Jailers

Cultural Diversity training due by 8/31/2017. Please check your Personal Status Report (PSR) to check your hours.

Peace Officers/Jailers

If you:

Hold a peace officer license **AND** a jailer license
 Hold an **INTERMEDIATE level or above** on your peace officer license

Then:

You will not need to complete the Cultural Diversity training requirement for your **jailer license**.

Telecommunicators

20 hours of training are due by 8/31/15. Please review your Personal Status Report (PSR) to check your hours.

Chief of Police

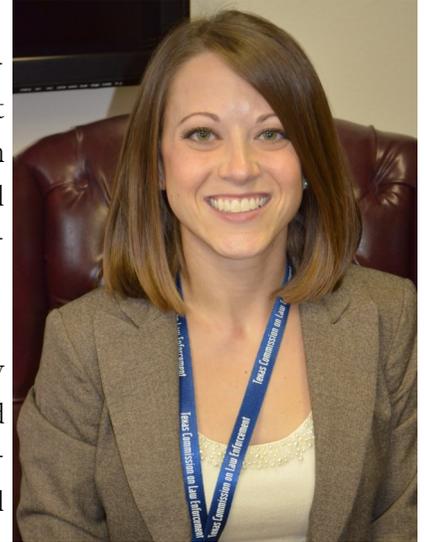
Must complete 40 hours of training through Bill Blackwood Institute. Please review your Personal Status Report (PSR) to check your hours.

Government Relations Division

The New Government Relations Division

TCOLE has added a new Government Relations Division! Led by Incoming Director Gretchen Grigsby, Government Relations is hard at work preparing for the upcoming legislative session. This will mean long hours following the proceedings of the Texas Legislature and monitoring legislation for any impact on the law enforcement community.

Specifically, TCOLE will be requesting additional resources to carry out its mission of ensuring Texans are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel. Much more to follow in the coming months as legislation is filed and session gets underway.



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