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STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

CRIMINAL HISTORY RECORDS SPECIALIST
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose Of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future Criminal Records Specialist positions found in the Department of Justice, Division of Law Enforcement Services, Crime Information Bureau. Positions allocated to this classification perform administrative and program support functions relating to the receipt, input, maintenance, retrieval and provision of accurate criminal history records information. The Crime Information Bureau is the central repository for arrest and conviction records for the State of Wisconsin. This classification specification is not intended to identify every duty that may be assigned to positions, but is intended to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This series encompasses administrative support positions responsible for a wide range and combination of activities involving specialized processing and public contact work in the creation, maintenance, evaluation and provision of criminal history record information. The positions are located only within the Department of Justice (DOJ), Division of Law Enforcement Services - Crime Information Bureau.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definitions of supervisor as defined in s. 111.81(19), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.
2. Positions that for a majority of the time provide general clerical, secretarial, or administrative

program assistance which does not require specialized knowledge of criminal history records and the Criminal History Records System maintained by the DOJ, Crime Information Bureau and are more appropriately classified as Clerical Assistant or Office Associate, Office Operations Associate or Operations Program Associate.

3. Positions that are more appropriately identified by another class series.

D. Entrance Into And Progression Through This Series

Employees enter positions at the Criminal History Records Specialist level within this classification series by competitive examination. Reclassification to the Senior and Advanced levels may occur if the majority of a position's duties and responsibilities are a logical and gradual outgrowth of the position's previous duties and responsibilities and satisfy the requirements for that level. A competitive examination is required for movement to the Advanced level within the Criminal Records Unit. **NOTE:** Positions within the Image and Archive Unit and "Float" positions are not eligible for progression (via either reclassification or promotion) to the Advanced level.

E. Definitions Of Terms

- Criminal History Record Information (CHRI). A history of individuals' contacts with Wisconsin Law Enforcement agencies. CHRI is created by the entry of the data from fingerprint cards and disposition information to an automated system. This information is then available for use by criminal justice agencies and other requestors as the person's "criminal record".
- Jackets consist of fingerprint arrest cards, prison cards, jail intake cards, custody cards and disposition information received from the District Attorney and the Circuit and Municipal courts.
- Federal Bureau of Investigation (FBI), Interstate Identification Index (III). This is an "index-pointer" system for the interstate exchange of criminal history records. Under III, the FBI maintains an identification index to persons arrested for felonies or serious misdemeanors under state or federal law. The index includes identification information (i.e., names, birth date, race, sex, etc.) and FBI and state identification numbers from each state's holding information about an individual.
- Computerized Criminal History, Wisconsin's criminal history database (CCH). Consists of arrest fingerprint cards, prosecution, dispositions and corrections information. This database is searched for public background checks, firearms approvals and by criminal justice agencies for officer safety, charging and sentencing decisions.
- Criminal History Management System (CHMS). Is the internal applications used by CIB to maintain and make necessary changes to Wisconsin's Computerized Criminal History (CCH).
- The Criminal Document Archive and Retrieval Information System (CDARIS). Is the application used by CIB to store both electronic and paper submissions of arrest fingerprint cards, dispositions, mug shots, palm prints and any other criminal history documents maintained to support CCH.
- Consolidated Court Automation Program (CCAP). The case management system used by Wisconsin's Circuit Courts.
- General Problem Resolution (CCAP-GPR). An error queue containing disposition information

received from CCAP that cannot automatically be posted to arrest information received by CIB without human intervention.

- **Fingerprint Cards.** When an individual is arrested, Wisconsin agencies are required by law to submit a fingerprint card that includes an individual's fingerprints, demographic information and the reason for the arrest to the Crime Information Bureau.
- **Disposition Information.** When a case is adjudicated or a decision is made not to prosecute, a disposition report must be submitted to the Crime Information Bureau describing the outcome of the case.
- **Image & Archive Unit.** This unit converts paper criminal history documents from Fingerprint Cards and Disposition Information into an automated system to create criminal history record files for permanent storage and retrieval. This unit provides imaging, data entry, centralized mail handling, and file maintenance support services for other functional areas within the Crime Information Bureau. It is the initial point for receipt and review of all paper Fingerprint Cards and Disposition Information mailed to the Crime Information Bureau. The unit is also responsible for verifying and/or correcting the paper data input by external users.
- **Criminal History Records Unit.** This unit is responsible for accurately inputting information received electronically from Fingerprint Cards and Disposition Information into an automated system to create criminal history record files for permanent storage and retrieval. The unit is also responsible for verifying and/or correcting the data input by external users.
- **Handgun Hotline Unit.** Wisconsin law requires a background check of all individuals that wish to purchase a handgun. The Handgun Hotline Unit provides those background checks and determines the eligibility of prospective handgun purchasers.
- **Records Check Unit.** This unit provides access to the Wisconsin Criminal History Repository for governmental agencies, businesses, nonprofit groups, and the general public. The unit responds to requests for individual criminal history record information on a for fee paid basis with varying charges depending upon the type of requestor.

II. DEFINITIONS

CRIMINAL HISTORY RECORDS SPECIALIST

This is the entry level for positions performing routine handling, review, input and retrieval of criminal history record information for a majority of the time. Positions may be located within the Image & Archive, Criminal History Records, Handgun Hotline, or Records Check Units within the Crime Information Bureau; or those positions that "float" between these units based on workload and operational needs. The duties are performed within established policies and procedures, and involve limited complexity, discretion and decision-making responsibilities.

Positions allocated to this title as an **entry level** perform Criminal History Records Specialist duties within the Criminal History Records, Handgun Hotline, Image & Archive or Records Check Units under close, progressing to limited supervision. The work is structured to provide the training and experience necessary to advance to the "Senior" level. The emphasis of functions at the entry level is on the learning of specific policies, procedures, and practices regarding the creation and use of accurate Criminal History Records. Representative examples of duties performed at this level include:

Criminal History Records Unit: Enter electronically received Criminal History Record information from fingerprint cards into the data base for newly created records; modify existing records to add, delete or update individual file information; and assemble, copy and file identification documents.

Image & Archive: Enter paper submitted Criminal History Record information from fingerprint cards into the data base for newly created records; modify existing records to add, delete or update individual file information; and assemble, copy and file identification documents. It is the initial point for receipt and review of all paper Fingerprint Cards and Disposition Information mailed to the Crime Information Bureau.

Handgun Hotline Unit: Perform shift, hotline operator functions by querying the data base and providing approval number to gun dealers for purchase of handguns when eligibility can be readily determined; notify dealer of three day extension when eligibility cannot be readily determined; query and process purchase forms submitted by dealers to verify and update records; enter and maintain administrative data (i.e., Dealer Identification Numbers, Dealer Registration file, Transfer Form file, etc.); process incoming mail and mail out forms to dealers; and file forms and records.

Records Check Unit: Open, review for content and sort all mail requests based on appropriate fee category; query criminal history record system to determine if there is a match with a record on file; refer problematic or complex queries to supervisor or higher level staff; release results of records search to requestor; maintain data on completed searches; post fiscal transactions for pre-established charge accounts.

CRIMINAL HISTORY RECORDS SPECIALIST – SENIOR

This is the objective level for positions performing a full range of activities relating to the creation and provision of Criminal History Record information for a majority of the time. Positions at this level are expected to evaluate and process all types of criminal history records, including those with missing, inaccurate or unclear information. This work requires a moderate degree of independence and decision-making. These positions are located within the Image & Archive, Criminal History Records, Handgun Hotline, or Records Check Units within the Crime Information Bureau. Work is performed under general supervision. In addition to the duties identified above, positions at this level also perform the following:

Criminal History Records Unit: Verify accuracy of electronically received criminal history records and data entered by other staff; enter criminal history record information into the data base to convert existing manual files to automated format; review source documents to determine correct Wisconsin state statutes; review court dispositions by checking Wisconsin state statute information against literal given; code dispositions to prepare them for data entry; contact contributing agencies to obtain complete and accurate identification and/or arrest information on fingerprint cards and dispositions that do not meet quality control requirements; record deceased notifications to the data base received from law enforcement agencies; update juvenile records by recording waiver information received from authorized agencies; and perform records maintenance by automating jackets into the CHMS database. Forward FBI record modifications to advanced level Criminal History Record Specialists. Automate non-automated records for record checks being done by the Record Check Unit.

Image & Archive Unit: Verify accuracy and convert paper criminal history documents to an electronic format entered by other staff for permanent storage and retrieval; review source documents to determine correct Wisconsin state statutes; review court dispositions by checking Wisconsin state statute information against literal given; code dispositions to prepare them for data entry; contact contributing agencies to obtain complete and accurate identification and/or arrest information on

fingerprint cards and dispositions that do not meet quality control requirements; record deceased notifications to the data base received from law enforcement agencies; update juvenile records by recording waiver information received from authorized agencies; and perform records maintenance by locating and retrieving jacket, file individual source documents and/or jacket files.

Handgun Hotline Unit: Review and respond to TIME system record requests from law enforcement agencies and convert existing manual files to automated format; enter person prohibited file information; verify the status of open arrest charges by contacting the arresting agency, Clerk of Courts and/or prosecutor's office to determine if the arrest resulted in a felony conviction; seek direction from higher level staff and/or supervisor when confronted with an arrest/conviction situation that is not clearly considered to be a felony conviction in Wisconsin; maintain a tickler system to ensure that follow-up with dealers is accomplished within three days; and handle checks received from accounts (total amount of checks received, batch checks and key payments into system).

Records Check Unit: Query criminal history record system to determine if there is a match with a record on file, which will include the handling of routine and complex and/or problematic searches. Post fiscal transactions for both pre-paid and pre-established charge accounts. Prepare deposits for revenue received.

CRIMINAL HISTORY RECORDS SPECIALIST – ADVANCED

This is the advanced level for positions within the Criminal History Records, Handgun Hotline, or Records Check Unit within the Crime Information Bureau. These positions must spend the majority of their time performing leadwork and/or complex criminal history record functions within their Unit. Work is performed under general supervision.

Leadwork involves a permanently assigned responsibility to: train, assist, guide, instruct, assign and review the work of a group of lower level Criminal History Specialists. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats.

Representative examples of complex criminal history record functions include the following:

Criminal History Records Unit: Quality Control responsibilities in which the majority of time is spent on interpreting data and resolving accuracy issues regarding problematic fingerprint card and disposition information submitted electronically. This would include: both internal and external contractor produced records in NIST; General Problem Resolution (GPR) dispositions; PROTECT dispositions; prison dispositions; custody cards; expungements; consolidation of duplicate records; special and conditional dispositions; and Automated Fingerprint Identification hits on searches. This work will involve considerable contact with external agencies (i.e., law enforcement agencies, District Attorneys, Clerks of Court, Probation and Parole, correctional institutions, etc.) to resolve problems and discrepancies. Process expungement requests determining whether they meet the qualifications for expungement of arrest information. Obtain missing information needed to process these requests from District Attorneys and Clerks of Court offices. Automate non-automated records for record checks being done by the Record Check Unit and automate non-automated records requests received by the TIME System from law enforcement agencies and District Attorneys offices.

Handgun Hotline Unit: Review and evaluation responsibilities in which the majority of time is spent on gathering and interpreting information to determine eligibility to purchase a firearm when this decision is not readily evident (e.g. arrest/conviction situation from Wisconsin that is not clearly

a felony conviction or an out-of-state arrest/conviction that could potentially constitute a felony under Wisconsin law). This work will involve considerable contact with external agencies (i.e., law enforcement agencies, District Attorney Offices, FBI, ATF, U.S. Marshall, Clerks of Court, Probation and Parole, military or immigration authorities, etc.) to gather information required for this determination. These positions will then be responsible for providing a final determination (either approval or denial) back to the Handgun dealer. Other duties will include: functioning as a point of contact for other states for disposition information; and performing error correction and verification of automated data entered by other Criminal History Records specialists.

Records Check Unit: Review and evaluation responsibilities in which the majority of the time is spent on problem resolution with customers and/or lower level criminal history records check staff regarding the interpretation of problematic and/or complex criminal history records data. This work will involve considerable contact with: customers, law enforcement agencies, media, governmental agencies, non-profit organizations, private companies, and citizens throughout the nation. Other duties will include: audit of record checks completed by lower level criminal history records specialist staff for accuracy and completeness; provision of training to lower level criminal history records specialist staff on rules, regulations, policies, procedures and guidelines; interpretation of statutory requirements on the release of criminal record information; reconciliation of fiscal transactions; and resolution of billing discrepancies with customers.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was last modified on August 2, 2009 and announced in bulletin OSER-0247-CLR/SC to allow entrance into and progression through this series to the Senior level for the Image & Archive Unit, formerly the Support Services Unit. This classification series was last modified on December 15, 2002 and announced in bulletin MRS-SC-145 to incorporate the "float" allocation to the entry level. This classification series was also modified on August 13, 2000 and announced in Bulletin CLR-SC-116 to incorporate the Record Check Unit in the specification. The classification series was created effective June 21, 1998 and announced in Bulletin CC-SC-89 to describe positions which perform specialized work relating to the creation, maintenance, evaluation and provision of criminal history record information. Positions allocated to this classification series were formerly allocated to the Clerical Assistant, and Program Assistant classification series.

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