



ASCLD SYMPOSIUM REGISTRATION

Registration is now open for the 40th Annual Symposium of the American Society of Crime Laboratory Directors being held at the Sheraton Imperial Hotel and Convention Center, Durham, North Carolina.

ASCLD has listened to your pleas for more leadership workshops and running the day-to-day operation of a crime laboratory. We have a jam packed schedule of events that includes a two-day workshop on leadership, and other workshops regarding backlogs, accreditation, traceability, uncertainty, technology, efficiency and social media. The symposium agenda contains entertaining speakers and a program of informative material that will motivate and enable our attendees to run their crime laboratories as they explore the business behind the science.

Schedule of Events

Saturday	May 4, 2013	ASCLD and ASCLD/LAB Board Meetings
Sunday	May 5, 2013	Workshops and ASCLD and ASCLD/LAB Board Meetings
Monday	May 6, 2013	Workshops and Board Meetings
Tuesday	May 7, 2013	Symposium Opening and Keynote
Wednesday	May 8, 2013	Symposium Plenary Session
Thursday	May 9, 2013	Symposium Plenary Session and Award Luncheon

In addition, a welcome reception will be held on Monday, May 6, 2013 from 5-7:30 PM for symposium registrants in the vendor area.

2013 WORKSHOPS

At A GLANCE

Sunday May 5, 2013

Full Day	<u>High Impact Leadership Strategies for Crime Laboratory Administrators</u>
Half Day (AM)	<u>A Walk through the Garden of Measurement Traceability</u>
Half Day (AM)	<u>Improving the Effectiveness of Forensic Service: Using the FORESIGHT Project</u>
Half Day (AM)	<u>Strategies for Backlog Reduction</u>
Half Day (PM)	<u>Laboratory Lean Six Sigma: A Recipe for Dramatic Efficiency and Quality Improvements</u>
Half Day (PM)	<u>A View of the New DNA Technologies and Their Potential Impact on the Next Generation Forensic Laboratory</u>
Half Day (PM)	<u>Wrapping Your Arms Around Measurement Certainty</u>

Monday May 6, 2013

Full Day	<u>High Impact Leadership Strategies for Crime Laboratory Administrators</u>
Half Day (AM)	<u>Using FORESIGHT output to improve employee retention, satisfaction and leverage more resources</u>
Half Day (AM)	<u>A View of the New DNA Technologies and Their Potential Impact on the Next Generation Forensic Laboratory</u>
Half Day (AM)	<u>Strategies for Backlog Reduction</u>
Half Day (PM)	<u>Social Media Skills for the Agency Professional</u>
Half Day (PM)	<u>Laboratory Lean Six Sigma: A Recipe for Dramatic Efficiency and Quality Improvements</u>
Half Day (PM)	<u>What a Solid Accreditation Application Looks Like</u>

FULL DAY WORKSHOP- SUNDAY and MONDAY
(Please note this is a 2-day workshop. Lunch will be included both days.)

➤ **High Impact Leadership Strategies for Crime Lab Administrators**

Date: Sunday, May 5, 2013
Instructor: John Collins
Fee: \$250.00 both days (includes lunch)

(Please note: This is day one of a 2-day workshop and lunch is included both days)

Description: Crime Laboratory management in the 21st Century requires a unique blend of competencies and priorities. This workshop is geared towards helping attendees develop specific strategies to managing their laboratories and setting the right priorities in managing their time and energy. Following the workshop, students will feel energized and excited about applying new ideas and management principles. They will also feel empowered to handle some of the most serious situations that arise in the crime laboratory.

John Collins is a Forensic Science Policy Advisor at RTI International and the former Director of Forensic Science for the Michigan State Police. He also carries a Master's Degree in Organizational Management and is the only forensic science professional in the United States with a formal HR Management certification. This workshop is geared towards helping attendees develop specific strategies in the management of their laboratories. Following the workshop, students will feel energized and excited about applying new ideas and management principles. They will also feel empowered to handle some of the most serious situations that can arise in the crime laboratory.

Date: Monday, May 6, 2013
Instructor: Keren Stashower, MA, BCC

(Please note: This is day two of a 2-day workshop and lunch is included both days)

Description: Leadership in Action: Producing daily commitment

This second day will focus on development of real-time insights, skills and tools leaders need in their day-to-day interactions. Conflicts with bosses, bench staff and other law enforcement personnel all produce challenging situations requiring advanced communication and conflict resolution skills. Workshop attendees will leave better prepared to handle these challenging situations as they arise. Attendees will evaluate their own communication preferences and understand approaches to other who may have different styles. Special attention will be given to coaching staff and providing difficult performance related feedback.

Keren Stashower is an organization development consultant specializing in strategic organizational assessment and design of large-scale planning, change and leadership development efforts. She has worked in the public sector for over 25 years. . She has provided executive coaching, designed and conducted management development training programs, facilitated strategic planning and teambuilding retreats, designed customer service and employee satisfaction surveys and facilitated large group discussions. Keren has been the lead consultant on several organization-wide training and development programs to support overall capacity development. Keren has designed and delivered performance management and coaching training to middle and top level leaders in several large organizations. Clients consistently comment on her energy, her responsiveness to specific concerns/questions and her knowledge.

HALF DAY WORKSHOPS-SUNDAY

➤ A Walk through the Garden of Measurement Traceability

Date: (AM) Sunday, May 5, 2013
Instructor: Laurel Farrell, ASCLD LAB Instructor
Fee: \$95.00 (lunch included)

Description: This is the first of a series of two consecutive workshops (ASCLD 2013 Sunday AM & Sunday PM) which will introduce the foundational concepts of Measurement Traceability, Measurement Assurance and Measurement Uncertainty. This training is applicable for all staff in a forensic testing or calibration laboratory. Workshop objectives include: a review the *ASCLD/LAB-International Policy on Measurement Traceability*; providing an understanding of the accreditation requirements associated with measurement traceability and measurement assurance as it relates to maintaining measurement traceability; a review of the terminology used in ISO/IEC 17025:2005 as it relates to these topics; a demonstration of the interrelationships between measurement traceability, measurement assurance and measurement uncertainty; how to evaluate a supplier of external calibration services and discussing the importance of knowledge required for testimony in a court of law on these topics.

Sunday AM session will focus on Measurement Traceability and Measurement Assurance.

Sunday PM session will focus on Measurement Uncertainty.

The content of these two workshops is cumulative, so persons attending only the Sunday PM session may want to ensure they have a basic understanding of Measurement Traceability and Measurement Assurance before attending. This could be accomplished by attending the ASCLD/LAB web-based Measurement Confidence 100A and 100B courses.

Attendees of both workshops during ASCLD 2013 will have completed the Measurement Confidence 100 A, B & C courses, thereby meeting the requirements to attend an ASCLD/LAB Measurement Confidence 200 Level courses.

Laurel Farrell has been employed by American Society of Crime Laboratory Directors, Laboratory Accreditation Board (ASCLD/LAB) since 2008 serving first as a Lead Assessor and now as an Instructor. Laurel retired from the State of Colorado after 30 years of service working for the Colorado Bureau of Investigation and the Colorado Dept. of Public Health and Environment in the forensic disciplines of Forensic Toxicology, Drug Chemistry and Trace – Glass. Active in a number of professional organizations, Laurel is a Director for the Society of Forensic Toxicologists, a member of the Federal Workplace Drug Testing Advisory Board, a member of SWGTOX and ASTM Committee E30 on Forensic Science.

➤ **Improving the Effectiveness of Forensic Service: Using the FORESIGHT Project**

Date: (AM) Sunday, May 5, 2013
Instructor: Paul J. Speaker and Richard Riley
Fee: \$95.00 (lunch included)

Description: The FORESIGHT Project is a business-guided self-evaluation of forensic science laboratories with participating laboratories representing metropolitan, regional, provincial, and federal agencies. Business faculty and participating laboratories have joined forces to standardize metric definitions for evaluation of work processes by linking financial statements, casework performance, and personnel information. Results from the FORESIGHT study are presented in this session as we link the goals of the laboratory to ratio metrics representing efficiency, quality, analytical processes, and local economic conditions. The results permit laboratory managers to assess resource allocations, efficiencies, and value of services. The session includes three applications, noting the use by participating laboratories as they have measured performance, preserved what works, and begun to change what does not.

Paul J. Speaker is a faculty member of the West Virginia University Finance Department and the past Director of MBA Programs in the WVU College of Business and Economics. He holds a Ph.D., Economics, Purdue University, a M.S., Economics, Purdue University and a B.A., Economics, LaSalle College.

Richard Riley is the Louis F. Tanner Distinguished Professor of Public Accounting at West Virginia University and the 2008 Association of Certified Fraud Examiners Educator of the Year. His primary focus has been within the Business Masters Programs encompassing Masters of Professional Accountancy, Graduate Certificate in Fraud and Forensic Accounting, Executive Master of Business Administration and the Center for Executive Education and Development.

➤ **Strategies for Backlog Reduction**

Date: (AM) Sunday, May 5, 2013
Instructor: Dr. Cecilia Crouse and Brian Gestring
Fee: \$95.00 (lunch included)

Description: Despite the nationwide decrease in violent crime, the nation's crime laboratories are now receiving more requests for analysis than ever. The capacity of our forensic laboratories has not kept pace with the increasing demand for services resulting in backlogs of untested forensic evidence in crime laboratories across the country. This untested evidence presents a real threat to public safety and comes with an associated cost. In his publication, "Business Case for Using Forensic DNA Technology to Solve and Prevent Crime," Wickenheiser estimates that if DNA was analyzed nationwide in all stranger rapes, 40% of future sexual assaults by strangers could be prevented by the apprehension of serial offenders. Wickenheiser further illustrates the projected savings resulting from the apprehension of serial rapist early in their careers and preventing future crimes to be \$12.9 Billion. A similar analysis could be done for assaults, robberies, burglaries and the other cases that routinely end up in a crime laboratory's backlog. However the question isn't if the cases should be examined, but rather how they can be examined in a timely manner given the resources of the laboratory and the current fiscal climate.

The most efficient and effective method of increasing laboratory capacity is through the implementation of validated business management strategies. As forensic laboratories continue to make their case for additional resources, this workshop will present strategies that will allow directors to increase the

efficiency of their existing operations. Optimizing the existing business practices of current facilities will yield rapid benefits since there is no lead time necessary for construction, or the hiring and training of new staff. It will also yield a lasting benefit. As these laboratories continue to run more efficiently, it will increase the value of any future funding dedicated to them allowing directors to make compelling cases for additional funding.

Dr. Cecelia Crouse has been active in the field of Forensic Science for the last two decades. She is currently the Director of the Palm County Sheriff's Office Forensic Division. She has also served as the Manager of the Forensic Biology Unit and as the Senior Forensic Scientist and DNA Technical Leader for that Laboratory.

Brian Gestring has been involved in the field of forensic science for the past two decades from bench level analysts to laboratory executive. He has also worked as an academic teaching on the undergraduate and graduate level and as the Director of a forensic science program. He is currently the Director of the Office of Forensic Services in the New York Division of Criminal Justice Services.

AFTERNOON SESSION

➤ **Laboratory Lean Six Sigma: A Recipe for Dramatic Efficiency and Quality**

Date: (PM) Sunday, May 5, 2013
Instructors: Tim Kupferschmid, Adam Becnel ,and Cami Green
Fee: \$95.00 (lunch included)

Description: This workshop will introduce participants to the concepts of Lean Manufacturing and Six Sigma quality improvement. Briefly, Lean Manufacturing is a management and organization process where resources used for any purpose other than the creation of value for the end customer is wasteful and thus a target for elimination. A Lean Laboratory is one which is focused on testing samples to deliver results in the most efficient way in terms of cost, quality and speed. Six Sigma seeks to improve the quality work by identifying and removing the causes of errors and variability in processes. Essentially, lean is the elimination of the “unnecessary” waste and six sigma is improving the “necessary” parts of the process.

This workshop will present ideas and theory behind Lean Six Sigma (LSS) and highlight case studies on how these methods can be introduced into your crime laboratory. Lean Six Sigma methods can be applied to all aspects of a crime laboratory, for example evidence receiving, the procurement process, latent prints and toxicology all benefit from LSS. For instance, the Louisiana State Police crime laboratory has achieved backlog elimination, staggering efficiency gains and a closer, more real-time support to its customers. Specifics on how two of the units, DNA and Drugs, accomplished this will be presented. The DNA section has achieved staggering 1,000% efficiency gains in the two years since Lean Six Sigma was first introduced. The Drug unit eliminated a near 4000 case backlog without outsourcing, and currently has less than a 7 day average turnaround.

Tim Kupferschmid has 22 years of forensic science experience and is currently the executive director of Sorenson Forensics. Mr. Kupferschmid holds a master's degree in forensic science (MFS) and an MBA degree.

Adam Becnel began his career at the Louisiana State Police Crime Laboratory. He is a manager at the Louisiana State Police Crime Lab, he was responsible for the Narcotics, Toxicology, Firearms and Latent units as well as laboratory-wide technology usage and Laboratory Information Management Systems (LIMS).

Cami Green is the Sales Manager for Sorenson Forensics. Cami has over 12 years of experience in Forensic Science specifically with DNA Testing

➤ **A View of the New DNA Technologies and Their Potential Impact on the Next Generation Forensic Laboratory**

Date: (PM) Sunday, May 5, 2013
Instructor: Bruce Budowle and Art Eisenberg
Fee: \$95.00 (lunch included)

Description: Forensic DNA typing is based on well-developed and substantially validated technologies. Even with the maturity of the science behind forensic DNA typing, technology advancements continue to enhance performance in terms of obtaining more results from challenged samples, glean novel information for additional investigative leads, and for improving efficiency in the laboratory. These advances do not offer trivial or subtle improvements; instead they can be invaluable in contributing to solving crimes or for identifying human remains. Yet, as appealing as technology may be, the decisions to invest and dedicate resources in a new technology can be quite daunting for the operational laboratory. To facilitate such considerations this workshop will present on a number of near term and mid-term technological advancements that can impact casework analyses from the initial phases of DNA extraction to the ability to type DNA remote from the laboratory. The value and just as importantly the limitations and consequences of each new technology will be discussed. The topics are: 1) Advancements in Extraction of DNA; 2) Issues Regarding Low Copy Number Typing; 3) Automation of Databasing Laboratories; 4) Rapid DNA Typing; 5) Next Generation Genetic Markers including new multiplex STR kits, SNPs and INDELS; and 6) Next Generation Sequencing. Attendees can begin to develop an appreciation of these new technologies and how they may support their DNA laboratory services. Lab Directors also will get an indication sense of the obstacles that exist which could affect their decision process for testing and evaluation, and ultimately implementation in their case working laboratories.

Dr. Bruce Budowle received a Ph.D. in Genetics in 1979 from Virginia Polytechnic Institute and State University. In 1983, Dr. Budowle joined the research unit at the FBI Laboratory Division to carry out research, development, and validation of methods for forensic biological analyses. Some of Dr. Budowle's efforts over the last decade are in counter terrorism, primarily in identification of victims from mass disasters and in efforts involving microbial forensics and bioterrorism.

Dr. Art Eisenberg is Professor and Chair of the Department of Forensic and Investigative Genetics at the University of North Texas Health Science Center. Within the Institute of Applied Genetics, he is the Co-Director of the UNT Center for Human Identification (UNTCHI) which includes operational laboratories for: Forensic DNA analysis; Relationship (Parentage) Testing; the Identification of Missing Persons and Human Remains. UNTCHI also operates the National Missing and Unidentified Persons System (NamUs) for the National Institute of Justice. NamUs is the national centralized repository and resource center for missing persons and unidentified decedent records.

➤ **Wrapping Your Arms Around Measurement Certainty**

Date: (PM) Sunday, May 5, 2013
Instructor: Laurel Farrell
Fee: \$95.00 (lunch included)

Description: This is the second of a series of two consecutive workshops (ASCLD 2013 Sunday AM & Sunday PM) which will introduce the foundational concepts of Measurement Traceability, Measurement Assurance and Measurement Uncertainty. This training is applicable for all staff in a forensic testing or calibration laboratory. Workshop objectives include: a review the *ASCLD/LAB-International Policy on Measurement Uncertainty*; providing an understanding of the accreditation requirements associated with measurement uncertainty and measurement assurance as it relates to continued use of a measurement process; a review of the terminology used in ISO/IEC 17025:2005 as it relates to these topics; a demonstration of the interrelationships between measurement traceability, measurement assurance and measurement uncertainty; providing a construct of a basic process for estimating measurement uncertainty; and discussing the importance of knowledge required for testimony in a court of law on these topics.

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HALF DAY WORKSHOPS-MONDAY

➤ **Using FORESIGHT output to improve employee retention, satisfaction and leverage more resources**

Date: (AM) Monday, May 6, 2013
Instructor: David Dawley, Richard Riley and Paul Speaker
Fee: \$95.00 (lunch included)

Description: With information comes greater control. Output from Project FORESIGHT has permitted laboratories to address key issues based upon performance metrics. The major theme of this session will be to present and discuss empirical determinants of lab worker outcomes, such as turnover, propensity to help others and share knowledge. A secondary emphasis will be on non-monetary ways to improve lab worker job satisfaction and attachment. This session will also include interactive exercises in which attendants will learn how to improve human relations with lab workers. Examples will be presented to show how FORESIGHT participants have been able to use knowledge of their performance metrics to enhance funding for their laboratories. Finally, we will use round table discussion to identify critical issues in laboratory human relations that participants' would like see researched in the coming year.

David Dawley is a faculty member of the West Virginia University Management and Industrial Relations Department. He holds a Ph.D. Strategic Management, Florida State University, a M.B.A. from University of Central Florida, and a B.S., Industrial Management, Clemson University.

Paul J. Speaker is a faculty member of the West Virginia University Finance Department and the past Director of MBA Programs in the WVU College of Business and Economics. He holds a Ph.D., Economics, Purdue University, a M.S., Economics, Purdue University and a B.A., Economics, LaSalle College.

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➤ **A View of the New DNA Technologies and Their Potential Impact on the Next Generation Forensic Laboratory *** (This is a repeat workshop from Sunday) *****

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Fee: \$95.00 (lunch included)

Description: Forensic DNA typing is based on well-developed and substantially validated technologies. Even with the maturity of the science behind forensic DNA typing, technology advancements continue to enhance performance in terms of obtaining more results from challenged samples, gleaning novel information for additional investigative leads, and for improving efficiency in the laboratory. These advances do not offer trivial or subtle improvements; instead they can be invaluable in contributing to solving crimes or for identifying human remains. Yet, as appealing as technology may be, the decisions to invest and dedicate resources in a new technology can be quite daunting for the operational laboratory. To facilitate such considerations this workshop will present on a number of near term and

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current facilities will yield rapid benefits since there is no lead time necessary for construction, or the hiring and training of new staff. It will also yield a lasting benefit. As these laboratories continue to run more efficiently, it will increase the value of any future funding dedicated to them allowing directors to make compelling cases for additional funding.

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AFTERNOON SESSION

➤ SOCIAL MEDIA SKILLS FOR THE AGENCY PROFESSIONAL

Date: (PM) Monday, May 6, 2013
Instructor: Ms. Vivian
Fee: \$95.00 (lunch included)

Description: It's frustrating when policies are misunderstood, agency actions are maligned and constituents are unaware of services available to them. Sometimes a manager needs a peer group to get fresh ideas and perspectives on solving problems, or reach out to a wider area to search for qualified candidates for open positions. Although many agencies have been slow to adopt and use social media, there are significant potential upsides to engaging with your community online. With a little effort and purposeful planning, your agency can benefit from increased visibility via one or more social media platforms.

This workshop will explore social media pros and cons for agencies and professionals, including a case study for effective social media use. Discussions will include managing positive and negative feedback via social media, reputation management and effectively connecting with the community.

Participants will have the opportunity to:

- View, discuss and explore social media sites online
- Get hands-on experience and set up individual profiles to learn and practice system use. If appropriate, participants can set up initial pages for their agency.
- Participate in discussion of policies with other attendees
- Understand resources available to train, create policies and manage social media for agencies

Social media is here to stay. Embracing this outreach opportunity can bring immediacy and flexibility to your agency's communications strategies, helping to build relationships and access resources.

Ms. Vivian currently serves as the Communications Manager for NFSTC and has worked with the organization since 2008. Ms. Vivian has more than 18 years of experience in corporate communications and marketing. She spent 12 years as Marketing Director for the American Heart Association, Florida/Puerto Rico Affiliate, before opening her own communications company, ClearEcho Communications, Inc. Ms. Vivian has been recognized by PR News and the Florida Public Relations Association, has received two Telly Awards for video production and was honored with a Communicator Award of Distinction. She holds a B.S. in Telecommunications from the University of Florida and served on the American Marketing Association board of directors from 2006 to 2010.

➤ **Laboratory Lean Six Sigma: A Recipe for Dramatic Efficiency and Quality Improvements *****
(This is a repeat workshop from Sunday) ***

Date: (PM) Monday, May 6, 2013
Instructors: Tim Kupferschmid, Adam Becnel ,and Cami Green
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Adam Becnel began his career at the Louisiana State Police Crime Laboratory. He is a manager at the Louisiana State Police Crime Lab, he was responsible for the Narcotics, Toxicology, Firearms and Latent units as well as laboratory-wide technology usage and Laboratory Information Management Systems (LIMS).

Cami Green is the Sales Manager for Sorenson Forensics. Cami has over 12 years of experience in Forensic Science specifically with DNA Testing.

➤ **What a Solid Accreditation Application Looks Like**

Date: (PM) Monday, May 6, 2013
Instructors: Anja EinseIn, ASCLD/LAB Training Manager
Fee: \$95.00 (lunch included)

Description: The accreditation process can seem daunting to even the most seasoned manager. This workshop intends to provide the attendee with a detailed review of the critical steps a laboratory needs to complete BEFORE making application and what items need to be submitted as part of the application process. While the specific details and forms may vary from one accrediting body to the next but the basic structural elements are very similar. Attendees will be encouraged to ask questions during the session and networking based on past experiences will be encouraged.

Instructor: Anja EinseIn, ASCLD/LAB Training Manager

Anja EinseIn has been the Training Manager for the American Society of Crime Laboratory Directors, Laboratory Accreditation Board (ASCLD/LAB) since 2006. Prior to this she worked at the FBI Laboratory in both Quantico, Virginia and Washington DC from 1996 to 2006. Her additional experience in private industry and her background in chemistry, engineering and adult education provide her with a strong background to help others understand quality and how it can help an organization.