

2009 CHIEF'S CITATION AWARD

RMS NAME COMBINE TEAM

Members of this team include: David Affeldt, Darlene Ahrendt, Detective Andy Anderson, Sergeant J.D. Anderson, Gwen Ashcraft, Brandi Belcher, Angel Brudnel, Richard Cain, Officer Vic Carroll, William Flatt, Theresa Giannetto, Jody Goldman, Barbara Hammer, Jaymes Hughes, Terri Jo Jensen, Carrie Johnson, Lorraine Keane, Gary Kuntz, Marisa Kurtz, Bob Lincoln, Jennie Marshall, Candy O'Brien, Lori Pence, Lisa K. Smith, Carla Stamatoplos and Glenda Toptine.

The Duplicate Name Vertical Staffing Project began in 2006 and has had a substantial positive impact on the community, law enforcement agencies and our partners. The Name Combine project started with a simple premise: Duplicate names in law enforcement systems are hindering the ability of the criminal justice community in Spokane to perform their primary functions. The question was, how to fix the problem? The answer required hundreds of hours of help from knowledgeable and dedicated subject area experts. It quickly became apparent that the answer wouldn't be a simple change in data entry procedures since even a seemingly insignificant change by one group could have a huge impact for other users of the systems. Even when new data entry procedures and new name combine electronic process were developed, thousands of duplicate records would still cause problems for years to come. Both problems would need to be fixed, but would require experts from multiple agencies with many different skills and years of experience. The level of cooperation between agencies and commitment and dedication of the participants has been truly remarkable. To carry this project forward involved hours of tedious analysis, multiple policies to be documented, multi-agency training and detailed discussion at each meeting.

As the work progressed, team members realized that the methods and lessons learned served as a valuable and effective method for handling many types of new procedures required by agencies from Child Protective Services, Adult Protective Services to Juvenile Courts and runaways. This team also thought of the idea that a forms committee should be formed to standardize the forms that are used by law enforcement. Also, the team brought about much communication, system enhancements and highlighted how the duplicate name entry affected other systems such as Xpediter and provided measures and solutions to solve the problems.

