

2021-2022

ARKANSAS STATE CRIME LABORATORY STRATEGIC PLAN

MISSION:	To provide quality forensic services to the criminal justice community and the State of Arkansas in a timeframe amenable to our customers.
VISION:	Support public safety by providing analytical results within thirty days of submission.
CORE VALUES:	<ul style="list-style-type: none"> ➤ <u>Clear Communication</u>- Communicate often, promptly, professionally and in person when appropriate ➤ <u>Quality</u>- Excellence, getting it right the first time, consistent performance, continuous improvement, taking pride in one's work ➤ <u>Professional Development</u>- Growing and engaging employees through training, mentoring, and providing leadership opportunities ➤ <u>Safety</u>- Providing a safe work environment and educating employees on safety practices ➤ <u>Accountability</u>- Holding oneself and others responsible for productive and ethical behavior. ➤ <u>Teamwork</u>- Having a common vision, ensuring cohesiveness, assisting one another, supporting other sections, putting others interests first and making decisions based on what is best for the laboratory
GOALS:	<ol style="list-style-type: none"> 1. Complete cases in a timely manner to meet our customer's expectations 2. Promote an employee centered culture 3. Provide information and education to our Criminal Justice partners and Department of Public Safety Divisions 4. Promote continuous improvement and efficiency

GOAL 1: COMPLETE CASES IN A TIMELY MANNER TO MEET OUR CUSTOMER'S EXPECTATIONS

Department of Public Safety Metric: Delivery of Services- Improved Customer Service

Measurement Objective 1: All disciplines report analytical results to our customers within 60 days.

Strategy 1: Evaluate discipline staffing

Detail 1: Evaluate number of staff, caseload and cases completed over the last 6 months. Also look for any trends that may influence staffing decisions. Make predictions on backlog and turnaround times.	On-going
Detail 2: Evaluate different staff types and their effect on backlog/turnaround times. Particularly, technicians in lieu of additional analysts or a combination of the two.	On-going

GOAL 2: PROMOTE AN EMPLOYEE CENTERED CULTURE

<i>Department of Public Safety Metric: Optimization of Enterprise Efficiencies- Performance Improvement</i>	
Measurement Objective 1: Achieve a 90% retention rate of all staff	
Strategy 1: Seek Continuous Employee Feedback	
Detail 1: Top management will attend discipline monthly meetings to better understand the culture and needs.	On-going
Detail 2: Conduct lunch meetings with groups of staff to talk about things that are important to them	On-going
Detail 3: Make a 'Parking Lot' available at each discipline, in a visible location. Each Section Chief will encourage their employees to participate and develop solutions for any issues presented. These ideas will be brought quarterly to the Section Chief meeting, and a PICK Chart will be completed with an action plan in place.	2021 Q3
Detail 4: Feedback from Details 1-3 will be discussed at each quarterly management meeting.	2021 Q4
Strategy 2: Improve Job Satisfaction	
Detail 1: Develop current and future leaders by: a. Encouraging attendance at external leader/manager training events. b. Continue in-house management training program.	a. On-going b. On-going
Detail 2: Continue to encourage employee development through attendance at conferences and events to network with other professionals. Continue to find mechanisms to fund training for all staff.	On-going
Detail 3: Bring in a motivational speaker annually	On-going
Detail 4: Improve workplace facilities a. Create new break area on second floor to de-stress and relax b. Make lobby area more functional c. More color and art work on walls	a. 2022 Q2 b. 2022 Q4 c. 2021 Q4
Detail 5: Create engagement opportunities for employees a. Continue title promotion program b. Continue grand round presentations c. Promote mentorship opportunities (on-boarding, internship program, etc.)	a. On-going b. On-going c. On-going

GOAL 3: PROVIDE INFORMATION AND EDUCATION TO OUR CRIMINAL JUSTICE PARTNERS AND DEPARTMENT OF PUBLIC SAFETY DIVISIONS

<i>Department of Public Safety Metric:</i>	
<ul style="list-style-type: none"> ➤ <i>Optimization of Enterprise Efficiencies- Shared Services Model</i> ➤ <i>Delivery of Service- Ease of Interaction</i> 	
Measurement Objective 1: Provide Effective Communications	
Strategy 1: Update our Criminal Justice partners of current forensic science technologies used by the ASCL.	
Detail 1: The ASCL Newsletter will be published and disseminated every 4 months to criminal justice partners- state, federal, prosecutors, public defenders; and DPS Divisions.	On-going
Detail 2: Present at the state prosecuting Attorney’s and Public Defender’s Association annual symposium.	On-going
Detail 3: Conduct outreach across the state to educate and receive feedback	2021 Q4
Strategy 2: Provide and make available continuing education for law enforcement	
Detail 1: Make the law enforcement page on the ASCL website relevant to ASCL processes and case management guidelines.	2022 Q1
Detail 2: Conduct regional educational opportunities	2022 Q2

GOAL 4: PROMOTE CONTINUOUS IMPROVEMENT AND EFFICIENCY

<i>Department of Public Safety Metric:</i> <ul style="list-style-type: none"> ➤ <i>Operational Integrity and Compliance- Improvements or sustained exceptional audit performance</i> 	
Measurement Objective 1: Maintain ANAB and NAME Accreditations	
Strategy 1: Conduct Risk Assessment to identify potential events that may negatively impact crime lab individuals and the quality of work performed by the laboratory	
Detail 1: Conduct risk assessment	2022 Q1
Detail 2: Develop and implement a plan to reduce any risks identified	2022 Q2
Detail 3: Develop a final report for ASCL	2022 Q2
Detail 4: Disseminate the assessment to the lab staff	2022 Q2
Detail 5: Re-Evaluate risk assessment annually	On-going
Strategy 2: Stay abreast of best practices and advancements in the forensic science field	
Detail 1: Host ANAB Technical Assessor Training Course and/or quality courses	2022 Q1
Detail 2: Stay active in forensic organizations by serving on committees and/or boards	On-going
Detail 3: Keep up with national standard development organization (SDO) and scientific/technical working group (SWG/TWG) publications	On-going
Detail 4: Participate in the quality assessment of other laboratories	On-going
Measurement Objective 2: Maintain Foresight 20/20 Maximus Award – 90% Efficient Laboratory	
Strategy 1: Utilize Lean Six Sigma tools	
Detail 1: Disciplines that are meeting or approaching 60 day turnaround time expectation, conduct annual PICK chart and brainstorming meetings annually	On-going
Detail 2: Disciplines that are not meeting a 60 day turnaround time, identify a new LSS project to conduct	2022 Q1