



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

Department of Public Safety

OFFICE OF THE COMMISSIONER
James E. Cockrell

5700 East Tudor Road
Anchorage, Alaska 99507-1225
Main: 907.269.4542

The Honorable Mike Prax
Chairman, House Health and Social Services Committee
Alaska State Legislature
State Capitol, Room 120
Juneau, Alaska 99801

RE: Follow-up for House Bill 275

Date: January 31, 2024

Dear Chair Prax,

In follow-up to the hearing of House Bill (HB) 275 on January 30, 2024, before the House Health and Social Services Committee, the Department of Public Safety (DPS) is providing information specific to the training agenda for the various groups that were provided training by department staff in the lead up to the deployment of the DPS Sexual Assault Examination Kit Tracking system. The department is also including a copy of the Department of Justice Office of Justice Programs National Institute for Justice: [National Best Practices for Sexual Assault Kits: A Multidisciplinary Approach | National Institute of Justice \(ojp.gov\)](#).

Respectfully,

Lisa Purinton
Division of Statewide Services Director
Department of Public Safety

Enclosures (2)

Department of Public Safety Kit Tracking Training Agenda

Acronym List.....	2
Law Enforcement Agency Training Agenda.....	3
Medical Facility Track-Kit Training Agenda.....	14
Advocacy Track-Kit Training Agenda.....	23
Paralegal & LEA Advocate Track-Kit Training Agenda.....	30

Acronym List

ABI- Alaska Bureau of Investigation

ADV- Advocate

AK- Alaska

AST- Alaska State Troopers

ASU- Anchorage Services Unit

CAC- Children's Advocacy Center

CDVSA- Council on Domestic Violence and Sexual Assault

DPS- Department of Public Safety

DV/SA- Domestic Violence/Sexual Assault

HD- Help Desk

IH Help Desk- InVita Health Help Desk

LEA- Law Enforcement Agency

Med- Medical

MF- Medical Facility

NIJ- National Institute of Justice

OCS- Office of Children Services

PC- Policy Center (which is Point of contact at the Lab for Track-Kit)

PII- Personal Identifying Information

RLS- Request Lab Services

SA- Sexual Assault

SANE- Sexual Assault Nurse Examiner

SART- Sexual Assault Response Team

TAT- Turn Around Time

TK HD- Track Kit Help Desk

TK- Track-Kit

VCCB- Violent Crime Compensation Board

Law Enforcement Agency Training Agenda

Introductions & Housekeeping

- Introductions
- Sign in sheet

Purpose of TK

- **SHOW VIDEO**
- Main purposes:
 - Survivors track their kit
 - Compliance with TATs/moving kits through process
- Applies to all SA kits (adult victims, peds, suspect. Both reported and unreported / anonymous.)
- No PII
- Does not replace RLS
 - If applicable (i.e. all AST): Specific Posts, and sometimes unit, matters for TK. Your TK “site” will be your specific Post (and unit if ABI). It also matters for RLS now because we’ll reconcile lab data with TK date. On RLS: AST: specify your post and if you are ABI. Please do this for all RLS’s you submit to lab going forward, not just SA cases.
- Does not replace chain of custody
- Different from Portal
 - No results or lab reports are posted in TK or shared with survivor via TK.
- Currently does not replace LEA requirement to notify survivor when testing is done BUT working on a fix for that later this summer.
 - For now, still use notification form in SART paperwork.
- DOES replace manual annual inventory (as long as your agency uses TK)
- CAN demonstrate your agency meeting statutory TATs

Housekeeping

- Training overview:
 - What this looks like in real-life
 - LEA steps
 - Support
 - User & Admin-specific (others can leave or stay as they’d like)
 - Additional LEA portal features
 - Next steps
- Since we are in a training environment, all the data you will see today is fake, even though you will see real communities and agencies being used.
- Language: the term “collected” can mean
 - A kit was picked up by LEA from MF (statute)
 - A kit was conducted during an exam (most common, and likely what you’ll here in training and sometimes see in TK)
- Anticipated DATE: _____

- You will receive an email to log into site. Click on “click here”. ([show](#)) So you don’t necessarily need to write url down now.
- Do not hand out victim cards before that date. Those kits won’t be in system (if they are added, we will remove them later on so there’s clean data and clear messaging to survivors on what to expect).
 - No historical kits
 - Do not enter kits in TK that were collected at an exam before your agency’s go-live date.

Example of how this will work with SART / CAC process

- Uses barcodes that are on kits
 - [Show](#) example of barcodes
- MF select kit
- Make note of barcode number in record in case survivor needs barcode # again. MF, LEA, and advocacy each keep track.
 - There will eventually be extra barcode stickers in the kits that can be used on SART notification form, discharge instructions, DV/SA booklet, etc.
- MF do their first step: collect kit data entry
- MF give survivor login card + iPad to survivor & advocate to go over survivor portal and possibly sign up for optional notifications
 - [Show](#) Example of survivor login card
- MF later do their second step: let LEA know kit is ready
 - **Sends notification to whoever is subscribed at LEA**
- **For LEA, 2 main steps:**
 - **pick up the kit from MF.**
 - **Send kit to lab.**
- Then Lab will enter various milestones

Log in screen

- Users vs. survivors url (take to same place, but additional links below slightly different)
- Forgot your password
 - Put in your email. If have account, will email you.
- How to get account
 - through your site’s admin
 - If no admins left, through PC

If applicable: Roaming Users

- *Pick site when log in*
- *Switch at top*

Home screen: Quick Orientation

- “User Profile” (to change password)
- “Menu”
 - Can collapse
- “Start by scanning”
 - Collapsible image
- “Kit Transfer”
- “Help Center” (FAQs, videos, guides)
- “Dashboards”
 - First: All kits assigned to your LEA that are not yet at lab by location
 - Kits at medical: only kits that have been used
 - Second: kits on hold and when they will be released. (Currently under construction)
 - Third: kits picked up from MF per month; kits completed by lab per month (only includes kits with exam dates *after* your region’s go-live date)

Pickup Notification

- Generally, MF should mark in TK when the kit is ready for LEA pickup. This will send a notification to LEA (discuss in notification section).
- However, you technically can pick up a kit in TK without that notification sent, if need be.
- MF can still notify you in whatever other process you currently have as well, or you can update your processes to use just the TK notification.

Main data entry steps via wizard (victim kit)

STEP 1

- (have Reported barcode # ready through MF step2)
- Type in barcode or scan with scanner.
 - Camera (phone / iPad) not currently working but will be at some point.
- Pick up a kit
 - LEA Pickup date from MF:
 - can backdate. (*LEA training: back date 1 month*)
 - LEA case number: required
 - Creates survivor timeline milestone
 - Sends notification to whomever is subscribed in survivor portal, if anyone

STEP 2

- Send kit to lab
 - Specify skip lab processing (i.e. submitting for storage)
 - If yes, specify reason (same as RLS)
 - Reason is not shared with victim other than if kit is anonymous / unreported
 - Date kit sent to lab:
 - Can backdate.

- Cannot future date.
- Creates survivor timeline milestone
- Sends notification to whomever is subscribed in survivor portal, if anyone

Main data entry steps via worklists

- (have unreported barcode ready that has gone through MF steps 1 and 2)

STEP 1

- MF pickup required worklist
 - Highlighting:
 - LEA pickup from MF TAT (MF2→LEA1)
 - NIJ National best practices: have kit ready for pickup within 3 days
 - Yellow highlighting 2 days after ready for pickup notification
 - Red highlighting 3 days after ready for pickup notification
 - For Storage: Anonymous / Unreported
 - Step 1: (unreported)
 - LEA Kit status:
 - (In inventory)
 - At Medical Facility
 - In Law Enforcement Possession
 - In Transit to Lab
 - In Lab Possession
 - Tracking Complete
 - Must save step 1 before able to enter step 2

STEP 2

- LEA Custody (Pre Lab) worklist
 - 2 groups
 - Highlighting on worklist:
 - LEA TAT (LEA1→LEA2)
 - Alaska statute: send kit to lab within 7 days of “collecting” (picking up) kit from medical facility
 - Yellow highlighting 23 days after picked up from MF AND not yet marked as sent to lab
 - Red highlighting 30 days after picked up from MF AND not yet marked as sent to lab
 - Step 2:
 - Unreported kits default to skip lab processing with reason of anonymous.
 - If convert while in LEA possession, easiest to do while either picking up kit or when sending to lab. Must be done in Kit Details. Steps:
 - Change “Report to LEA?” to Yes
 - Change Skip Lab Processing to No OR if still skipping lab processing, change reason to not be anonymous

- If an anonymous / unreported converts to reported:
 - Person responsible for converting kit IN TRACK-KIT (regardless of process in real life) depends where kit is in TK:
 - If before LEA step 1: MF
 - If between LEA step 1 and LEA step 2: LEA
 - Report to LEA? Change from No to Yes
 - Fill in Date sent to Lab
 - Change Skip Lab processing to No.
 - If keep Yes, choose different reason
 - If after LEA step 2: LEA tells lab, then lab changes

Resetting Survivor Password

- Resetting survivor password: MF or LEA (or survivor) can do
 - If kit still at MF, MF should do.
 - If kit is at LEA or after, you would verify that it's the right person for any other type of HIPAA or case info dissemination. That's why PC and TK HD will not.
 - Can use Dynamic Search to find kit after it has left LEA

If MF did not do any data entry

- Barcode that is on MF uncollected worklist: P00042 (DON'T SAVE)
- Pop up. Specify that the kit has been collected.
- Suspect kit or not
- Verify MF
- If have date of completion, fill out. Can be backdated. If don't have, ok to skip.
- Minor:
 - Peds kits are not automatically marked as yes, so don't forget to switch it.
 - If yes, Report to LEA = Yes and locked.
- Reported (i.e. anonymous or not)
- Then regular LEA fields of pickup date and case number
- If MF entered collection data but did not send the notification to LEA that the kit is ready to be picked up by LEA:
 - LEA pick up date will populate Date notification sent
 - However, then we are not capturing MF turnaround time, so we are strongly encouraging MFs to not skip their steps.

Workflow for Suspect Kits where you use your own kit (no MF)

- A00505 (DON'T SAVE)
- DEMO Via Wizard
- 2 steps:
 - Record that kit was conducted/collected
 - Date of exam.

- Don't need MF or date of LEA pickup from MF
 - Send kit to lab, indicating if skip lab processing & why
- Can also be done via Inventory Worklist (LEA unused inventory worklist)
- If a kit is marked "Suspect", it disables survivor portal for that kit. (Don't give login cards to suspects).

Using UNCOLLECTED Kits from another agency

- Specifically applicable to AST Posts with both AST & ABI—all your Post's inventory will be in TK under the non-ABI site.
- Use regular wizard. If ABI uses a kit from inventory,
 - If say uncollected, it will just prompt you to transfer it to your "organization" (i.e., your ABI).
 - If say collected, it will bring you to step 1 with no info (same as doing suspect kit from own inventory or kit that skipped MF)
 - **A00410** (DON'T SAVE)

Other Features

- Testing Complete
 - 2-week hold after testing complete
 - Does not replace LEA requirement to notify victim, but we're working on that. In meantime, continue to fill out notification page of SART paperwork.
 - No hold on tracking complete when storage only or kit no longer tracked in TK
 - Unreported, other kits lab isn't testing as allowed by statute, kits transferred out of state or to FBI / Military, kits collected for non-SA situations (ex. homicide or strangulation without alleged SA – different than alleged but not a crime by statute)
- LEA unused inventory
 - Discarding uncollected kits
 - Can't discard collected kits

Quick overview of survivor site – if interested

- Completed reported kit: **A00357**

Support

- **Show** slide
- Both Users and Survivors
 - TK: 1.888.827.1740 or track-kit.support@invitahealth.com
 - Live Chat, Online Ticketing and Toll-Free Phone Support
 - 8:00 a.m. to 5:00 p.m. (Local Time), Monday-Friday
 - IH Help desk (cannot verify survivors, so can walk through info / how to use, but cannot give or reset password or barcode)

- **NO PII IN HD!**
- Additional support to survivors: (you)
- Additional support to users (you): AKTrackingHelpDesk@alaska.gov
 - 8:30 a.m. to 4:30 p.m., Monday-Friday
 - **NO PII IN HD!**

PART 2: Users & Admin

Changing LEA

- Moving physical kit between LEAs in same region:
 - INITIATE: If you are giving the kit to a different agency, can use kit transfer wizard to initiate
 - **A00529** (DON'T SAVE)
 - Will send them an email (if subscribed)
 - RECEIVE: If you now physically have the kit, usually you can use regular wizard
 - Usually will have a warning message that kit is currently assigned to a different LEA or hasn't been collected yet. Just double check that you have the right barcode before proceeding.
 - **P00002** (DON'T SAVE)
- Moving physical kit between LEAs in different region:
 - The LEA that currently has the kit should initiate a transfer in TK. Then the second LEA will receive the kit in TK once they physically receive the kit.
 - Applies to agencies not in TK—select outside organization: FBI, military, or out-of-state LEA
 - Use kit transfer wizard or button at bottom of kit details
- Active Transfers Worklist
- Agency assist across distance where jurisdictional agency will not physically receive kit (will go straight from assisting agency to the lab): assisting agency should keep kit in TK until it gets to the lab because they are responsible for LEA step 2.
 - Then let the lab know (typically via RLS) and the lab will change it.

Missing Info

- (have 2 missing info kits: 1 with both: **A00525**, 1 with only date sent to lab: **A00537**)
- Only if LEA did not do either step, otherwise fields are required
- Possible missing fields:
 - Pickup date
 - If missing this, will also likely be missing LEA case number
 - Date Sent to Lab
 - May not be missing LEA case number if filled in later by lab
- Missing info worklist is good for clicking into kit, but won't tell you what fields specifically are missing. Can export + print.

- Missing info report is good for seeing what fields are missing. Can run as either PDF or excel. Can print.
- If certain steps were missed by medical or law enforcement, they will not show up on timeline and date ranges may be off because of missing steps (e.g. looks like at medical a long time until lab because LEA never put in when they had it).

Other Worklists Available

- Storage only
 - Grouped by Lab reason. If not yet reviewed by lab, Anonymous. If skipped for other reason but not here = not yet reviewed by lab or lab decided to test—see Lab Review worklist.
- Lab review & Testing Queue
 - 2 groupings
 - Tolloed kits: A00163
 - Toll start date but no end date = missing info on RLS submitted with kit. Specific missing info will be conveyed from DPS Evidence staff.
 - Toll end date = no longer tolloed, but will still say tolloed kit because it was tolloed at some point.

Orders

- How orders work after transition period with current kits in your inventory:
 - *If applicable (AST + ABI shared Posts): At AST Posts with both ABI + non-ABI units, there will be 1 shared inventory.*
 - Auto orders based on a threshold we will set. If you feel like you're going through kits fast and therefore having orders too frequently, let me know and we can adjust the threshold and # of kits sent to you in an order. First thresholds are based on 3 year average of kits based on lab data (so doesn't include kits that don't come back to lab because either discarded or sent out of state/FBI/military).
- When receive new unused kits from DPS Supply to put them away:
 - Log into your portal on your computer (don't need scanner for this step), or on iPad
 - On "Orders" page, mark order as "Received"
 - Make sure all kits are present. If any missing, discard kit in TK with reason of "Missing from Order".
 - Email Crime Lab Tracking Help Desk to let us know kit(s) was missing from order + what barcode so we can see if we find that kit in Supply.

Other reports

- User Activity only available to admin

Dynamic Search

Admin

- Associated LEAs: will be LEA in your region
- Add and disable users, including assigning “admin” role
- You do not need to add “Officers”. That list doesn’t do anything in the system for our state’s workflow.
- Manage who gets what Notifications (*will come back to in a few minutes*)
- Post bulletin board messages / emails for your specific site

Discussion: How this will work in your agency.

- You don’t have to enter the data while picking up kits. So any officer can pick up, bring back to agency, and then whomever logs evidence in at agency can log into TK and back date the pick up date. They just need to know:
 - Pickup date
 - LEA case number
 - if MF didn’t do their data entry, they will also need to know:
 - victim or suspect kit
 - Minor or not
 - Report to LEA or no
- The officer who does a suspect kit doesn’t necessarily need to be the person to record the step 1 for those kits. Again, can be evidence staff. They just need to know:
 - That it’s a suspect kit
 - The date the kit was conducted / collected on suspect
- Step 2 is same for both victim and suspect kits. The step 2 info does not need to be completed by the case officer. You could have whoever normally sends the evidence to the lab sign in and enter it. They just need to know:
 - Whether you’re sending it for analysis and if not, why (i.e. they should look at the RLS that they are including in the shipment)
 - Date they are sending it (cannot be future dated)

Data collection forms

- Review and approve
- Complete if missing
- Make sure we have a phone number—will be shared on survivor site

Agency Notifications

- Agency implementation template: TASKS
- Managed by your site admins for all users.
- Whitelist no reply email
 - If go to junk mail, in Outlook, do these **steps**
- Can have different notification types go to different users, but can’t do it per kit.
- Can sign up emails for people who are not users

- Can use generic / group emails
- 9 Notifications available to LEA
- Ready for Pickup from MF
 - As soon as it's released
 - Warning that you're getting close to pickup deadline: sent after 2 days
 - Overdue – past pickup deadline: sent after 3 days
 - Timing based on NIJ best practices
- Send Kit to Lab
 - Warning that you're getting close to pickup deadline: sent after 23 days
 - Overdue – past pickup deadline: sent after 30 days
 - Timing based on state statute
- Lab Processing Update
 - When kit's testing is done and that kit is on hold if within 2 weeks of testing completion
- LEA Kit transfer
 - When a kit is being transferred to your agency
- Missing info
 - not customizable per person per kit. If registered for notification, will get for all kits missing info, so suggest just signing up admin / oversight folks
- Order fulfilled by DPS Supply and in route
 - suggest just signing up admin / oversight folks

Go-Live steps

- See Agency Implementation template
 - Decide who will do what Tasks
 - Decide who will receive what Notifications
- On Go-live day (template):
 - Person who manages your kit inventory: Let the Track-Kit team at the lab know what exact barcodes you still have on go-live date.
 - Make sure Track-Kit registration emails are not going to your agency's junk mail / spam
 - Have all of your agency's users login for the first time and reset their passwords (link in registration email).
 - Admin user review users. Enable / disable as needed.
 - Admin user sign up people for specific notifications.
 - Begin tracking kits.
 - Begin giving survivor login cards to survivors and explaining the survivor portal.
- If co-workers missed this training and/or you would like additional training...
 - Recorded videos, guides, FAQs
 - Next virtual training.
 - Date:
 - How to get access to that session:

Ariel: Pick Up Sign-In Sheet

Kits in your inventory:

- Ariel look at what kits / provide Ariel list of what kits they currently have. Victim Cards that Ariel brings – match to barcoded kit.
- Kits not there:
 - Cross out victim card and give to Ariel to keep track of what’s already been used pre-go-live
 - Between training and go-live, if already used kit, let Ariel know and then tear up card.
- Unbarcoded + Expired: don’t use. Can use for something else.
- Usable kits:
 - Unbarcoded + Unexpired: We will give it a barcode + victim login card
 - Barcoded Kits: We will give victim login cards
 - We will then upload those kits into a special portal in TK. We will include the passwords that are on the associated victim cards we will give you today.
 - On your go-live date, we will ask you for a list of barcodes you have in your inventory THAT DAY. If you respond, we will transfer those kits to your portal. You will need to “receive” them in TK. We will then set up your agency with auto reorders.
 - If you don’t, we cannot guarantee what kits have already been used. So instead, we will keep them in our special portal, and when you use one of those, you’ll scan / enter per normal, it’ll pop up and say that kit is in the special portal, do you want to transfer it to your org? Say yes, then continue with your data entry for that kit.
 - If we haven’t transferred your existing inventory to your portal, you will need to keep track of when your inventory gets low (like you currently do) and place one more order. When we receive that order, we will double check if we have any kits left on your list from pre-go-live and figure out where those are. If you have them, we’ll move them to your uncollected inventory.
 - We will then also create your first order IN TK. When it is fulfilled and in route to you, it will send a notification to whomever is signed up at your agency.
 - Once you receive that order, you’ll receive it in TK.
 - Then we will set your agency up with auto reorders.

Medical Facility Track-Kit Training Agenda

Introductions & Housekeeping

- Introductions
- Sign in sheet

Purpose of TK

- **SHOW VIDEO**
- Main purposes:
 - Survivors track their kit
 - Compliance with TATs/moving kits through process
- Applies to all SA kits (adult victims, peds, suspect. Both reported and unreported / anonymous.)
- No PII
- Does not replace chain of custody
- No results or lab reports are posted in TK or shared with survivor via TK.

Housekeeping

- Training overview:
 - What this looks like in real-life
 - MF steps
 - View examples of kits in survivor portal
 - Support
 - Admin-specific (others can leave or stay as they'd like)
 - Additional MF portal features
 - Next steps
- Since we are in a training environment, all the data you will see today is fake, even though you will see real communities and agencies being used.
- Language: the term "collected" can mean
 - A kit was picked up by LEA from MF (statute)
 - A kit was conducted during an exam (most common, and likely what you'll here in training and sometimes see in TK)
- Anticipated DATE: _____
- You will receive an email to log into site. Click on "click here". (**show**) So you don't necessarily need to write url down now.
- Do not hand out victim cards before that date. Those kits won't be in system (if they are added, we will remove them later on so there's clean data and clear messaging to survivors on what to expect).
 - No historical kits
 - Do not enter kits in TK that were collected at an exam before your agency's go-live date.

Example of how this will work in your SART process

- **For MF, 2 main steps in TK: collect a kit. Notify LEA that kit is ready for pickup.**

- CDVSA equipment: iPads and scanners
- During call-out,
 - MF select kit,
 - MF Log into their portal and input collection info (on computer with or without **scanner**, or on iPad)
 - **Show** example of barcodes
 - Make note of barcode number in record in case survivor needs barcode # again. MF, LEA, and advocacy each keep track.
 - There will eventually be extra barcode stickers in the kits that can be used on SART notification form, discharge instructions, DV/SA booklet, etc.
 - Give survivor login card and **iPad** to survivor & advocate
 - **Show** Example of survivor login card
 - Advocate assists survivor with survivor portal during call-out. If no advocate, med provider to assist survivor with these steps.
 - Log in for first time
 - Reset password
 - Set up security questions
 - Potentially sign up for notifications
 - (safety plan)
 - Potentially go over survivor portal sections
 - Potentially go over survivor how to get assistance via MF, Advocacy, LEA, Track-Kit Help Desk
 - Other resources on iPad
 - Protective orders, VCCB, etc.
 - Can add games, meditation apps, music, etc.
- After exam, if didn't have time when first selected kit, MF log into their portal and input collection info (on computer with or without scanner, or on iPad)
- After kit is ready for LEA, MF log in and mark kit as ready for pickup
 - Sends notification to LEA
- LEA pickup kit + enter pickup info
- LEA send kit to lab, enter that date + if skipped lab processing (same reasons as on RLS)
- Lab receives + reviews kit. Either tests or stores (with specific reasons)

Log in screen

- Users vs. survivors url (take to same place, but additional links below slightly different)
- Forgot your password
 - Put in your email. If have account, will email you.
- How to get account
 - through your site's admin
 - If no admins left, through PC

If applicable: Roaming Users

- *Pick site when log in*
- *Switch at top*

Home screen: Quick Orientation

- “User Profile” (to change password)
- “Menu”
 - Can collapse
- “Start by scanning”
 - Collapsible image
- “Help Center” (FAQs, videos, guides)
- “Dashboards”
 - First: Kits in your inventory (unused). If no peds kits, just one piece (adult)
 - Second: Collected + not ready for LEA pickup; collected + already sent LEA notification of ready for LEA pickup

Main data entry steps via wizard

STEP 1

- **have uncollected barcode. *Reported.***
- Type in barcode or scan with scanner.
 - Camera (phone / iPad) not currently working but will be at some point.
- Collect a kit
 - MF Kit status:
 - In Inventory
 - Collected
 - Picked up
 - If a kit is marked “Suspect”, it disables survivor portal for that kit. (Don’t give login cards to suspects).
 - Examiner:
 - Defaults to person logged in
 - Search for other people who have been added as examiners before
 - Adding examiners not on list
 - “—new—”
 - Will be saved onto list
 - Date of exam: can backdate. (***MF training: back date 1 day for exam date***)
 - Minor:
 - Peds kits are not automatically marked as yes, so don’t forget to switch it.
 - If yes, Report to LEA = Yes and locked.
 - Reported (i.e. anonymous or not)
 - Select LEA:
 - If agency not in TK yet, select “AK agency not yet registered in TK”
 - Can select outside organization, including FBI and military (not listed in test site)

- **If applicable: MF—if AST case, ask if ABI or not (they are separated in TK)**
- Unreported / Anonymous kits will show storage location of at the lab, even if sent out of state. This will be fixed in the fall.

STEP 2

- Release a kit from kit details
 - Release = Ready for LEA pickup
 - NOT when LEA actually pick up the kit
 - Cannot backdate
 - Sends email to LEA, *if subscribed*
 - You can still notify LEA in whatever other process you currently have as well, or you can update your processes to just use the TK notification
 - Survivor portal does not change. Will update again when LEA picks up kit (or if LEA skips their steps, when Lab receives kit)
 - If LEA pick up kit before notification
 - LEA pick up date will populate Date notification sent
 - HOWEVER, then we are not capturing MF turnaround time, so please don't skip.

Main data entry steps via worklists

- **have uncollected barcode**
- Uncollected worklist
 - Discarding uncollected kits
 - Must select a reason
 - Can't discard collected kits, though we can undo a mistake as long as it's before released to LEA
 - STEP 1: **unreported or suspect**
 - Click kit and enter data
- Collected worklist
 - 2 groupings
 - Ready, Not Ready
 - Highlighting
 - MF TAT (MF1→MF2)
 - NIJ National best practices: have kit ready for pickup within 7 days
 - Yellow highlighting 5 days after collection / exam
 - Red highlighting 7 days after collection / exam
 - LEA pickup TAT (MF2→LEA1)
 - NIJ National best practices: have kit ready for pickup within 3 days
 - Yellow highlighting 2 days after ready for pickup notification
 - Red highlighting 3 days after ready for pickup notification

- STEP 2:
 - button on worklist to release kit
- If an anonymous / unreported converts to reported:
 - Person responsible for converting kit IN TRACK-KIT (regardless of process in real life) depends where kit is in TK:
 - If before LEA step 1: MF
 - Change Report to LEA? From No to Yes
 - Save (*Don't save example kit*)
 - If between LEA step 1 and LEA step 2: LEA
 - If after LEA step 2: LEA tells lab, then lab changes

Other features in system

- Resetting survivor password: MF or LEA (or survivor) can do
 - you would verify that it's the right person for any other type of HIPAA or case info dissemination. That's why PC and TK HD will not.
 - Can use Dynamic Search to find kit after it has left MF
- 2-week hold after testing complete
 - Does not replace LEA requirement to notify victim, but we're working on that. In meantime, continue to fill out notification page of SART paperwork.
 - No hold on tracking complete when storage only or kit no longer tracked in TK
 - Unreported, other kits lab isn't testing as allowed by statute, kits transferred out of state or to FBI / Military, kits collected for non-SA situations (ex. homicide or strangulation without alleged SA – different than alleged but not a crime by statute)

Quick overview of survivor site

- **have an uncollected kit barcode ready**
- How to get an account
 - ONLY if kit was collected (exam)
 - on or after your agency's go-live date

EXAMPLE 1: First Log In

- First log in
 - Who can log in / sign up for notifications
 - Survivor
 - Whomever else the survivor gives access to, but only log in
 - Ex. family (esp if minor), advocacy (especially if survivor does not have regular access like if in jail, no phone / email / computer), OCS (if minor and no safe family)
 - Only 1 email and 1 phone number can be entered for notifications
 - **Show** example of notifications

EXAMPLE 2: Completed kit

- Completed kit (have completed kit barcode ready): **A00357**
- If certain steps were missed by medical or law enforcement, they will not show up on timeline and date ranges may be off because of missing steps (e.g. looks like at medical a long time until lab because LEA never put in when they had it).

Support

- **Show** slide
- Both Users and Survivors
 - TK: 1.888.827.1740 or track-kit.support@invitahealth.com
 - Live Chat, Online Ticketing and Toll-Free Phone Support
 - 8:00 a.m. to 5:00 p.m. (Local Time), Monday-Friday
 - IH Help desk (cannot verify survivors, so can walk through info / how to use, but cannot give or reset password or barcode)
 - **NO PII IN HD!**
- Additional support to survivors: (you)
- Additional support to users (you): AKTrackingHelpDesk@alaska.gov
 - 8:30 a.m. to 4:30 p.m., Monday-Friday
 - **NO PII IN HD!**

PART 2: Admin & Next steps

Orders

- How orders work after transition period with current kits in your inventory:
 - Auto orders based on a threshold we will set. If you feel like you're going through kits fast and therefore having orders too frequently, let me know and we can adjust the threshold and # of kits sent to you in an order. First thresholds are based on 3 year average of kits based on lab data (so doesn't include kits that don't come back to lab because either discarded or sent out of state/FBI/military).
 - Threshold separate threshold for Adult and Peds kits
- When SANE receives uncollected kits from DPS Supply to put them away:
 - Log into your portal on your computer (don't need scanner for this step), or on iPad
 - On "Orders" page, mark order as "Received"
 - Make sure all kits are present. If any missing, discard kit in TK with reason of "Missing from Order".
 - Email Crime Lab Tracking Help Desk to let us know kit(s) was missing from order + what barcode so we can see if we find that kit in Supply.

Missing info

- Only if MF did not do either step, otherwise fields are required

- Possible missing fields:
 - Examiner
 - Date of Exam
 - May only be missing Examiner if Date of Exam was filled in by either LEA or lab
- Missing info worklist is good for clicking into kit, but won't tell you what fields specifically are missing. Can export + print.
- Missing info report is good for seeing what fields are missing. Can run as either PDF or excel. Can print.

Other reports

- User Activity only available to admin

Dynamic Search

- Empty columns: status + tracking complete date: hope to add in for MF in the fall

Admin

- Associated LEAs: will be LEA in your region
- Add and disable users, including assigning "admin" role
- Add more examiners / collectors so they'll be on that dropdown
 - (they don't otherwise need to be users)
- Manage who gets what Notifications (*will come back to in a few minutes*)
- Post bulletin board messages / emails for your specific site

Discussion: how this will work in your facility

- **We suggest meeting with your Advocacy program to discuss how you will partner on this locally**
- Agency implementation template: TASKS

Agency Notifications

- Agency implementation template: TASKS
- Managed by your site admins for all users.
- Whitelist no reply email
 - If go to junk mail, in Outlook, do these **steps**
- Can have different notification types go to different users, but can't do it per kit.
- 2 notifications available for MF
 - Missing info
 - not customizable per person per kit. If registered for notification, will get for all kits missing info, so suggest just signing up admin / oversight folks
 - Order fulfilled by DPS Supply and in route
 - suggest just signing up admin / oversight folks

Go-Live steps

- See Agency Implementation template
 - Decide who will do what Tasks
 - Decide who will receive what Notifications
- On Go-live day (template):
 - Person who manages your kit inventory: Let the Track-Kit team at the lab know what exact barcodes you still have on go-live date.
 - Make sure Track-Kit registration emails are not going to your agency's junk mail / spam
 - Have all of your agency's users login for the first time and reset their passwords (link in registration email).
 - Admin user review users. Enable / disable as needed.
 - Admin user sign up people for specific notifications.
 - Begin tracking kits.
 - Begin giving survivor login cards to survivors and explaining the survivor portal.
- If co-workers missed this training and/or you would like additional training...
 - Next virtual training.
 - Date:
 - How to get access to that session:
 - Recorded videos, guides, FAQs

Data collection forms

- Review and approve
- Complete if missing
- Make sure we have a phone number—will be shared on survivor site

Ariel: Pick Up Sign-In Sheet

Medical Equipment

- iPads
 - Apple care
 - Passcode
 - Bookmarks
 - Shortcuts
 - Feel free to
 - add to, ex. games, meditation, etc.
 - have your IT look at if needed, etc.
 - Primarily for survivors to log into their portal during call-out
 - Then they don't need to have a phone (though they can use their phone instead if that feels safer / easier)
 - Then they have opportunity to look at other resources, have a distraction, etc.

- Then they don't need to be on your network if you have a guest network instead
 - Then they don't need to use a med facility computer that could have access to PII / HIPPA
- iPad cases
- Scanners
 - Warranty
 - Stand
 - Don't work well wirelessly, but feel free to look into that.

Kits in your inventory:

- Ariel look at what kits / provide Ariel list of what kits they currently have. Victim Cards that Ariel brings – match to barcoded kit.
- Kits not there:
 - Cross out victim card and give to Ariel to keep track of what's already been used pre-go-live
 - Between training and go-live, if already used kit, let Ariel know and then tear up card.
- Unbarcoded + Expired: don't use. Can use for something else.
- Usable kits:
 - Unbarcoded + Unexpired: We will give it a barcode + victim login card
 - Barcoded Kits: We will give victim login cards
 - We will then upload those kits into a special portal in TK. We will include the passwords that are on the associated victim cards we will give you today.
 - On your go-live date, we will ask you for a list of barcodes you have in your inventory THAT DAY. If you respond, we will transfer those kits to your portal. You will need to "receive" them in TK. We will then set up your agency with auto reorders.
 - If you don't, we cannot guarantee what kits have already been used. So instead, we will keep them in our special portal, and when you use one of those, you'll scan / enter per normal, it'll pop up and say that kit is in the special portal, do you want to transfer it to your org? Say yes, then continue with your data entry for that kit.
 - If we haven't transferred your existing inventory to your portal, you will need to keep track of when your inventory gets low (like you currently do) and place one more order. When we receive that order, we will double check if we have any kits left on your list from pre-go-live and figure out where those are. If you have them, we'll move them to your uncollected inventory.
 - We will then also create your first order IN TK. When it is fulfilled and in route to you, it will send a notification to whomever is signed up at your agency.
 - Once you receive that order, you'll receive it in TK.
 - Then we will set your agency up with auto reorders.

Advocacy Track-Kit Training Agenda

Introductions

- Introductions
- Sign in sheet

Purpose of TK

- **SHOW VIDEO**
- Main purposes:
 - Survivors track their kit
 - Compliance with TATs/moving kits through process
- Applies to all SA kits (adult victims, peds, suspect. Both reported and unreported / anonymous.)
- No PII
- Does not replace chain of custody
- No results or lab reports are posted in TK or shared with survivor via TK.

Housekeeping

- Training overview:
 - What this looks like in real-life
 - View examples of kits in survivor portal
 - Support
 - Next steps
- *Importance of advocacy: safety planning, emotional safety planning, portal navigation, help getting ahold of help*
- Since we are in a training environment, all the data you will see today is fake, even though you will see real communities and agencies being used.
- Language: the term “collected” can mean
 - A kit was picked up by LEA from MF (statute)
 - A kit was conducted during an exam (most common, and likely what you’ll here in training and sometimes see in TK)
- Anticipated DATE: _____
- Victim cards should not be handed out before that date. Those kits won’t be in system (if they are added, we will remove them later on so there’s clean data and clear messaging to survivors on what to expect).
 - No historical kits

Example of how this will work in your SART process

- During call-out,
 - MF select kit,
 - MF Log into their portal and input collection info
 - **Show** example of barcodes
 - Give survivor login card and **iPad** to survivor & advocate

- Make note of barcode number in records
 - There will eventually be extra barcode stickers in the kits that can be used on SART notification form, discharge instructions, DV/SA booklet, etc.
 - **Show** Example of survivor login card
 - *CDVSA equipment: iPads and scanners*
 - Advocate assists survivor with survivor portal during call-out. If no advocate, med provider to assist survivor with these steps.
 - Log in for first time
 - Reset password
 - Set up security questions
 - Potentially sign up for notifications
 - (safety plan)
 - Potentially go over survivor portal sections
 - Potentially go over survivor how to get assistance via MF, Advocacy, LEA, Track-Kit Help Desk
 - Other resources on iPad
 - Protective orders, VCCB, etc.
 - Can add games, meditation apps, music, etc.
- After exam, if didn't have time when first selected kit, MF log into their portal and input collection info (on computer with or without scanner, or on iPad)
- After kit is ready for LEA, MF log in and mark kit as ready for pickup
 - Sends notification to LEA
- LEA pickup kit + enter pickup info
- LEA send kit to lab, enter that date + if skipped lab processing (same reasons as on RLS)
- Lab receives + reviews kit. Either tests or stores (with specific reasons)

Log in screen

- Users vs. survivors url (take to same place, but additional links below slightly different)
- Username = barcode number (will always be this; survivor cannot change it)
- Password: first one will be on victim log in card. Then the survivor will reset it.
- Forgot your password
 - Survivors: if set security questions, can reset password. If not, will need to go through MF or LEA. TK and PC will not reset survivor passwords because cannot verify person.
- Resetting survivor password: MF or LEA (or survivor) can do
 - MF / LEA would verify that it's the right person for any other type of HIPAA or case info dissemination. That's why PC and TK HD will not.
 - Agencies probably want to keep track of what barcode was used in which exams if survivor needs barcode # again: MF, LEA, or advocacy if they kept track. There will eventually be extra barcode stickers in the kits that can be used on SART notification form, discharge instructions, DV/SA booklet, etc.
- How to get account
 - Survivors: through MF or potentially LEA

- ONLY if kit was collected (exam) on or after your agency's go-live date

Overview of survivor site

4 examples

1. Login before any data entry
2. Part way through process
3. Completed kit
4. Unreported / Anonymous kit

1. First log in: uncollected kit example

- (have an uncollected kit barcode ready): _____
- Translations coming this summer
 - 6 languages: Spanish, Yup'ik, Tagalog, Russian, Hmong, Korean
 - Samoan added once translator available
- Reset password
- Update security questions
- Who can log in / sign up for notifications
 - Survivor
 - Whomever else the survivor gives access to, but only log in
 - Ex. family (esp if minor), advocacy (especially if survivor does not have regular access like if in jail, no phone / email / computer), OCS (if minor and no safe family)
- Only 1 email and 1 phone number can be entered for notifications
- How their email address + phone number are protected: "There are limited number of admins who are security cleared who have access to the backend environment and database. InVita staff including level 1 support personnel do not have access the backed environments or the database."
- Safety planning throughout, but especially when making decisions on login access & notifications
- Review Notification options
 - Show examples of notifications
- Emotional safety planning around Notifications because could be triggering
- MAIN PAGE
 - All just one long page besides user profile
 - Exit button
 - Top / Welcome
 - Instructions on how to get to notifications tab
 - Timeline
 - If MF hasn't recorded info yet, will have message that says so.
 - Very common if you help survivor log in during call-out
 - Resources

- *Generally just advocacy / direct services for survivors (rather than ALL types of services like voc rehab etc.)*
- *How to search*
- *National and Statewide resources will always show*
- *Community + region will show same results (didn't want people to miss anything with filters)*
- *We're keeping descriptions simple*
- **Review your agency's contact info + approve:** _____
- *Let us know if we are missing any direct services agencies in your region.*
- *Clear browsing history*
- *FAQ*
 - *Work in progress.*
 - *Let us know if you're getting some common questions and we'll review.*

2. *Partially done Kit that has not yet done set security questions*

- (have an partially done reported collected kit barcode ready): **A00356**
 - *MF collected: 3/8/23*
 - *Released*
 - *LEA picked up: 3/16/23*
 - *LEA sent to lab: 4/9/23*
 - *Lab received: 4/14/23*
- *Top / Welcome*
 - *If have not completed security questions, will continue to be prompted*
- *Timeline progress*
 - *Through MF*
 - *Through LEA*
 - *At lab*
 - *Each step has a suggested or required TAT*
 - *Suggestions are from NIJ best practices*
 - *Requirements are from Alaska statutes*
- *Contacts*
 - *Lists the specific MF and LEA on their case*

3. Completed Kit (security questions not set, but click “do later”)

- (have an complete reported collected kit barcode ready): **A00357**
 - *MF collected: 2/11/23*
 - *Released*
 - *LEA picked up: 2/18/23*
 - *LEA sent to lab: 3/4/23*
 - *Lab received: 3/7/23*
 - *Lab toll start: 3/10/23*
 - *Lab toll end: 3/13/23*
 - *Lab reviewed: 3/14/23*
 - *Lab start: 3/20/23*
 - *Lab complete (2.5 weeks before today): 4/7/23*
 - *Hold released 4/21/23*
- Review full timeline
- Tolled kits
- 2-week hold after testing complete
 - Does not replace LEA requirement to notify victim, but we’re working on that. In meantime, continue to fill out notification page of SART paperwork.
 - No hold on tracking complete when storage only or kit no longer tracked in TK
 - Unreported, other kits lab isn’t testing as allowed by statute, kits transferred out of state or to FBI / Military, kits collected for non-SA situations (ex. homicide or strangulation without alleged SA – different than alleged but not a crime by statute)
- Milestones survivor will be notified for if signed up:
 - If sign up before MF step 1, then MF1: collected
 - LEA1: picked up from MF
 - Lab1: lab received (end for unreported)
 - Lab 3: testing starts
 - Lab 4: testing complete (after 2 week hold)
- No notifications for (otherwise too many):
 - MF tell LEA kit is ready
 - LEA send kit to lab (but will be on timeline)
 - Any steps that normally get them but are skipped, even if filled in later

4. Unreported Kit (security questions set)

- (have an complete unreported collected kit barcode ready): **A00364**
 - *MF collected: 3/26/23*
 - *Released*
 - *LEA picked up: 3/31/23*
 - *LEA sent to lab: 4/18/23*
 - *Lab received: 4/21/23*
- *Same milestones until received at lab.*
- *Then, At lab: storage complete (tracking complete)*
- If an anonymous / unreported converts to reported:
 - Will change at top Report to LEA from No to Yes
 - Only time that a conversion will change on timeline + send notification is when converts at lab because that can be much later. Otherwise, it's still going through the normal timeline steps and we didn't want to keep notifying survivors incessantly.
 - Use same real life process for conversion (usually through Medical).
 - Person responsible for converting kit IN TRACK-KIT (regardless of process in real life) depends where kit is in TK:
 - If before LEA step 1: MF
 - If between LEA step 1 and LEA step 2: LEA
 - If after LEA step 2: LEA tells lab, then lab changes

Other features in system

- Kits transferred out of state, to FBI, or to Military; or kits that were used in a non-SA situation
 - Will say "Kit no longer tracked in TK"
 - Will trigger notification if subscribed
- Kits may say "At lab: storage only" for not just unreported. Will be after lab reviews (so not just LEA): false report, not an SA crime by statute, not scientifically viable.
 - Will trigger notification if subscribed
- If certain steps were missed by medical or law enforcement, they will not show up on timeline and date ranges may be off because of missing steps (e.g. looks like at medical a long time until lab because LEA never put in when they had it).
- Suspect kits also tracked. MF & LEA won't be giving login cards to suspects. As soon as a kit is marked suspect, they won't be able to log into the survivor portal.
- Look at a kit on a
 - iPad
 - mobile device

Support

- **Show** slide
- Survivors
 - TK: 1.888.827.1740 or track-kit.support@invitahealth.com
 - Live Chat, Online Ticketing and Toll-Free Phone Support
 - 8:00 a.m. to 5:00 p.m. (Local Time), Monday-Friday
 - IH Help desk (cannot verify survivors, so can walk through info / how to use, but cannot give or reset password or barcode)
 - **NO PII IN HD / emails!**

Discussion of how this will work in your SART process

- **We suggest meeting with your MF to discuss how you will partner on this locally**
- During call-out,
 - MF select kit,
 - MF Log into their portal and input collection info (on computer with or without **scanner**, or on iPad)
 - Give victim barcode and **iPad** to survivor & advocate
 - Advocate assists survivor with survivor portal during call-out. If no advocate, med provider to assist survivor with these steps.
 - Log in for first time
 - Reset password
 - Set up security questions
 - Potentially sign up for notifications
 - (safety plan)
 - Potentially go over survivor portal sections
 - Potentially go over survivor how to get assistance via MF, Advocacy, LEA, Track-Kit Help Desk
- *Upcoming virtual trainings*

Ariel: Pick Up Sign-In Sheet

Paralegal & LEA Advocate Track-Kit Training Agenda

Introductions & Housekeeping

- Introductions
- Sign in sheet

Purpose of TK

-
- **SHOW VIDEO**
- Main purposes:
 - Survivors track their kit
 - Compliance with TATs/moving kits through process
- Applies to all SA kits (adult victims, peds, suspect. Both reported and unreported / anonymous.)
- No PII
- Does not replace chain of custody
- Different from Portal
 - No results or lab reports are posted in TK or shared with survivor via TK.

Housekeeping

- Training overview:
 - What this looks like in real-life
 - View example of kits in survivor portal
 - Support
 - Next steps
- *Importance of paralegals: portal navigation & help getting ahold of help*
- Since we are in a training environment, all the data you will see today is fake, even though you will see real communities and agencies being used.
- Language: the term “collected” can mean
 - A kit was picked up by LEA from MF (statute)
 - A kit was conducted during an exam (most common, and likely what you’ll here in training and sometimes see in TK)
- Anticipated DATE: _____
- Victim cards should not be handed out before that date. Those kits won’t be in system (if they are added, we will remove them later on so there’s clean data and clear messaging to survivors on what to expect).
 - No historical kits
- Translations coming this summer
 - 6 languages: Spanish, Yup’ik, Tagalog, Russian, Hmong, Korean
 - Samoan added once translator available

Example of how this will work in your SART process

- During call-out,

- MF Log into their portal and input collection info
 - **Show** example of barcodes
- Give victim barcode and **iPad** to survivor & advocate
 - **Show** Example of survivor login card
- Advocate assists survivor with survivor portal during call-out. If no advocate, med provider to assist survivor with these steps.
- After exam, if didn't have time when first selected kit, MF log into their portal and input collection info (on computer with or without scanner, or on iPad)
- After kit is ready for LEA, MF log in and mark kit as ready for pickup
 - Sends notification to LEA
- LEA pickup kit + enter pickup info
- LEA send kit to lab, enter that date + if skipped lab processing (same reasons as on RLS)
- Lab receives + reviews kit. Either tests or stores (with specific reasons)

Log in screen

- Users vs. survivors url (take to same place, but additional links below slightly different)
- Username = barcode number (will always be this; survivor cannot change it)
- Password: first one will be on victim log in card. Then the survivor will reset it.
- Forgot your password
 - Survivors: if set security questions, can reset password. If not, will need to go through MF or LEA. TK and PC will not reset survivor passwords because cannot verify person.
- Resetting survivor password: MF or LEA (or survivor) can do
 - MF / LEA would verify that it's the right person for any other type of HIPAA or case info dissemination. That's why PC and TK HD will not.
 - Agencies probably want to keep track of what barcode was used in which exams if survivor needs barcode # again: MF, LEA, or advocacy if they kept track. There will eventually be extra barcode stickers in the kits that can be used on SART notification form, discharge instructions, DV/SA booklet, etc.
- How to get account
 - Survivors: through MF or potentially LEA
 - ONLY if kit was collected (exam) on or after your agency's go-live date

Overview of survivor site

- Security question reminder
- How to find user profile
- 3 tabs in user profile

Notifications

- **SHOW** slide of notification info

- Who can log in / sign up for notifications
 - Survivor
 - Whomever else the survivor gives access to, but only log in
 - Ex. family (esp if minor), advocacy (especially if survivor does not have regular access like if in jail, no phone / email / computer), OCS (if minor and no safe family)
 - Only 1 email and 1 phone number can be entered for notifications
- Safety planning throughout, but especially when making decisions on login access & notifications
 - *Emotional safety planning around Notifications because could be triggering*
- Review Notification options
 - **Show** examples of notifications

Main Page

Completed Kit (security questions not set, but click “do later”)

- (have an complete reported collected kit barcode ready): **A00357**
 - *MF collected: 2/11/23*
 - *Released*
 - *LEA picked up: 2/18/23*
 - *LEA sent to lab: 3/4/23*
 - *Lab received: 3/7/23*
 - *Lab toll start: 3/10/23*
 - *Lab toll end: 3/13/23*
 - *Lab reviewed: 3/14/23*
 - *Lab start: 3/20/23*
 - *Lab complete (2.5 weeks before today): 4/7/23*
 - *Hold released 4/21/23*
- *All just one long page besides user profile*
- *Exit button*
- *Top / Welcome*
 - *Instructions on how to get to notifications tab*
- *Timeline*
 - Each step generally has a suggested or required TAT
 - Suggestions are from NIJ best practices
 - Requirements are from Alaska statutes
 - Tolloed kits
 - 2-week hold after testing complete
 - Does not replace LEA requirement to notify victim, but we’re working on that. In meantime, continue to fill out notification page of SART paperwork.
 - *Paralegals: you may be able to see a kit is done testing in portal but that may not be communicated to survivor yet (if still in 2 week hold)*
 - No hold on tracking complete when storage only or kit no longer tracked in TK

- Unreported, other kits lab isn't testing as allowed by statute, kits transferred out of state or to FBI / Military, kits collected for non-SA situations (ex. homicide or strangulation without alleged SA – different than alleged but not a crime by statute)
 - If certain steps were missed by medical or law enforcement, they will not show up on timeline and date ranges may be off because of missing steps (e.g. looks like at medical a long time until lab because LEA never put in when they had it).
 - Milestones survivor will be notified for if signed up:
 - If sign up before MF step 1, then MF1: collected
 - LEA1: picked up from MF
 - Lab1: lab received (end for unreported)
 - Lab 3: testing starts
 - Lab 4: testing complete (after 2 week hold)
 - No notifications for (otherwise too many):
 - MF tell LEA kit is ready
 - LEA send kit to lab (but will be on timeline)
 - Any steps that normally get them but are skipped, even if filled in later
- *Resources*
 - *Generally just advocacy / direct services for survivors (rather than ALL types of services like voc rehab etc.)*
 - *How to search*
 - *National and Statewide resources will always show*
- *Contacts*
 - *Lists the specific MF and LEA on their case*
 - ***LAW opted out of having any contact info on survivor portal***
- *Clear browsing history*
- *FAQ*
 - *Work in progress*
 - *Let us know if you're getting some common questions and we'll review.*

Other features in system

- Unreported / Anonymous kits – after convert will be reviewed by lab for testing and continue the timeline.
- “Kit no longer tracked in TK”: Kits transferred out of state, to FBI, or to Military; or kits that were used in a non-SA situation
- Kits may say “At lab: storage only” for not just unreported. Will be after lab reviews (so not just LEA): false report, not an SA crime by statute, not scientifically viable.
- Suspect kits also tracked. MF & LEA won't be giving login cards to suspects. As soon as a kit is marked suspect, they won't be able to log into the survivor portal.

Support

- [Show](#) slide

- Survivors
 - TK: 1.888.827.1740 or track-kit.support@invitahealth.com
 - Live Chat, Online Ticketing and Toll-Free Phone Support
 - 8:00 a.m. to 5:00 p.m. (Local Time), Monday-Friday
 - IH Help desk (cannot verify survivors, so can walk through info / how to use, but cannot give or reset password or barcode)
 - **NO PII IN HD / emails!**

- *Upcoming virtual trainings*

Ariel: Pick Up Sign-In Sheet