Child Protective Services: Training Objectives and Resources

# **Purpose:**

Provide an overview of authorized NAME-based record checks for subjects of child abuse, neglect and exploitation investigations, how to perform name-based checks, and how to read the resulting criminal history record.

## **objectives**

At the completion of this training, the student will understand:

1. How to initially log on to JWIN with default settings, change password, set up challenge questions and reset own password
2. What a Transaction Form is and how to access Transaction Forms in the JWIN screen layout
3. How to set JWIN Interface Optional Settings
4. How the Messaging System works (Messages / Responses)
5. How to conduct NLETS Queries for Drivers and Vehicles
	1. DQ – Drivers’ License Query / RQ – Drivers’ History
6. How to conduct Person and Property Queries via NCIC
	1. QW/QWA – Query Wanted
	2. QWI- Combined Query (QH + QWA)
7. How to run and read Criminal Histories (NCIC and NLETS)
	1. NCIC: QH + QR / NLETS: IQ + FQ

## **INTIAL LOGON and user registration**

**Introduction and Objectives**

1. Understand where to locate JWIN
2. Understand the login procedures for JWIN
3. Understand JWIN password and pin requirements

**Practical Exercises**

1. Access the JWIN in Chrome from the Justice Web Interface to NCIC: <https://csa.justice.gov/jcis/jwin_index.php>
2. Demonstrate Logon Procedures:
3. User ID: GT + 2 digit tribal code + 1st letter of 1st name and 1st 3 letters of your last name (e.g. Jenna Dee is GT00JDEE)
4. Password: Initial password if User ID in lower case (e.g. gt00jdee)
5. Confirm your Device ID: M156########. Click NEXT to continue.
6. Demonstrate registration procedures:
7. Create a PIN (can be alpha-numeric), and enter into the PIN and Confirm PIN fields.
8. Enter a security phrase, and select a security image. These items will appear on the logon page at future logons to indicate that the logon page is valid.
9. Password – Enter temporary initial password supplied by administrator.
10. Security Questions – Select three security questions and supply answers that will be easily remembered, but not known to others. One of these questions will be asked at each logon to verify identity. Click the “Register” Button
11. The system will then prompt you to change your initial password.
12. The assigned password will also have to be up-dated at initial logon. When prompted, enter current temporary password, and then enter new password and enter new password again in the Confirm New Password field. Follow password composition rules shown to enter an accepted combination of letters, numbers, and special characters.
13. Click Update to proceed.
14. Demonstrate how to update password via the profile information section

**Resources**

1. [JWIN Quick Start Guide](https://nextest.just.jmd.usdoj.gov/resources/jwin_quick_start_guide.pdf)
2. [JWIN User Password Request and Reset Job Aid](https://nextest.just.jmd.usdoj.gov/resources/jwin_user_password_request_and_reset_job_aid.pdf)

## **Understanding Transaction forms**

**Introduction and Objectives**

1. Understand how to locate transaction forms
2. Understand how transaction forms are organized

**Practical Exercises**

1. Demonstrate how to search for forms using:
2. Forms Tab: located at top of page
3. Forms menu: located on left menu
4. Forms Search: by entering message key or partial key in Find Form field
5. Favorites and Recent
6. Discuss how forms are organized. Drop-down menu is organized in six categories:
	* 1. Commonly Used Inquiry Forms: Displays 18 commonly used MKE’s along with four Interpol Inquiries
		2. DOJ Quick Checks: Displays the three Quick Checks (QWI, QWKCHK, QWKCHKV) designed for DOJ and a Master Query for multiple transactions at once
		3. NCIC – property and person files
		4. Nlets – inquiries of state systems criminal histories, driver’s licenses, and moto vehicle registrations
		5. NICS – used to determine persons’ eligibility to buy firearms or explosives
		6. ORI - displays the MKEs to query, modify ORIs in NCIC and the ORION File within Nlets
7. Demonstrate how to set a favorite form. User can set up to 10 favorite forms.
8. Select Transaction form, Click on “Star” at top of form. The Star will turn blue to indicate that it has been set as a favorite.
9. The MKE will be place on the left side under “Favorite Forms”
10. Click “Star” again to remove favorite.
11. Review form fields and highlight the following:
12. Mandatory fields are indicated in blue.
13. Field Help is available for select fields by clicking the field title. Fields having field help available are indicated by an underlined field title, indicating a link to the help.
14. Submit the completed query form by clicking the **Submit** button at the top or bottom of the form, or by pressing the big “+” key at the far-right of the keyboard.

**Resources**

1. [JWIN Transaction Form Job Aid](https://nextest.just.jmd.usdoj.gov/resources/jwin_transaction_forms_job_aid.pdf)
2. [Message Keys for NCIC and Nlets](https://nextest.just.jmd.usdoj.gov/resources/message_keys_and_field_codes.pdf)

## **understand Optional Settings**

**Introduction a**n**d Objectives**

1. Demonstrate user settings and how to set. Optional Settings are:
2. Night View
3. Play Sound
4. Pop-up Incoming Message
5. Close on Transmit
6. Show Top Navbar
7. Show Side Menu
8. Use Workspace
9. Auto Print
10. Session ORI
11. Understand the message management system
12. Mailbox: stores message for 24 hours
13. Archives: archives messages after 24 hours searchable

**Practical Exercises**

1. Conduct a QWKCHK (QH, QWA, DQ) on Coyote, Wile, E. DOB 19490304
2. Review where to locate in message in box
3. Locate the message in your inbox
4. Select the message and view the response

**Resources**

1. [JWIN Message Management Job Aid](https://nextest.just.jmd.usdoj.gov/resources/jwin_message_management_job_aid.pdf)

## **Transaction windows and the Difference Between Data contained in NCIC, III, and Nlets**

**Introduction and Objectives**

1. Understand which files are in NCIC
2. Understand how Nlets and III are accessed through NCIC
3. Understand the differences an between NCIC, III, and Nlets
	1. National Crime Information Center or NCIC: A criminal records database allowing criminal justice agencies to enter or search for information about property and persons (7 Property Files and 14 Person Files)
	2. Interstate Identification Index or III ("triple-eye"): A national **index** of criminal histories (or rap sheets) in the US maintained by the Federal Bureau of Investigation (FBI)
	3. Nlets(International Justice and Public Safety Network): An interstate justice and public safety network owned by the states
		1. Nlets queries have the Q at the END of the message key. NCIC queries have the Q at the BEGINNING of the message key.

**Practical Exercises**

1. Instructor to demonstrate how to access person and property files in NCIC
2. Instructor to demonstrate how to access III
3. Instructor to demonstrate how to query state Nlets files using the exercises in the next section

**Resources**

1. [Message Keys for NCIC and Nlets](https://nextest.just.jmd.usdoj.gov/resources/message_keys_and_field_codes.pdf) and Message Field Codes

## **NCIC Queries for Property and Persons Files**

**Introduction and Objectives**

1. Understand how to query both NCIC Person Files and Property Files
2. Review the most common person and property queries and how to access them

**Practical Exercises**

1. Instructor to demonstrate how to conduct queries using the test records below:

1. QW/QWA – Coyote, Wile E.; DOB 19490304; Sex: M; Race: UKN
	1. Note that subject’s record may also return information on protection orders, sex offender caveats, etc.
2. QWI (Combined QH & QWA) -Vega, Juan J.; DOB19671227; Sex: M; Race UKN

**Resources**

1. [NCIC Operating Manual](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=1)
2. [NCIC Code Manual](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=4)
3. [Message Keys for NCIC and Nlets](https://nextest.just.jmd.usdoj.gov/resources/message_keys_and_field_codes.pdf) and Message Field Codes

## **Nlets Queries for Drivers and Vehicles**

**Introduction and Objectives**

1. Understand the difference in data returned from Nlets and NCIC and how to run basic queries
2. Understand the following about Nlets:
	1. How to query Nlets: Query Driver’s License (DQ), Query Vehicle Registration (RQ)
	2. Returns vary by state
	3. How to access State Administrative Help Files

**Practical Exercises**

1. Instructor to demonstrate how to conduct Nlets queries using the following test records:
2. Run a DQ, or if in person, the student can run their own driver’s license
3. Run a RQ using State: North Carolina; LIC/VIN: 2C3EL56F0PH685679
4. Instructor to run that state’s Nlets Administrative Help File (xxOLNHELP, xxLICHELP, xxSIRHELP)

**Resources**

* 1. [Nlets User and Technical Guide](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=111)
	2. [Nlets User Policy Manual](https://nextest.just.jmd.usdoj.gov/resources/nlets_user_policy_manual_v4.pdf)

## **Run a Criminal History (NCIC and Nlets)**

**Introduction and Objectives**

1. Understand which agencies can conduct criminal history checks, what information is required to run one, and how to determine if an individual has a criminal history.
2. Understand the steps in running a Criminal History in III
	1. How to run and read an Index Query (QH)
	2. How to run and read a Record Request (QR)
3. Understand when and when not to run an Nlets Criminal History and the steps involved
	1. How to run and read an Identity Query (IQ)
	2. How to run and read a Full Record Query (FQ)
4. Understand what Purpose Code to use
	1. “C” Criminal Case

**Practical Exercises**

1. Instructor to demonstrate how to conduct a criminal history check using the test records below:
2. QH/QR on Test, Joseph Thomas, DOB: 19521005; Purpose/C; Sex: M; Race: White
3. IQ/FQ on Spradlin Lea Ann, DOB: 19700817; Purpose/C; Sex: F; Race: White

**Resources**

1. [III/NFF Manual](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=4)
2. Job Aid - How to Run and Read a Criminal History
3. Webinar - How to Run and Read a Criminal History
4. [Request for Name-Based Record Check Coversheet](https://www.justice.gov/file/1303936/download) (if another agency is performing the check)

## **Resources**

The resources listed throughout this document are available via the JCIS Training and Learning Center at <https://nextest.just.jmd.usdoj.gov/cjin/courses.php?id=ncic>. Contact your Tribal Access Program Business Relationship Manager with additional questions.

**NATIONAL CRIME INFORMATION CENTER (NCIC)**

[JWIN Quick Start Guide](https://nextest.just.jmd.usdoj.gov/resources/jwin_quick_start_guide.pdf)

[JWIN User Password Request and Reset Job Aid](https://nextest.just.jmd.usdoj.gov/resources/jwin_user_password_request_and_reset_job_aid.pdf)

[JWIN Transaction Form Job Aid](https://nextest.just.jmd.usdoj.gov/resources/jwin_transaction_forms_job_aid.pdf)

[JWIN Message Management Job Aid](https://nextest.just.jmd.usdoj.gov/resources/jwin_message_management_job_aid.pdf)

[NCIC Operating Manual](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=1)

[NCIC Code Manual](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=4)

[Message Keys for NCIC and Nlets](https://nextest.just.jmd.usdoj.gov/resources/message_keys_and_field_codes.pdf)

**INTERNATIONAL JUSTICE AND PUBLIC SAFETY NETWORK (NLETS)**

[Nlets User and Technical Guide](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=111)

[Nlets User Policy Manual](https://nextest.just.jmd.usdoj.gov/resources/nlets_user_policy_manual_v4.pdf)

**INTERSTATE IDENTIFICATION INDEX (III)**

[III/NFF Manual](https://nextest.just.jmd.usdoj.gov/cjismanuals/index.pl?cmd=LM&MID=4)

Job Aid - How to Run and Read a Criminal History

Webinar - How to Run and Read a Criminal History

[Request for Name-Based Record Check Coversheet](https://www.justice.gov/file/1303936/download) (if another agency is performing the check)