February 2018

To: Agency CHRMS and LME users  
Re: CHS and changes to resolving suspense

The Bureau of Criminal Apprehension (BCA) will transition to a new Criminal History System (CHS) on March 19, 2018. One of the many benefits of the new CHS is improved record-matching capabilities. As a result, agencies may notice that some suspense records may resolve with no action taken on their part.

However, the new CHS will require some changes for both Livescan Message Enhancement (LME) and Criminal History Records Maintenance System (CHRMS) users in how they access and address the remaining suspense records.

**Livescan Message Enhancement Users**

For LME users there is just one change – but it is an important one. Once the new CHS is in place, you will need to log in to MyBCA to access booking records. Once there, select LME from the menu. The BCA will migrate LME user accounts to MyBCA by the end of next month for all users who have accessed LME within the last 180 days. MyBCA accounts will be created for LME users who don’t already have one. When a new MyBCA account is created, the BCA will send an email to the user with instructions on how to complete set up of the account.

**Criminal History Records Maintenance System Users**

CHRMS users will see more significant changes.

- **Accessing suspense records** – Going forward, CHRMS users will access suspense records in the CHS application in a queue called Suspense Tasks.
- **Accessing and editing booking records** – Booking records can be accessed and edited directly or when presented in the Suspense Task as a possible match.
- **Searching and sorting** – The new tool is much more flexible and intuitive.
• **Search** – Search by name, case number and/or using a wildcard character, which can be particularly helpful in locating record entry errors.
  • **Sort** – Sortable by name and by crime level.

- **Suspense reasons** – The list of suspense reasons will reduce to two: No Match and Failed Edit. A broader range of choices does not provide value or help resolve suspense.
- **Suspense notifications** – Currently suspense notifications are provided in a printed document. That will be ending. Once the new system is in place, suspense record information will display in your Suspense Tasks queue, with the most recent record at the top.
- **Additional features** – Users can attach documents and notes to suspense records and can add status information to help you track your process.
- **Training** – Suspense training is part of the larger CHS training that will be available on March 1 on the Launch Pad. It will be broken down into CHS and Suspense modules – users should take the CHS module first.

The BCA will migrate CHRMS users to the new CHS on MyBCA. MyBCA accounts will be created for CHRMS users who don’t already have one. When a new MyBCA account is created, the BCA will send an email to the user with instructions on how to complete set up of the account.

Users who are testing the new system now tell us they particularly like search and sort functionalities as well as its more intuitive display. We hope you like it as well!

Please contact BCA Biometrics and Criminal History Business Analyst Wendy Gray with any questions at wendy.gray@state.mn.us or 651-793-2435.

Sincerely,

Dana Gotz
Deputy Superintendent of Minnesota Justice Information Services