

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



September 5, 2008

LCSA LETTER: 08-13

ALL IV-D DIRECTORS

SUBJECT: **CAL-PHOTO PROGRAM UPDATE**Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

This letter provides the local child support agencies (LCSAs) with a Cal-Photo program update as well as instructions and guidelines for applying for Cal-Photo access. This letter reiterates the information provided in the Cal-Photo memorandum dated June 25, 2008 sent to IV-D Directors via email.

Recent changes at the Department of Child Support Services (DCSS) prompted DCSS to work with the California Department of Justice (DOJ) in streamlining the Cal-Photo application and access process.

**Program Description**

Cal-Photo provides a quick and easy means of visual identification of subjects of interest. The Cal-Photo program provides access to mugshot images maintained by California's law enforcement agencies as well as a connection to the photographs and data maintained by the Department of Motor Vehicles (DMV). The Cal-Photo network and application are maintained by DOJ. Cal-Photo includes policies, practices, and procedures that must be adhered to by subscribing agencies.

LCSAs can use the Cal-Photo program to locate case participants. LCSAs that have obtained access to Cal-Photo have reported a significant increase in positive Proof of Services and increased safety of LCSA workers due to identifying violent Non-Custodial Parents (NCPs) through arrest photos. Information accessed via Cal-Photo is confidential and for official use only by authorized law enforcement personnel.

**Access to the DOJ Secure Network (Intranet)**

LCSAs are authorized by Family Code Section 17505(a) to enter into an Interagency Agreement (IAA) with a municipal, county or state law enforcement agency for access to obtain summary criminal information through the DOJ Secure Network (Intranet).

The law enforcement agencies are not required to enter into an IAA with the LCSAs, but in executing such an agreement are responsible for all transactions initiated by the LCSA, ensuring the LCSA complies with all security provisions in the Cal-Photo

Policies, Practices and Procedures.

LCSAs will not be receiving direct access to the DOJ Secure Network via a terminal located in their agency. LCSAs will only be able to access Cal-Photo by entering into an IAA with a local law enforcement agency currently accessing the DOJ Secure Network and using a secure terminal operated by the local law enforcement agency.

### **Application Process**

LCSAs will need to go directly through a local law enforcement agency to request a Cal-Photo Application Package. The Cal-Photo Application Package includes the following components:

1. Application for Cal-Photo Access
2. Network Connectivity Questionnaire
3. Cal-Photo User Agreement
4. Policies, Practices and Procedures

The local law enforcement agency is responsible for completing the Cal-Photo Application and the Network Connectivity Questionnaire. The LCSA will be responsible for signing the Cal-Photo User Agreement. The Policies, Practices and Procedures document is to be retained by the LCSAs.

The application will be considered complete when the local law enforcement agency has submitted all components, 1 – 3, to DOJ.

Once the Cal-Photo application has been reviewed and access is approved, DOJ will advise the sponsoring law enforcement agency's Executive Officer and send a copy to the LCSA.

### **Cal-Photo Policies, Practices and Procedures**

The LCSAs will be required to comply with the Cal-Photo Policies, Practices and Procedures, and Cal-Photo audits will be conducted by DOJ, DMV, and the sponsoring law enforcement agency. These policies, practices, and procedures include security constraints, confidentiality rules, and user-ids and passwords. The Cal-Photo Policies, Practices and Procedures have been revised to reflect the LCSA's eligibility for access to mugshots and DMV photos through Cal-Photo.

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The sponsoring law enforcement agency will be responsible for acting as the LCSA's Cal-Photo Local or Regional Administrator, i.e., provide training, setting- up accounts, and auditing.

### **Contact Information**

If you have questions regarding this DCSS notice, please contact Lisa Straus at (916) 464-5601. For questions regarding the Cal-Photo Program or your LCSA's application to the Program, please contact your local law enforcement agency.

Sincerely,

JOAN OBERT  
CIO/Deputy Director  
Technology Services Division

### Attachments (7):

- Law Enforcement Bulletin from DOJ
- Cal-Photo Application
- Cal-Photo Network Connectivity Questionnaire
- Cal-Photo User Agreement
- Cal-Photo Policies, Practices, and Procedures
- Cal-Photo FAQ Sheet
- Cal-Photo Local Law Enforcement Agency Contacts

California Department of Justice  
CALIFORNIA JUSTICE  
INFORMATION SERVICES  
DIVISION  
Gary Cooper, Director



# INFORMATION BULLETIN

<i>Subject:</i>  Cal-Photo Access for Any Governmental Agency Authorized by Statute and Approved by the Department of Justice and the Department of Motor Vehicles.	<i>No.</i>	<i>Contact for information:</i>
	<i>Date: May 27, 2008</i>	Cal-Photo Program  (916) 227-5774

**TO: All California Criminal Justice Agencies**

The Purpose of this Bulletin is to advise California Law Enforcement and Criminal Justice Agencies that the Department of Justice (DOJ) and the Department of Motor Vehicles (DMV) shall provide access to mug shots and DMV Driver License photos via the Cal-Photo system to any government agency authorized by statute to obtain summary criminal history information. An example of an authorized governmental agency is Local Child Support Agencies with offices in every county.

Access to Cal-Photo requires a connection to the DOJ dedicated communications network (Intranet). Authorized governmental agencies may ask your agency to enter into an interagency agreement with them for access to the DOJ Intranet. Your agency is not required to enter into such an agreement, but in executing such an agreement, you will be responsible for ensuring the agency complies with all security provisions.

If your agency decides upon sponsoring an authorized governmental agency to utilize the Cal-Photo system, your agency will be required to complete the Cal-Photo application on their behalf and will be responsible for submitting the package directly to the DOJ for review and approval. Once approved, the DOJ will advise the appropriate entities. As with all other users of Cal-Photo, authorized governmental agencies will be required to comply with the Cal-Photo Policies, Practices and Procedures, and audits will be conducted by the DOJ, the DMV and the sponsoring law enforcement or criminal justice agency.

Please do not hesitate to contact the Cal-Photo Program at (916) 227-5774 if you have questions or need further assistance in regards to the Cal-Photo process.

Sincerely,

Gary Cooper, Director  
California Justice Information Services Division

For EDMUND G. BROWN JR.  
Attorney General

## ***APPLICATION FOR CAL-PHOTO ACCESS***

Access to Cal-Photo is now available to California public law enforcement and any government agency which performs law enforcement or criminal justice functions pursuant to a statute, ordinance, or regulation. Cal-Photo provides authorized users the ability to search California's law enforcement mugshot images and California Department of Motor Vehicle (DMV) driver license images. Cal-Photo can be accessed through the Department of Justice's (DOJ) dedicated network (Intranet) by using a personal computer and web browser.

To initiate the process, please complete this application and return it to:

Cal-Photo Program  
Department of Justice  
4949 Broadway, Room C121  
Sacramento, CA 95820

The application's questions are designed to provide the Cal-Photo Program with sufficient information to determine agency eligibility to receive Cal-Photo mugshot images and DMV photo access, what type of connection will be provided, what is needed for the connection, and to ensure conformance with Cal-Photo policies. The application will be reviewed and processed by the Cal-Photo Administrators at DOJ and DMV. A written response will be mailed back to the agency's executive officer within 15 days of receipt.

The application is broken into four Sections: A) Agency Qualification; B) Access and Information Security; C) Image Database; and D) Agency Contacts. In addition, there is the Department of Justice Network Connectivity Questionnaire that must be completed and returned with this application.

If there are any questions about Cal-Photo or the application process, or to receive additional Cal-Photo information, please contact the Cal-Photo Program at (916) 227-5774 or send an e-mail to [calphoto.bcii@doj.ca.gov](mailto:calphoto.bcii@doj.ca.gov)

This application is submitted by (Agency Executive Officer):

_____	(____)		
Name (print or type)	Telephone Number		
_____	(____)		
Title	FAX Number		
_____	_____		
Agency Name	E-mail Address		
_____	_____		
Street Address	City	State	Zip Code
_____	_____	_____	_____
Signature	Date		

Section A - Agency Qualification

1. Is your agency a public agency? Yes \_\_\_\_ No \_\_\_\_

\_\_\_\_ Local agency \_\_\_\_ State \_\_\_\_ Federal \_\_\_\_ Other

2. Identify your agency type.

\_\_\_\_ Class I, Law Enforcement Agency (SO, PD, CHP, FBI, etc.)

\_\_\_\_ Class II, Criminal Justice Agency (DA, Court, Probation, Corrections, etc.)

\_\_\_\_ Class III, Law Enforcement Unit of a Non-Law Enforcement Agency  
(e.g., Consumer Affairs - Investigations Unit, etc.)

\_\_\_\_ Other \_\_\_\_\_. Please include the Statute, ordinance and/or regulation that authorizes your agency for criminal history information \_\_\_\_\_.

3. Is your agency an existing CLETS client? Yes \_\_\_\_ No \_\_\_\_

4. Does your agency have an originating agency identifier (ORI) number? Yes \_\_\_\_ No \_\_\_\_

If Yes, please provide the ORI# \_\_\_\_\_

5. Identify your agency's DMV Requestor Code (if any) \_\_\_\_\_

6. Is your agency entering into an interagency agreement with a CLETS subscriber? Yes \_\_\_\_ No \_\_\_\_

If yes, what is the name, originating agency identifier (ORI) number, and DMV Requestor Code of your host CLETS subscriber?

\_\_\_\_\_  
Name (print or type)

\_\_\_\_\_  
Originating Agency Identifier (ORI)

\_\_\_\_\_  
DMV Requestor Code

Section B - Access and Information Security

7. Approximately how many persons in your agency will have access to Cal-Photo and DMV? \_\_\_\_

8. What classification of persons will have access to Cal-Photo, e.g., law enforcement officers, office staff, contract employees, vendors, volunteers, non-employees, etc.?

9. Indicate the type of background check and security clearance that will be performed on all personnel prior to their having access to Cal-Photo.

\_\_\_\_ CA DOJ Fingerprint Check

\_\_\_\_ FBI/NCIC Fingerprint Check

10. Indicate the type of security arrangements and what precautions will be taken to prevent unauthorized access to and/or misuse of Cal-Photo:

A. Cal-Photo computers:

- Protected from public view
- Protected from unauthorized access
- Behind locked door
- Other (describe):

B. Cal-Photo printed information:

- Protected from public view
- Protected from unauthorized access
- Seen/handled only by persons properly back grounded and trained
- Behind locked door
- Stored in locked cabinet
- Destroyed when no longer needed
- Other (describe):

11. Will your agency provide information obtained through Cal-Photo to other law enforcement agencies/units/entities?

- Yes\*
- No

\*If yes, a release form must be completed to ensure the third party agency's awareness and conformance with Cal-Photo policies.

### Section C - Image Database

12. Does your agency store booking photos in a photo image database?

- Yes
- No

A. **If yes**, the *CAL-PHOTO IMAGE DATA BASE QUESTIONNAIRE* must be completed and attached.

B. **If no**, is your agency considering developing a photo image database? (Specify a proposed timeline.)

Section D - Agency Contacts

13. Agency Cal-Photo Administrator (Local or Regional) -This person will serve as the primary point of contact between the DOJ and their agency. In addition, this person will be responsible for ensuring the proper administration of their agency's Cal-Photo user accounts which involves assigning and maintaining User-ID's and passwords and monitoring the use of the system. (For a detailed description of these responsibilities, please see Section V, Roles and Responsibilities, in the Cal-Photo Policies, Practices and Procedures document).

\_\_\_\_\_(\_\_\_\_\_)\_\_\_\_\_

Name (print or type)	Telephone Number		
_____	_____		
Title	FAX Number		
_____	_____		
Agency Name	E-mail Address		
_____	_____		
Street Address	City	State	Zip Code
_____	_____	_____	_____
Signature	Date		
_____	_____		

14. Identify the person who prepared this application:

\_\_\_\_\_(\_\_\_\_\_)\_\_\_\_\_

Name (print or type)	Telephone Number		
_____	_____		
Title	FAX Number		
_____	_____		
Agency Name	E-mail Address		
_____	_____		
Street Address	City	State	Zip Code
_____	_____	_____	_____
Signature	Date		
_____	_____		



**Department Of Justice  
Network Connectivity Questionnaire**

1. What Law Enforcement Agency are you requesting this for? \_\_\_\_\_
2. What DOJ services are being requested?  
\_\_\_ Cal-Photo\_\_\_ Cal/Gang\_\_\_ JCPSS \_\_\_ H.A.T.E \_\_\_ LEAWEB\_\_\_ Megan's Law  
\_\_\_ Other (specify): \_\_\_\_\_
3. Does this agency **currently have** an existing connection to the DOJ network? \_\_\_ Yes \_\_\_ No  
Please check all that apply:  
\_\_\_ TCP/IP CLETS Direct Connect  
\_\_\_ TCP/IP CLETS Via County      \_\_\_ CLETS Via County Not TCP/IP  
\_\_\_ Cal/Gang Via County Network      \_\_\_ Cal/Gang Dial Line  
\_\_\_ LEAWEB      \_\_\_ Live Scan  
\_\_\_ Cal-Photo      \_\_\_ Other (specify): \_\_\_\_\_
- 3a. If this agency currently has an existing connection to the DOJ network, what is the address where this connection is located? Please use a complete address, including floor and room number. You may attach additional sheets if needed.  
Site Agency Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Building: \_\_\_\_\_  
Floor/Room#: \_\_\_\_\_  
City, County, State, Zip Code: \_\_\_\_\_
4. If this agency has multiple connections to DOJ, please identify the proposed connection site for the service requested in Question #2, which will enable this agency's users to access the DOJ network.  
Site Agency Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Building: \_\_\_\_\_  
Floor/Room#: \_\_\_\_\_  
City, County, State, Zip Code: \_\_\_\_\_
- 4a. Where does the image data bank server reside relative to the Department of Justice's network line and equipment connection (e.g., same room, 20 feet apart, etc.)?
- 4b. Please provide the name of a local contact and telephone number at this site. Is this person the Network Administrator? \_\_Y \_\_N If not, please list the name and telephone number of the Network Administrator: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_  
Network Administrator Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_  
Administrator's Agency: \_\_\_\_\_  
Address: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Department Of Justice  
Network Connectivity Questionnaire**

5. Will this agency's users reside on a local system? Please specify:  
\_\_\_\_ Yes, Local Area Network (LAN)  
\_\_\_\_ Yes, Wide Area Network (WAN)  
\_\_\_\_ Yes, Mobile Terminal/Computer Server  
\_\_\_\_ No, this will be a direct line to one computer only  
\_\_\_\_ No, other (specify): \_\_\_\_\_
- 5a. Identify the type(s) of connection(s) that will be used by the computer(s) that will have DOJ access.  
\_\_\_\_ Dedicated land line \_\_\_\_ Wireless \_\_\_\_ Microwave \_\_\_\_ Satellite \_\_\_\_ Dial-up \_\_\_\_  
Other (specify): \_\_\_\_\_
- 5b. In reference to Question #5, if a local system will be used, will it interface with any non-law enforcement systems?  
\_\_\_\_ Yes (specify): \_\_\_\_\_ No \_\_\_\_\_ N/A
6. What are the IP addresses and subnet masks of the devices that will have DOJ access?  
(specify all)  
\_\_\_\_\_
7. If Internet access is available on computers with DOJ access, is there a firewall between the Internet and the computers?  
\_\_\_\_ Yes \_\_\_\_ No
8. If this agency **CAN NOT** use an existing network connection through the county or their CLETS network provider **AND** does not already have a direct TCP/IP connection to the Department of Justice, please answer the following question to enable DOJ to install a direct connection for you. Who is their local telephone company provider?  
\_\_\_\_ Pacific Bell \_\_\_\_ Verizon / GTE \_\_\_\_ Roseville Telephone  
\_\_\_\_ CONTEL \_\_\_\_ Other

Below is the current order and costing information for a direct connection to DOJ.  
(This information is subject to change)

- The Department of Justice will order a 56kb frame relay circuit on your behalf with billing for the circuit to your agency. Complete billing address required. The circuit will be managed by DOJ.
- If your local telephone company is Pacific Bell, the circuit charges will be \$1144.00 for installation and \$89.00 per month.
- If your local telephone company is not Pacific Bell, an AT&T circuit will be ordered. The cost for a 56kb AT&T Frame Relay circuit will be \$240.00 per month and \$0.00 installation provided you maintain the circuit for 1 year.
- In addition, your agency will be required to provide a Cisco 17XX router that will be managed by DOJ, estimated cost \$1800.00 and annual maintenance of \$400.00

**Department Of Justice  
Network Connectivity Questionnaire**

9. A system diagram **MUST** be provided to DOJ to assist in determining line and equipment requirements. The DOJ Network Services Group will provide network design assistance to local agencies as requested or required. DOJ will review and approve all local agencies' network designs for security compliance before allowing connectivity to the DOJ network. If security breaches occur or a security weakness is detected, DOJ reserves the right to take immediate action necessary to eliminate the breach.

\_\_\_\_\_  
Name of Person Completing Questionnaire / Job Title

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Cal-Photo User Agreement

\_\_\_\_\_  
(Agency Name)

hereinafter referred to as Subscriber,

agrees to conform to all rules and policies established by the Department of Justice in the *California Law Enforcement Telecommunications System (CLETS) Policies, Practices and Procedures* as can be related to Cal-Photo. Wherein Cal-Photo images and information are classified as Criminal Offender Record Information (CORI), the Subscriber agrees to conform to all CORI laws, regulations and policies.

The Subscriber agrees to abide by all rules, policies and procedures of the FBI/NCIC as approved by the NCIC Advisory Policy Board. The Subscriber also agrees to adhere to all rules, policies and procedures of the National Law Enforcement Telecommunications System (NLETS). The subscriber additionally agrees to conform to all California Department of Motor Vehicles (DMV) rules and policies governing the retrieval and release of DMV Driver License and image information as stated in the Cal-Photo Policies, Practices and Procedures.

It is understood by the Subscriber that violation of these rules, policies, practices and procedures may result in immediate or delayed suspension or removal of Cal-Photo service, as deemed appropriate by the Department of Justice, Cal-Photo Program.

It is understood by the Subscriber that it is the responsibility of all city, county, state, and federal agencies that use information supplied via Cal-Photo to participate in DOJ's training programs to ensure that all personnel (i.e., computer operators, peace officers, investigators, clerical, agency management/supervisors, etc.) are trained in the operation, policies, and procedures of Cal-Photo. Subscriber understands that training can only be provided by DOJ's training staff, the Agency Administrator, or the designated agency's Cal-Photo Trainer.

Remote audits by the Cal-Photo Administrators and the Department of Justice and Department of Motor Vehicles will be performed on the use of the system. Periodic unannounced site inspections may be performed by the Department of Justice to ensure compliance with all established rules, regulations, policies, practices and procedures.

\_\_\_\_\_  
Agency Executive Officer

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **POLICIES, PRACTICES AND PROCEDURES for Accessing the Cal-Photo System**

### **I. Purpose and System Description**

Cal-Photo provides a quick and easy means of visual identification of subjects of interest to public law enforcement agencies in California. For purposes of this document, "Law Enforcement" refers to both law enforcement and criminal justice public agencies. Cal-Photo provides access to mugshot images maintained by California's law enforcement agencies as well as a connection to the photographs and data maintained by the California Department of Motor Vehicles (DMV). The Cal-Photo network and application are maintained by the California Department of Justice (DOJ) Cal-Photo Program and the Hawkins Data Center (HDC).

Cal-Photo is accessed from a personal computer (PC) web browser in a secure Intranet Web environment. Cal-Photo images conform to National Institute of Standards and Technology (NIST) standards. Cal-Photo utilizes the secure DOJ communication network and adheres to the California Law Enforcement Telecommunication System (CLETS) Policies, Practices and Procedures (PPP's). Users of Cal-Photo must have DOJ network connectivity.

Each county, city, and federal agency wishing access must submit an application and be approved for access by both DOJ and DMV. Each county must identify a Regional Administrator to act as the primary contact to DOJ for their respective agency. Each Regional Administrator may authorize a Local Administrator to act as the primary point of contact between the Regional Administrator and the users in their agency. The Local Administrator will be responsible for authorizing users in their jurisdiction; auditing the use of the system by their users. Each individual person wishing to access Cal-Photo must meet the security requirements and be authorized by their agencies Regional or Local Administrator.

Please note that if you currently have an image database for mugshot images, you will be expected to work with DOJ to make these photos available to the other Cal-Photo users.

### **II. Eligibility for Cal-Photo Access**

Mugshots and DMV Photo Images:

Class I, II, and III law enforcement agency personnel as defined in Section 1.3.1 A, B, & C of the CLETS PPP's and any government agency authorized by statute and approved by both the Department of Justice and the Department of Motor Vehicles are eligible to access Cal-Photo (which includes mugshots and DMV images). (See the description of classes below.)

**Class I:** A Class I law enforcement subscriber is defined as a governmental agency having statutory powers of arrest and whose primary function is that of apprehension and detection. Class I subscribers include, but are not limited to, Sheriffs, City Police Department, California Highway Patrol, Department of Justice, and the Federal Bureau of Investigation (FBI).

**Class II:** A Class II criminal justice agency is a governmental agency performing a criminal justice function other than apprehension. Class II subscribers include agencies devoted to the administration of criminal justice with personnel whose primary purpose is detention, pretrial release, post trial release, prosecution, adjudication, correctional supervision, rehabilitation of accused persons or criminal offenders, criminal identification activities, and the collection, storage and dissemination of criminal history record information. Agencies include but are not limited to, District Attorneys, Courts, Probation Departments, and other miscellaneous local, state and federal agencies performing such functions.

**Class III:** A Class III subscriber is the sub-unit of a non-law enforcement governmental agency which performs the duties of a law enforcement agency, and whose employees are peace officers. Examples of Class III agencies include Department of Insurance (Fraud Division), Employment Development Department (Investigations Bureau), university, college and school district police departments, and any fire department (Arson Investigation Unit).

**Non-Class Agency:** Any government agency authorized by statute and approved by both the Department of Justice and the Department of Motor Vehicles.

### **III. Request for Service**

All agencies desiring to participate in Cal-Photo must request an application in writing, by telephone or by email from the Cal-Photo Program (see X. Contact Information for address). The Application for Cal-Photo Access must be signed by the Executive Officer of the agency and approved by DOJ and DMV before access will be granted.

The review of an application for access to mugshots and DMV photos via Cal-Photo must determine the following:

The applicant is a law enforcement or criminal justice agency authorized to receive CLETS service, as defined in Section 1.3.1 A, B, & C of the CLETS PPP.

The Cal-Photo Program will respond in writing to the agency's Executive Officer.

### **IV. User Agreement**

All law enforcement agencies accessing Cal-Photo must file a Cal-Photo User Agreement signed by the agency's Executive Officer with the DOJ Cal-Photo Program. A new Cal-Photo User Agreement shall be updated at least every three years, when the head of the agency changes, or immediately upon request from the DOJ Cal-Photo Program.

## V. Roles and Responsibilities

Each county/agency must designate appropriate staff who will be responsible for coordinating the necessary system setup and maintenance functions and act as the liaison between DOJ and that agency. Roles and responsibilities include:

- Local Administrator - This person will serve as the primary point of contact between their agency and their Cal-Photo Administrator (either the Regional Administrator or the DOJ Administrator). In addition, this person will be responsible for authorizing users in their jurisdiction and auditing the use of the system by their users, and enforcing all Cal-Photo policies.
- Regional Administrator - This person will serve as the primary point of contact between their county/agency and the DOJ Administrator. In addition, this person may be responsible for: coordinating implementation with the law enforcement agencies in their county, authorizing subordinate Local Administrators at each law enforcement agency in their county, and auditing the use of the system by the Local Administrators and their users, and enforcing all Cal-Photo policies.
- Agency Network Administrator - This person will be responsible for ensuring the proper configuration of the local/regional network and/or personal computers to enable access to the DOJ Intranet. This responsibility will extend to network connectivity at remote offices under the jurisdiction of that agency. If the agency currently accesses the DOJ Intranet via a regional network maintained by another agency, it is not necessary to designate a Network Administrator.

## VI. Security/Audits

1. Cal-Photo (which includes mugshots and DMV images) is considered Criminal Offender Record Information (CORI) and falls under CORI rules and statutes. All transactions are programmatically logged and subject to audit by the respective participating agencies, DOJ and DMV.
2. All participants must be fingerprinted and have a fingerprint check response on file prior to being granted access to Cal-Photo. The minimum background requirements include a California Department of Justice fingerprint check (except FBI offices) and a Federal Bureau of Investigation fingerprint check.
3. It is required that each employee having access to Cal-Photo, sign the CLETS AEmployee/Volunteer Statement Form@ (Exhibit 1 in the CLETS Policies, Practices and Procedures and statutes) prior to operating or having access to Cal-Photo. These forms do not need to be completed if already on file as a result of local agency training procedures. It is recommended that each employee sign an AEmployee/Volunteer Statement Form@ on a biennial basis. Additional requirements may be added at an agency=s discretion.

4. When a person with access to Cal-Photo is no longer employed or no longer accessing Cal-Photo on behalf of the law enforcement agency, the Local or Regional Cal-Photo Administrator is responsible for removing all related passwords, security authorizations, tokens, etc, from the system.
5. User-ID=s and passwords ensure access security. Each person wishing to access Cal-Photo must complete a New User Account and/or Administrator Account Form. Each person will assign their own User-ID (6-10 characters). A default password will be assigned by the Cal-Photo Local or Regional Administrator, but to ensure security, the password must be changed the first time the system is accessed.
6. Users are required to complete and have on file the Employee/Volunteer Statement Form as required by CLETS.
7. Cal-Photo terminals and information must remain secure from unauthorized access.

## **VII. Cal-Photo Confidentiality Rules**

1. Only authorized law enforcement or criminal justice personnel may access Cal-Photo. Any information accessed via Cal-Photo is confidential and for official use only by authorized law enforcement personnel. Access is defined as the ability to view or print any information provided through Cal-Photo.
2. Access to information through Cal-Photo is on a Right to know and Need to know basis.
3. Authorized personnel shall not inquire into their own record or have someone inquire for them.
4. Accessing and/or releasing Cal-Photo information for non-law enforcement purposes is prohibited, and is subject to administrative action and/or criminal prosecution.
5. Cal-Photo terminals and information must remain secure from unauthorized access.
6. All Cal-Photo information retained must be stored in a secure and confidential file.
7. When an agency determines Cal-Photo information is no longer needed, the information shall be destroyed in a manner so that the identity of the subject can no longer be reasonably ascertained, e.g., shredding.



8. Information received from Cal-Photo must be maintained separately from non-law enforcement information.
9. Terminals must be away from public view with a log-on/log-off, password process in place.
10. Cal-Photo information, which includes any information or image received through Cal-Photo, shall not be released to the media. Only the owner agency of an image/information may release the information to the media, and only if it meets that agency=s release policy, e.g. only DMV may release DMV images or information. (**Exception:** A law enforcement agency may release DMV information/images for public safety purposes).
11. DOJ and requesters shall not maintain images for the purpose of creating a database unless specifically authorized in writing by the Chief of DMV Information Services Branch. Violation of this policy shall result in deactivation of the Cal-Photo user account.

### **VIII. User-IDs and Passwords**

The Cal-Photo Program shall ensure that an access administration control program consisting of, at a minimum, a unique individual User Identifier (ID) and user selected password for each employee, is utilized on every system capable of Cal-Photo access. At a minimum, an electronic verification of manually keyed unique User-ID and password shall be required to initiate access.

The Cal-Photo Program shall ensure that the following authentication is enforced:

- § Passwords are a minimum of six (6) characters to a maximum of ten (10) characters in length and are case sensitive.
- § Passwords may be a combination of alphabetic and/or numeric characters chosen by the owner of the User-ID, and should not be identifiable with the person using them, such as names or initials of the user, or a family member.
- § Each user=s password shall be changed once every sixty (90) days or less as desired by the user.
- § After a password expires or has been changed, it shall not be used by the same person for at least four iterations.

The Cal-Photo subscribing agency shall ensure that the following password policies are enforced:

- § Passwords shall not be displayed in a readable manner or written down.
- § Passwords shall be kept confidential.
- § Passwords may be reset by the Cal-Photo Administrator when required.
- § Reset of the end user=s password will require verification of the individual=s identify.

- § Any programming of a User-ID or password for log-on purposes is prohibited.
- § Each user shall not share their User-ID/passwords for accessing Cal-Photo.
- § User-ID and password must not be maintained in a manner accessible by others.
- § Deactivation of a user account if the user is no longer required to perform the duties related to the approved business purpose, is no longer employed by the subscriber agency, or has been suspended from employment.

DOJ shall immediately deactivate a user account if the user:

- § Is suspected of, or conducts an unauthorized access, disclosure, or misuse of Cal-Photo records.
- § Does not comply with a security requirement identified within the Cal-Photo PPP=s.

The session log-on will be programmatically terminated by Cal-Photo after twenty (20) minutes of inactivity. Termination shall not be transparent to the user.

## **IX Training**

DOJ will provide training and/or training materials to the agency Administrators (Regional and Local) on the use and administration of Cal-Photo. It will be the responsibility of these Administrators to provide training to the users in their jurisdictions.

A Quick Reference Guide is available upon request and on the CLEW website at <http://justice.doj.ca.gov/clew>. The ACal-Photo User=s Guide@ is available on the Cal-Photo application by clicking on any AHelp@ button.

## **X. Contact Information**

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## **Cal-Photo FAQs**

**Question:** If my local law enforcement agency is currently accessing Cal-Photo, do they need to complete an application?

**Answer:** Yes. The local law enforcement agency must complete a Cal-Photo application in all circumstances. The local law enforcement agency is responsible for completing the following application components: 1) the Application for Cal-Photo Access; and 2) Network Connectivity Questionnaire

**Question:** Under what Class is child support considered eligible for Cal-Photo?

**Answer:** Family Code Section 17505(a) and Penal Code Section 11105(b)(16) provide for LCSAs to enter into Inter-Agency Agreements (IAA) with a municipal, county, or state law enforcement agency. LCSAs can only apply for Class III access. A Class III subscriber is the sub-unit of a non-law enforcement governmental agency which performs duties of a law enforcement agency, and whose employees are peace officers. Although LCSA staff are not peace officers, Family Code Section 17505 authorizes the LCSA to subscribe as a Class III user.

**Question:** Are there precedents in other counties for this interagency process?

**Answer:** Yes. There are precedents in other counties for this interagency process. According to the Department of Justice, Cal-Photo Program, the following LCSAs currently have IAAs with a local law enforcement agency:

<b>County</b>	<b>Connection</b>
Merced	IAA with Sheriff's Office
Monterey	IAA with DA
Stanislaus	IAA with DA

## **Cal-Photo FAQs**

**Question:** My local law enforcement agency may not cooperate with the LCSA. What do I do?

**Answer:** Be sure to provide a copy of the signed California Department of Justice Information Bulletin dated May 27, 2008 to the local law enforcement agency. This bulletin advises local law enforcement agencies to provide access to mug shots and DMV Driver License photos via the Cal-Photo system to LCSAs.

If assistance is needed with your local law enforcement agency, please contact Lisa Straus at (916) 464-5601.

**Question:** Who will provide training to the LCSA Cal-Photo users?

**Answer:** The agency that the LCSA enters into an agreement with will be responsible for training.

**Question:** One of the potential uses for LCSAs is to provide a picture of the person to be served to the process server. Can the LCSA give the photo to a Non-Law Enforcement process server?

**Answer:** It is a violation of the Cal-Photo Policies, Practices, and Procedures to allow a third party processor to have access or to be given Cal-Photo information.

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