# PART B, CHAPTER 9:COMPUTERIZED CRIMINAL HISTORY (CCH)

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| **Policy Number** | **Authority** | **Scope**  | **Effective Date** |
| Part B, Chapter 9 | 34 CFR [§361.38](https://www.ecfr.gov/current/title-34/section-361.38), Texas Government Code [§411.117](https://statutes.capitol.texas.gov/Docs/GV/htm/GV.411.htm#411.117), [§411.084](https://statutes.capitol.texas.gov/Docs/GV/htm/GV.411.htm#411.084), and TWC Privacy Manual | All TWC-VR staff | 08/01/2025 |

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## POLICY

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### Releasing CCH Records

* TWC-VR may not release a name-based record to another organization or individual. This includes the customer or customer’s representative unless there is a request contained in a valid subpoena or other valid court order and the release is approved by the Office of General Counsel (OGC).
* TWC-VR may release a fingerprint-based CCH record directly to a customer (subject of the record) upon a signed *Authorization for Release of Confidential Customer Records and Information form (VR1517-2).* Such records cannot be printed and released to a customer’s representative, spouse, other household or family member, or potential employer, even at the customer's request. Requests contained in a valid subpoena or other valid court order may be released after obtaining approval by the OGC.

## PROCEDURES

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### Securing and Destroying CCH Records

TWC-VR staff must adhere to the requirements of the criminal record agency releasing the information. This includes the following:

* It is prohibited to print name-based CCH records.
* Fingerprint-based CCH records may be printed and released to the customer (subject of record) upon a signed *Authorization for Release of Confidential Customer Records and Information form (VR1517-2).* Such records cannot be released to a customer’s representative, spouse, other household or family member, or potential employer, even at the customer's request.
* Under no circumstances are CCH records to be stored in a paper or virtual case file, or on TWC-VR staff computers.
* All CCH records must be purged and destroyed immediately after a CCH record has served the purpose for which it was obtained. For example, after the VR Counselor discusses the implication of the fingerprint-based CCH results with the customer, the VR Counselor immediately destroys the CCH results.

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**REVIEW**

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

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| **Date** | **Type** | **Change Description** |
| 09/03/2024 | New | VRSM Policy and Procedure Rewrite |
| 12/02/2024 | Revised | Added in case note requirements for CCH |
| 04/07/2025 | Revised | Updated procedures and added data elements required for the newly revised VR 1510, Request for Computerized Criminal History (CCH) Search |
| 08/01/2025 | Revised | Updated information related to releasing a fingerprint-based CCH record to ensure compliance with DPS and FBI- Criminal Justice Information Services (CJIS) regulations |