
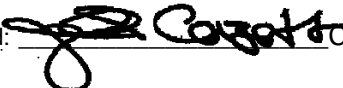
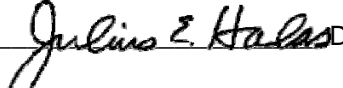


**Department of Financial Services  
Bureau of Fire and Arson Investigations  
STANDARD OPERATING PROCEDURE**

	Title:		Policy #
	<b>Computer Voice Stress Analyzer</b>		2.8.15
	Amends:	Rescinds:	Effective Date:
N/A	N/A	09/22/2009	
Review Date:	Review Date:	Review Date:	
Approved:  Chief John Corbett  Director Julius Halas			

**I. Purpose**

This directive provides guidance for the use of the Computer Voice Stress Analyzer (CVSA).

**I. Policy**

The CVSA is an investigative tool and may be used in conjunction with other techniques available to the investigator. It is the policy of the Bureau that the results of a CVSA examination will not be the sole determining factor to complete an investigation.

**III. Definitions**

- A. Audio Recorded Analysis - CVSA examiner's analysis of the responses of a recorded interview.
- B. Computer Voice Stress Analyzer (CVSA) - The CVSA is a psychological stress evaluator that detects, measures and charts the stress in a person's voice.
- C. Qualified CVSA Examiner - An member who has satisfactorily completed training by a recognized instructor in truth verification and the use of the CVSA instrument.

**IV. Procedures**

- A. The CVSA is an instrument designed to measure levels of stress in an individual's voice caused by psychological stimuli. The CVSA may be used at the time of an actual live examination or a tape recorded conversation may be analyzed at a later time.
- B. Only qualified CVSA examiners are authorized to conduct CVSA examinations.
  - 1. A case detective may request an examination if the following criteria are met:
    - a. The case detective believes that the examination will have practical application to the investigation; and
    - b. The request is approved by the case detective's supervisor.

2. The CVSA examiner shall be briefed on the case during a pre-examination interview with the case detective. The intent of this briefing is to give the examiner enough information to conduct a reasonable and accurate examination. Briefings should include a summary of the case and pertinent questions the case detective would like to have resolved.
- A. The case detective is responsible for:
1. Arranging an interview date and time between the examiner and the examinee;
  2. Remaining near the examination room while the interview is in progress, unless otherwise directed by the examiner; and
  3. Notifying the examiner if an appointment has been cancelled.
- B. All requests pertaining to the examination of juveniles shall be accompanied by a written consent form completed by the juvenile's parent or guardian.
- E. Previously Recorded Interviews
1. Under certain conditions, a CVSA examination may be conducted on a previously recorded interview. Before proceeding with such an interview, the detective must contact a Bureau examiner for instructions regarding the proper structure under which a recorded interview must be conducted.
  2. The examiner requested to complete the analysis will first examine the tape or recording medium and listen to the recorded interview. The examiner will make a final determination as to whether a recorded interview is of sufficient quality to perform an accurate analysis.
- F. CVSA Examiner Responsibilities
1. Examiners must have successfully completed a licensed or recognized CVSA school before conducting an examination. Examiners whose certification is expired or revoked are prohibited from conducting examinations.
  2. Unless relieved of the CVSA duty function, examiners will maintain their current certification in accordance with the requirements of their recognized training school. Examiners will retain records attesting to their certification.
  3. Examiners will submit a copy of their initial training and current certification records to the Training Section to be kept in their training file.
- G. Preparing for the Examination
1. Examinations are conducted in accordance with the guidelines and procedures established by the examiner's licensed or recognized CVSA training school.
  2. An examiner will not participate (nor serve as the verifying secondary examiner) in any examination that may compromise an investigation. Examiners will not conduct examinations of friends, relatives or any person where a conflict of interest may arise.

3. The examiner will ensure that the following conditions are met before starting an examination:
  - a. Completion of a CVSA Consent form;
  - b. When preparing the examination questionnaire, prepare direct questions that solicit a simple "yes" or "no" answer from the examinee;
  - c. Ask the examinee to delay their answers one (1) or two (2) seconds to avoid any overlap of the interviewer's question with the recorded response; and
  - d. If recording a telephone conversation, ensure that the subject speaks clearly into the mouthpiece. If a response is unclear, repeat the question.
4. If the interview will be recorded, the following additional conditions shall be met:
  - a. The examiner will utilize a quality recorder of standard, digital or micro cassette configuration;
  - b. The interview may be conducted in the field office interview room utilizing the installed video recording equipment. If video recording outside of the interview room, a quality video camera with audio capability will be utilized; and
  - c. The examiner shall ensure that the recorder or microphone is close enough to the examinee to clearly record all responses.

#### H. Post-Examination Procedures

1. All examinations will be reviewed and verified by a secondary examiner. The examiner performing the initial examination will provide the secondary examiner with only the instrument printout.
2. Based upon an evaluation at the conclusion of the examination, the examiner will render a written opinion to the case detective.
  - a. A copy of the examiner's report shall be forwarded to the case detective and the original report will remain with the examiner. Examiner reports will be structured according to the format established by the examiner's licensed or recognized training school.
  - b. Original records are available for public inspection (unless specified otherwise by law) and will be retained by the examiner in an environment conducive for preservation. These records will be retained for a period of time as directed by the GS2 State Records Retention Schedule.