

IT Plan – Agency Operations

Agency: DEPARTMENT OF CORRECTIONS AND REHABILITATION

Responsible Party:

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Technology Description:

The agency utilizes much of ITD's hosting services for its daily operations. The agency uses Oracle and Open Source Databases to conduct its daily business. The Agency relies on a number of external vendors to insure operational readiness in the areas of inmate management systems, Inmate Banking and Commissary, Electronic medical records and Electronic File management. The Agencies I.T. Division provides "state-wide support" for day to day tasking in supporting the operational readiness of numerous systems including: Offender Debt Collection Systems, Victims Notification Systems, Closed Circuit Video Surveillance and numerous interfaces, also provide Help Desk Support and Troubleshooting, Equipment installation and repair, Procurement services, staff training, video conferencing support, Application development and Database support and administration. Systems supported and maintained by the agency include:

Correctional Offender Management Profile for Alternative Sentences (COMPAS):

The Division of Juvenile Services (DJS) implemented an automated comprehensive risk/needs assessment process known as the Correctional Offender Management Profile for Alternative Sentences (COMPAS) for juveniles that have been committed to the agency's custody. The COMPAS software system is a standardized, research-based approach to assessment and case planning for juvenile offenders incorporating the latest criminological findings on risk and need factors. The system includes a multiple regression-based risk report and a pattern recognition-based typology to identify a descriptive "best fit risk/needs group" for each juvenile offender.

DJS made the decision to implement COMPAS due to the need to conduct more accurate, thorough assessments that would support improved decision making and case planning for juveniles under custody. The COMPAS system is providing the agency with a better understanding of individual risk/need factors of youth under their care which will allow them to make the best match to effective interventions. It will provide more informed decision making about the level of supervision required and consistency in case planning. In addition, COMPAS will help the agency further analyze what drives recidivism, and thus, where to focus its resources.

Specifically, the COMPAS system will allow DJS to more effectively use its resources (i.e. time and money) and improve customer service by providing the agency with: 1) the ability to make better decisions about case planning for kids; 2) a better match of kid's needs to programs and services interventions; 3) consistency throughout all regional offices; 4) fairness and equity to kids; 5) the least restrictive care possible; and 6) a process to assess progress and evaluate programs.

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IEMS (Institution Energy Management System):

IEMS is a automated Energy Management System that provides management of most all facility infrastructure systems i.e. (boilers,heating and cooling,water,security,backup generators etc..) The system allows maintenance to access energy management systems at NDSP,MRCC and JRCC from maintenance workstations. The energy management system project shares its success with the installation of a network fiber backbone being installed at JRCC.

The manual means of managing and maintaining institutional infrastructure was no longer possible with the resources available at the DOCR. The IEMS allows maintenance staff to quickly recognize problems before they become critical and work proactively in keeping agency infrastructure operating. The network infrastructure at JRCC required an upgrade to support current and future requirements for data and telephone traffic, including IEMS communications. Using IEMS troubleshooting can be accomplished in minutes instead of having to travel to the site, thus saving time and money. The IEMS provides proactive maintenance monitoring which assists in correcting small inexpensive problems before they become large costly issues.

Electronic Document Gathering and Retrieval (Edgar): To provide for the exacting needs of electronic document management and affordability of operation the agency built a means to convert paper documents into standard PDF files. DOCR I.T. built a custom system that uploads and indexes PDF documents via the web. The system ties into Docstars offenders and links all related documents to the offender SID. This system has proven to be an extreme asset to NDPP (IOSP) division in reducing the manual labor attributed to accessing offender documents. Using open source technology the backbone architecture to support and implement that incorporated standard PHP web transactions. The system is currently being used by IOSP and NDPP administration but will eventually be offered agency wide as a means to manage document access.

Docstars:

Department of Corrections Subject Tracking and Reporting System (DOCSTARS). DOCSTARS was designed and developed in-house by the agency. DOCSTARS has undergone many revisions and is field service's core business system. The system also provides the Bureau of Criminal Investigation (BCI) with daily information on offenders supervised by field services. The DOCSTARS data is forwarded by BCI through state radio so local police and the highway patrol have immediate access to current parole and probationer information. The system provides the feed data for parole board and victims compensation sub systems.

Electronic Medical Records System (EMRS) and Integrated Pharmacy:

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The agency has implemented a COTS Medical Records System that provides for the tracking and management of offender medical care. The system is a hospital system designed to work in a Corrections Environment and is hosted by ITD.

FileNet Document Management:

The agency currently subscribes to electronic file management services offered by the state I.T. division. The FileNet system is the states centralized document management solution that will drastically reduce the amount of labor and lost productivity by moving from a paper based management and administrative system to a digital media. FileNet was customized to meet the needs the of agency and interfaces with the Docstars system to deliver the capabilities required. It is the one stop place to access all offender information concerning document type data.

Collections Processing:

The agency has moved towards being more pro active in resolving unpaid debts from offenders. In helping the agency resolve this issue the DOCR contracted with a collections firm that interfaces their collections processing tasking with the the agency Docstars system. Docstars tracks fees, fines, restitution owed to victims and the state. The system has been operational since 2008 and is proving to be a great benefit in helping the agency collect the fees and fines from offenders as ordered by the courts.

Mental Health Screening:

The Mental Health Screening is a tool employed in accordance with ACA standards which state that a DOCR employee should review some critical mental health areas any time a prisoner:

1. Is transferred from one of ND DOCR facility to another.
2. Is brought into our facilities from an agency outside of the DOCR (new admits).
3. Leaves the ND DOCR grounds for a court date.
4. Visits a hospital/clinic and as a result is not under DOCR supervision.

Prior to this development, the MHS screenings were done in a MS Word template and stored in FileNet. Gathering reporting information was wholly manual and there was no convenient way to do quality assurance to verify that the ACA standard was being met. This was developed in house and the tables were created on the EMR server per Dave Huhncke with the intent to one

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day have these screens moved into the EMR application. The newly developed tool is delivered via the intranet and was developed in vb.net. It has been live for nearly six weeks and is in use at NDSP, JRCC and MRCC. There are plans to eventually get DWCRC to use it as well.

Planned activities:

Two large projects are planned conversion and migration of Docstars system to the Elite system, Workforce software implementation.

Planned changes /updates to technology:

Upgrade users to MSOffice versions 10 suite, Windows 7 installations with new equipment rollouts, upgrade a number of in house developed applications.

Technologies being watched or investigated:

NON relational database technology, .net version 4

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Juvenile Operations:

The Agencies Juvenile Division includes technologies that support the educational needs of juvenile offenders. One of the major goals is to continue to integrate technology into the curriculum. The goal of the technology program is to increase student understanding of the broader technological world rather than an ability to work with specific pieces of it. The goal of technological literacy is to provide students with the tools to participate intelligently and thoughtfully in the world around them. Each student will have a higher degree of knowledge about the nature, behavior, power, and consequences of technology from a broad perspective.

- Continued DiscoveryStreaming access in the classrooms. This is an online computerized enrichment opportunity for students.
- Promethean ACTIVboards: There are nine ACTIVboards at Marmot School. Teachers are actively utilizing this expansion of technology in their classrooms. These are interactive whiteboards with a touch-sensitive screen that connects to the computer. The digital projector displays the computerized image on the screen and one simply touches the surface to control applications, etc. Continued enhancements include ActivExpressions and ActivView.
- Odysseyware is an internet based program designed to individualize instruction for students. Includes ability to manage credit recovery, assess individual skill strengths and areas of need, and assist teachers in coordinating needs of students at various levels and subject areas.
 - i. Continued use of the Synergy Modules:
 - ii. Science – Flight Simulator
 - iii. Math – Robotics
 - iv. Art – Computer Graphics and Animation
 - v. Manufacturing Technology – CNC Mill
 - vi. Business Education - Personal Finance, Digital Design, Entrepreneurship, Life Skills and Video Production
- Automotive Technology class helps students to build self-esteem and responsibility through knowledge and skill in the repair and maintenance of the automobile. The All Data module is updated every two years which gives information on cars that are entered into the system, i.e., type of oil to use, etc.
- Construction Technology introduces students to the building construction industry through classroom and hands-on activities.

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Student Education and Scheduling (S.E.A.S):

A dynamic computer-based Student Enrollment and Scheduling (SEAS) program was designed and built by the Director of Information Systems at the Department of Corrections and Rehabilitation (DOCR) to manage student information for the educational program at the ND Youth Correctional Center (YCC). Because juveniles may be placed at YCC on any day of the week or month throughout a given school year, youth are continuously entering the educational program at YCC-Marmot Schools and school personnel need to be able to enroll or change student class schedules on a daily basis. The ever-changing enrollment status made class scheduling and educational information difficult to manage and created unique needs that could not be met through purchasing a standard educational software program. Having the resources available to build such a complex system “in-house” was instrumental.

The SEAS program not only makes student enrollment information more manageable but also makes educational information more readily accessible by teachers at Marmot Schools, local education agencies (LEA’s), and DJS community case managers. Teachers are able to record assignments and grades as well student attendance, and provide a daily rating of their general performance and behavior. Through SEAS, teachers have access to pertinent demographic information and previous transcripts, test scores, and special education information. They are also able to view each student’s academic schedule to know where the student is at any time of the day. When students leave YCC, all the information in the SEAS system is forwarded to the receiving LEA to assist the student’s transition from YCC-Marmot Schools to their local school district. In addition, DJS case managers who are responsible for the youth have access to the SEAS program information through State’s network to be able to assess the youth’s educational progress.

SEAS has also enhanced customer service to LEA’s and established more credibility in the educational program at YCC-Marmot Schools. Local school districts can now see what classes are offered to the students at YCC-Marmot Schools as well as course content, performance, behavior related issues, and coursework credit received. The SEAS program also summarizes past transcripts for each student, saving much time for counselors in the respective districts.

Planned activities:

Update classroom technology as required to reach educational goals.

Planned changes /updates to technology:

Technologies being watched or investigated: