



# Interstate Commission for Adult Offender Supervision

## Technology Committee Meeting MINUTES

**March 20, 2018  
Teleconference**

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### **Members in Attendance:**

1. Gary Roberge Chair, Connecticut
2. Shawn Arruti Nevada
3. Sheila Sharp Arkansas
4. Timothy Strickland Ex-Officio, Florida
5. Candice Alfonso Ex-Officio, New Jersey
6. Natalie Latulippe Ex-Officio, Connecticut
7. Felix Rosa Ex-Officio, New York
8. Julie Lohman Ex-Officio, Virginia

### **Members not in Attendance:**

1. Mac Pevey Washington
2. Joselyn Lopez Wisconsin
3. Mathew Billinger Ex-Officio, Kansas

### **Staff:**

1. Ashley Lippert, Executive Director
2. Allen Eskridge, Policy and Operation Director
3. Barno Saturday, Logistics and Administrative Coordinator
4. Mindy Spring, Administrative and Training Coordinator
5. Kevin Terry, Website Analyst
6. Xavier Donnelly, Project Manager

### **Call to Order**

Executive Director A. Lippert called the meeting to order at 2:01 pm ET. Three voting members were present, establishing a quorum.

### **Approval of Agenda**

**Commissioner S. Arruti (NV) moved to approve the agenda. Commissioner S. Sharp (AR) seconded. Agenda was approved.**

### **Approval of Minutes**

**Commissioner S. Arruti (NV) moved to approve the minutes from February 5, 2018 as presented. Commissioner S. Sharp (AR) seconded. Minutes were approved as written.**

Commissioner G. Roberge (CT) recognized the new Technology Committee member – DCA T. Strickland (FL).

### **Chair's Report to the Committee**

Commissioner G. Roberge (CT) presented the Technology Committee report to the Committee.

*ICOTS Helpdesk* – The number of tickets submitted increased 6% in January 2018. No tickets were submitted related to recent enhancement releases.

*ICAOS Website* – The number of visits to the ICAOS website increased 23% in February.

*FY 2018 ICOTS Enhancements* – The third enhancement release launched on February 15, 2018. That release included the new electronic tracking of user agreements, case closure attachments, and reason for invalid case closure response included in the email notification.

Executive Director A. Lippert noted that no issues or bugs were reported during the ICOTS Privacy Policy Release that involved thirty thousand users.

ICAOS Project Manager X. Donnelly added that it was unprecedented for no bugs to be reported after four major releases.

The fourth enhancement release launched on March 7, 2018. That release included email notifications for case notes, confidential record label for offenders hidden from the public web portal, and financial obligations added to plan of supervision tab.

The upcoming release will include a text box for gang affiliations that do not exist in the drop-down list.

Commissioner G. Roberge (CT) noted that only five more enhancement items remained for FY 2018, including tolling functionality, activity notes in the activity history, and case note type labels in the activity history.

*NCIC Project:* In December 2017, Commissioner G. Roberge (CT) emailed all commissioners his request to support the NCIC project and reach out to their state CSO (CJIS Systems Officers) to co-sponsor the proposal. The national office sent compiled letters of support to DCA M. Billinger. DCA M. Billinger will be meeting with NCIC staff to discuss the letters of support in the upcoming months.

*ICOTS Dashboard:* ICOTS Project Manager X. Donnelly stated that usage of the upgraded ICAOS Dashboards already showed insight into how they were performing compared to the old reports and dashboards. The overall usage showed an increase of 92.8% compared to the old reports. Not only did the number of sessions go up significantly, but the average time each user spent in a session also increased by 18.9%. The initial trends showed a marked increase in overall usage of the new ICAOS Dashboards. Annually, the national office will be able to produce more useful insights from the usage statistics.

ICOTS Project Manager X. Donnelly informed the Committee that some states asked for more current data. The national office is working with Appriss on putting data checks in place and pushing toward a daily data update.

*New Enhancement List:* ICOTS Project Manager X. Donnelly presented a list of remaining enhancement requests for the Committee to review. The list included the description, priority level, analysis, cost component, and development hours for each enhancement item. The enhancements were divided by *High Impact* and *Nice to Have* categories. He noted that not everything on the list had been priced out by Appriss.

He reminded the Committee that \$90 K was allocated for ICOTS enhancements during non-rule years.

The Committee discussed *6:16 Allow the receiving state to update the residence address on the TREP* and *6:18 Allow the receiving state to update the residence address on the R2RFRI* with combined cost of \$26 K. The Committee took into consideration the number of hours and total cost required to implement this enhancement. The Committee decided that there was not enough need for these enhancements, since the offender's residence can also be updated by the supervising state as often as necessary using the offender profile.

**Commissioner S. Arruti (NV) moved to create new ranking of category X as a reference list for enhancements removed from the Enhancements List and move items 6-16 and 6-18 to category X and not to be considered for FY 2019 enhancements. Commissioner G. Roberge (CT) seconded. Motion passed.**

The Committee will rank the rest of the enhancements based on their priority at its next meeting.

*IVINS/ICOTS VINEWatch* – Commissioner G. Roberge (CT) stated that the Executive Committee asked the Technology Committee to make a recommendation on continuing with the IVINS contract for its May Executive Committee meeting.

As of March 2018, 459 ICOTS offenders with active cases, or 0.4%, have an IVINS indicator. The total number offenders marked “Victim Sensitive” was 14,310, meaning 12.4% of active ICOTS offenders require victim notification. Of those ICOTS offenders marked “Victim Sensitive”, 3.2% used IVINS for notifications. This assumes roughly 97% of active ‘Victim Sensitive’ cases used another notification process.

Executive Director A. Lippert noted that since self-registration opened, no new states had accessed IVINS. In 2017, eleven states were using or testing IVINS. That remains the same in 2018 (Connecticut, Hawaii, North Carolina, New Mexico, Ohio, Delaware, Georgia, Virginia, Florida, Iowa, and Minnesota.)

There are 163 new registrations created using an anonymous profile. This includes testing and requests entered on closed profiles, which would not generate a notification.

The total cost to date for IVINS is \$223,200.

The IVINS usage document listed other concerns with IVINS:

- Offenders or their families registering as a victim and creating public safety concerns
- IVINS has too many notifications, which are confusing to victims (three states have reported victims asking to withdraw from IVINS)
- States already have a victim notification system in place
- IVINS users lack understanding of the Compact, thus not understanding the notifications
- Compact Offices and Victim Representatives do not have staff to manage or support IVINS
- State agencies must coordinate efforts, and possess an understanding of the Compact
- Confusion between what IVINS does and what VINE does, thus victims do not want to register for another system
- Confusion regarding the system's support and who to contact with questions
- Lack of training on how to use IVINS

DCA N. Latulippe (CT) stated that Connecticut had been using IVINS for testing only, making the number of states using IVINS to go down from eleven to ten.

Executive Director A. Lippert questioned the original intent of IVINS and whether it was doing what the Commission intended. She expressed concern that victim notification was not the national office's expertise and the liability concerns associated with IVINS misuse or inaccuracy.

Training Coordinator M. Spring mentioned that states did not understand the registration and usage process and many states still use their Victims Representatives to register their victims for this system.

Commissioner S. Arruti (NV) added that X. Donnelly had been spending 60% of his time to manage IVINS with only 11 states using the system.

Commissioner G. Roberge (CT) mentioned a North Carolina case where an offender received a violation report notification when he anonymously registered for his own IVINS notifications and subsequently threatened his parole officer at the encounter. He noted potential public safety concern with IVINS anonymous notifications.

DCA N. Latulippe (CT) noted that originally IVINS was created to be in line with the victim's notification rule. If the focus of IVINS is victim notification and not the rule, she suggested reducing the number of notification in IVINS to notice of departure, notice of arrival, notice of failure to arrival, and an absconder notification.

DCA T. Strickland (FL) informed the Committee that he had conversation with Victims Advocate Pat Tuthill regarding reducing the number of notification in the Victims Notification rule. Florida is considering submitting a proposal for the next rules year.

DCA J. Lohman (VA) indicated that IVINS was extremely beneficial for Virginia. She stated that she was part of the original workgroup to build IVINS. The workgroup decided against changes to the victim notification rule at that time.

Executive Director A. Lippert noted that the Commission was looking for a technological solution for a compact issue. If the Commission reduces the number of notifications in IVINS, than the system no longer meets the rule. Thus the Compact spends a lot of money for the victim notification tool that can be accomplished another way. She added that with such a minimum usage, IVINS required a lot of man hours to support.

DCA N. Latulippe (CT) agreed that if IVINS did not satisfy the rule, and there was another way to notify victims, then the Compact may not need the subscription to this system.

Commissioner S. Arruti (NV) stated that it was a timely conversation and his concerns were with the manpower and usage numbers as well as officers' safety.

If the Compact chooses to withdraw from IVINS, DCA J. Lohman (VA) suggested to look at reducing the number of notifications, cleaning victim sensitive cases, and producing reports that clearly state when Compact Offices have to manually contact the victims. She stated that her unit used to have a full time position to find cases that require notifications and notify victims.

Executive Director A. Lippert stated that the national office can create an external report to accomplish J. Lohman's requests.

DCA J. Lohman (VA) emphasized the importance of truly victim sensitive cases, stating that often these cases are marked incorrectly.

DCA T. Strickland (FL) inquired about IVINS business model and its strategic plan for implementation. Was there a failure with the business model or should there have been more emphasis on the implementation? He also noted that if the Commission chose to receive victim notifications via an external report, it must ensure accuracy and daily update of the data.

ICOTS Project Manager X. Donnelly noted that the national office was working with Appriss on putting data checks in place and pushing toward a 24 hr. data update.

ICOTS Project Manager X. Donnelly will present an external data report sample at the next Committee meeting.

DCA F. Rosa (NY) stated that New York was going through a state wide training to roll out IVINS.

Commissioner S. Arruti (NV) stated that the Technology Committee needs to provide its recommendation to the Executive Committee. The formal decision would be made by full Commission at the Annual Business Meeting.

The Committee decided to create a workgroup to look for alternative victim notification source that complied with the rules. N. Latulippe, F. Rosa, T. Strickland, and J. Lohman volunteered to be part of the workgroup. Commissioner G. Roberge (CT) asked X. Donnelly to coordinate the meetings.

DCA F. Rosa (NY) advised the Committee that it was too premature to discontinue IVINS.

Executive Director A. Lippert noted that even if the Commission votes to unsubscribe from IVINS, the work would not be lost and other states can continue using IVINS.

**Commissioner S. Arruti (NV) moved to recommend that the Executive Committee support having the Commission consider suspending and discontinuing the use of IVINS when the ICAOS National Office is able to develop external reports with real time data that captures all notifications required by the victim notification rule and that the Rules Committee review and update the victim notification rule to streamline notifications to victims. Commissioner G. Roberge (CT) seconded.**

The Committee decided to suspend the discussion without a motion until its next meeting.

#### **New Business**

The Committee will meet again on May 2, 2018.

#### **Old Business**

DCA C. Alfonso (NJ) will follow up on the subpoena issue at the next meeting.

#### **Adjourn**

**Commissioner S. Arruti (NV) moved to adjourn. Commissioner G. Roberge (CT) seconded.**  
Meeting adjourned at 3:45 pm ET.