



Interstate Commission for Adult Offender Supervision

Technology Committee Meeting MINUTES

May 2, 2018
Teleconference

Members in Attendance:

1. Gary Roberge Chair, Connecticut
2. Mac Pevey Washington
3. Joselyn Lopez Wisconsin
4. Natalie Latulippe Ex-Officio, Connecticut
5. Mathew Billinger Ex-Officio, Kansas
6. Candice Alfonso Ex-Officio, New Jersey
7. Felix Rosa Ex-Officio, New York
8. Julie Lohman Ex-Officio, Virginia

Members not in Attendance:

1. Sheila Sharp Arkansas
2. Shawn Arruti Nevada
3. Timothy Strickland Ex-Officio, Florida

Guests:

1. Tami Ford Connecticut
2. Matthew Charton New York
3. Robert Maccarone New York
4. Sara Andrews Ohio
5. Mary Evans Wisconsin

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 M. Pevey (WA) moved to approve the agenda. Commissioner J. Lopez (WI) seconded. Agenda was approved.

Approval of Minutes

Commissioner J. Lopez (WI) moved to approve the minutes from March 20, 2018. Commissioner G. Roberge (CT) seconded. Minutes were approved.

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 decreased 13.8% from February and increased 14.5% from March.

ICAOS Website – The number of visits to the ICAOS website and the mobile website decreased 10% and 8.8% from March respectively.

FY 2018 ICOTS Enhancements – The fifth enhancement was released on March 28, 2018. The enhancement included a text box for gang affiliations that does not exist in the drop-down list. The sixth enhancement was released on April 25, 2018, it included a “tolling” function for cases on hold while violations are pending, displaying workflow comments in the activity history, and labeling case notes by reassignment to distinguish from other case notes.

The next release will address users working on the same compact activity at the same time and generating duplicates.

Commissioner G. Roberge (CT) noted that only three more enhancement items remained for FY 2018, including a more system-driven process for subsequent state transfers and encouraging sending state users to withdraw or resubmit for rejected transfer requests.

ICOTS Service Notifications – Commissioner G. Roberge (CT) stated that individuals can sign up for direct notifications from Appriss on ICOTS service outages, maintenance windows, and other events. The national office sent out a notice of Appriss' new ICOTS service notification system with the latest enhancement information.

Discussion

New Enhancement List: At the last meeting, the Committee discussed prioritizing the new enhancement list. The Committee moved 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* to the inactive category of enhancements. The national office sent out a survey asking the Committee members to rank the rest of the enhancements based on their priority.

ICOTS Project Manager X. Donnelly presented the prioritized list of remaining enhancement based on Committee's responses. The list included the priority level, description, and analysis for each enhancement item.

The national office suggests removing enhancements #16 *TREQ & RFRI Changes* and #17 *Fix 'Cases Processed Report' in ICOTS* to the Category X.

ICOTS Project Manager X. Donnelly informed the Committee that enhancement #16 - *Make offender's phone number a required field on both TREQ and RFRI* had only been requested by one state. Some states argued there were many instances where a phone number was not available. Requiring this information would most likely result in a junk data like 999-999-9999. The national office strongly discourages any junk data in the system.

Appriss estimated the initial scope of work for enhancement #17 *Fix 'Cases Processed Report' in ICOTS* to be \$25-27K. The national office recommends states using the new compliance dashboard instead of proceeding with this enhancement.

Commissioner J. Lopez (WI) moved to remove enhancement items #16 and #17 from FY 2019 enhancement list. Commissioner G. Roberge (CT) seconded. Motion passed.

ICOTS Project Manager X. Donnelly advised the Committee that enhancement #14 *Data normalization of selected fields* would mean switching to all caps data.

Commissioner G. Roberge (CT) noted that the Committee would have more discussion on data normalization in the near future.

Once the Committee approves the amended enhancement ranking list, the national office will send it to Appriss for price estimate. The national office is hopeful to receive the scope of work by June.

Commissioner J. Lopez (WI) moved to approve the enhancement ranking list as amended. Commissioner M. Pevey (WA) seconded. Motion passed.

IVINS/ICOTS VINEWatch – At the last meeting, the Technology Committee discussed IVINS in its current use and efficiency. The Committee created a workgroup to look for an alternative method of victim notification that complies with ICAOS Rules. ICOTS Project Manager X. Donnelly coordinated the meetings.

ICOTS Project Manager X. Donnelly presented the workgroup meetings' summary.

The national office can produce external reports and track the following notifications required by ICAOS Rules: *Reporting Instructions requested by sending state, Request for transfer initiated by sending state, Request for transfer initiated by receiving state, Approved Reporting Instructions transmitted, Transfer request accepted by receiving state, Offender engaged in behavior requiring retaking, Offender departed sending state, Offender arrived in receiving state, Compact case closed, and Request for transfer withdrawn by sending state.*

The national office does not have a good method of triggering the *Offender's primary residence changed* notification. DCA M. Billinger (KS) suggested adding the development of this method to the ICOTS enhancement list.

ICOTS Project Manager X. Donnelly stated that IVINS had other notifications in place that technically were not required by ICAOS Rules. He noted that at the workgroup meeting, DCA J. Lohman suggested having an option to print an excel spread sheet with a sender state ID number for local tracking.

DCA J. Lohman (VA) noted that if the Compact chose to withdraw from IVINS, even with help of the above report, the victim notification would be a very labor intensive and manual process for Virginia.

DCA N. Latulippe (CT) noted that the workgroup also highlighted problems with victim sensitive cases, stating that often these cases were marked incorrectly.

DCA J. Lohman (VA) added the importance of refreshing the data on daily basis to provide the most accurate external reports and the ability for compact offices to identify cases in which the victim(s) requested notification.

DCA J. Lohman (VA) expressed concern with victim notification Rule 3.108 – the rule requires to notify *victims* and not *victim sensitive cases*.

Executive Director A. Lippert offered to set up a meeting with the Rules Committee Chair and ICAOS General Counsel to clarify the issue. She also suggested submitting a rule proposal to the Rules Committee for consideration.

DCA M. Billinger (KS) stated that Kansas had a robust and active victims unit. They had a designated person for ICOTS victim notifications. Kansas does not use the ICOTS victim sensitive indication and decides on the case notification on their own merit. He added that Kansas would like to see a box in ICOTS that allowed for the victim's information to be seen by both states. He stated that Kansas did not have an opinion to stay or leave IVINS, because his state was not comfortable with using IVINS. Kansas victims unit visited a victim notification call center and was not pleased with automatization of the system and lack of resources provided to victims.

ICOTS Project Manager X. Donnelly presented a summary of the IVINS active victim registration data by year. He noted that all duplicate and most testing cases were removed to show a clear picture of IVINS utilization by state. He added that the data reflected cases tracked by sending state and the state/agency listed with a registration did not necessarily correspond to the state that entered the registration.

DCA C. Alfonso (NJ) noted that some states did not report activity in IVINS because of the nature of the state's setup. New Jersey was a bifurcated state and probation had no involvement in victim notifications, which was handled by the executive branch, the prosecutor office.

DCA J. Lohman (VA) urged the Committee to revise the Rule 3.108 before making any decision on continuation of the IVINS contract.

She added that Virginia provides notification to victims if they request it. Virginia law does not require to provide for victims to receive notification on community based offenders. She noted that if Rule 3.108 was revised to clearly reflect that the sending state provide notification if required by the state's law, Virginia would provide zero notifications even to the victims who request them.

She also noted that if the Compact quits IVINS it will be impactful to 315 victims registered in Virginia.

Commissioner R. Maccarone (NY) recognized the excellent work that the Technology Committee undertook over several years in dealing with this issue, and commitment of the national office.

He spoke in favor of IVINS features of text messaging and self-registration which help Compact offices to be compliant with the rules and for victims to reclaim their personal safety.

For the Compact to be successful with IVINS, he suggested planning its implementation, providing guidance and tools from the national office, and putting together a workgroup.

He suggested ensuring the victim sensitive designation, limiting the numbers of notifications, addressing community safety by adding a password or pin number, and developing a matrix to measure the system's progress.

He noted that the Compact had five months to fix this system and suggested putting resources in establishing a workgroup to work on this.

Executive Director A. Lippert clarified that the text messaging feature went in effect on March 21, 2016. She noted that IVINS and VINEWatch was just a rebranding and the system itself stayed the same. The national office had reached out to Appriss to determine if states can use IVINS services on a la carte basis.

Commissioner R. Maccarone (NY) pointed out that the self-registration feature was only utilized recently and if Appriss made IVINS available to states individually that would redefine the purpose of the Compact as the most efficient vehicle. He encouraged the Compact to fix the problems, and reassess and move forward.

DCA N. Latulippe (CT) stated that she held position of Chief Probation Officer and had an extensive field experience. She emphasized the importance of victim safety by focusing the Compact's attention and resources on the transferring, supervision and tracking of compact eligible offenders.

DCA M. Billinger (KS) suggested shopping around for a better functioning victim notification system. He spoke in favor of establishing a workgroup.

The Committee decided to meet again in May to finalize its recommendation to the Executive Committee on the IVINS contract.

Old Business

The Committee will approve its March meeting's minutes at its next official meeting in June 2018.

Commissioner J. Lopez (WI) withdrew its motion to approve March 20, 2018 minutes.

DCA C. Alfonso (NJ) requested to add certification of documents through ICOTS to the next regular committee meeting's agenda.

Adjourn

Commissioner J. Lopez (WI) moved to adjourn. Commissioner G. Roberge (CT) seconded. Meeting adjourned at 3:43 pm ET.