



Interstate Commission for Adult Offender Supervision
Technology Committee Meeting MINUTES

March 21, 2022 · 1:00 pm ET
Video conference

Members in Attendance:

1. Chris Moore (GA), Chair
2. Sally Kreamer (IA)
3. Steve Turner (KY)
4. Dan Blanchard (UT)
5. Joselyn López (WI)
6. Natalie Latulippe (CT), Ex-Officio
7. Matthew Billinger (KS), Ex-Officio

Members not in Attendance:

1. Mac Pevey (WA)
2. Alyssa Miller (ND), Ex-Officio

Staff:

1. Ashley Lippert, Executive Director
2. Allen Eskridge, Policy and Operations Director
3. Barno Saturday, Logistics and Administrative Coordinator
4. Mindy Spring, Administrative and Training Coordinator
5. Xavier Donnelly, ICOTS Project Manager
6. Drake Greeott, Web Development Manager

Call to Order

Chair C. Moore (GA) called the meeting to order at 1:03 pm ET. Five out of six voting members were present, a quorum was established.

Approval of Agenda and Minutes

Commissioner S. Kreamer (IA) moved to approve the agenda as presented. Commissioner S. Turner (KY) seconded. Agenda approved.

Commissioner S. Turner (KY) moved to approve the minutes from March 3, 2022, meeting as drafted. Commissioner D. Blanchard (UT) seconded. Minutes approved as written.

Old Business

The committee continued its discussion of ICOTS enhancement proposal ER-2023-XX_MonitorableConditions that was tabled at the last meeting. The Midwest Region asks to create an indicator or check box for monitorable conditions being completed before transfer.

“ER 2023 XX MonitorableConditions Midwest

Proposed by: Minnesota – Midwest Region

Users Impacted: PO (Field User); Supervisor; Compact Office; State Administrators

Statement of Need:

Add a section or check box on the Transfer Request to list monitorable conditions and whether they have been completed. If there were a checkbox or some sort of notation for completion vs. needing to work on in receiving state, it would be much easier for agents to ascertain what needs to be worked on and what has already been completed. This would affect virtually every case that is transferred.

Current Practices:

We currently get sentencing orders and all their conditions, but there is not a section or checkbox to list what has been completed already and many states don't provide that information in the transfer request. For example, many court orders have standard language that requires DNA submission/collection, so it is listed on court order/conditions, but this is often completed at arrest or prior to transfer. However, that is not always communicated to the receiving state, and it is unclear then if the receiving will need to assist in completion. This then creates a situation where multiple CARs are submitted to request and provide the information. It delays the transfer process as receiving states must notify sending state if they cannot enforce any conditions and it may be irrelevant if the condition has already been completed.

Justification Submitted by Minnesota:

It would greatly enhance user experience as well as client experience with ICOTS as the receiving state would easily know exactly what conditions have been completed and what conditions remain to be worked on in the receiving state. It would reduce any delays in transfer investigation when receiving states must consider whether they can enforce that condition. Further, it would reduce the need to submit CAR's etc. to gather that information. It would easily be available in one location.”

The committee discussed that conditions were different across states and individual cases and currently ICOTS did not list conditions. If the Commission proceeds with the enhancement as written, it will put a burden on the sending state users requiring them to manually enter every condition and ensure it was clear which conditions were to be completed and the ones that had been completed prior to transfer.

The committee agree that the issue could be addressed via training.

Commissioner C. Moore (GA) moved against recommending “ER-2023-XX-Monitorable Conditions-Midwest enhancement proposal for adoption and suggested resolution in training efforts. Commissioner S. Turner (KY) seconded. Motion passed.

The committee discussed ICOTS enhancement proposal ER-2023-XX-NewNotifications proposed by the Midwest region. The region asks to add a notification feature in ICOTS showing activities, due date reminders, etc. that are currently only sent as email notifications.

ER 2023 08 NewNotifications Midwest

Proposed by

Minnesota – Midwest Region

Users Impacted:

PO (Field User); Supervisor; Compact Office; State Administrators

Statement of Need:

Add a notification feature in ICOTS showing activity, due date reminders, etc. that are currently only sent as email notifications. In addition, include a notification when enhancements are completed (perhaps linking to release notes) so users know what has changed in ICOTS since their last login. The notification would be in addition to emails currently sent by ICOTS to ensure the user acknowledges the information.

Current Practices:

Tasks are solely managed through a user's compact workload and email notifications. Considering users are responsible for ensuring emails are not blocked by ICOTS and many are missed due to a user's email security settings, having a task notification feature within ICOTS would ensure users receive and acknowledge ALL important notifications.

Justification Submitted by Minnesota:

Users would have an additional resource for reminders and activities due, rather than relying solely on outside emails. Compact office staff would have a better experience as it would be assumed that with this additional feature, compact staff would spend less time following up with users who have items due/overdue in ICOTS.

The committee was in favor of the proposal.

Commissioner D. Blanchard (UT) moved to recommend ER-2023-08-NewNotifications-Midwest for approval. Commissioner S. Kreamer (IA) seconded. Motion passed.

The committee discussed ICOTS enhancement proposal ER-2023-XX-Supervision End Date Column proposed by the Midwest Region. The region asks to add a column for supervision end date to users assigned clients under compact workload or "manage caseload".

ER-2023-XX-Supervision End Date Column

Proposed by

Minnesota – Midwest Region

Users Impacted:

PO (Field User); Supervisor; Compact Office; State Administrators

Statement of Need:

Adding a column for supervision end date to users assigned clients under compact workload or "manage caseload", This would allow users/supervisors to see a full list of all supervision end dates on the current client listing. This would allow them to sort by that date and prioritize work more easily. It is assumed that this would also assist in getting case closure notices and progress reports completed in a more timely manner.

Current Practices:

Users cannot currently access dashboard reports, but the DCA does run a monthly report for all cases expiring in the next 90 days and forwards to users.

Justification Submitted by Minnesota:

When a PO or supervisor run their list of offenders under Compact Workload, it currently does not have any box indicating when the supervision end date is. We have had requests from our agents in MN for ICOTS system to add that box. We believe by showing the end date on this screen it could help keep agents on track with progress reports, case closure due dates, etc. We also hope this could assist in getting case closure notices and relevant information submitted in a timely manner and reduce the amount of auditing the compact offices need to conduct.

ICOTS Project Manager X. Donnelly expressed his concern about adding an additional column on the screen and visually overstimulating users. He noted that this issue could possibly be fixed by using a smaller font size.

The committee made the following change to the description of the proposal "The region asks to add a column for supervision end date to users assigned clients under *compact workload or and manage caseload.*"

The committee decided to move forward with the proposal and mark it as a low priority.

Commissioner S. Turner (KY) moved to recommend ER-2023-XX-Supervision End Date Column proposal for approval. Commissioner D. Blanchard (UT) seconded. Motion passed.

The committee discussed ICOTS enhancement proposal ER-2023-XX-NewRVROption proposed by the East Region. The region asks to add a new option on the RVR: "VR is deficient and in need of revisions."

ER-2023-XX-NewRVROption

Proposed by

East Region - Pennsylvania

Users Impacted:

PO (Field User), Supervisor, Compact Office

Statement of Need:

The VR/RTVR process in ICOTS needs improvement. Because ICOTS is designed to put the onus on the sending state for the errors of the receiving state, which results in the sending state being penalized in audits, this enhancement is a recommended solution for the sending state. A new option on the RTVR is suggested: “VR is deficient and in need of revisions.” The sending state would be required to specify what must be edited to cure the deficiencies. The VR would then reappear in the receiving state’s workload for revision.

Current Practices:

Currently, it is possible for a receiving state to send a VR that is deficient in some way, and it falls on the sending state to review and determine what is needed. It is not uncommon for a VR to be missing a police report, or lack details of a diligent search (documented contact with original home provider is frequently missing), or contain legally-invalid PCH reports.

Justification Submitted by Pennsylvania:

This process will allow for a documented revision history in ICOTS, put the onus on the receiving state to ensure that a quality report is submitted, and support auditing goals to increase compliance.

The committee discussed concerns raised over whether sending the RVR back to the receiving state will create issues for the sending state not being able to submit any type of response within the timeframe required by ICAOS Rules. The committee agreed that creating a timeframe in ICOTS for the receiving state to correct and send a “deficient” RVR back would require a rule change.

Commissioner D. Blanchard (UT) moved to recommend against approval of ER-2023-XX-NewRVROption. Commissioner J. López (WI) seconded. Motion passed.

DCA N. Latulippe (CT) will inform the region about the committee’s decision at the next East Region meeting.

The committee discussed ICOTS enhancement ER-2023-XX-ReassigfromOffenderProfile proposed by the West Region. The region asks to add a case reassignment button on the offender profile screen next to the list of compact cases.

ER-2023-XX-ReassigfromOffenderProfile

Proposed by

Nevada – West Region

Users Impacted:

Compact Office; Supervisor

Statement of Need:

Add a case reassignment button on the offender profile screen next to the list of compact cases. Access to reassign buttons limited to Supervisors assigned to the PO on the case and compact office users.

Current Practices:

Reassignment of cases is done via the Manage Caseload Screen or through the reporting instruction reply screen for offenders living in the receiving state at the time of sentencing. This would expand options for reassigning cases.

ICOTS Project Manager X. Donnelly noted that adding this button to the offender profile screen would streamline the process of reassigning a single compact case for supervisors and Compact Office staff. This enhancement will remove several steps for users that routinely reassign cases while working within an offender profile.

The committee supports the proposal.

Commissioner J. López (WI) moved to recommend ER-2023-XX-Reassign-from-Offender-Profile for approval. Commissioner S. Kreamer (IA) seconded. Motion passed.

The committee reviewed changes to the ICOTS Privacy Policy v.4 as requested at its previous meeting, specifically changes in sections 18, 19, 20, and 22 that cover sharing information with outside entities.

DCA N. Latulippe (CT) noted that she had met with the national office to address her concerns and incorporate her changes into the policy.

Commissioner S. Turner (KY) moved to recommend Executive Committee approve the ICOTS Privacy Policy v.4 as amended. Commissioner D. Blanchard (UT) seconded. Motion passed.

Executive Director A. Lippert stated that the national office was working on the ICOTS redesign project with a two-year phased approach. The national office started the project by sending out a survey to about 3,500 most active ICOTS users. The purpose of the survey was to collect feedback on priorities for redesigning the ICOTS user interface.

ICOTS Project Manager X. Donnelly will hold JAD session(s) to define functional requirements starting mid-April. He plans to create full SOW with associated costs by August.

Executive Director A. Lippert reminded to the committee that the original timeline for the FY 2022 ICOTS enhancements was changed due to unavoidable development delays with Appriss.

The rule amendment changes taking effect on April 1, 2022, would be launched on time. The remaining enhancements will be pushed to production on or before June 1, 2022.

Adjourn

Commissioner S. Turner (KY) moved to adjourn. Commissioner D. Blanchard (UT) seconded.

Meeting adjourned at 1:58 p.m. ET.