

# 2012 CTA CONFERENCE

## Data Mining Services vs. Technology

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# Services vs. Technology...

- ❖ What's the real issue?
- ❖ What's the right fit?

# Our Situation...

- ❖ Few staff to address the issue
- ❖ Staff had varying duties
- ❖ Huge volume of data
- ❖ Reactive instead of Proactive
- ❖ Multiple offender networks
- ❖ Shrinking budget

# Problems we encountered...

- ❖ Nobody in the DOC community had requested these types of services.
- ❖ Not enough time to monitor
- ❖ How would we measure success
- ❖ How would we pay for it.
- ❖ Monitoring offender calls in a timely manner

# Solutions we came up with...

- ❖ We looked to medical services and the way we managed those professional services.
- ❖ Included the requested services in the offender telephone RFP opportunity.
- ❖ Ask for a combination of technology and services.

# Who?

## ❖ Who would provide the needed staff?

*“The **contractor** shall be responsible for providing a manager to oversee the contractor’s call monitoring staff. The **contractor** shall also be responsible for all aspects of managing the provided staff to include the responsibility of hiring/firing, compensation, benefits, office space, and office supplies. The **contractor** shall be responsible for meeting all requirements for accessing data necessary to complete the contracted functions for the State of Missouri.”*

# What?

- ❖ How much would we require to be monitored?

*“To assist the State of Missouri in effectively managing the substantial increase in telephone call volume, the contractor shall be responsible for monitoring and reviewing a minimum of five percent (5%) of all offender calls at no additional cost to the State of Missouri.”*

# Where?

- ❖ Where would these services be performed at?

*“The contractor-provided staff shall be located centrally in the State of Missouri at a location agreed upon by the State of Missouri. It is highly desirable for the staff to be located in Jefferson City, Missouri.”*



# How?

## ❖ How would this be accomplished?

*“In providing the required monitoring and review of offender calls, the contractor shall incorporate the intelligence gathering strategies established by the Department of Corrections, Office of the Inspector General. The contractor-provided monitoring shall utilize a combination of technology and sufficient personnel for the purpose of collecting intelligence from the offender telephone system to identify, at a minimum, the following: Suspicious or suggestive key words or phrases, phrases that suggest threats to the security of the facility and its personnel, and criminal activity outside of the facility.”*

# When?

- ❖ When would we would meet?

*“The manager of the contractor’s call monitoring staff shall meet with the Department of Corrections, Inspector General’s Office on at least a monthly basis to discuss intelligence gathering strategies. Meeting may be held on a more frequent basis as deemed necessary by the Department of Corrections.”*

Results...

# What Problems Did We Encounter?

- Technical Interfaces
- Data Integration
- Qualified Personnel/Training

# What Did We Learn?

- Anybody with access to recordings must pass same background check as DOC employees must be a requirement
- “Actionable” intelligence is what is important
- Prime contractor you chose MUST have same strategic vision
- Actionable information will yield multiple agency interest

Missouri Department of Corrections - Securus – Guarded Exchange

A green rectangular sign with rounded corners and a white border, mounted on a wooden post. The word "Innovation" is written in large, white, sans-serif capital letters across the center of the sign. The background of the image is a bright blue sky with scattered white clouds. The sign is tilted slightly to the right.

**Innovation**