

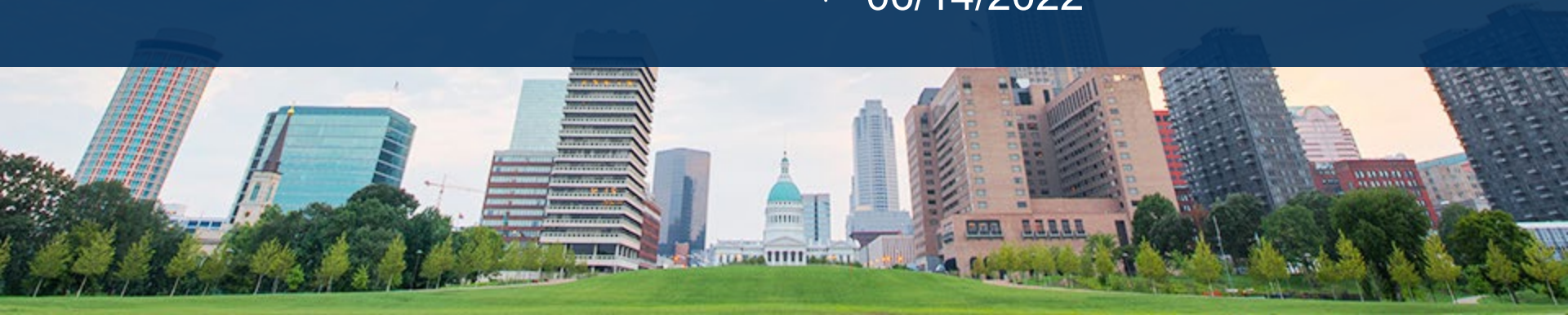


CORRECTIONS
TECHNOLOGY
ASSOCIATION

The Gateway to Innovation

17 Business Areas: a Gateway to Innovation

: 06/14/2022





17 Business Areas: a Gateway to Innovation



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Introductions





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Introductions



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Thesis Statement





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Thesis Statement

The Maine Department of Corrections (ME DOC) needs a modern Offender Management System. To develop the requirements for the request for proposal, ME DOC decided to leverage the common business functions that are identified in the 2015 CTA publication of “Common Business Functions for Correctional Systems”.



Magnitude





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Magnitude



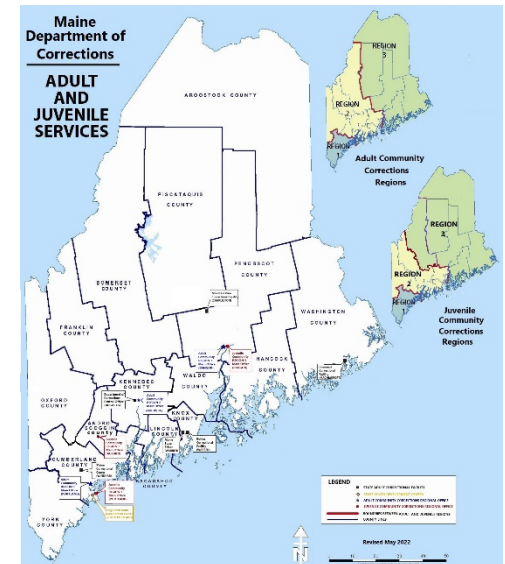
Offender Population: 1,600 avg

Adult Facilities: 6

Juvenile: 1

Current OMS:

- Migrated from a mainframe to a SQL Server / IIS over 20 years ago
- Supported by the Vendor, ME DOC and the State of Maine Office of Information Technology
- Correctional staff: 1200+





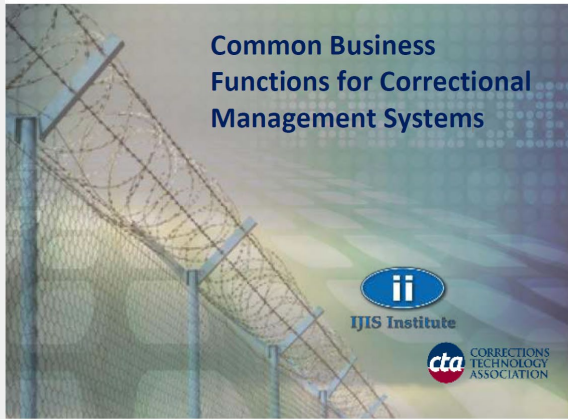
Steps





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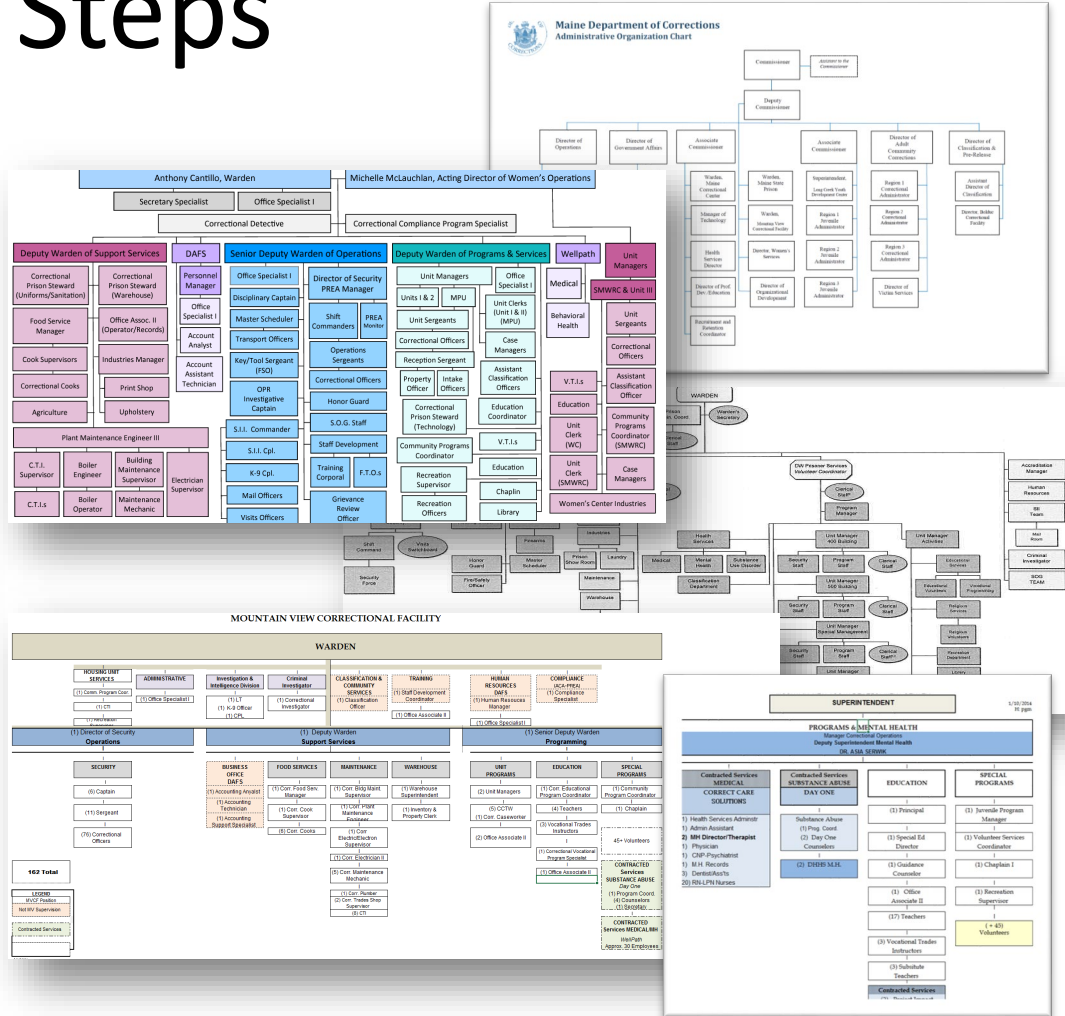
Steps



Volume 1 – Executive Summary and Supportive Information

Co-authored by the IJIS Institute and the Corrections Technology Association (CTA)

8 December 2015 – v2.0





Demonstrate





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Demonstrate

OMS Requirements Development

- Develop a business case for the change
- Secure leadership endorsement
- Identify stakeholders
- Align stakeholders with the 17 CTA Business Functions
- Develop requirements for new system



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Demonstrate

17 CTA Business Areas

- | | |
|------------------------------|---------------------------|
| Reception and Commitment | Programs |
| Sentence and Time Accounting | Scheduling |
| Classification | Gang Management (Security |
| Caseload Management | Threat Groups) |
| Security | Property |
| Discipline | Trust Accounting |
| Housing and Bed Management | Visitation |
| Medical (Health Care) | Release and Discharge |
| Grievances | Community Supervision |



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Demonstrate

Reception and Commitment

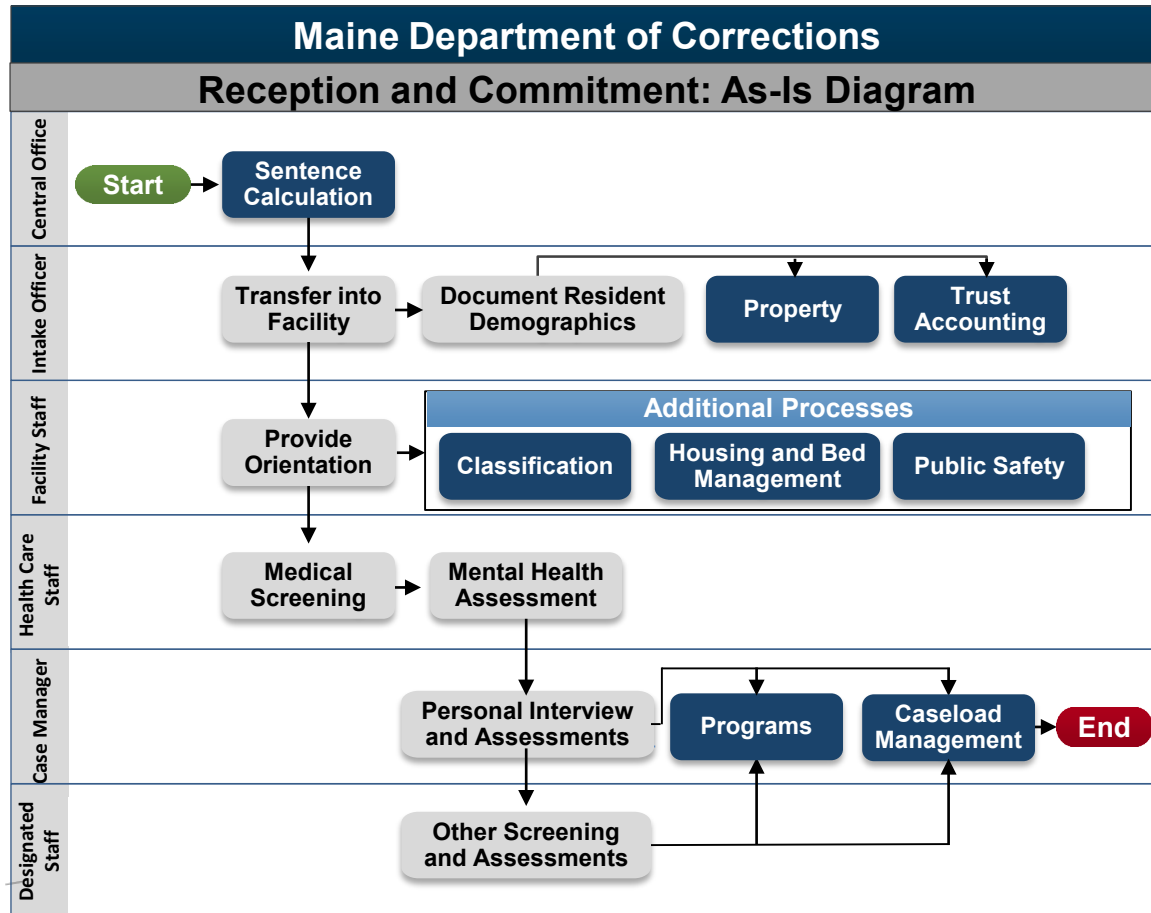
Tactical Processes and Objectives	Strategic Objectives associated with each Business Function
<ul style="list-style-type: none">• Admit inmate into custody• Positive identification of the inmate, associating previous incarceration and criminal history with the inmate• Record family and demographic information including mugshots and photos of scars, marks, and tattoos• Conduct intake interviews and assessments• Enable workflow processing, alerting staff of necessary actions and mandatory timeframes for their completion• Ensure all process steps and all mandatory information is recorded at time of admission	<ul style="list-style-type: none">• Streamline the intake process to reduce the average length of time between inmate admission and assignment to a mainline institution• Track the average length of time to complete steps in the intake process; use this information to optimize assignment of staff resources• Coordinate and schedule intakes with Counties to balance the flow of new intakes and adjust intake staffing as necessary• Information collected during the intake process drives many performance measures, including identifying and managing special populations (e.g., inmates with mental and physical disabilities and special precautions)

ME DOC Staff: Intake Officer, Facility Staff, Health Care Staff, Case Manager, Central Office Staff



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Demonstrate





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Demonstrate

Health Care

Tactical Processes and Objectives

- Provide healthcare services to inmates:
- Assess and triage medical, mental health, and dental needs at intake to document chronic conditions and necessary follow ups
 - Provide on-going out-patient services to inmates (e.g., sick call, healthcare appointments) as well as in-patient treatment
 - Support pharmacy operations, including tracking administration of prescriptions (i.e., pill line)
 - Integrate health information from specialty services, including labs, radiology, and specialized clinics
 - Adhere to industry standards regarding diagnosis and treatment (e.g., ICD-10, CPT, DRG)

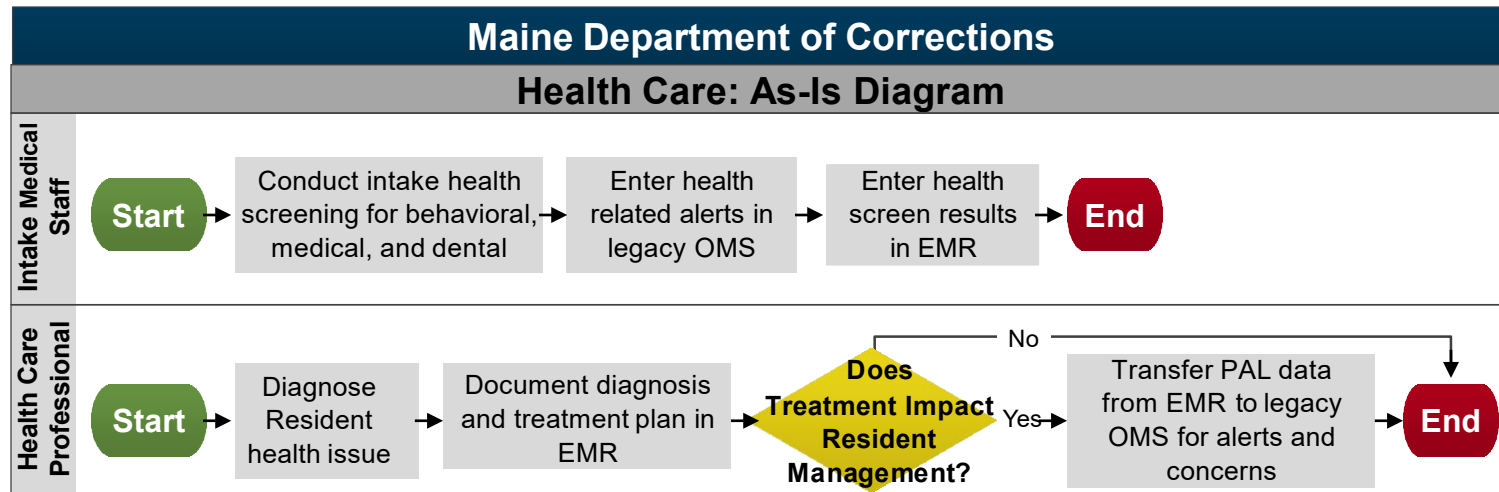
Strategic Objectives associated with each Business Function

- Determine and document the extent the agency is meeting the "standard of care" required by Law
- Re-allocate healthcare services, program treatment and staffing to meet healthcare needs of the inmate population
- Provide metrics for cost containment, and input to outsourcing strategies
- Provide "public health" data to identify and effectively respond to outbreaks (e.g., TB, Hepatitis, Influenza), and to identify trends among the population
- Capture key performance measures related to response time to inmate requests for treatment, number of inmates having diagnosed with mental illness, infectious disease, and chronic conditions



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Demonstrate





Success Story





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Success Story

“Going through the activity of aligning the ME DOC business areas with the CTA common business functions has been very beneficial to the Department ”

- Opportunity to review process for gaps and inefficiencies
- Educational and therapeutic
- Gives the stakeholders an understanding the “why ”
- Knowledge sharing opportunity



Conclusion





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Questions



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