



Interstate Commission for Adult Offender Supervision

Technology Committee Meeting MINUTES

April 20, 2020 · 2:00 pm ET
Teleconference

Members in Attendance:

1. Chris Moore (GA), Chair
2. Benjamin Jean (NH)
3. Dan Blanchard (UT)
4. Mac Pevey (WA)
5. Joselyn Lopez (WI)
6. Matthew Billinger (KS), Ex-Officio
7. Daryn Cobb (MI), Ex-Officio
8. Julie Lohman (VA), Ex-Officio

Guests:

1. Tina Balandran (TX)
2. Brandon Watts (TX)

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

Call to Order

Chair C. Moore (GA) called the meeting to order at 2:03 pm ET. Five voting members were present, a quorum was established.

Approval of Agenda and Minutes

Commissioner D. Blanchard (UT) moved to approve the agenda. Commissioner B. Jean (NH) seconded. Agenda approved as presented.

Commissioner B. Jean (NH) moved to approve the minutes from November 14, 2019 meeting. Commissioner M. Pevey (WA) seconded. Minutes approved as written.

Discussion

ICOTS Enhancements Requests: Chair C. Moore (GA) reminded the committee that per ICAOS AP 02-2018 *Enhancement Requests for Electronic System Authorized by the Commission*, the Technology Committee reviews the referred proposed enhancements and if necessary make technical modifications prior to posting for comment. Enhancement proposals are posted for thirty days for comment by Commission members. Based on the received comments, the Technology

Committee would prioritize enhancement proposals and prepare a final draft for approval at the annual business meeting (ABM).

Training Coordinator M. Spring noted that the national office's recommended changes to the proposals were marked in red.

The committee reviewed ER-2020-03 *Allow Users to Select the Specific CAR to Which They are Replying* enhancement proposed by the DCA Liaison Committee and submitted by the Technology Committee. The national office suggested the enhancement should also include the ability for users to reply to multiple Compact Action Requests with a single reply.

ER 2020-03 Allow Users to Select the Specific CAR and Multiple CARs to Which They Are Replying

Users Impacted:

PO (Field User), Supervisor, Compact Office

Statement of Need:

The current CAR system is flawed. Currently, when multiple CARs are sent and not responded to, CAR responses from another state that are unrelated to the intended CAR being responded to is attached to the oldest CAR previously sent. This can create confusion among ICOTS users. Important information can be "buried" into CARs that are old and irrelevant. ICOTS should be changed so users can pick which CAR they are responding to. ICOTS is a great program for sharing information about an offender's case. The flow of said information should be more organized and user friendly.

National Office Suggestions: Add the ability to select multiple CARs to respond to. This will assist in cleanup efforts when states fail to respond to multiple CARs with same request.

Current Practices:

Many users often call stating that they received an email for a compact action request but they cannot find it. Our office tells users to look at the dates for the CARs and to locate the CAR by the date. Often times, the CAR they were looking for is attached to a CAR that may have been sent over one year ago.

DCA M. Billinger (KS) supported the proposal.

Commissioner J. Lopez (WI) moved to approve and refer enhancement proposal ER-2020-03 *Allow Users to Select the Specific CAR to Which They are Replying* to posting for comments as presented. Commissioner D. Blanchard (UT) seconded.

Commissioner M. Pevey (WA) inquired about the development cost for the enhancement.

Executive Director A. Lippert stated that the recommended enhancements and their cost would be presented to the Commission for the final vote at the ABM.

Motion passed.

The committee reviewed ER-2020-04 *Add New CAR Specialization for Travel Permits with Indicator in Email Subject* enhancement submitted by the Technology Committee (via M. Billinger.) The committee considered the modifications suggested by national office to include the specialization in email notifications as described in ER-2020-05 and that the Commission should consider and propose additional drop-down options with this proposal during the comment period.

ER 2020-04 Add New CAR Specialization for Travel Permits with Indicator in Email Subject

Users Impacted:

PO (Field User), Supervisor, Compact Office, State Administrator

Statement of Need:

With rule 3.110, Travel Permits, taking effect on April 1st 2020, receiving state users will utilize compact action requests to notify offenders will be traveling to the sending state. Currently, when submitting a compact action request, ICOTS does not have a travel permit specialization option. Adding the travel permit option to the "specialization" drop down menu and adding the "travel permit" language to the ICOTS email notification will allow sending states to sort through ICOTS notification emails and notify victims in a timely manner.

National Office Suggestions:

- As adding a new selection to the drop down menu for CAR specializations, the Commission should consider other specializations that could be added.
- As the new drop down choice is a different technical change than the email notifications, the committee should consider including the email language change to ER 2020 05 CommentPreviewinCAREmails Technology and have ALL specializations provided in the email notifications and previews.

Current Practices:

Rule 3.110 will take effect on April 1st. It is anticipated most users will use compact action requests for travel permit notifications. Currently ICOTS users receive a "generic" email notification indicating a compact action request has been submitted. To view the content of the CAR, users have to access ICOTS and open the compact action request. This is problematic with users who have a large case workload as they receive hundreds of notifications on a daily basis.

Commissioner J. Lopez (WI) moved to approve and refer enhancement proposal ER-2020-04 *Add New CAR Specialization for Travel Permits with Indicator in Email Subject* to posting for comments as presented. Commissioner M. Pevey (WA) seconded.

Motion passed.

The committee reviewed ER-2020-05 *Include Preview of the Comment Field and Specialization in CAR Email Body* enhancement submitted by the Technology Committee (via DCA M. Billinger) with consideration of suggested changes by the national office to include the specialization of all CAR email notifications.

ER 2020-05 Include Preview of the Comment Field and Specialization in CAR Email Body

Users Impacted:

PO (Field User), Supervisor, Compact Office, State Administrator

Statement of Need:

Currently as multiple compact action requests (CAR) are being submitted, it is important to note that some carry more weight, liability, and concern than others. There are also simple, low priority CAR's being submitted as well. If the email notification showed a preview or sample of the context of the compact action request and specialization then compact office staff and supervision officer users would be able to prioritize CAR's regarding violations, retaking, travel permits, and delay action on CAR's such as "clean up" or "OK" responses.

National Office Suggestions: Include ALL specialization indicators in CAR email notifications as described in ER_2020_04_NewCARSpecializationTravelPermits_Technology (regarding travel permits.)

Current Practices:

Currently, compact office staff and users open each compact action request to view what is sent, relating to their caseload.

Commissioner D. Blanchard (UT) moved to approve and refer enhancement proposal ER-2020-05 *Include Preview of the Comment Field and Specialization in CAR Email Body to posting for comments as presented.* Commissioner B. Jean (NH) seconded.

Motion passed.

The committee reviewed ER-2020-06 Update Reject Case Notifications enhancement submitted by the Technology Committee (via DCA J. Lohman) with consideration of suggested changes by the national office to ensure the email is specific rather than generic.

ER 2020-06 Update Rejected Case Notifications

Users Impacted:

PO (Field User), Supervisor, Compact Office, State Administrator

Statement of Need:

REQUIRES ATTENTION NOTIFICATION IS MISLEADING/INCORRECT:

"Case for [Sending State] offender [name and number] requires attention" FOLLOW-UP ICOTS notification reads,

"This e-mail is a reminder that the case for John Doe (1234567) has been denied and the case requires attention or must be withdrawn." In addition to this being sent when a Transfer has actually been denied after RIs were approved, it is also sent when Reporting Instructions have been denied, no Notice of Departure sent, and a Transfer Request is still pending thus causing confusion and giving incorrect information that a case has been denied when it hasn't and that it requires attention when it doesn't.

This notification should be more generic-specific to cover all scenarios. It could should read, "~~This e-mail is a reminder that the case for John Doe (1234567) needs attention. Depending on the circumstances, the case may need to be withdrawn, a new RFRI or Transfer Request submitted, or~~

is awaiting a Transfer Reply. Please ensure the offender is only in the receiving state in compliance with Compact rules. Contact your Compact Office for more information."

"This e-mail is a reminder that the case for John Doe (1234567) requires attention due to a denied Request for Reporting Instructions or rejected Transfer Request. Review the ICOTS Profile to determine whether the case should be withdrawn, a new Request for Reporting Instructions or Transfer Request should be transmitted or to confirm the case is awaiting a Transfer Reply from the receiving state. As a reminder, ensure the offender is only in the receiving state in compliance with Compact rules. Contact your Compact Office for assistance or clarification on rules or procedures." [Should we add link to the DIRECTORY?]

Current Practices:

Users are often confused, concerned and take inappropriate actions when hearing the case has been rejected but the transfer is actually still pending and there is no Notice of Departure.

The committee discussed adding a link to the directory as proposed by the national office. DCA M. Billinger (KS) and DCA J. Lohman (VA) expressed their concerns that users would try to reach out to other states if they had a link to the directory. Both DCAs were against providing the link.

Commissioner M. Pevey (WA) moved to approve and refer enhancement proposal ER-2020-06 Update Reject Case Notifications to posting for comments as amended. Commissioner J. Lopez (WI) seconded.

Motion passed.

The committee reviewed ER-2020-07 *Include Last Primary Residence on Both the Case Closure and Case Closure Reply PDFs* enhancement submitted by the Technology Committee (via DCA J. Lohman.)

ER 2020-07 Include Last Primary Residence on Both the Case Closure and Case Closure Reply PDFs

Users Impacted:

PO (Field User), Supervisor, Compact Office, State Administrator

Statement of Need:

The PDFs of the Case Closure Notice and Case Closure Notice Response contain the offender's last known Employment contact information but not the last known Residence and phone number. The home address and phone number fields were not part of the original CCN or CCN-Reply forms from which ICOTS was designed. Since the CCN and CCN Reply forms are often placed in the official file and/or provided to the court, it would seem that if the Employment address is listed on these PDFs, the Residence/phone would be listed also.

Current Practices:

Users have to locate a prior Progress Report (which could contain an old address depending on how old the PR is) or take a screenshot of the Residence tab in order to print that information for the court/file when addressing issues like fines, costs and restitution after closure.

DCA J. Lohman (VA) and DCA M. Billinger (KS) spoke in favor of the enhancement.

Commissioner D. Blanchard (UT) moved to approve and refer enhancement proposal ER-2020-07 *Include Last Primary Residence on Both the Case Closure and Case Closure Reply PDFs* to posting for comments. Commissioner B. Jean (NH) seconded.

Motion passed.

ICOTS Enhancement Process Timeline: The committee reviewed the timeline for submitting ICOTS enhancement requests as outlined in AP 02-2018 *Enhancement Requests for Electronic System Authorized by the Commission:*

- April 15: Deadline for FY21 ICOTS Enhancement requests
- June 1 – July 1: Comment period
- August 15: Final drafts of enhancements & Statement of Work Quotes circulated to Commission members via the Docket Book
- September 16: Final vote for Enhancement

Old/ New Business

The committee will meet again after the enhancement comment period is over.

Adjourn

Commissioner M. Pevey (WA) made a motion to adjourn the meeting. Commissioner J. Lopez (WI) seconded.

Meeting adjourned at 2:31 pm ET.