Corrections Connections

Community Safety, Community Restoration, & Reducing the Risk of Re-offense

What is an Information Technology Infrastructure Library and How is it Changing DOCCR IT?

Karen Kuglar

By Karen Kuglar, Acting Area Director of Organizational Change Management

This April, IT staff in DOCCR started working with ITIL® Expert Program Consultant Stevie Peterson to improve processes between IT and the business using the Information Technology Infrastructure Library (ITIL®) framework. ITIL® is a best practice framework for defining, delivering, and supporting IT services that support vital business processes. Like EBP, ITIL® stresses the importance of continually measuring and improving the quality of service delivered.

One of the first things Peterson did was assess the current climate so we would know where to focus the efforts. After interviewing, shadowing, and observing DOCCR staff from various divisions and business lines, what she found were several key problems including: a loss of relationship between business staff and IT; redundant or under-utilized processes within the countywide IT teams; and lack of role clarity.

The program's goal is that through improvements aligned with the ITIL® framework, we'll be able to rebuild trust between IT and business staff, clarify roles/responsibilities, and enhance communication through process collaboration. IT will also negotiate service performance targets with customers. Service performance targets include things like when the service will be available, how quickly the service needs to be restored if it's not working, and the best time to take the service down for changes or maintenance. Then IT will measure service performance and report results monthly. In short, IT will focus on what is important to the

business. As part of the implementation process, IT has been working with staff to understand their business needs. This means shadowing staff as they work and having a real understanding of how an IT service going down affects our work and our clients.

To make sure we're focusing on the right improvements, we decided to pilot key ITIL® processes in three divisions, JP, FCS and JDC, before implementing them throughout the department. Jim Libera, Division Manager for Juvenile Probation, hopes that by participating in the pilot we will be able to "learn about some efficiencies related to a wide range of IT services."

IT within the ITIL® not only requires IT to learn about division business needs, but also that the divisions learn about ITIL® so that both groups can work together to find solutions. This is why representatives from each pilot division, along with IT staff from around the county, MAIn team and CSTS teams, attended a two day course on ITIL® foundations. At the end of the training the participants developed a roadmap in which they chose five ITIL® processes that they thought would deliver the most value to DOCCR. Four of those were selected by the program sponsors:

Business Relationship Management: this project will focus on increasing staff satisfaction by ensuring divisions are getting the IT services that they need, rebuilding relationships, and restoring communication.

Service Level Management: this project will negotiate and document appropriate IT service targets, measure results, and report those results to division management. Services can include general activities such as resolving incidents, fixing bugs, or

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installing system updates or can focus on division specific services such as door security, case management, and video surveillance.

Supplier Management: this project will focus on our relationship with our external program vendors like Connectrex (our vendor for MAIn) to create external service level agreements. IT staff in DOCCR will work to make sure we're getting the vendor services we need to meet service level targets negotiated in service level management.

Incident management: the purpose of this project is to make sure IT is able to restore service as quickly as possible. An IT 'incident' could be anything from an unplanned interruption of an IT service or reduction of the quality of an IT service.

uSPEQ is back October 20 thru November 7!

Last spring, half of DOCCR's permanent employees received a link to the employee uSPEQ survey. This fall, the other half of our permanent employees will have the opportunity to participate in the same survey.

Both survey groups include employees from all the divisions and job classes. If you receive an emailed survey link this fall, please take some time to share your feedback. This anonymous survey takes fifteen minutes to finish and can be completed at work or forwarded to a personal computer.

If you have questions or comments, please feel free to contact any member of DOCCR's Employee Engagement Committee.

DOCCR 2015 Budget Overview

By Laura Barr, Communication Coordinator

In just a few weeks Director Tom Merkel will be presenting the DOCCR section of the County Administrator's Proposed Budget to the County Commissioners. In the current version of the proposed budget, DOCCR has a 2015 budget of 109.1 million dollars, a 3.25% increase from 2014, and 924 full time employees (FTEs), an increase of 14.5 positions. This increase will allow us to address our changing needs including:

- Renovating and remodeling buildings to make them safer for staff and clients including ACF, FCS and COM

- EHM Centralization and establishing the Monitoring & Communications Center (MACC)

- Joint Juvenile Facility for Hennepin and Ramsey

This budget also includes increasing the number of POs to help alleviate caseload pressure and the additional staff required to continue our EBP initiatives. For more information about DOCCR's FTE changes check out DOCCR Prosed Budget FTE sheet and the 2013 – 2015 FTE by Division spreadsheet.

While this is our budget as it stands now, it's still several months away from completion. Let's take a look at how we got to this point and what needs to happen before the Proposed Budget becomes the Adopted Budget.

The budget process starts at the division level, where Division Managers work with their teams to determine what they'll need to operate effectively in the coming year. In the spring, Division Managers present their request to the Executive Team. The Executive team takes this information and, with the help of the Budget Office, looks at what resources are available and what additions and subtractions align best with our goal of public safety and our strategic initiatives. This group uses these criteria to create the department's budget proposal to County Administration, also known as the Departmental Request.

At the end of July, DOCCR presented their Departmental Request to County Administration, who uses a similar process of weighing resources and initiatives throughout all of the departments to the County Administrator's Proposed Budget.

Once the proposed budget has been completed, it's presented to the board, with each director presenting their own section. During this time the board will make technical adjustments, or have additional changes for staffing, contracts, etc. The last board meeting of the year is when the budget is finalized and approved. This approved version then becomes the adopted budget, which will be put into place January 1, 2015.

POs use National Night Out to Positively Impact Local Communities

By Michael Condon, Career Probation Officer

National Night Out (NNO) is an annual event in Hennepin County which occurs on the first Tuesday of August. It involves all segments of the community in building a healthier, safer community, as well as generating support for anti-crime programs and strengthening police/community relations. One of the community segments which has been actively involved over the years is the AFS Neighborhood Probation unit. The most recent NNO is an excellent example of the various ways this participation takes place throughout the county.

In North Minneapolis, a Probation Officer (PO) attended the 4th Precinct roll call and was then paired with a veteran police lieutenant for the remainder of the night. The two were given a list of addresses where NNO parties were being held, as well as Mall of America Nickelodeon Universe tickets to hand out to children they met throughout the evening.

In addition, the PO received a special invitation to a party from a block club leader in reaction to a recent shooting on their block. The next morning the leader sent a note thanking probation for the support and stating in part, "thank you so much for attending our NNO party last night … it was the other side of the conversation that we needed to hear … your availability on NNO was perfect timing". Other POs drove through the various neighborhoods, stopping at parties and engaging the residents in conversation about their concerns, their successes, and what issues they see as relevant to the health of their community.

In the 5th Precinct, POs attended to a variety of parties in many different neighborhoods. They were paired with Crime Prevention Specialists, police personnel, and City Attorneys. Again, the focus was to talk with the community members about specific concerns and what role probation could play in helping to address these concerns. The solutions might include paying attention to problem properties involving clients on supervision, talking about the crimes which are being committed in the neighborhood, or by just listening and being supportive. Business cards, candy, and police badges were handed out as ways to connect with the community members and most importantly, build

Young girl getting a balloon animal at National Night Out. Want to see more photo's from NNO? Check out the 2014 NNO slide show on SharePoint!

relationships across all age groups.

In the 3rd Precinct, the nights activities mirrored other precincts with a variety of block parties being attended by POs, who noted that the neighbors were very open and receptive. There was talk about the positive changes which have occurred over the past couple of years, and a chance to help out a community member who was concerned about a neighbor with a mental health disorder. The POs found the event to be a great way to find out what events are happening in the community they work in, and then talk about ways in which DOCCR can possibly partner in those events as a means to build further relationships with the community.

All in all, Probation's involvement in NNO is a terrific success in a variety of ways. It produces positive partnerships with the communities where offenders live, and the people whose lives are impacted by both the offense and the positive change which often occurs on supervision. It provides an opportunity for building trusting relationships between the community and probation, as well as a tangible resource for the community to contact when necessary. The work we do as probation officers has much to do with building relationships, and NNO is a great way to do that.

DOCCR County Employee Recognition Award Winners

By Laura Barr, Communication Coordinator

DOCCR is proud to announce that we had two county winners in the 2014 HC Employee Recognition Program: Juvenile Probation's Gender Specific Probation Services (member list) and the Department's EEC or Employee Engagement Committee (member list).

The Gender Specific Probation Services received the Customer Service Award for exceeding the needs of their clients. These POs specialize in helping adolescent girls successfully navigate and cope with their complex and often traumatic lives. To do this, the POs needed to create a program that was specifically geared towards girls and would allow them to build relationships with the girls they work with. These POs were able to reach these girls by being genuine, listening to their needs and consistently being there for their clients, even on nights and weekends. These POs went above and beyond for their clients and we are so excited that they were honored at the county level for their work.

The EEC received the Employee Engagement Award for their work in promoting an environment in the county where everyone is committed to the mission of the organization, motivated to do their best work and choose to stay as a result of that commitment. This committee achieved this goal by stressing the importance of staff

On the left: Dawn Miller (center) accepting the Employee Engagement Award on behalf of the EEC Committee from County Administrator David Hough (left) and Commissioner Marion Greene (right).
On the right: Kelly Hall (center) accepting the Customer Service Award on behalf of Gender Specific Probation Services County Administrator David Hough (left) and Commissioner Randy Johnson (right).

engagement and appreciation. The EEC routinely surveys staff and uses the outcomes of this survey to guide discussions, form solution-focused workgroups and create action plans. This committee is a collaboration of staff and managers to develop and implement innovative solutions that support inclusion, communication and engagement. Since its creation this committee has continued to make strides in employee engagement and we are excited to see them get recognized for all the hard work they've put in.

Want to see your coworkers receive their award? Check out the August 12th board meeting.

FCS Remodel Increases Safety and Security

This May construction started on the Family Court Services (FCS) offices at the Family Justice Center. The project was completed at the end of August and was done to help increase the safety and security of the area, a need that became obvious after several domestic incidents. This remodel also allowed FCS to adapt the space to accommodate the increase in the number of Early Neutral Evaluations and Mediations being done.

Several changes were made to the FCS offices including:

- Moving the reception desk so there is a clear view of the entire lobby

- Enclosing the reception desk

- Securing all of the doors to the back offices and conference rooms

- Increasing the amount of waiting space to accommodate large client numbers

- Adding visual only cameras to all conference and mediation rooms

- Increasing the number of secure and sterile conference and mediation rooms

- Moving the child observation room to a secure and private area

- Increased the number of card swipes, making the staff office area completely private and the conference rooms semi-private

These changes will not only allow FCS to accommodate their increase in clients, but it will also prevent unauthorized access to staff areas and allow FCS management to quickly assess escalated clients.

During Construction

After Construction

FCS lobby area—during and after. Check out the FCS Remodel Slideshow for more construction and remodel photos.

*Photo taken by Noelle Hale

How the Correctional Program Checklist helps DOCCR Make Informed Decisions on External Programming

By Laura Barr, Communication Coordinator

Adult Field Services and Juvenile Probation work with community and correctional partners to provide Evidence Based Practices (EBP) programing for our clients. The goal of these programs is to work on criminogenic factors and reduce recidivism, but how can we tell if these programs are working?

For the past 6 years DOCCR has been using the Correction Program Checklist (CPC) to assess the effectiveness of the external correctional programs we send our clients to. DOCCR sends a team of three trained assessors to look at how well a correctional program adheres to the principles of EPB including:

- The program's understanding of EBP
- How well EBP principles are applied
- What continuous improvement efforts are in place

There are a total of seventy-seven items in the CPC. These items are broken into two areas; capacity and content. Capacity looks at whether or not a correctional program has the ability to deliver evidence-based interventions and services for clients and content which looks at the extent to which the program meets the principles of risk, need, responsivity and treatment.

These areas are made up of five different domains, three in the capacity area and two in content:

Capacity

- Leadership and Development
- Staff
- Quality Assurance

Content

- Client Assessment
- Treatment

Once the assessment is completed, each domain is scored and rated. The domains are then totaled to get the overall assessment score. This scoring method allows us to compare them to the national average.

Once the tool is scored and a report is written that details the program's strengths, areas of improvement and recommendations for the program.

The assessors also write a one page summary report, which can be shared with criminal justice partners and DOCCR staff. These summary reports can be found on the CPC SharePoint page.

After these reports are completed, the assessors present the results to the business, then it is up to the business to decide how they want to use the information when working with the program. Some possible results are; assigning a PO as a liaison, inviting a program's staff to HC trainings and having intentional conversations about programming components. DOCCR conducts about 10 CPC assessments a year. The CPC's are coordinated through DOCCR's Policy, Planning and Evaluation (PPE) unit. Stephanie Ahles, CPC Coordinator, works with the Executive Team and Division Managers Brian Kopperud and Jim Libera to determine what programs will be assessed each year. Any program that addresses a criminogenic domain when providing treatment is eligible. Once a program has an initial assessment follow up assessments are completed every 24-36 months. To learn more about this process check out the CPC policy online.

This September DOCCR staff and eight MN DOC staff were trained on how to conduct CPC assessments. This collaboration is part of a coordinated effort between DOCCR and the DOC to make sure that there is no duplication of efforts or unforeseen burdens placed on the programs used by both organizations. Details for this partnership are still under discussion but there is excitement around the idea of a state wide quality assurance effort.

CHS's Amy Anderson won Corizon's Nurse of the Year

Amy Anderson Nurse at CHS.

By Laura Barr, Communication Coordinator

Amy Anderson, a Nurse at the County Home School, was selected from over 6,000 as Corizon's Nurse of the Year. "Amy's quality of work and constant dedication to Corizon made her an easy choice for nomination!" said Ashlee Ramirez, Corizon Health Services Administrator.

Amy's dedication was more than apparent during DOCCR's transition to the electronic medical record system EPIC. During the transition Amy's dedication to learn the new system was essential to the success of the transition. Not only did she create an EPIC Provider Resource Manual for staff to use as a reference but Amy also put in extra hours at the ACF to help them with data entry and troubleshooting. While this is one of Amy's most recent projects, it's not the only one. Check out more of her accomplishments in the Health Services Administrator's congratulation message here.

Congratulations Amy and thank you for everything you've done for our department.

DOCCR Celebrates with Employees at the Annual Employee Recognition Event

By Roxane Watson, Career Probation Officer

Hennepin County Department of Community Corrections and Rehabilitation (DOCCR) celebrated its annual Employee Appreciation Day. This event is hosted by DOCCR administration to acknowledge all the hard work our employees put into supporting the mission and vision of Hennepin County.

On September 23, staff members who were honored gathered at the Minnehaha Park individually, and in groups to celebrate the outstanding contributions to Hennepin County. A lunch was prepared by the Adult Corrections Facility and a certificate ceremony immediately followed.

Over 150 DOCCR staff members were honored at this event. This year's department winners include:

- 2013 Policy Planning & Evaluation Team - Administrator's Award

- Jay Hester - Charles Sprafka Leading the Way Award

- DOCCR Office Safety Audit Project (OCM Safety) - Champions of Change Award

- Gender Specific Probation Services (JP) - Customer Service Award

- Employee Engagement Committee - Employee Engagement Award

- CHS Health & Wellness Committee - Healthy Workforce Award

- Adult Corrections Resident Account/Canteen Project - Innovation & Continuous Improvement Award

To get a list of all staff that were honored, check out the DOCCR Employee Recognition Event program.

This year there was a new addition to the program where DOCCR Volunteer Coordinators (Barb Ritchie, Lois Mineau, Susan Thornton and Tatiana Przytula) their Manager (Dennis Gilbertson) and Administration expressed their appreciation for all staff who supervise volunteers and interns. DOCCR recognized 75 different staff members who willingly assume extra responsibility and enhance service delivery by supervising Volunteers and Interns.

Karen Kuglar presenting at the DOCCR Employee Recognition Event photo. Want to see more? Check out the 2014 DOCCR Employee Recognition Event slide show on SharePoint!

As a department we continue to improve on the quality and number of services we provide for our clients and staff. This would not be possible without staff who are constantly willing to go above and beyond in support of our mission.

Did You Know?

DOCCR employees working in institutions and in the community supervised and provided services to about 27,317 adult and juvenile offenders in August 2014.

Institutional average daily populations

- 412 at the Adult Corrections Facility (Men's and Women's sections)
- 50 at the County Home School
- 49 at the Juvenile Detention Center

Field populations at the end of August 2014

- 25,459 adults supervised in the community*
  - 23,209 at Adult Field Services
  - 3,952 at Adult STS
- 1,347 juveniles supervised in the community
  - 1,191 at Juvenile Probation
  - 156 at Juvenile STS (sole sanctions)

*Some adults are simultaneously active in AFS and on STS.

DOCCR Met with TJC Community Members

By Bradley Kaeter, TJC Coordinator

Two years ago, Hennepin County was selected from applicants across the county to be one of eight sites to receive technical assistance from the Urban Institute and NIC for the Transition from Jail to Community (TJC) initiative.

It takes many partners to support TJC. These groups met this August to review the current TJC client work flow and identify next steps for implementing Evidence-Based Case Management.

While there is still more work to done DOCCR has already made strides in partnering with internal and external agencies to help create a smoother transition process for our residents:

- ACF Classification Officers identify high risk individuals when they complete the Hennepin Short Risk Screen. AFS and ACF Probation Officers make sure a LSCMI (Level of Service Case Management Inventory) is completed to identify needs. The highest criminogenic needs guide transition planning.

- The ACF has offered a range of programming to address criminogenic need, including Thinking for Change (T4C), Chemical Dependency evaluation and treatment through Telesis/ CREATE, Education and Employment. T4C classes have been facilitated by PO's, CO's, Telesis Staff and ACF Management.

Kevin Warwick from the Urban Institute presenting at the TJC site visit.

- Four HSPHD Social Workers have begun working at the ACF. They receive referrals from the ACF POs for the TJC population and then assess those clients for needed community services such as mental health, employment, or housing. Information on referrals is shared in CSTS with AFS and ACF Probation Officers.

- Other services that have been added/enhanced since the start of TJC include resident applications for medical services (conducted by Portico Healthnet), state ID services, employment services offered by RISE and Twin Cities Rise and housing services offered by Catholic Charities and St. Stephens. Like the HSPHD services these organizations offer a community case management support component for participating residents after release.

- Internal DOCCR efforts also support TJC. The AFS/ACF Collaborative Case Management Committee and the DOCCR IT Adult Case Planning Joint Requirements sessions have sparked discussion on how to most efficiently manage clients and share information.

There will be one more national meeting of TJC sites in February to share learnings and a final Urban institute site visit next May. For the remainder of the technical assistance period, the priorities of TJC will include:

Increasing the percentage of TJC clients who complete T4C:

- Further integrating service coordination with partners.

- Improving system integration to reduce duplicate data entry and improve data quality.

- Fine tune the target population.

- Improve fidelity – establishing regular quality assurance measures, and

- Establishing a regular (quarterly) community service provider meeting.

Thank you for supporting TJC. If you have any questions, you may email me at brad.kaeter@hennepin.us.

Feedback or Ideas?

We rely on you to help keep our communication efforts on target with staff needs. If you have information that you would like to have considered for distribution to the department, please contact Communications Coordinator Laura Barr at
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