Field Automation Users Group (FAUG)

Contributing to an effective partnership between the Oregon Department of Corrections and the county community corrections agencies by providing a statewide information system and reliably addressing the changing needs of field system users.

CHARTER – August 24, 2005

Purpose/Overview:

The FAUG¹ is a crucial support tool to incorporate statewide policies and procedures that efficiently and reliably addresses the changing needs of field users. This group provides flexible training and user support at the local level, sets standards and ensures the consistency and usefulness of offender information that is available statewide. FAUG provides continuous improvement of field automation through communication between county Community Corrections agencies and the Oregon Department of Corrections.

FAUG accomplishes this mission by increasing our knowledge of and implementing the policies and procedures created, sharing information and expertise, and promoting statewide support and staff participation. Committee members share perspectives and valuable information from their counties. The sharing of information among committee members allows the members to get a clear picture of the statewide database system. When voting or prioritizing FAUG needs, committee members consider what is best for the department and not individual needs.

Scope of Authority:

By meeting quarterly FAUG meetings allow for analysis and solution of problems/issues concerning the statewide database, policies and procedures. To implement major policy changes, these proposed policy changes would be presented to the Automation Committee via the FAUG Chairperson or Community Corrections Coordinators representative for the OACCD² approval. All FAUG members are the point of contact for their respective county staff. The director/designee will appoint FAUG Representatives:

- There will be a FAUG delegate represented by each county or tri-counties;
- They are able to make decisions; and
- They are the point of contact for DOC³, outside agencies and other FAUG members.

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¹ FAUG = Field Automation Users group

² OACCD = Oregon Association of Community Corrections Directors

³ DOC = Department of Corrections

Roles and Responsibilities:

- Responsible for system maintenance within their counties (act as a liaison between users and the Help Desk)
- Maintains/creates document templates
- Maintains/updates the Treatment Module in CIS⁴
- Responsible for returning SRF⁵'s to pending status in the Sanction module in CIS
- Develop long-range plans for development of service requests/projects to meet agency needs to further enhance use of CIS and the tracking of offenders
- Prioritize service requests and projects with Community Corrections Coordinators and DOC
- Create a list of DOC testers that test pilot service requests prior to implementation into CIS
- Provide training and information within respective counties as well as other county offices
- Create, update and maintain system manuals
- Maintain an update FAUG's participation on the DOC website to include a quarterly meeting schedule and current officer/member contact information

Membership/Officers:

- The chair and officers are elected to one-year terms by the membership. These elections occur in May. The officers consist of a Chairperson, Co-Chairperson and membership Coordinator. These are volunteer positions, which are nominated by another group member, seconded for approval by another group member then a group vote is taken for majority rule.
- Chair. This position is responsible for planning and distribution of each quarterly agenda, directing the meetings through the agenda, reviewing prior meeting minutes for approval and present issues/questions. If issues arise needing OACCD approval, the Chair will forward these to the Automation Committee for further approval along with Community Corrections Coordinators.
- Co-Chair. This position is responsible for the same duties as the Chair and will serve as the Chair at meeting/committees in the Chair's absence. The Co-Chair position will be rotated to the Chair position after the one-year term. The vacant Co-Chair position will then be put for nomination to the membership.
- Membership Coordinator. This position is responsible for tracking attendance at each meeting, along with updating/distributing the membership contact list to members, Community Corrections Coordinators and the DOC website.
- All members not able to attend meetings may submit their issues/concerns or questions to either the Chair, Co-Chair, or Community Corrections Coordinators on their behalf via email or telephone. The responses to these issue/concerns/questions will be contained within the minutes.

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⁴ CIS = Corrections Information System

 $^{^5}$ SRF = Sanction Reporting Form

Meetings:

- Meets quarterly (4 times per year) on the fourth Wednesday and Thursday of the month. In November the meeting is moved to the third week to accommodate the Thanksgiving holiday. The meetings are held in different counties throughout the State to promote participation from all members. The meeting frequency may be increased as needed due to upcoming automation issues.
- These meetings provide a forum for analysis of problems and formulation of solutions to issues that have a significant impact on field operations and the integrity of the Corrections Information System (CIS) database.
- This provides opportunity for value given to networking.
- Attendance at quarterly meetings is for membership, prospective members, and invited guests as well as members of OACCD.
- Minutes are recorded at each meeting by a member designated by the group and distributed to the membership and SOON⁶ Chair via e-mail, and posted on the DOC website.

Committee Officers:

- Michael Guenther Chair, Josephine County
- Charles Adler Co-Chair, Multnomah County
- Katie Muirden Membership Coordinator, Hood River County
- Angela Boyer Recording Coordinator, Polk County

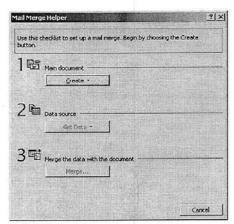
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⁶ SOON = Statewide Office Operations Network

Steps to creating a Merge document

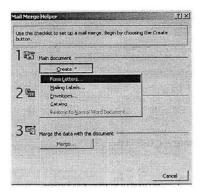
 Open Word, and enter the standard "boiler-plate" text that you want to appear on all copies of this merge document.

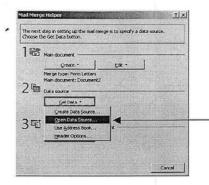




2) Under Tools/Mail Merge, select "Create".

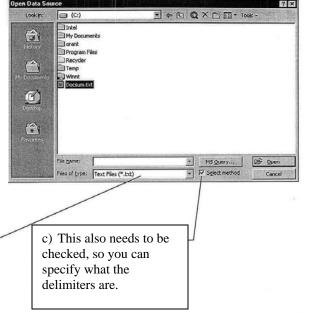
3) Then choose "Form Letters...", followed by "Active Window".

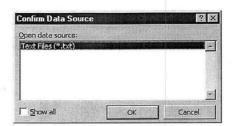




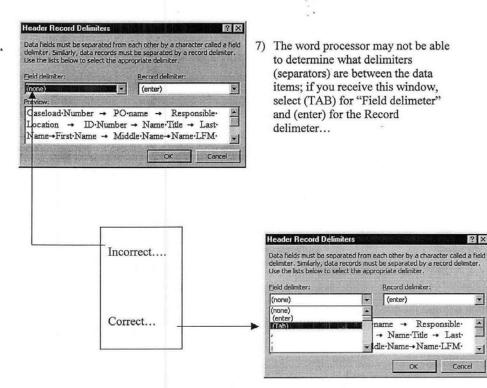
4) You then need to associate this form with a merge source. Do this by pointing the "Data Source" option to a copy of DOCSUM.txt already saved on your hard drive. This will allow the merge process to detect what merge fields are available.

- 5) When the window "Open Data Source" is displayed, three important steps are needed:
 - a) Verify the correct location of where the docsum.txt is located.
 - b) Change "Files of Type" at the bottom of the window to "Text Files (*.txt)."
 - c) Check the "Select method" box at the bottom or on the side of the Open Data Source window.
 - b) Make sure you change the "Files of Type" option to "**Text Files**(***txt**)" at the bottom of this window!





 You should then receive a confirmation like this...simply click on OK.



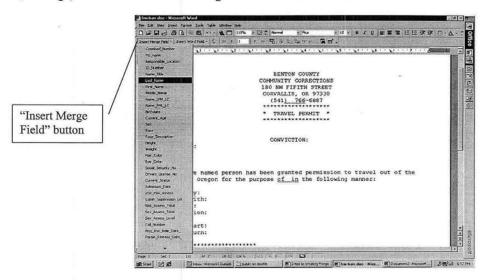
8) Word will then ask you if you want to edit your document (because it doesn't currently contain any merge codes)...click "Edit Document."



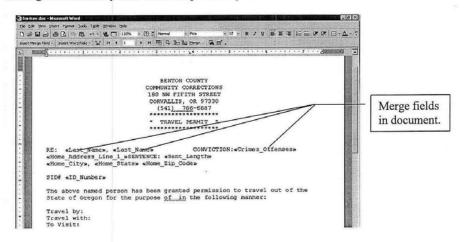
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OK Cancel

9) Now that we're into the form, position your cursor where you want a merge code to go, then click on the "Insert Merge Field" button on the toolbar.



10) By using this process, you can complete the merge document very quickly, with much greater accuracy than what was previously available.



DOCSUM CODES (NEW)

CASELOAD NUMBER

PO NAME

RESPONSIBLE LOCATION

ID NUMBER
NAME TITLE
LAST NAME
FIRST NAME
MIDDLE NAME
NAME LFM LC
NAME FML LC
BIRTHDATE
CURRENT AGE

SEX RACE

RACE DESCRIPTION

HEIGHT WEIGHT HAIR COLOR EYE COLOR

SOCIAL SECURITY NO DRIVERS LICENSE NO

FBI NUMBER PHONE WORK PHONE CELL PHONE

HOME ADDRESS LINE 1 HOME ADDRESS LINE 2

HOME CITY
HOME STATE
HOME ZIP CODE
MAIL ADDRESS L

MAIL ADDRESS LINE 1

MAIL CITY
MAIL STATE
MAIL ZIP CODE
MAIL CITY STATE ZIP
LAST HOME ATTEMPTED
LAST HOME COMPLETED
CRIMES OFFENSES

GRID SCORE COUNTIES OF CONVICTIONS

CASE DOCKET NO
DA CASE NO
SENTENCE TYPE
SENT BEGIN DATES
SENT EXPI DATES
SENT LENGTH
COND CODES
COND DESCRIPTION
CURRENT STATUS
INST RISK ASSESS

COMM SUPERVISION LVL

SEX ASSESS TOTAL

TEXT

«Caseload Number»

«PO_name»

«Responsible_Location»

«ID Number»
«Name Title»
«Last Name»
«First Name»
«Middle Name»
«Name LFM LC»
«Name FML LC»
«Birthdate»
«Current Age»

«Sex» «Race»

«Race_Description»

«Height»
«Weight»
«Hair_Color»
«Eye_Color»

«Social_Security_No»
«Drivers_License_No»

«FBI_Number» «Phone» «Work_Phone» «Cell Phone»

«Home_Address_Line_1_»
«Home_Address_Line_2_»

«Home City»
«Home State»
«Home Zip Code»

«Mail_Address_Line_1_»
«Mail City»

«Mail State»
«Mail Zip Code»
«Mail City State Zip »
«Last Home Attempted »
«Last Home Completed »
«Crimes Offenses»
«Grid Score»

«Counties of Convictn»

"Case_Docket_No"
"Case_Docket_No"
"Case_No"
"Sentence_Type"
"Sent_Begin_Dates"
"Sent_Expi_Dates"
"Cond_Codes"
"Cond_Codes"
"Cond_Description"
"Current_Status"
"Inst_Risk_Assess"
"Comm_Supervision_Lvl"
"Sex_Assess_Total"

SEX ASSESS LEVEL STAT 99 TOOL STAT 99 LVL PRED SEX OFF ADMISSION DATE CELL NUMBER PROJ INST RELE DATE MAX SENTENCE DATE INST RELE DT MAX INCARCETRATION DT MINIMUM DATE CLASSIFICATION DATE HISTORY RISK LAST OFFICE VISIT LAST MONTHLY REPORT NEXT OFFICE VISIT DT NEXT OFFICE VISIT TM SUPV FEE MONTHLY AMT SUPV FEE BALANCE TENT PAROLE DISCH DT TOTAL FEE BALANCE COMM SERVICE TOTAL COMM SERVICE BALANCE CRT ORD FIN OBL TOT CRT ORD FIN BALANCE CRT ORD FINE OBL TOT CRT ORD FINE BALANCE CRT ORD REST OBL TOT CRT ORD REST BALANCE RESTITUTION AMOUNT VICTIM NAME VICTIM ADDRESS TREATMENT ID REFER DATE DATE OF ENTRY EXIT DATE EXIT CODE RECORD KEY

«Sex Assess Level» «Stat_99_Tot» «Stat_99_Lv1» «Pred Sex Off» «Admission Date» «Cell_Number»
«Proj_Inst_Rele_Date_» «Max Sentence Date» «Inst_ReleDt» «Max Incarceration Dt» «Minimum_Date» «Classification Date » «History_Risk» «Last Office Visit» «Last_Monthly_Report_» «Next_Office_Visit_Tm»
«Next_Office_Visit_Tm» «Supv_Fee_Monthly_Amt»
«Supv_Fee_Balance» «Tent_Parole_Disch_Dt» «Total_Fee_Balance» «Comm Service Total» «Comm_Service_Balance» «Crt_Ord_Fin_Obl_Tot_» «Crt Ord Fin Obl Tot»
«Crt Ord Fin Balance»
«Crt Ord FINE Obl Tot»
«Crt Ord FINE Balance»
«Crt Ord REST Obl Tot»
«Crt Ord REST Balance» «Restitution Amount» «Victim Name» «Victim_Address» «Treatment ID» «Refer_Date» «Date of Entry» «Exit_Date» «Exit Code» «Record Key» «AutoMergeField»

Maintains/Updates Treatment Module in CIS

FAUG TREATMENT MODULE BUSINESS RULES

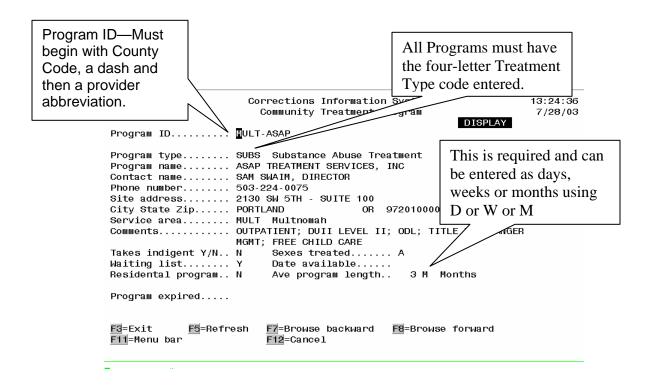
PURPOSE

The purpose of these rules is to document the agreed upon format and support responsibilities by FAUG members in maintaining the list of treatment providers within each County.

TREATMENT PROVIDER DIRECTORY RULES

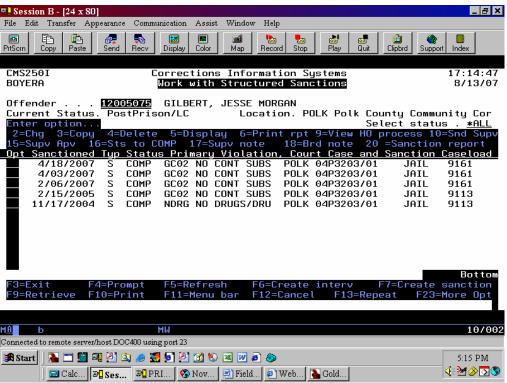
- 1. FAUG recommends the treatment provider information be reviewed for accuracy at a minimum of 6-12 months.
- 2. Only FAUG members or designated County representatives are allowed to update the directory of providers.
- 3. Each FAUG member is to enter provider information if the provider is in their county and used by another County
- 4. The directory must be searched to ensure the provider is not already listed, prior to entering a new provider.
- 5. When adding a new provider, the Program ID always begins with the four letter County code, then with a , and then an abbreviation of the provider name. (See Attachment)
- 6. Providers are to be entered in the County of the provider's address the same program is not to be entered under each County that uses that provider, except as detailed in #7 and #8 below.
- 7. The service location field must match the Program ID, i.e. if the Program ID is BAKR----, then the service area must be BAKR.
- 8. If the provider has two or more separate physical locations where treatment is delivered in more than one county the provider information is to be entered under each county.
- 9. If the provider serves a county but does not have not permanent address in that county the provider is to be only listed under the county where there is an address.
- 10. Any FAUG member may enter an Out-of-State provider but must use, OOS-, in the Program ID field and search to ensure the provider is not already listed.
- 11. All fields on the Add New Provider screen are to be completed.

- 12. Comments should include information like; level of service, accommodations for children; fees. Etc.
- 13. The average duration of the program is to be entered.
 - a. This is done so that reports can be generated or sub-sets used that list offenders with no exit date but that are past the average duration of the program.
- 14. FAUG representatives are to ensure that active offenders are moved to correct program if the program dissolves, is absorbed by another program or was listed under a program that is not listed based on the address of the provider. The program is then to be expired.
- 15. A program is never deleted from the directory but can be expired when #12 above has been completed.
- 16. FAUG representatives are to review the list of providers under their County code to ensure the naming protocol is followed, i.e., clean up their Counties section of the directory.
- 17. Private Providers are defined as obscure program providers that are not contracted by a community corrections agency and do not routinely offer services to corrections clients, i.e. a private doctor or provider who is billing a client's insurance company, or a client's employer provides coverage for treatment.

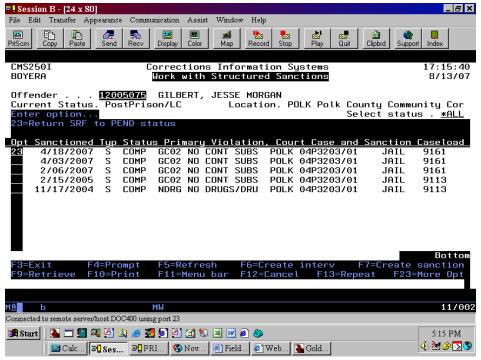


Returning SRFs to Pending Status

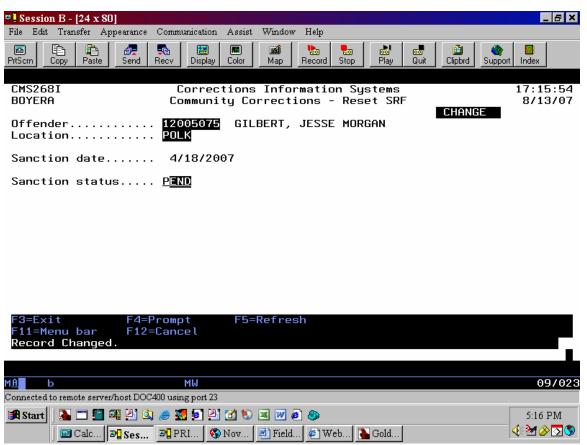
There may be instances where a PO completes a sanction on Local Control PPS cases, but then the PO needs to go back and change something in that SRF. The FAUG Rep has the technological authority to change that SRF status from COMP back to PEND so the PO can make the appropriate changes.



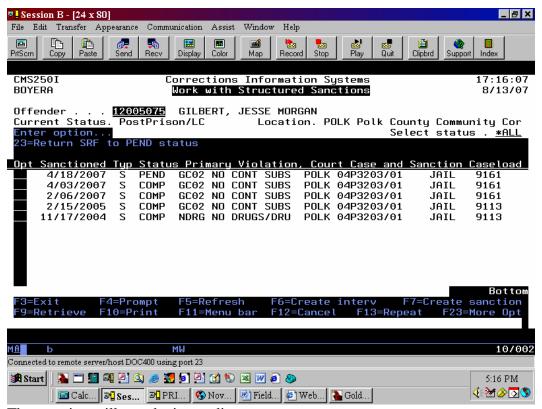
In the Work With Structured Sanctions Module, use <F23> to display more options to the top of your (enter options...) screen.



Type 23 on the option line and <enter>.



The Community Corrections – Reset SRF screen will appear. Tab to the sanction status line and <F4>. A box of sanction status will appear. Scroll down to PEND and press <enter>.



The sanction will now be in pending status.

Community Corrections Service Request Process

Community Corrections developed User Groups for automated issues in CIS amongst PO's (FAUG), support staff (SOON), Supervision Fee staff (FSN), PO's who specialize in sex offender supervision (SOSN) and PO's who specialize in family violence (FVSN). The charters for these groups were eventually taken over by the Directors of the county community corrections offices (OACCD). These groups are comprised of representatives from each county office and are responsible for taking information back to their offices as well as bringing back county by county practices that impact automation. They are also attended by representatives from other DOC and state offices such as DOC/Community Corrections, DOC/OISC, Interstate Compact and Parole Board who may share some of the same automated screens. They meet on a regularly scheduled basis and are routinely used for business analysis on new programming, developing work-a-rounds for issues they don't want to us IS resources for, and authorizing service requests for system enhancements as business requirements change. In some cases they also have additional authority to make data changes for their locations.

There are major benefits in having groups like these:

- Staff buy-in.
- Business needs drive automation staff who actually do the jobs help design the automation.
- Networking between the groups on common issues and enhancements.
- Training new applications and enhancements go back to the groups.
- Testing the groups that authored the requests test the automation.

As requests for services are authored by the groups, they work with their DOC/Community Corrections coordinator to write up the request. The groups vote to prioritize their own SR's within their own queues and/or make recommendations to the other groups on common requests.

Once the requests have been prioritized within the groups and entered by the Community Corrections coordinator into the automated Service Request system, they are taken to the Automation Committee for overall prioritization. The Automation Committee is comprised of the heads of each of the user groups, representatives from OACCD, DOC ISSD, DOC/Community Corrections, DOC/OISC, and the Parole Board. At that meeting the AC members take the top 2 priorities from each group and determine the group-wide priorities which are then communicated to ISSD Development. The Automation Committee also works requests for standard and non-standard IS services that don't come up from the user groups. These can now include requests like a county sheriff's office asking for a copy of the PREA database that used to go directly to ISSD.

Now, Community Corrections prioritized requests will go back to the Service Request Governance Committee for prioritization between all DOC Divisions/Business Units. Current criteria as set by the Service Request Governance Committee are:

1. Required for compliance with Federal or State law, Administrative Rule (OAR), or DOC policy?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

2. Required to fix a critical data integrity problem? Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

3. Enables DOC to significantly work more effectively or efficiently? (Reduction in FTE, quality, quantity, cost savings)

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

4. No Workaround exists?

Scoring = 0-good workaround exists; 1-OK workaround exists; 2-poor workaround exists; 3-no workaround exists.

5. Impacts a Strategic Initiative?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

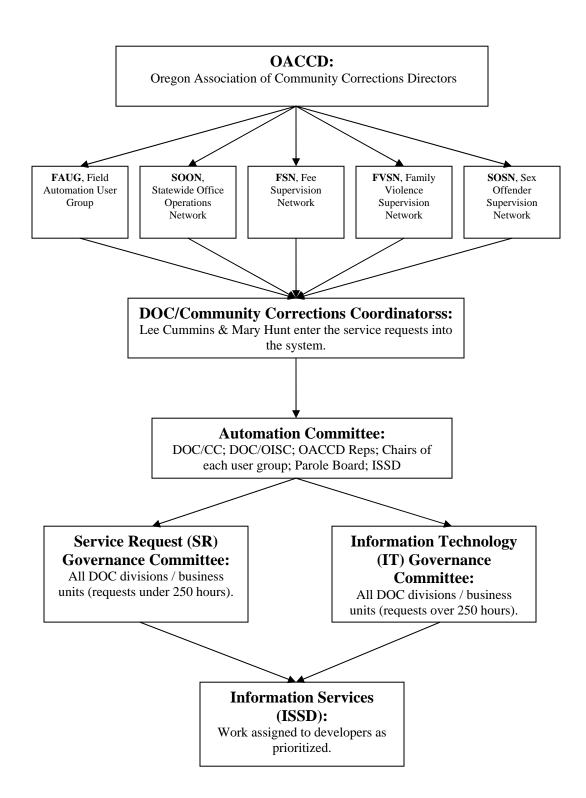
6. Addresses safety issue?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

7. Miscellaneous other factors?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

Service Request Process



Resources:

Help Desk 866-531-9600 <u>HELPDESK@doc.state.or.us</u>

 $Web\ page\ \underline{http://www.doc.state.or.us/DOC/TRANS/CC/cc\ welcome.shtml\#Networking\ Groups}$

Current FAUG members:

County	FAUG Rep	E-mail address
Baker	Josie Hermann	Josie.A.Hermann@cc.doc.state.or.us
Benton	Susan Sowers	susan.sowers@co.benton.or.us
Clackamas	Malcolm McDonald	
Clackamas	John Middlesworth	johnmid@co.clackamas.or.us
Clatsop	Justin Hecht	Justin.B.Hecht@cc.state.or.us
Columbia	Karen Gross	grosskt@co.columbia.or.us
Coos	Tina Shippey	Christina.M.Shippey@cc.doc.state.or.us
Crook	Anne Hawkins	
Curry	Dennis Shannon	Shannond@co.curry.or.us
Deschutes	Chris Bell	Chris_Bell@co.deschutes.or.us
Douglas	Kim McArthur	Kimm.A.McArthur@doc.state.or.us
Gill-Sherm-Whee	Tina Potter	Tina.I.Potter@cc.doc.state.or.us
Grant	Dean Hoodenpyl	
Harney	Kathy Bartlemay	
Hood River	Katie Muirden	katie.muirden@co.hoor-river.or.us
Jackson	Michael Hescock	HescocMK@JacksonCounty.org
Jefferson	Kurt Symons	
Jefferson	Jeff Pickens	
Josephine	Michael Guenther	mguenther@co.josephine.or.us
Klamath/Lake	Dan Langfield	Idlangfie@co.klamath.or.us
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Lane	Annie Hickey	
Lincoln	Jennifer Landers	<u>JLanders@co.lincoln.or.us</u>

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Multomah	Charles Adler	Charles.p.adler@multnomah.or.us
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Tillamook	Roscoe Fertick	Roscoe.Fertick@cc.doc.state.or.us
Umatilla/Morrow	Bonnie Ward	Bonnie.L.Ward@cc.doc.state.or.us
Union Wallowa	Jebron Jones	Jebron.R.Jones@cc.doc.state.or.us
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DOC-OISC	Gina Raney	
DOC	Judy Morrison	Judy.L.Morrison@doc.state.or.us
Parole Board	Michelle Mooney	
Parole Board	Peggy Barber	
DOC	Bill Ismay	
Josephine	Lily Morgan	lmorgan@co.josephine.or.us