

STATEWIDE OFFICE OPERATIONS NETWORK

Thursday, October 8th 2015

Hosting Agency: Jackson County

Meeting Location: Jackson County Community Justice, 1101 West Main, Medford, OR 97501

In attendance:

Judy Bell, Benton County; Angie Gustafson, Linn County; Mary Hunt, DOC; Lee Cummins, DOC; Ashley Harmon, Multnomah County; Christy Elven, Washington County; Brenda Hopper, Yamhill County; Shawna Harnden, Parole Board; Ruby McClorey, Interstate Compact; Carol Knapp, Jackson County; Lois DeVries, Jackson County; Jamie Chitwood, Josephine County; Bobby Lenhardt, Jackson County; Stefanie Hawkins, Jackson County; Laurette Harger-Landon, Jackson County; Lisa Gilbertson, Multnomah County; Nicole Pauly, Multnomah County; Diane Ballard, Jackson County; Tricia Shumway, Deschutes County; Kerri Humbert, Douglas County; Bertha Logsdon, Hood River County; Marla Cooper, Multnomah County; Roni Hickerson, Grant County; Channing Nisbet, Harney County; Lili Frank, Lake County; Pam Mathes, Klamath County; Cathy Snider, OISC.

Welcome & Introductions:

Director Shane Hagey welcomed the group to Jackson County. The group introduced themselves.

Review minutes:

Judy asked for follow up on page 4 of the August minutes; the paragraph pertaining to UNSU closures for deported clients. It was decided that we do not move clients to UNSU when they are on IMMI status. UNSU speaks to compliance. There is no way of knowing if the offender is compliant when deported. Mary- Clients should remain on IMMI status. Does the Board want notification if offender is deported? Shawna- No, If you want to you can, but not necessary. (See Shawna's email sent to SOON group 10/15/15 for further clarification.)

Follow up from Judy regarding VINE notifications (page 5 of August minutes). A representative from VINE has agreed to be a guest speaker at the December SOON meeting.

Judy asked for follow up on page 6 of the August SOON minutes. Is there more information regarding LEDS audits and CCHs in files? Brenda Hopper- If your county can explain why CCHs must be left in files, they can remain; otherwise they should be purged. It is recommend if they are left in the file that they are kept loose and not filed down. LEDS cannot be sent via mail.

OISC: Cathy Snider

Dianne Erickson is no longer the Information Manager for OISC. Effective October 12th, Amy Bailey will fill that position. Feel free to continue contacting Dianne with questions. It will take time to get Amy fully trained.

OISC received electronic emails with seven different offender judgments combined in one document. Each offender should have their own document; please separate prior to sending to OISC.

Christy asked if OISC preferred all documents sent at closure, or if it's okay to send individual documents throughout offender's supervision? Answer: OISC would prefer all documents at the time of file closure.

Please do not change the properties name of the PDF documents you send to OISC. If you don't know if you are in properties, don't rename the document. Instead, put the offender information in the subject line and email unnamed document to OISC.

There was discussion about whether to include all offenses on the closing summary. Cathy said this was not necessary, instead go to W/W Offenses screen, F10=Print, and option 10-print offenses and include that as your second page when scanning documents to OISC. Closing Summary on top!

Compact: Ruby

New rules are coming around again. They are currently at the proposal stage. If you need to contact Compact, you can email the general contact email- oregon.interstate@doc.state.or.us.

Parole Board: Shawna

New system update (PBMIS): The go live date was pushed out to September 21st. This was a fourteen month build and implementation went fairly well, though there have been a few issues; some of which have already been resolved. Some of the issues were/are cases reflecting same expiration date for all offenses on the order, sentence length not showing on orders, various sanction issues, warrant /inop issues, and signature issues. The Board is working through these and appreciates your patience. If you or someone in your office notices an issue with the data, please contact Shawna prior to submitting a help desk ticket. Shawna will let you know if it's already being worked on and can connect directly with the developers as needed. If you email Shawna, please put "Possible PBMIS Issue" in the subject line so she can pick your email out from the rest.

The old system would merge documents using Word. PBMIS is now web based and only creates PDFs. When pulling the documents from CIS, the format on the document is RFT, which prevents it from being opened. There are couple options for opening; you can either open the document, identify the program Adobe Reader as the program to open it in or you will have to save the document as a pdf, then open. (Shawna sent out instructions on how to open the documents, see attached)

PPOs are now receiving auto chronos and auto emails for many activities/significant action taken by the Board. Example: If an offender is arrested on a warrant, PPOs will receive an email and a chrono stating the offender was arrested, where they were arrested and the date of arrest. Shawna asks that we make sure the correct PPOs are listed on caseloads. The PPO will not receive notifications if the PPOs user ID isn't attached to that caseload. Mary explained if

you find an email listed incorrectly in CIS; send an email to DOC helpdesk. In your email, please ask them to direct your request to the email administrators. When you have a new user, please double check name, email, and phone numbers listed in the directory (F11-2-E). Hint- you can subset and search by location instead of by user ID.

There was a discussion around Parole Board email distribution lists. If there is a change in your county staffing, that effects members on your Board Order distribution list, your county's IT will need to make the changes. The Board only has a DL email not individual email addresses (except Multnomah County).

In the work with sanctions, there is a Judge/PB override column that has never been used by the Board. The old system did not enter the override information into the system. POs never knew there was an override until they received the teletype advising as such. Since the override information was not provided in CIS, keeping track of what was imposed in the past was difficult.

The Board can now provide a report for inactive review dates. The Board will be more proactive about reminding folks to send extends prior to their review date.

Legislation passed for the Sex Offender Notification Level system. This will result in the Board adding 12 staff members, which is almost double what they have been for the last several years. The positions that are being created are as follows:

- 2 Hearings Officers; hoping to have positions filled by first of November.
- 2 Board Members; will be brought on after first of the year (2016)
- 5 Assessment Specialists II positions (2 permanent, 3 limited duration); hoping to have all of these filled by first of November.
- 1 Administrative Specialist I; hoping to have position filled by first of November.
- 1 Operation and Policy Analyst; hoping to have position filled by first of November
- 1 Administrative Specialist II, Hearings Specialist; This position will be funded for starting in January. The person in this position will be functioning similar to our current Hearings Specialists in coordinating/scheduling for upcoming hearings.

With staffing levels almost doubling, there is no space available at the Dome Building. The Board has been looking for a second location where all the new staff for the sex offender team would be housed the main office (existing staff) will remain at the Dome building at this time.

Investigations/Release Plans: The new system no longer has the ability to pull release plans back from PPOs. The process has always been as follows: The release counselor sends a plan to the PPO for investigation. When the investigation is completed, the PPO sends the plan back the release counselor. If the PPO does not send the plan back, the Board **had** the ability to pull the plan from investigation status to Board (BRD) status. Unfortunately, this is no longer the case. It is now solely up to the PPO to send the release plan back to the counselor when the

investigation is complete. Please share with your office. In addition, please ensure your PPOs know to mark the plan as approved prior to sending it back.

Christy asked a question regarding how to get Local Control cases added to Board Orders when the offender is on warrant status. Shawna- With the old system, the Board's practice was to not generate a new order while the offender was on warrant status, because it would change the offender's status from warrant status to continue status. This presented internal issues for tracking sanctions and some offender's being expired incorrectly. The new system now has an active warrant flag, thus eliminating that problem. Again, please remember with this new system, we have to create many new internal processes and we appreciate your patience and understanding as we work through this system transition.

There was a discussion about how police agencies are running offenders in LEDS. It's been noticed that if an offender is run by driver's license number, a PPS warrant will not show because the DL is not listed. Is this an issue? Shawna – The Board has never used DLs in warrants. Please check with your law enforcement office to see how they're running offenders.

DOC: Lee

Programming: SR 2638, DV designator, which designates specific cases as domestic violence is currently being worked on. This service request was assigned as a fill in request due to its low level of complexity, not because of priority. Make sure you look at the flashing designator when you see it. You can put your cursor on the word 'designator' and press F4, which will take you to the Designator program which will show you all the designators on that offender. There will be a report to determine how many people have been designated in your office. To enter a new DV designator, you will have the ability to pick sentences that are DV qualifying, and a space for non CIS sentences (misdemeanors that are not supervised). The designator will discontinue automatically when the designated case(s) are closed [excluding the non CIS sentence(s)]. If an offender has a non CIS designated case, and you forget to discontinue it, the designator will automatically close when the cycle is closed.

Conditions workgroup: Has been rescheduled for the second day of FAUG, November 19th in Multnomah County.

Institution Reach-In: Some counties are asking to have access to DOC workstations in institutions for PPOs to chrono their reach-ins. The institutions have agreed, and will provide access to PCs, if available. Jeremiah Stromberg will send an email out soon explaining the access process.

On October 23rd IT will be upgrading the operating system on the 400. IT will make sure the big ticket items are working prior to Monday. Identified County staff have volunteered to check connections, DOCSUM, and the Text Editor on Saturday morning. If you have problems come Monday morning, be sure to have one person from each office contact the Help Desk.

DOC: Mary

Service requests: After the Caseload definition service request went out to production, IT ran into a problem. The problem was fixed immediately, though some of the UserIDs you deleted from a caseload may have come back. Please double check and make sure all your caseloads are accurate, if not please update.

VINE: Follow up as to whether notifications are sent when offenders are released to leave status. Answer: Notifications are sent to registered victims when leave movements are entered. Shawna- Victims may get duplicate notifications if they are registered with the Board. The Board sends them release notification via mail.

Update: Mary and Lee are spending more time at individual counties working with and training support staff in CIS. If you have a training need, please let them know.

SR2633 Tracking departures service request: This request is almost done. Mary has completed the initial testing. She found a soft edit problem that turned into a hard edit issue. It's now working. Mary will send it out to folks for testing when she gets back to the office. For those testing, Mary asks that you chose offenders at random, add departure data and see if you can do it or find any glitches. Also, please look at the Kardex to make sure it's printing correctly. The tentative discharge date was removed from the Kardex and replaced with departure data. She has a very basic report she'll have folks look at too.

Judy FYI- Sentencing guideline grid: It is not support staff's responsibility to figure out grid scores or departure data. It is up to the DA to provide this information to the court at the time of sentencing. If it's not on the order, and you can't find it with a phone call, do not enter the data. When the departure service request goes live, Mary will send out the definitions and all of the information needed. Also, Optional Probation only applies to 3 scores 8G, 8H, 8I. They are listed in orange on the Sentencing Guideline Grid. If disposition verbiage is not on the order, you can call the DA's office to inquire and if it consistently does not show, perhaps your Director can communicate with your courts and DA to ensure this information regularly appears on court orders. CIS will give you a warning if you have departure information with no grid score, but you can enter through it.

Chapter 3 Review:

Ruby FYI- If you have questions regarding compact (chapter 3), please direct them to the SOON group, Mary or Lee. Ruby has limited knowledge of how movement works in CIS, but can assist with ICOTS.

Ruby- Bottom of page 7. The ICAOS Rules may need to change with the addition of the NOFA (Notice of Failure to Arrive). (3.8)

See below for updated information from Ruby regarding NOFA:

- (Code Release 29.3) Notice of Failure to Arrive (NOFA). Attached below is the information we received from National. The Sending State now has the ability to withdraw request after receipt of NOFA from the Receiving State. A Notice of Arrival (NOA) can still be done after a NOFA has been submitted if the case hasn't been withdrawn by Sending State.

Ruby- Are you getting notification when RIs are approved? Ruby has stopped sending individual emails. She found out recently that ICOTs already sends a notification. Answer- The group feel like they are receiving sufficient notification.

Ruby- Question regarding Chapter 3, page 7, second bullet from the bottom. If you receive an investigation packet or RI by mistake (i.e. address is neighboring office or county) go ahead and make the change in ICOTS and email the Compact Office explaining the error. (3.8)

Ruby- Bottom portion of page 8. When admitting offenders into CIS always use the date listed on the NOA (Notice of Arrival) in ICOTS. When closing an offender in CIS for failing to appear, always use the date listed on the NOFA (Notice of Failure to Arrive). (3.8)

Lili – When an inmate is compacting to another state upon release, what is community correction's data entry responsibilities? Answer from group: Treat these offenders the same as any other. Admit them to CIS, run PSC, PO submits/reviews ICOTS paperwork and finds Notice of Arrival. Based on NOA you would move them to CMPO.

Mary- Is outgoing compact in this chapter? Answer: No. The group came to an agreement that outgoing compact process should be listed in this chapter. The group also decided to house all compact information in chapter 3 and refer from various chapters to this chapter throughout the OPS manual.

Judy suggested running a QWHD instead of just a CCH when looking for an offender SID. (3.1.1)

Lisa- If an offender is already on supervision in Oregon; do you need to wait for the NOA? Answer from group: No, just add the case once you have the ICOTS paperwork.

LEDS/Webleds:

Ashley asked if there have been any updates with the FBI EPR issue. Answer: No, LEDS is working on it. Issue: Some FBI numbers can't be entered onto the EPR. The work around is to remove FBI (UCN) from CIS, enter the EPR then add the FBI back to CIS.

Manual Committee:

Judy asked the group how the manual is working for everyone. Group consensus is good. Push the manual!

Local Control:

Mary- Diane Ballard found an issue on movement history. She saw Local Control offenders released with the release code LCMP, but no release to location code. Mary will run a query and find out how many of these are out there. If she finds a lot of them, she'll submit a request for a hard edit to require location codes.

Local control work group still in existence. Hopefully the Local Control manual will make things more clear when updated.

Other OPS related issues:

Kardex location codes- Mary requests that you do not submit help desk tickets to fix the location codes on the Kardex. There is no fix for this other than white out. When she begins working on the Kardex with FAUG, she'll try to fix it. She's hoping that the kardex will be updated within the next year.

Judy- If your PPO sanctions an offender to community service, the community service hours do not go into conditions. Only conditions from the court are added to CIS. The group discussed Probation Violation orders, and if conditions imposed from a violation should be entered in CIS. Judy recommends you look closely at the wording of the order: if it says do X hours of community service as a condition; add it to conditions; if it says as a sanction; don't add to conditions. If the judgment is vague, clarify the intention of the PV order with your court prior to entry.

Judy asked the group what dates are appropriate to use when a file is rejected and transferred back to sending county. Same date? Actual date? What are the legalities? Tabled- Judy to follow up with transfer rule.

Email:

No email discussion.

SUN:

SUN is working on updating super user manual.

FAUG:

FAUG will be held on November 18th & 19th in Multnomah County.

FSN:

FSN will be held on October 22.

OACCD:

Mary and Lee did not attend the September meeting. They meet again in November. Mary and Lee will not attend this meeting until January.

Round Table:

Shawna – Thanked the group for all the work they do every day and their patience with the changes at the Board.

Ashley- Introduced newest Multnomah County SOON member Marla Cooper.

Meeting adjourned.

See page 8-12 for instructions on how to open an RTF document.

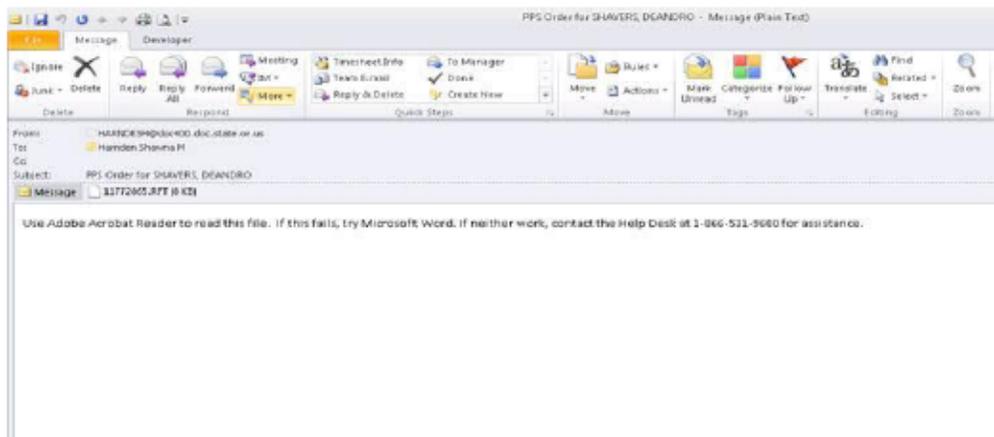
Shawna Harnden, Parole Board:

We received the reports that people were having trouble opening Board documents from the CIS menu. The old system had formatted all of our documents as a Word document. Our new system formats them as PDF's. When CIS pulls the data, it is sent to your email in an .RFT type document, which prevents you from opening. In order to have the data pull correctly and create the document that is needed, you have to change the format in which the attachment uses. To (hopefully) make things easier for everyone, I have provided a step-by-step guide on how to open the document as a pdf.

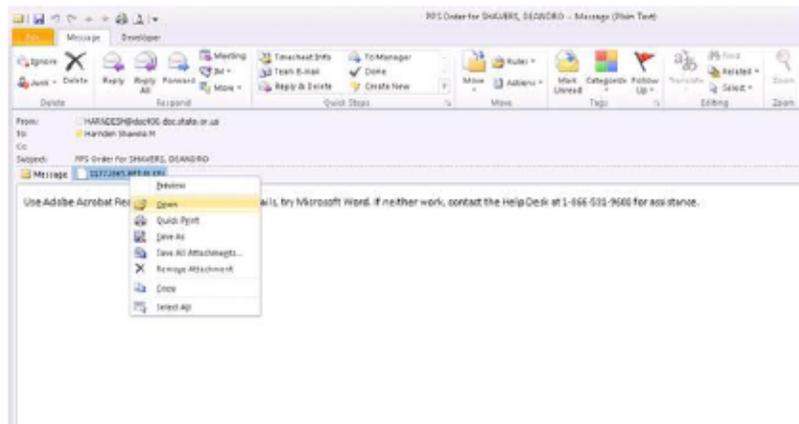
PLEASE NOTE: IT has informed me that any document issued prior to 9/21/2015 must be opened as a Word document to open. Any documents created after 9/21/2015 must be opened as a pdf.

How to open Board documents from CIS: (example is starting from outlook once the document has been emailed to you as an attachment from CIS)

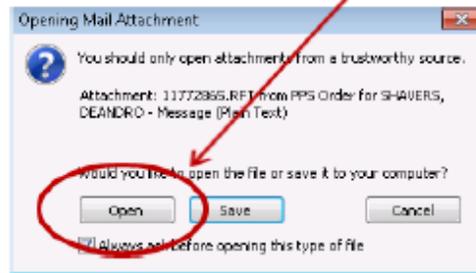
- **Step 1:** Open you email with the RFT attachment



- **Step 2:** Right click on the attachment and select OPEN

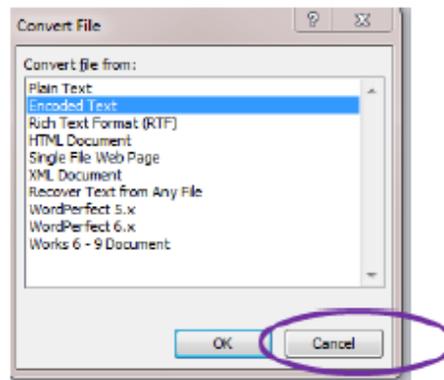


- **Step 3:** Opening Mail Attachment – message box – select OPEN

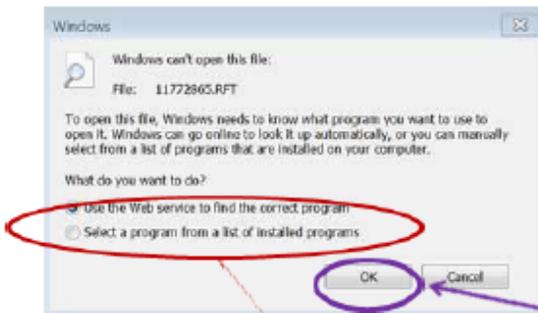


- **Step 4:** Depending on the message you get after STEP 3 will determine what you will have to do for your next steps.

- If you receive this message – you will have to CANCEL then go to Step 6

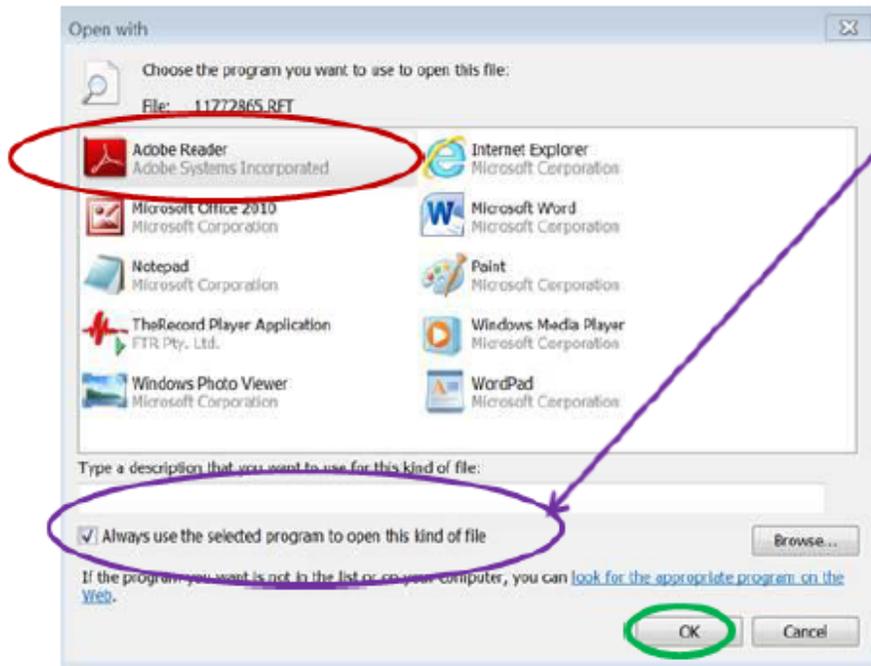


- If you receive this message:

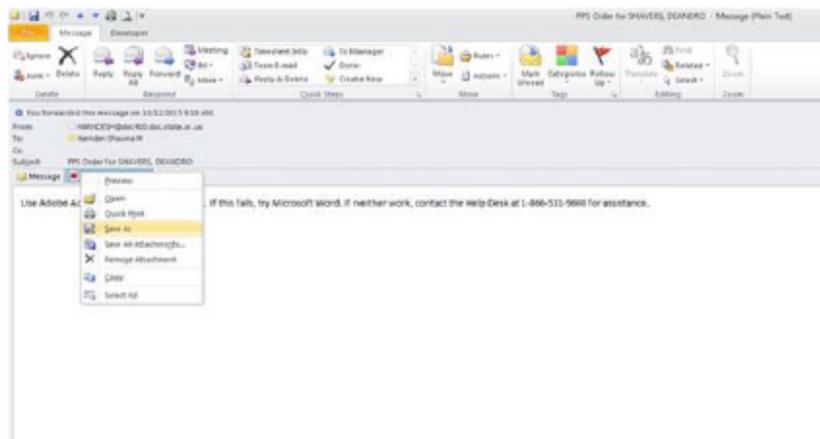


Click on SELECT A PROGRAM FROM A LIST OF INSTALLED PROGRAMS, then click OK

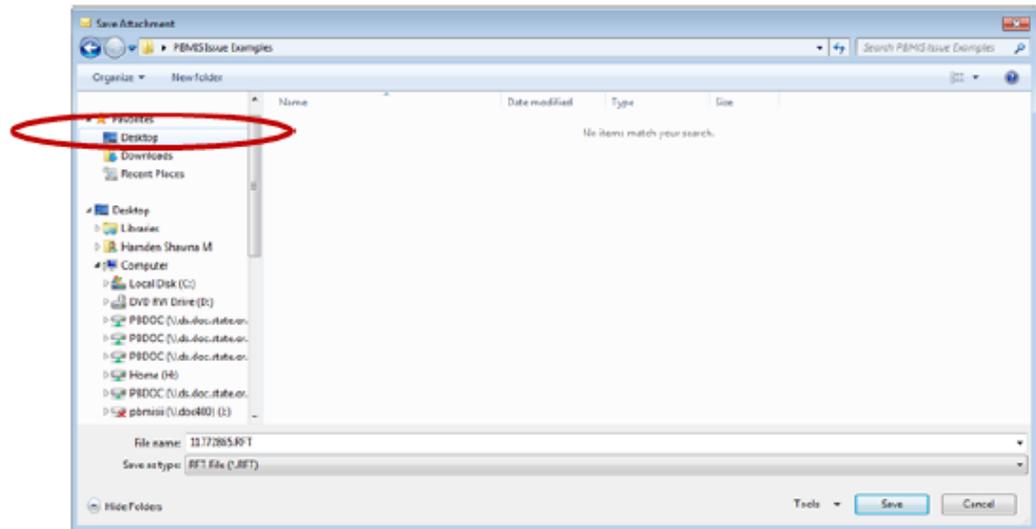
- **Step 5:** Choose the ADOBE READER program to open the document with, then click OK. Your document should now open. Please note – if the box that states ALWAYS USE THE SELECTED PROGRAM TO OPEN THIS KIND OF FILE is checked, the computer will always open the documents with adobe reader and any documents created prior to 9/21/2015 will not open. You will have to repeat the above steps and open the document with Word.



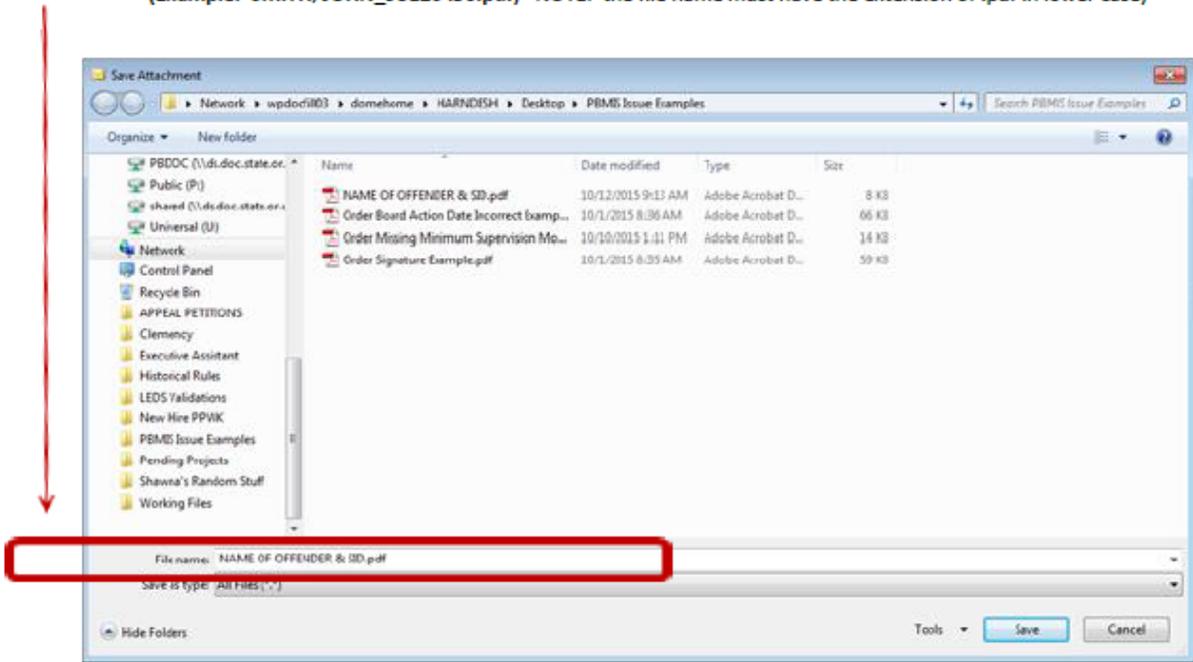
- **Step 6:** Once you click CANCEL from STEP 4, right click on the attachment again but this time click SAVE AS



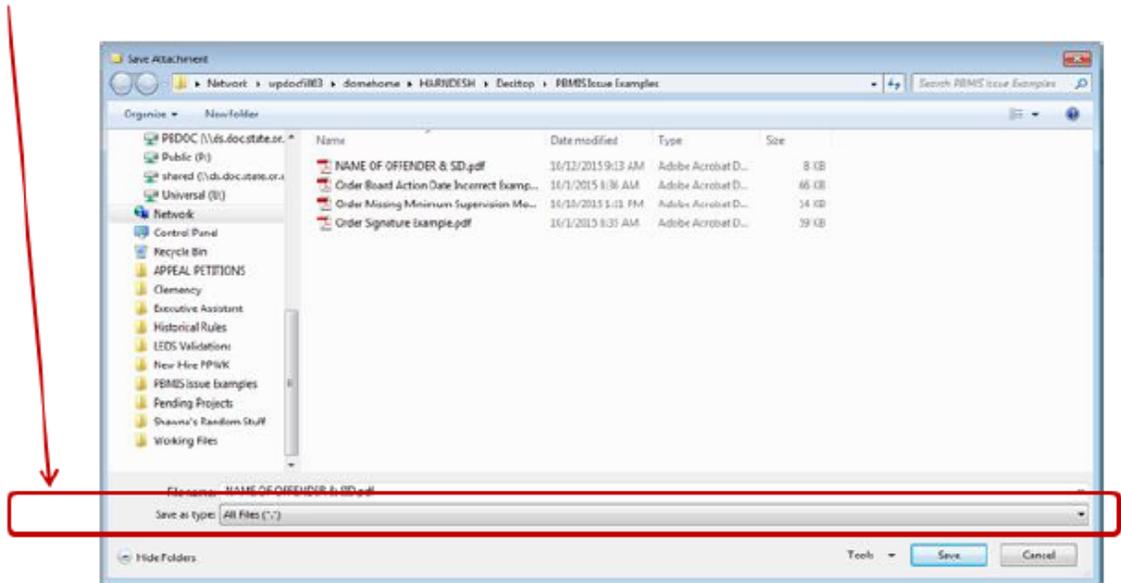
- **Step 7:** Pick your location on where you are going to save your document, for example, your DESKTOP.



- **Step 8:** Change the FILE NAME - make sure at the end of the file name you give it that you enter .pdf (Example: SMITH, JOHN_98123456.pdf) NOTE: the file name must have the extension of .pdf in lower case



- **Step 9:** Change the SAVE AS TYPE as ALL FILES, then select SAVE.



You should now be able to go to where you saved your document and open it. 😊