

REPORT TO THE LEGISLATURE
Pursuant to P.A. 63 of 2011
Section 609
Kiosk Reporting Stations

Section 609 of 2011 P.A. 63 requires by March 1, 2012 that the Department report on the use of Kiosk reporting stations. At a minimum, the report shall include all of the following: (a) Factors considered in determining whether an offender is assigned to report at a Kiosk, (b) Information on the location, costs, safety features, and other features of Kiosks used for offender reporting, (c) Information on demonstration project outcome measures, (d) An evaluation of the Kiosk reporting demonstration project, including any need for improvement and an assessment of the potential for expanded use of Kiosk reporting stations.

In 2006, the Department initiated the Kiosk offender reporting project with the Michigan Department of Information Technology's (DIT) E-Michigan office. At that time, collaboration began to document business requirements, create functional design specifications and obtain Kiosk hardware quotes. Functional design specifications were finalized in May, 2008, at which time programming began by both E-Michigan and DIT Agency Services for Corrections. User acceptance testing began in late October, 2009. FOA staff was trained on the use of the Kiosk Reporting System (KRS) in April 2010. There were several rebuilds and testing of the Kiosk system and the program became operational at the Ingham Parole office, the identified pilot site, with offender enrollments beginning in July 2010.

The KRS was used as an offender reporting method to effectively supervise both low and higher-risk offenders. It replaced traditional reporting for low-risk offenders and served as a targeted intervention for offenders to report more frequently based on risk or in response to non-compliant behavior. It served as a motivational tool to reward offenders who were compliant with supervision requirements and engaged in pro-social behavior in the community. They were allowed to report to the KRS in lieu of an in-person report with their agent.

In addition to serving as a reporting method, agents' enrollment of offenders in the KRS served as a time-saving measure because offenders were required to input necessary data into the KRS which interfaced with the Michigan Department of Corrections (MDOC), Offender Management Network Information (OMNI). The Kiosk is connected to OMNI over secure lines in compliance with State of Michigan secure connectivity standards. Kiosk agents remained responsible for all other supervision activities, including field work, and met other case management standards for the supervision level as outlined in the Case Management Standards work statement.

With some exceptions noted below, Kiosk agents allowed offenders classified to medium and minimum in-person supervision levels to report to the KRS in place of an in-person report, after a six-month demonstration of positive community adjustment.

The following offenders were enrolled in the KRS for the purpose of data entry only, however, were prohibited from reporting to the KRS system exclusively:

- Those serving for a sex offense,

- Those required to register pursuant to the Michigan Sex Offender Registration Act,
- Offenders identified as high risk (either COMPAS or VASOR assessment), and
- Parolees in the Re-Entry Project for Offenders with Special Needs (RPOSN); those designated as D-47 cases.

Operational Measures

Operational costs associated with the hardware and development of the Kiosk offender reporting system totaled \$236,456.20.

Outcome measures reflect a total of 128 offenders were enrolled on the Kiosk Reporting System. This total number constituted 29% of the total population (449) of parolees being supervised at Ingham Parole at the time of the KRS pilot.

Outcomes

During the lengthy process of building, coordinating, and implementation of the KRS System, other reporting technologies became available for use by the Department, specifically the Telephone Reporting System (TRS). The number of offenders available for KRS was impacted by the enrollment of offenders in the Telephone Reporting System (TRS). Therefore, the population of available offenders for KRS was reduced by the growing use of the TRS.

During the nine month period of use, the Business owners requested system upgrades and changes to the automated verbiage of the Kiosk to make the system more user-friendly for the offender population. During this evaluation period, there were technological issues which required system maintenance. There were occasions where Kiosk was not operational based on the OMNI System being inoperable. At one point there was an issue with automatic password expiration of the Kiosk System Software which resulted in lack of access to the system. The most common issue encountered was the Kiosk System not recognizing an offender's MDOC number, preventing the offender from having access to the KRS.

Due to Field Agents reporting minimal benefit in using the Kiosk System, coupled with the above-noted system shortfalls, it was determined that the KRS Pilot was not a viable offender reporting option at that time. Use of the KRS System was discontinued effective March 31, 2011.