

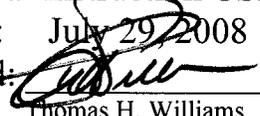


**Court Services and Offender Supervision Agency
for the District of Columbia**

OPERATIONAL INSTRUCTION

Operational Instruction CSS-2008-05

Effective: July 29, 2008

Approved: 

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Kiosk Reporting

I. PURPOSE

This operational instruction is intended to provide guidance to Community Supervision Services (CSS) staff regarding implementation of a new technology, kiosk reporting, within the Agency. The operational instruction is applicable to Community Supervision Assistants (CSA), Community Supervision Officers (CSO), and Supervisory Community Supervision Officers (SCSO). Kiosk reporting will be used with a segment of the offender population that is assessed at the minimum level of supervision.

II. BACKGROUND

Automated kiosk reporting is a relatively new technology being used in community corrections. New York City's Department of Probation has successfully used this technology for the past ten years and recently developed its own kiosk reporting system, Reusable Case Management System (RCMS) kiosk system. The RCMS Kiosk system is an open source software application that allows offenders who meet specific eligibility criteria to report to an automated kiosk for supervision reporting purposes. New York City's RCMS Kiosk is a state-of-the-art web services-based application that provides the ability for staff to: monitor kiosk activities as the offender uses the kiosk, send messages to offenders reporting via kiosk, provide real-time alerts to staff, have automated kiosk management reports, and randomly select offenders for drug testing.

Court Services and Offender Supervision Agency (CSOSA) has obtained and modified the RCMS kiosk system to make it compatible with CSOSA's Supervision, Management and Automated Record Tracking (SMART) system. The kiosk reporting system will allow CSOSA offenders meeting certain eligibility criteria to be placed on kiosk reporting, versus mail-in supervision (interstate offenders) or in-person reporting for certain non-transferrable active offenders, and other identified offender populations as determined by the AUTO Screener. CSOSA is implementing its pilot kiosk reporting program starting in Branch V.

III. GUIDANCE

This operational instruction provides guidance to CSS staff on what offenders are eligible for kiosk reporting, where the kiosks are located and hours of operation, how offenders are enrolled on the kiosk and oriented to kiosk reporting, offender kiosk reporting procedures, responses to offender non-compliance, removal of offenders from the kiosk, CSO use and monitoring of offender kiosk reporting activities, suspension from kiosk reporting, and SMART-Kiosk data integration.

A. Kiosk Reporting Eligibility

CSOSA will begin its kiosk reporting program for offenders who are in Branch V, Interstate, but may extend its kiosk reporting program to other offender populations in the future. The criteria for the Branch V offenders are as follows:

- Have been assessed at the minimum level of supervision and are on an interstate team;
- Have at least 180 days (six months) or more left on supervision;
- Live in Montgomery or Prince George's Counties in Maryland or live in the cities of Arlington, Alexandria, or Fairfax, Virginia;
- Are not testing drug positive;
- Physically have a right hand with three middle fingers; and
- Are not in a Loss of Contact (LOC) or pending a show-cause or revocation hearing.

B. Kiosk Locations and Hours of Operation

CSOSA will place a total of six automated kiosks at the following locations:

- 3850 South Capitol Street, SE: one (1) kiosk.
- 300 Indiana Avenue, NW: two (2) kiosks.
- 25 K Street, NW: two (2) kiosks.
- 1230 Taylor Street, NW: one (1) kiosk.

In addition, one (1) kiosk will be located at 633 Indiana Avenue with the Office of Information Technology (IT) as a spare, testing unit for integrating the kiosk into SMART.

All of the automated kiosks will be accessible for offenders Monday through Friday, between the hours of 7:00 a.m. to 6:00 p.m. In addition, the two kiosks located at 300 Indiana Avenue, only, will be accessible to offenders on Saturdays, between the hours of 7:30 a.m. and 3:00 p.m.

C. Kiosk Enrollment and Orientation

Enrolling an offender to the kiosk reporting system requires that the offender's right hand be scanned to provide a biometric identification. At the time of enrollment, the offender also will

be provided with a unique identifier number (ID number). Enrollment of offenders to the kiosk reporting system will populate with data from SMART, such as the offender's name, photograph, home address, employment information, and supervision information. The enrollment process for each offender will take approximately less than ten minutes and will be done by the CSA.

Orienting the offender to the kiosk reporting requirements will be done by the SCSOs for mass kiosk reporting orientation and by the CSOs for offenders who come under supervision post-kiosk deployment. Orientation should take between 15-20 minutes, including time for offender questions. Orientation will include instructions for the offender on how to use the kiosk, when the offender should report, importance of reporting for the offender, and sanctions that will be applied to the offender for failing to report to the kiosk or other non-compliant activities (i.e., Schedule of Administrative Sanctions). These instructions will be part of the offender's orientation to supervision, instead of mail-in reporting requirement instructions, or for designated offenders whose risk level warrants minimum contact with Agency staff.

CSS will phase the kiosk reporting system into CSS operations, first for offenders currently under supervision, and secondly for offenders who come under supervision post-kiosk deployment:

1. Offenders Currently Under Supervision. All offenders currently under supervision to Branch V who meet the eligibility criteria and are approved by their assigned CSO for kiosk reporting program, will be enrolled at 25 K Street, NW during several scheduled mass kiosk orientation and enrollment sessions. The sessions will be scheduled during work and evening hours so the offenders can be oriented to the kiosk reporting program as a group and then be enrolled into the kiosk system. The mass kiosk reporting orientation and enrollment for offenders currently under supervision will be phased in by Team as follows:
 - Team 5 offenders oriented and enrolled one week prior to kiosk deployment;
 - Team 23 offenders oriented and enrolled 30 days after the Team 5 offenders;
 - Team 55 offenders oriented and enrolled within 45 days of initial kiosk deployment;
 - Team 24 offenders oriented and enrolled within 60 days of initial kiosk deployment; and
 - Team 25 offenders oriented and enrolled within 75 days of initial kiosk deployment.

Offenders who were currently under supervision when kiosk reporting initially was deployed, but were not initially eligible for kiosk reporting, can subsequently report to the kiosk for reporting upon the CSO's approval. These offenders should be enrolled and oriented per section 2, below.

2. Offenders New to Supervision—Post Kiosk Deployment. Once the kiosk is operational, offenders coming under CSOSA's supervision, who meet the kiosk eligibility criteria

post-initial kiosk deployment, will be oriented to the kiosk reporting system by the CSOs as part of the supervision orientation that the CSO does with each offender coming under supervision. The offenders will be physically enrolled onto the kiosk reporting system at 25 K Street, NW.

Biometric hand scanning of all CSOSA offenders eventually will take place at the Offender Processing Unit, upon the offender's initial assignment to an investigation or supervision. This way, CSS will have the offender's biometric hand scan in SMART for possible kiosk reporting, and the enrollment process at 25 K Street, NW, will be shortened as the hand scan will not need to be taken at 25 K Street during the initial kiosk enrollment process.

D. Offender Kiosk Reporting Procedures

Once the offender is enrolled and oriented to the kiosk, the offender can begin to report to the kiosk.

1. Log In Process.

When the offender reports to the kiosk, they need to enter their unique, kiosk system-generated ID number¹ and have their hand scanned, with all jewelry removed, to ensure the person reporting to the kiosk is the offender. If the offender's hand has changed drastically, such as being enrolled with long finger nails and then reporting with short finger nails, the offender may need to be re-enrolled. The offender will receive a message on the screen and a receipt printout instructing him or her to report to their CSO at 25 K Street to be re-enrolled. Offenders may report to any of the kiosks located at 25 K Street, 1230 Taylor Street, 300 Indiana Avenue, or 3850 South Capitol Street; however, enrollment is only available at 25 K Street.

If the offender is unable to be logged into the kiosk due to an issue with the offender's biometric verification, the kiosk will show a screen informing the offender of the need to go to 25 K Street, NW, within two business days of the date the offender tried to log into the kiosk to determine the issue and, if necessary, be re-enrolled. The receipt will inform the offender that he or she must report to 25 K Street within two days of the date the offender tried to log into the kiosk.

2. Reporting Frequency and Date.

Reporting for kiosk offenders will be once per month, during the week of the offender's birth date. Offenders can report any day during the week of their birthday, but must report no later than Friday or Saturday (if the offender reports to 300 Indiana Avenue) of their birth date week.

¹ The kiosk reporting system will generate a unique ID number for each offender placed on kiosk reporting. The offender's PDID# and/or CSOSA# will not be the unique kiosk ID number.

If the offender reports to the kiosk before or after the week the offender was due to report, the kiosk will allow the offender to report, but will inform the offender on screen and with a receipt, that the offender must see the CSO immediately. The CSO and SCSO will receive an automatic e-mail notifying them that the offender is reporting on a non-scheduled date. The CSO will follow up with the offender, accordingly.

If an offender knows that he or she will be unable to report to the kiosk during the reporting week for a legitimate reason, such as being on an approved business trip out of the metropolitan area or scheduled for surgery with extensive hospitalization, the offender needs to have the CSO change the offender's reporting week for that month. The offender then would report the following month on the week of the birthdate, as normal.

3. Kiosk Questions and Assistance.

Once the offender is recognized by the kiosk reporting system, the offender must respond to a series of questions regarding housing information, employment information, collateral contact information, any new arrests, and any plans to travel out of their respective jurisdiction. The offender will be able to update information that will be uploaded to SMART and tagged as information provided by the offender, so the CSO can review the information and, if necessary, contact the offender for clarification and/or verification. If the offender needs assistance during the kiosk reporting process, the offender can contact the receptionist located at the field site location or, if reporting at 300 Indiana Avenue, the offender can select a buzzer to alert an Offender Processing Specialist for assistance.

4. Travel Plans Outside Metropolitan Area.

If the offender indicates that he or she has travel plans outside of the metropolitan area, the offender will be instructed to contact his or her CSO prior to travel for approval and a travel permit. This information will display on the kiosk screen, be kept in the kiosk reporting system, and printed on a receipt the offender receives after completing kiosk reporting. The assigned CSO and SCSO will receive an automatic e-mail alerting them to the offender's requirement to travel outside of the metropolitan area.

5. Drug Testing.

The kiosk reporting system has the capability to randomly select offenders for drug testing. If an offender is selected, the offender must report for drug testing that same day. The CSO also can specify an offender for a spot test.

6. Offender Requests to Speak to the CSO.

If the offender wishes to speak to his or her assigned CSO, the offender will be instructed to go and meet with the CSO or call the CSO. This information will be on the kiosk reporting screen, be documented in the kiosk reporting system, and print out on the receipt. The receipt will include the CSO's site location, room number, and phone number.

7. Messages or Instructions for the Offender.

The assigned SCSO can use the kiosk reporting system to enter general messages for all offenders, or the assigned CSO can use the kiosk reporting system to enter specific messages for certain offenders. The system is designed to have specific instructions automatically created as a running record entry and be saved in SMART. The messages will print out on the receipt the offender receives at the end of the kiosk reporting session.

E. Responses to Offender Non-Compliance

During the orientation process, the CSO will explain to the offender that the kiosk is replacing mail-in supervision and that the offender is required to report to the kiosk unless otherwise instructed by the CSO. The CSO also will explain consequences for failure to report to the kiosk, failure to report for drug testing if selected, and positive drug tests.

1. Failure to Report for Kiosk Reporting.

If the offender fails to report to the kiosk as instructed, the CSO will address offender non-compliance with kiosk reporting as follows:

1st Non-Reporting Act: The CSO and assigned SCSO will receive an e-mail from the kiosk reporting system, notifying them that the offender did not report to the kiosk during the week of their birthdate. By the next business day, the kiosk reporting system will send an e-mail to the offender informing him or her of the missed appointment and the need to immediately contact the assigned CSO². If the offender does not have an e-mail address, then the CSA will send out a hard copy of a first missed appointment letter to the offender within one (1) business day of notification. The offender will be instructed to contact the CSO immediately to discuss this matter.

If the CSO reestablishes telephone contact with the offender, the CSO will give the offender a verbal reprimand. If contact cannot be reestablished with the offender, the CSO is to implement Loss of Contact (LOC) procedures immediately, and sanction the offender according to Agency policy³.

2nd Non-Reporting Act: The CSO and assigned SCSO will receive an e-mail from the kiosk reporting system upon a second act of non-reporting. The BC will receive a weekly report.

Upon notification that the offender missed a second kiosk reporting date, the CSO will immediately begin or continue with LOC procedures (if contact was not reestablished when the offender first did not report), in an attempt to locate the offender. If the offender cannot be located, then the CSO will contact the releasing authority for a hearing.

² Staff will obtain the offender's e-mail address during the enrollment process.

³ The requirement for an in-person home verification is waived for interstate cases during the LOC process.

Regardless of whether the second non-reporting act is consecutive or not, the offender will be suspended from kiosk reporting until the CSO can ascertain the reason for missing the reporting date. If the CSO determines that the offender can be excused for missing the reporting date, then the offender may be reinstated to kiosk reporting with the approval of the SCSO.

2. Rearrests.

If an offender indicates that he or she has been rearrested, this information will be noted in the kiosk reporting system, and the offender will be instructed on the screen and via a printed receipt that the offender must report immediately to his or her CSO, preferably that same day or no later than the very next business day. The assigned CSO and SCSO will receive an e-mail alerting them to the offender's rearrest. The CSO will sanction the offender according to Agency policy.

If the CSO learns of an offender rearrest through monthly warrant checks, SMART notification, or the Special Projects Unit (SPU) staff, the CSO will sanction the offender according to Agency policy. The CSO is not to wait for the offender to report to the kiosk in order to follow up on this matter.

3. Drug Testing.

Offenders randomly selected for drug testing by the kiosk reporting system, or specified for random spot drug testing by the CSO, will receive notification to report to drug testing from the kiosk. The notification will be on the kiosk reporting screen, as well as printed on the kiosk drug testing receipt.

4. Other Acts of Non-Compliance.

If the CSO determines the offender has committed any other violations, such as traveling to an out-of-state jurisdiction without approval, the CSO is to sanction the offender according to Agency policy. Continued acts of offender non-compliance will require the administration of the AUTO Screener to ascertain the appropriate supervision level.

F. Removal of Offenders from Kiosk Reporting

Offenders will be removed from kiosk reporting for the following reasons:

1. Case Expiration Within 60 Days.

Offenders are required to report for kiosk reporting as instructed by the CSO up until 60 days prior to the offender's case expiration date, as long as the offender is in compliance with kiosk reporting and general and special conditions. If the offender tries to report to the kiosk within 60 days of the expiration date, the kiosk will display a notice on the screen informing the offender that the case is due to expire, and the offender needs to meet with the CSO within two business days for case closure. The kiosk will be updated with the fact that the offender reported; however, the offender will not be able to update data in the kiosk. The offender will receive a receipt informing him or her to report to the CSO within two business days for case closure processing, and the assigned CSO and SCSO will receive an alert.

2. Non-Compliance.

The CSO is to manually remove offenders from kiosk reporting for continued non-compliance, such as a second consecutive failure to report to the kiosk as directed, and LOC procedures are being finalized, any rearrest, and a positive or behaviorally positive drug test.

Offenders who are removed from kiosk reporting and subsequently try to log into the kiosk will receive a notification on the kiosk screen and receive a receipt informing them that they have been removed from kiosk reporting and must see their assigned CSO immediately. The assigned CSO and SCSO will receive an alert. Offenders are to be reinstated to kiosk reporting upon stabilization of the non-compliant behavior (i.e., arrest charge is dismissed, positive drug test or behavioral positive drug test does not warrant treatment intervention, or offender who tested positive is stabilized in treatment, etc.).

G. CSO Use and Monitoring of Offender Kiosk Reporting Activities

The kiosk reporting system includes several features to assist supervision staff in using and monitoring offender compliance with kiosk reporting. These features include a web-based program that allows access to monitor offender reporting remotely, the ability to monitor an offender's reporting live, automatic updates to SMART, random drug testing, alerts, automatic e-mails, messaging for all offenders or selected offenders, and reports.

Reports already existing in the kiosk reporting system include:

- Usage
- Transactions
- Alert summary
- Alert response
- Biometric override
- Enrollment
- Kiosk usage by date
- Checkin excused
- Daily alert detail
- Drug test selection
- Checkin disabled
- Offenders who left responses
- Daily summary
- Reporting out of time window
- FTR report
- Sporadically reporting offenders
- FTR summary
- Kiosk enabled but not enrolled

Additional kiosk reports will be developed as the need is identified.

H. Suspension from Kiosk Reporting

Suspending an offender from kiosk reporting is a temporary action done in response to an event that is unrelated to an offender's act of non-compliance. For offenders who are suspended from kiosk reporting, the assigned CSO should maintain monthly telephone contact with the offender until the matter is resolved, and the offender is reinstated to kiosk reporting.

Reasons an offender may be temporarily suspended from kiosk reporting include, but are not limited to:

- An illness greater than 30 days;
- Approval to be out of the country on travel for more than 30 days; or
- Work related activity in another jurisdiction for more than 30 days.

I. SMART-Kiosk Data Integration

The kiosk reporting system will be integrated within SMART so data can automatically populate in the kiosk reporting system; and, data entered into the kiosk reporting system can automatically populate in SMART. This requirement will negate the need for the CSO to enter data into two systems, SMART and the kiosk reporting system. Data uploads will include:

1. Data Uploaded Into the Kiosk.

Offender data in SMART automatically will be uploaded to the kiosk if the offender is selected for kiosk reporting. Data that will be downloaded from SMART will include:

- The offender name and identifiers;
- Primary collateral contact;
- Supervision information; and
- Housing and employment information.

2. Data Uploaded Into SMART.

Data the offender enters in response to the kiosk questions will be placed into SMART and identified as data updated by the offender through the kiosk. This tagging of the data will allow the CSO to review the data for accuracy. Data that will be automatically updated in SMART from the kiosk reporting system will include:

- Responses to questions;
- Housing, employment, and collateral contact updates;
- Kiosk reporting information, such as date placed on kiosk reporting, and date and reason removed from kiosk reporting; and
- Information entered by the CSO, which should automatically create a RR entry.

IV. SUMMARY

In summary, the goal of technology is to free up the CSO's time to work more intensely with medium to high risk offenders to improve offender outcomes so that offenders successfully complete their terms of supervision. The kiosk reporting system provides CSOSA with another tool in its efforts to hold offenders accountable and change offender behavior. Its use is consistent with CSOSA's implementation of evidence-based practices (EBPs) as its successful implementation is based on assessments, which are key to identifying minimum offenders and is a core EVPs principle, and the kiosk technology will allow CSOSA to spend its limited resources on a minimum risk population so that CSOs can focus their efforts on high risk offenders.