



AT-A-GLANCE

Customer Snapshot

- Kansas DOC supervises approx. 6,000 paroled offenders in the community
- 28% of total offender population (approx. 1,700) assessed for low supervision

FieldWare Products Implemented

- Case Management
- Automated Notification and Texting

Solution Results

"We are pleased to be using the FieldWare system for our low risk offenders. Moving from a mail-in process to an automated system allows our staff to be more effective with their time, and the FieldWare data collection system helps us easily track and manage the offenders in the program. Our implementation processes occurred as planned and the FieldWare staff was great to work with."

Jennifer Welch, Kansas
Department of Corrections,
Parole Services Manager

Kansas Department of Corrections

FieldWare Automated Notification and Texting

Kansas Department of Corrections (DOC) officers were using a monthly mail-in reporting form between in-person contacts. This reporting methodology was very inefficient and resulted in non-skilled work being performed by highly skilled officers. In addition, officers were required to enter redundant offender information within the DOC's own case management system.

THE FIELDWARE SOLUTION

In 2011, Kansas DOC began using FieldWare to help officers manage their low-risk/low-need caseloads. Offenders began calling a toll-free number each month to verify and report changes to their phone numbers, address, and employment data. They also reported any law enforcement contact or other relevant issues to their supervision. During these calls offenders received directives regarding any open conditions of supervision. In addition, they were reminded of their next call due-date, as well as the date and time of their next in-person meeting.

Now, if an offender fails to generate their monthly by the due date, the FieldWare system makes an automated outbound call to remind them to report. In addition, they receive automated outbound calls a few days prior to their next in-person meeting reminding them to appear.

Kansas DOC officers log into their customized, on-line FieldWare system to manage program data. Officers are alerted to data changes (phone, address, employment) using the system's To-Do-Item lists. This list directs the DOC officers about any issues needing to be resolved, focusing their efforts on the exceptions rather than compliant offenders.

Offender voice messages are received directly on the DOC officer's computer. Officers are also able to easily print offender-specific program enrollment or non-compliance letters in bulk, track condition compliance, and use the system's comprehensive reporting options.

Direct integration with the Kansas DOC's Case Management System has eliminated the need for officers to enter redundant offender information. By automating case notes and/or non-compliance issues directly within the interfaced system, significant time has been saved and redundant data entry eliminated.