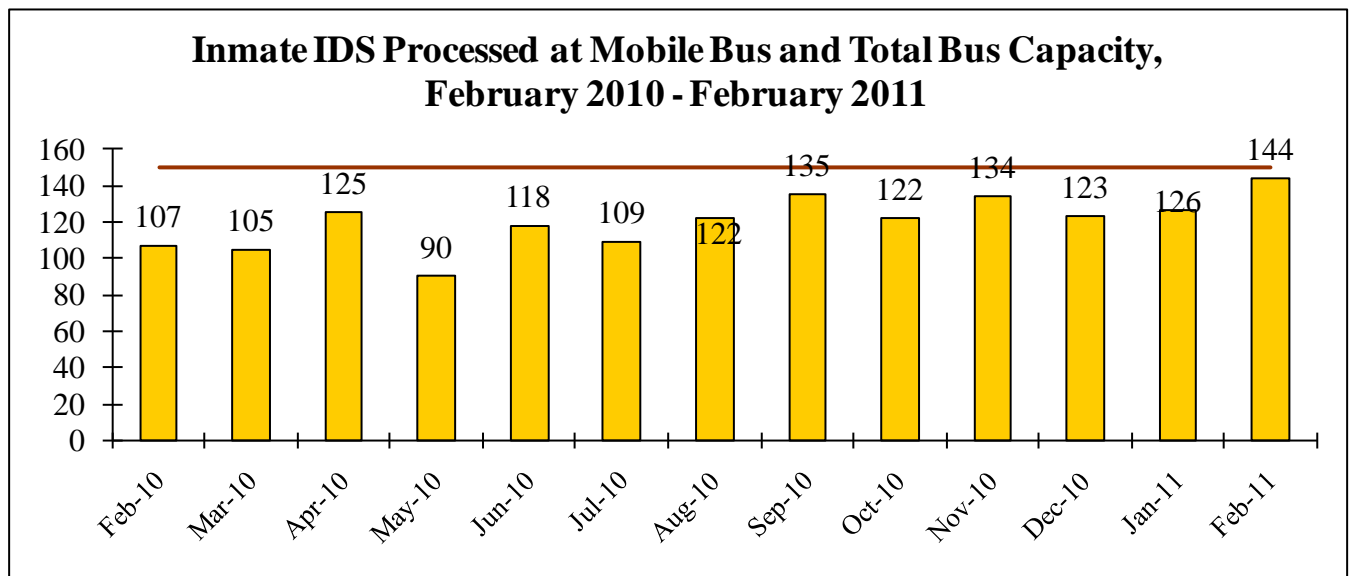


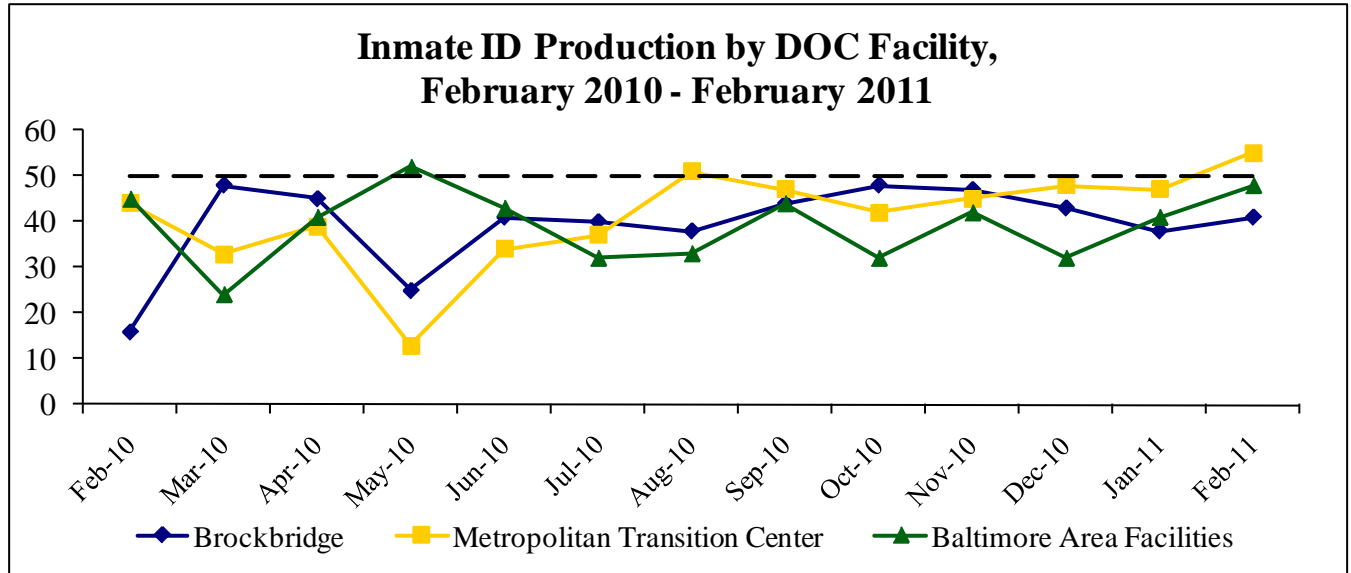
## Meeting Summary

The following is a summary of the issues that were discussed at the DPSCS/DOC Stat on March 31, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### Inmate IDs

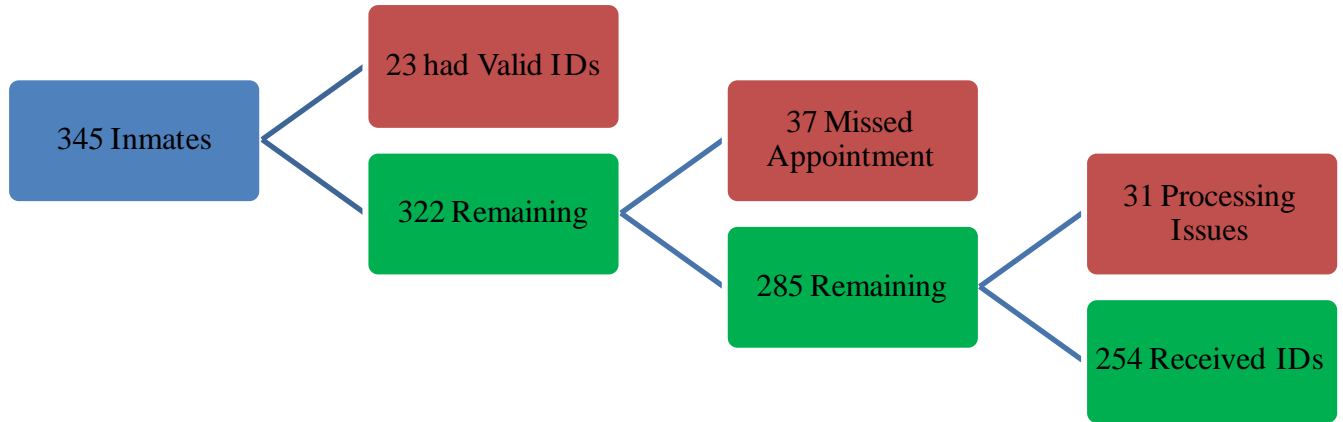
- **Overview.** Previous Stat meetings discussions with both MVA and the Division of Correction (DOC) have focused on the inmate ID program. As part of this program, the MVA sends mobile bus units to three DOC facilities each month to process IDs for inmates; 50 inmates can be processed per site per visit, for a total capacity of 150 IDs per month. However, the program seem difficulty reaching total capacity, and StateStat has initiated a review of the program to determine if there are any steps that could be taken to improve the process.





- **Process.** Currently, DOC provides MVA with a list of inmates per facility to be processed for that month two weeks prior to the bus visit; these inmates must be within 60 days of release. The MVA screens this list to determine if any inmates already have a valid MVA ID and to identify any inmates who owe a restoration fee (\$5). It returns the listed names to DOC; DOC may provide additional names for review prior to the bus visit.
- **StateStat Review.** StateStat has reviewed the inmate lists for December and January as well as the reasons inmates failed to get IDs. Four areas with opportunity were identified:
  - Providing enough names to the MVA for screening
  - Inmates who already have Driver’s Licenses
  - Inmates missing appointments
  - Inmate documentation matching

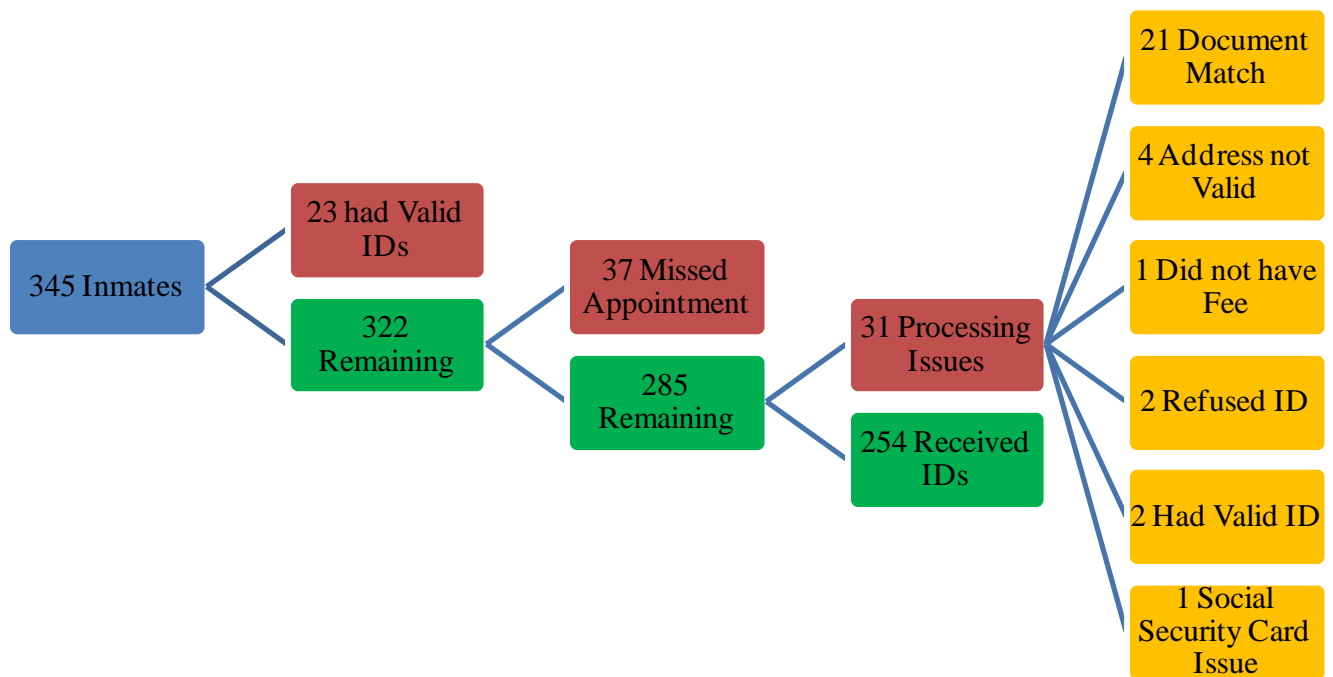
**Summary of Inmate ID Process Issues**



- **Providing enough names to the MVA for screening.** Under the current agreement, DOC provides 50 – 60 inmate names to the MVA for screening two weeks prior to the bus visit. The MVA does allow DOC to provide additional lists closer to the bus visit, if the number of inmates falls below 50 names. However, in one instance in December, the Department only provided 44 names, and inmate lists were routinely provided a day late.
- **Inmates who already have Driver’s Licenses.** Of the 345 names submitted to the MVA by DOC in those two months, 23 inmates (6 percent) already had a driver’s license and could not be processed. This issue reduces the overall number of inmates who can be processed from the original list and prevents the DOC from having a complete list of 50 names on the day of the bus visit.
- **Inmates Missing Appointments.** Of the 322 inmates who did not already have a license, 37 (11 percent) did not go to their appointment. The primary reasons were that inmates were released or transferred.

Inmates Missing Inmate ID Appointment		
37 Missed Appointment	21 Major	14 Released
		7 Transferred
	16 Other	4 Medical Appointment
		3 Restoration Fee
		2 Refused
		2 Court Date
		2 No Documents
		2 Out of State Address
		1 Went to Work

- **Inmate Documentation Matching.** Of the 285 inmates who went to their bus appointment, 31 (10 percent) did not receive an ID at the appointment. The main reason was that the names on the inmate’s documentation did not match, which means the MVA cannot process the application. The MVA has indicated that in some instances, ID documentation was still in the mailing envelop, indicating that it was not screened prior to the bus visit.



**Note that the 254 IDs issued do not match the numbers reported by DOC above. It is unclear why the data does not match.**

DOC and MVA both discuss the issues outlined above. The DOC indicated it had done a review of case management practices regarding the program and was instituting some reforms aimed at uniform use of the inmate ID process. This will help the Department save time in compiling lists of inmate names and ensure documentation is checked by case managers prior to the bus visit.

- **StateStat suggestion—Inmate Pool.** To address these issues, StateStat suggested that the MVA and DOC screen inmates participating in the Inmate ID program on a regular basis, rather than two weeks from the bus visit. This will allow the DOC to create a pool of eligible inmates that have been pre-screened by the MVA, and allow the DOC to prioritize its requests for social security cards and birth certificates for inmates who do not have an ID. Furthermore, a pool will allow the DOC to quickly pull eligible inmates who on the day of the bus visit when inmates miss appointments.
- **Analysis of an Inmate Pool Effort.** StateStat estimates that providing a list to the MVA on a weekly basis would be 113 inmates per week, based on average releases over the last 30 months and

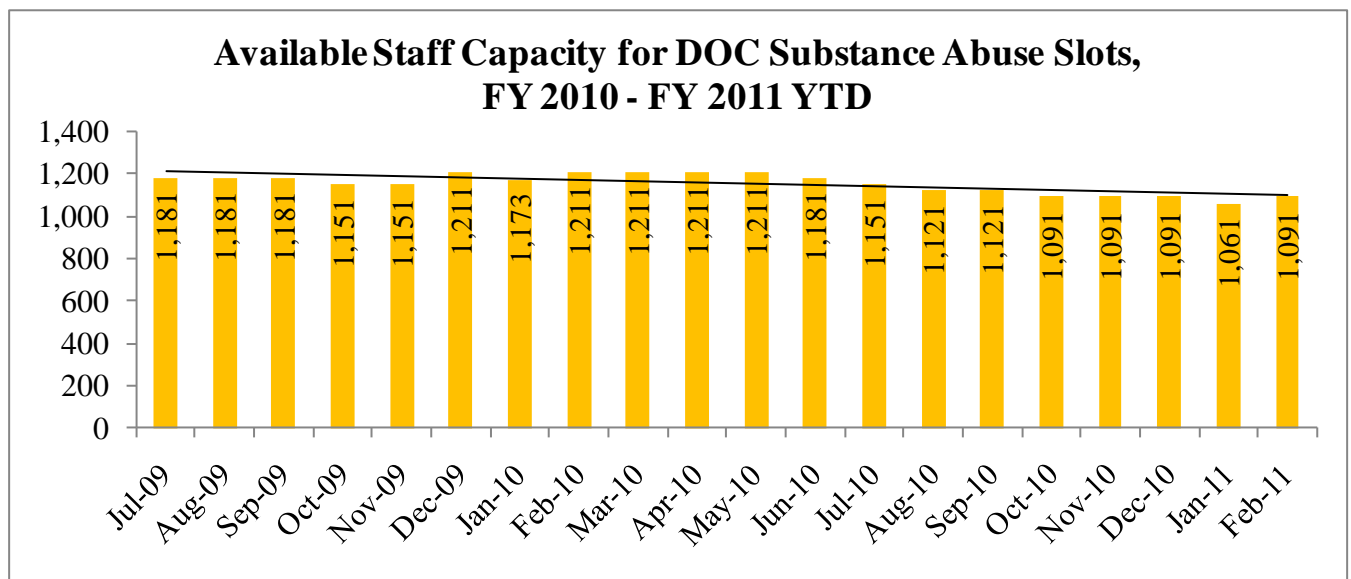
a participation rate of 80 percent. The MVA has indicated it is amenable to this idea, and is prepared to discuss it.

DOC and MVA agreed that an inmate pool—with early pre-screening of inmates—is a good idea and should be developed. StateStat agreed to develop a workflow that would screen inmates earlier and create a pool of inmates eligible for processing the day of the visit. StateStat is currently developing this pool and will be reporting back to the panel in the coming meetings.

**Substance Abuse Treatment**

- **Reduction in Treatment Slots.** In February, the total number of treatment slots available dropped from 1,241 (where it had remained since December 2009) to 1,196, a loss of 45 treatment slots.
- **Reduction in Staff Capacity.** The available staff capacity for these treatment slots (the actual number of slots that can be used based on staffing) has seen a general decline in the last two fiscal years, with increased losses in the last four months.

The Department noted three vacancies that it is currently in the process of hiring for. As a result, the Department expects staff capacity to increase in the coming months once the hiring process is completed. The panel also requested that DOC reconcile overall treatment slots and staff capacity with the timing of the vacancies.

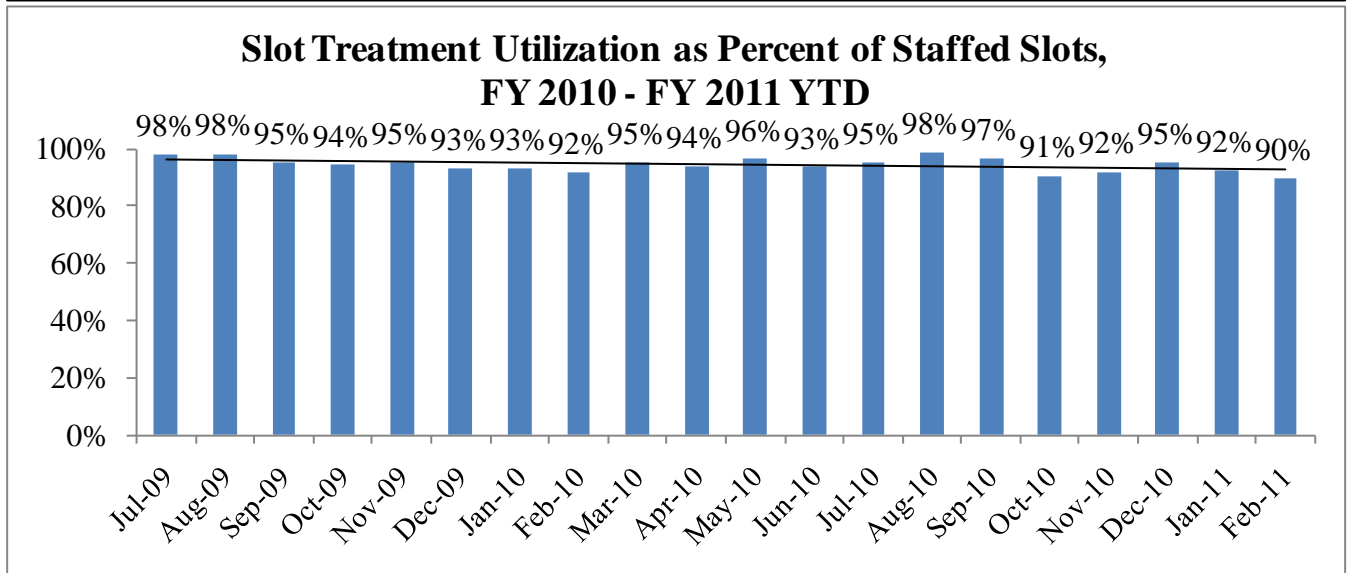
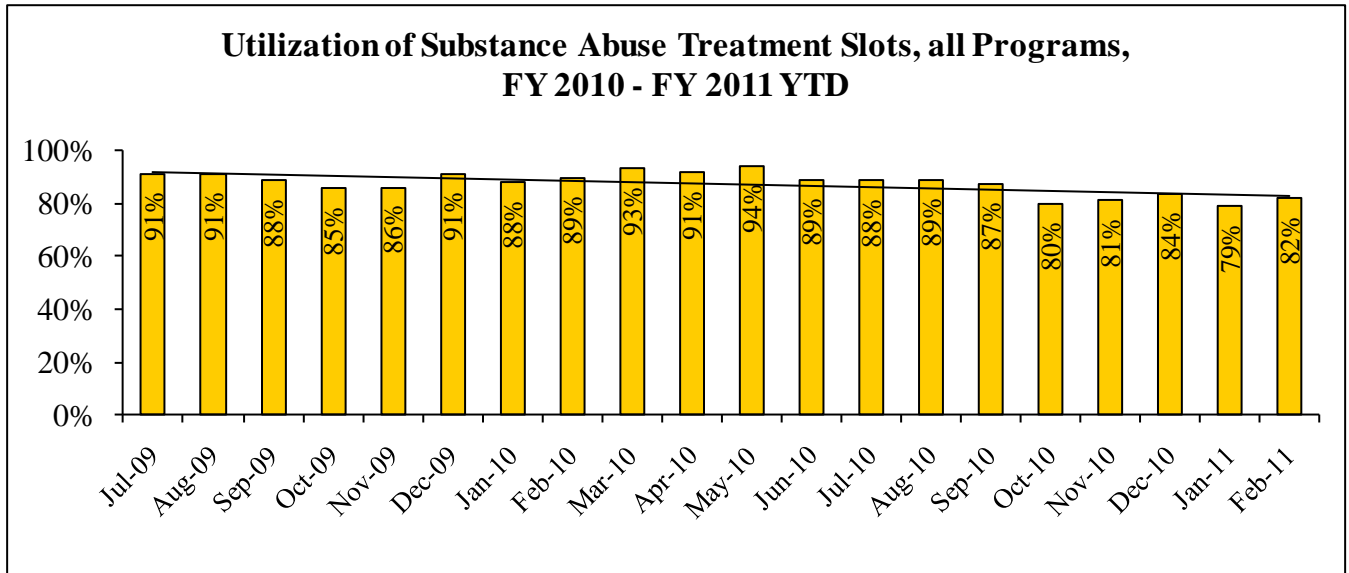


- **Slot Utilization.** In addition to a decreasing number of treatment slots, overall utilization of available treatment slots has decreased over the last 5 months, when calculated in terms of overall slots as well as staff capacity, indicating that the Department is unable to adequately fill treatment slots.

The Department noted that some issues cause a drop in slot utilization; for example, if an inmate is released or transferred early in the treatment process. Overall treatment generally takes 6 months,

with new “cohorts” beginning approximately every month. As a result, an inmate discharge (from transfer, release, or misbehavior) temporarily reduces slot utilization.

However, the panel also noted that efforts should be made to connect transferred inmates to treatment in the new facility as soon as possible. As a result, StateStat and DOC will look at how far along inmates were in the treatment process in order to determine if efforts can be made to ensure progress when an inmate has completed a significant portion of treatment. Furthermore, StateStat is planning to work with DOC to continue improving the connection of released inmates to treatment services in the community.



**Assaults**

- **Assaults Increasing.** Overall assaults at DOC facilities increased slightly in February. Overall data suggests that recently, the Department has experienced two cycles of increased facility violence, one from April to July 2010 and the other from August to November 2010.

The Department noted that the initial increase may be due to seasonal violence that is generally expected by the Department.

