

Meeting Summary

Following is a summary of issues discussed at the DOC and DLLR Stat, held on July 7, 2011. Analysis is provided by StateStat.

Follow-up Items

- **Summer Jumpstart Warrant Initiative.** The panel will recall the discussion at the previous StateStat meeting regarding DPP's participation in a month-long initiative to apprehend the most violent offenders sought on warrants in Baltimore (the initiative has since been extended for two additional weeks, into mid-July). At the previous Stat meeting, the panel requested that the agency report on its efforts to increase its efforts to meet the state's goal of closing 1,000 warrants by arrest or detainer. In response, the agency is reporting that it has made the following tactical adjustments:
 1. All teams are required to make a minimum of 20 service attempts each day (Monday through Friday).
 2. One of the overtime days will occur on Saturday or Sunday.
 3. All four teams will be at full strength (16 agents/officers) through the remainder of the initiative
 4. Central Home Detention Unit officers have been made available to fill in when needed and to transport any DOC offenders arrested during the initiative, so that teams remain at full strength while on the street.

In the fourth week of the initiative (June 21-27), DPP recorded an increase in attempts, arrests, detainers, and clearances, although its attempts dropped off in the holiday-shortened fifth week (DPP made no attempts on Sunday July 3 – per its decision to not work on Sundays – and made no attempts on July 4, presumably due to the holiday).

Summer Warrant Initiative: DPP Performance

	May 31-June 6	June 7-13	June 14-20	June 21-27	June 28-July 4 ^[1]	Total To-Date
Attempts	276	406	428	452	349	1911
Arrests	20	24	12	14	14	84
Detainers	2	3	1	2	2	10
Clearances	27	16	10	20	18	91

Summer Warrant Initiative Overall Performance

	May 31-June 6	June 7-13	June 14-20	June 21-27	June 28-July	Total To-
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^[1] Neither DPP nor MSP/Baltimore Sheriff's Office made any attempts on July 4, and the Baltimore City Police Department made a reduced number of attempts that day.

					4	Date
Attempts	1002	1135	999	1040	769	4945
Arrests	147	134	150	157	107	695
Detainers	26	27	25	21	11	110
Clearances	89	60	43	72	48	312
Warrants Closed	262	221	218	250	166	1117

- **The agency reports that it will continue to keep up the number of attempts per day**
- **Warrants “Wish List.”** At the panel’s request, the department provided a list of actions the courts could take to ease the department’s efforts to efficiently process, serve, or clear warrants. According to the department, the courts could:
 1. Allow for the e-filing of supervision reports from DPP including request for warrants.
 2. Act timely on those reports (within 72 hours).
 3. Forward the warrants to the appropriate law enforcement agency responsible for the service of the warrants within 24 hours of the issuance of the warrant.
 4. Enter their warrant data, and post any updates, more timely into the JIS system
 5. Update the JIS warrant screen and the warrant screens in the various circuit court systems to a more user friendly format.
- **The agency reported that it is only able to serve violation warrants and that it is working on getting 40 officers trained so that they can serve any warrant.**

Parole Commission Warrants

Parole Commission Chair David Blumberg attended the meeting.

- **Parole Commission Warrant Processing Time.** DPP has reported that the Maryland Parole Commission is completing 22 percent of retake warrants within three business days. Since fiscal 2005, MPC has aimed to process at least 35 percent of its warrants within the three day timeframe, but has met that goal only once (in FY 09). According to DPP, however, emergency warrants called in by DPP agents are processed within one business day. (MPC prioritizes issuance of warrants by special categories, including VPI). The agency reported that there are 20 steps to process a warrant, and that one of these steps involves typing information from a county on a typewriter with triple carbon copies. The panel suggested putting together a web page form to replace the forms used in the typewriter. The panel wishes that the typewriter be replaced with modern technology before the next StateStat meeting.
- **Parole Commission in Warrants.now.** StateStat and Deputy Chief of Staff Motz recently met with the Parole Commission to review their operations, including warrants. The Commission noted that it is in the process of receiving access to the Dashboard (including warrants.now) and that they are in the process of including all parole commission warrants in the dashboard.

Victim Services

DPSCS representatives from the Office of Victim Services and the Criminal Injuries Compensation Board attended the meeting.

- **Background.** DPSCS's Criminal Injuries Compensation Board provides compensation to victims of violent crime. CICB assesses claims, disburses funds (funds come from state and federal court fees), and recovers restitution owed by offenders.

Additionally, through its Office of Victim Services, DPP provides certain services to victims of crime whose offenders go under DPP supervision, such as providing case status information and helping victims complete victim impact statements. The office also collects restitution from offenders and disburses it to victims.

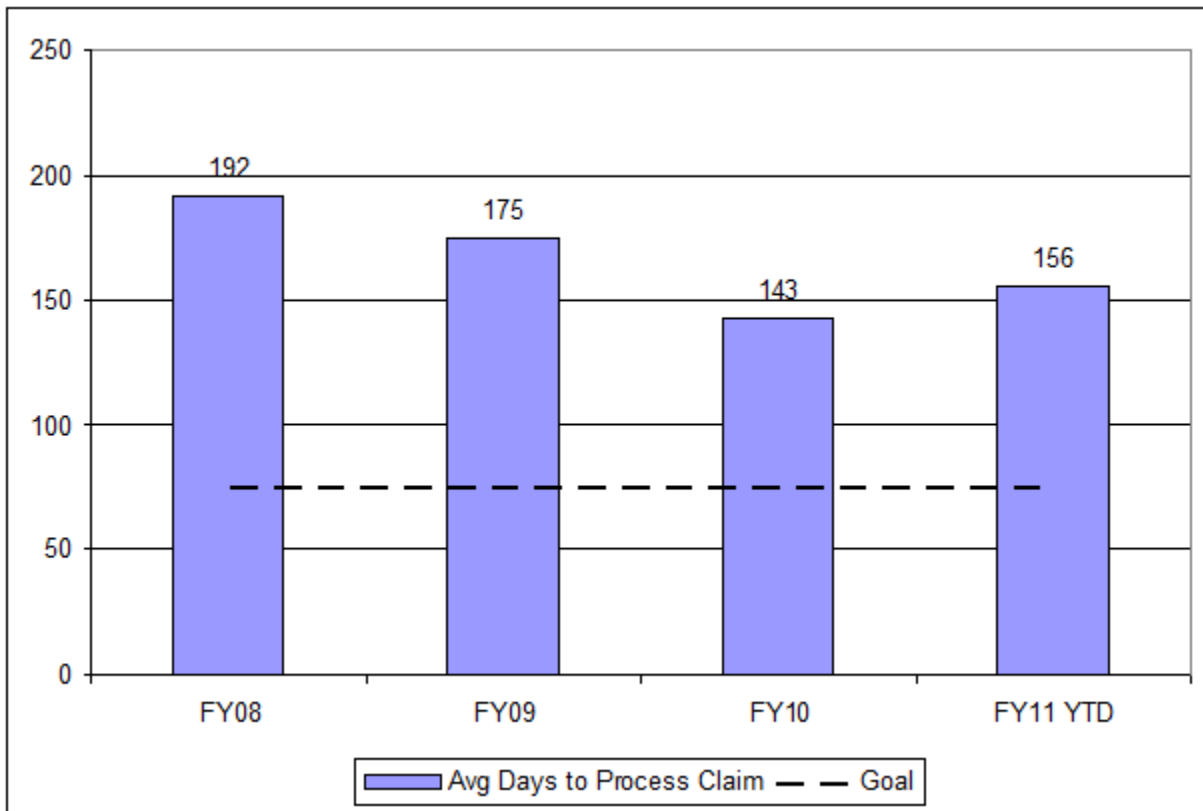
- **CICB Performance.** Last year, DPSCS assembled a "Kaizen Team" to examine and reform CICB. Since then, the agency has claimed improvements including fewer denied claims, fewer returned claims for misinformation, reduced claim processing times, and more consistent and productive relationships with victims and stakeholders.

The data indicate that CICB has indeed improved some of its processes significantly. The number of claims returned because they are incomplete has fallen from 97 in FY10 to only two in FY11 YTD (data through May 2011), and the number of claims rejected has fallen from 507 in FY10 to 16 in FY11 YTD.

However, the length of time it takes for CICB to process a claim remains stubbornly high. This fiscal year, it has taken CICB an average of 156 days to process a claim, up from 143^[2] in FY10. While Maryland statute requires the agency to make decisions on all claims within 90 days, CICB has only processed 24 percent of claims within the 90-day timeframe in FY11. In FY10, CICB processed 28 percent of claims within 90 days. CICB has asserted that its goal is to have an average processing time of 75 days.

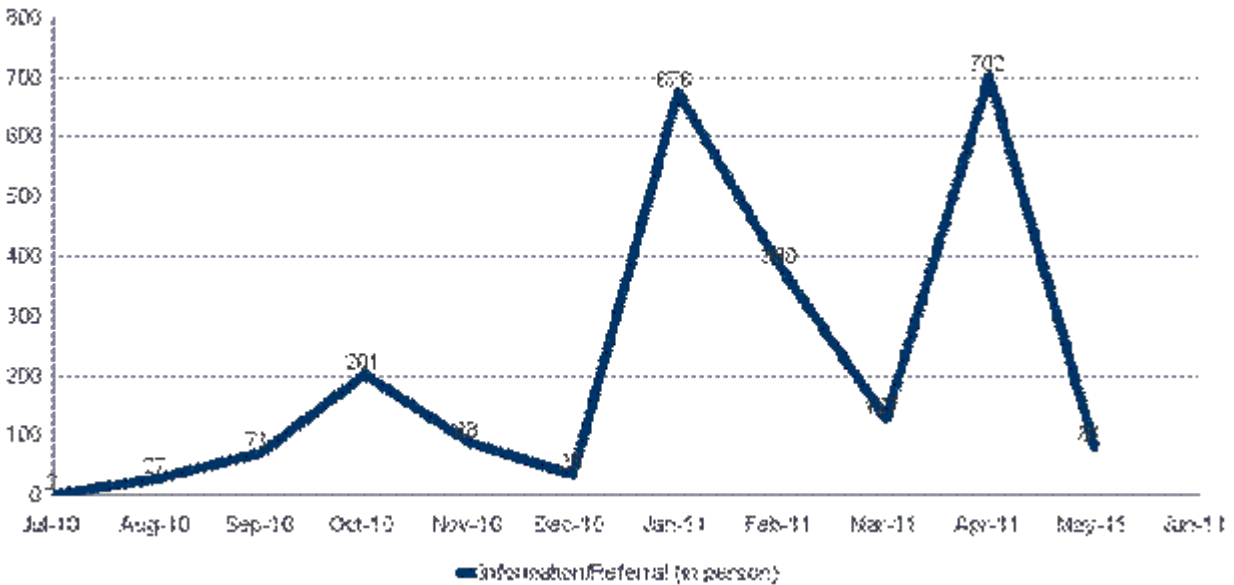
Average Days to Process a Criminal Injuries Compensation Board Claim, FY08-FY11

^[2] According to the agency's report to StateStat. However, DLS has reported FY10's claim processing time as 157 days.



- Disbursements.** Last fiscal year, CIBC disbursed \$7.3 million to crime victims. It has noted however that its appropriations have been insufficient to meet the needs of Maryland’s crime victims. CIBC has generally paid qualifying claims in the order received. The panel may wish to inquire how many qualifying claims CIBC has been unable to pay, and whether it should prioritize claims on any basis other than order received.
- Revenue Recovery.** CICB attempts to recover revenue owed to victims as the result of a court order for restitution upon a defendant’s conviction. When the CICB pays for a victim’s reimbursable expenses, the CICB creates a right of subrogation which allows CICB to recover the costs. In FY11, CICB increased the staff on its revenue recovery team from one to three full-time recovery specialists. In FY10, the recovery team recovered \$92,264, and set a goal to increase the amount of revenue recovered to 25 percent of the total amount of funds disbursed in awards in FY11.
- Office of Victim Services (OVS) Performance.** DPSCS provides to StateStat monthly counts of “victim interaction,” detailing agency contact with primary and secondary victims. Through May 2011, OVS was averaging 1,372 primary victim interactions and 167 secondary victim interactions per month in FY11. According to the data provided, the number of victim interactions fluctuate dramatically from month to month. For example, the number of primary victims receiving in-person information or referrals in a given month in FY11 has been as high as 702 and as low as two. The number of primary victims receiving crisis counseling reached 234 in October 2010 and has been zero in every month since then. According to OVS, the fluctuations are largely attributable to specific outreach initiatives and inconsistent staffing levels.

Primary Victims Receiving In-Person Information/Referrals from OVS, FY11



Contraband

- **Cell Phone Protocol.** Deputy Chief of Staff Motz and StateStat representatives met with DSPCS officials last month to discuss potential improvements that could be made to cell phone confiscation and subsequent processing, data extraction, and information sharing. The agency reports that policy revisions drafted by Executive Director Jesse Ballard and IT Security Director Jay Miller are currently under review. In the meantime, according to the agency, staff immediately implemented policies to ensure that confiscated phones are picked up at the facility by a forensic officer, taken to the lab to retrieve evidence, and then forwarded to IIU; and to ensure that confiscated phones are placed in a safe by the officer who actually confiscated the phone and not turned over to any other staff.
- **Intelligence.** The agency has previously reported that it will work with the Baltimore City Police Department and State's Attorney Office to ensure that intelligence found on phones is made more accessible to police and prosecutors. Department officials are meeting tomorrow with Baltimore City Assistant State's Attorney to discuss extracted cell phone data.
- **Rise in CDS Seizures at BCDC.** Over the last three months of reporting (March – May 2011), CDS seizures at BCDC have nearly tripled over the previous three-month period, from 21 to 60. Meanwhile, CDS seizures at BCBIC have remained negligible since a brief spike in November 2010.
- **The agency reported that the increased seizures are due to increased efforts.**

CDS Seizures at DPDS Facilities

