



“The deployment of Mi-Case gives the DPSCS the potential to deliver real interoperability between our departments and provides the public safety and correctional services community with a 360 view of the offender throughout their DPSCS lifecycle”.

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Introduction

Maryland DPSCS sought to identify a commercial off the shelf solution (COTS) to address the department’s needs around managing interaction with offenders in accordance with the State’s requirements to support best practice and the production of valuable management information and reports. *Mi-Case*, the web-based multi-agency case management solution, was selected over a variety of other solutions because it fulfilled these criteria.

The Client

The DPSCS operates all state prisons, the Baltimore City Detention Center and Baltimore Central Booking Intake Center. It oversees probationers who are conditionally returned to the community by the court in lieu of incarceration and supervises all parolees including mandatory supervisees. There are currently 26 state prisons ranging from maximum security to pre-release and 50 offices within the DPSCS which include the parole/probation and drink driver monitoring program, as well as a number of field and administration offices. The offender population under jurisdiction is approximately 26,748 prison inmates and 69,261 under active supervision in the community.

The Challenge

The DPSCS issued a request for proposals (RFP) across the USA to procure and implement a state wide Offender Case management System (OCMS).The department intended to procure hardware, software, implementation support, training services and systems support to implement a web-based OCMS to provide accurate and timely access to integrated data captured throughout the life cycle of an offender; from arrest and booking, pre-trial investigations through termination of supervision (i.e. release) to department agencies, law enforcement, and community supervision constituents. The DPSCS required the following four major standalone functional elements to be supported with the OCMS solution:

- **Arrest and Booking**
- **Pre-trial Release Services**
- **Correction Services(prison and community)**
- **Parole and Probation**

The resulting OCMS solution will be used by all elements of the department to manage offenders in accordance with its business rules and to obtain management information and reports. It will provide a single point of entry for offender data as well as capture, track, maintain and perform searches and matches on all offenders that have had contact with the State of Maryland criminal justice system.

The Solution

Mi-Case was selected by the DPSCS because it is a very powerful, secure and user friendly solution. It will allow staff to work on centralised data record sand increase their ability to collaborate, achieving greater efficiency and productivity in the case management and processing of all offenders. *Mi-Case* is by definition a web-based solution, which means that the user interface is intuitive and easy to use, requiring only a small amount of training DPSCS staff will be able to access offender record swiftly and easily from any location.

The Benefits

- ✓ Information will be available via the Web and therefore accessible to all staff and in all locations, enabling them to perform their duties in an efficient manner
- ✓ Due to the flexible nature of *Mi-Case*, custom forms are being designed and created to capture information that was previously very difficult to capture
- ✓ A single point of data entry (central database) eliminates the need for duplicate entries and maintenance of common case information in multiple systems (which can be an unproductive burden on the limited agency staff resources)
- ✓ The consolidated data repository will satisfy the ad-hoc query and production reporting needs of the agency, in analysing attributes of and changes within the population of offenders, thereby improving and supporting executive policy analysis and decision making
- ✓ All case information will be even more accurately presented, from an offender's initial entry into the system throughout his or her stay
- ✓ *Mi-Case* will increase the availability of information, enabling staff to better assess individual offenders. *Mi-Case* will allow authorised DPSCS staff to develop much more appropriate correctional programming and case plans
- ✓ *Mi-Case* will allow senior management within the DPSCS to base their decision making on accurate dashboard information on trends and statuses
- ✓ *Mi-Case* will allow effective and secure data sharing between the DPSCS and other agencies within the state of Maryland, putting the offender or the client at the center of the process.

For more information on this project or Mi-Case please contact:

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