DIGITAL TRANSFORMATION OF COMMUNITY SUPERVISION

DAVID’S HOPE
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Your Presenters~

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History and Data

2019 population 462,789
34 persons /sq. mile
The size of Connecticut
5 Cities, 7 towns, 30 CDP
Tohono O’odham Nation
Gila River Indian Community
Ak-Chin Indian Community

County Seat- Florence
9 Courts
Diversion In The US Timeline

- 1947: The encouragement of the Judicial Conference of the US for Diversion Programs in US begin through Juvenile Probation
- 2010: 45 US states had 298 diversion programs

1960 • 1968-1970 • 1982 • 2010

The Key To Rehabilitation, Diversion Programs In America's Criminal Justice System: A Report By The Center For Prison Reform (2015).
PCAOL Diversion Timeline

**PRE 2015**
- In House Program
- Interventions Offense Specific
- No Sliding Scale Fee
- No Assessment

2015-2017
- Outside Agency
- Interventions Offense Specific
- No Sliding Scale Fee
- No Assessment

**2017-Present**
- In House Program
- Completed a Comprehensive Caseload Analysis
  - Transportation
  - Appropriate Services
  - Financial Hardship
- Implemented Community Driven Services Projects
- ORAS Assessment
  - Interventions Based On Need & Instant Offense
- Application for Reduced Fees & Sliding Scale Fees
- Contact Standards Based On Risk Level
- 2018-2019, 13% Increase in Participation
- Expanded program to accept out of state cases
- Data Driven Program
- 1.2 Million Dollar Grant Research Project

2017-Present
- 1387 Defendants Referred to Diversion
Diversion Success Rates by Misdemeanor and Felony

- Total Cases: 1028
- Successful: 745
- Resumed: 128
- Total: 873
- Misdemeanor: 155
- Felony: 850

Success Rates:
- Misdemeanor: 85%
- Felony: 83%
- Total: 68%
Success Rates for Defendants By Charge

- #1: Domestic Violence - 248
- #2: Minor in Possession - 208

Bar chart showing the number of cases for various charges, with categories including: Theft, Shoplifting, ODD/ODP/POC/POND, POM, Domestic Violence, Minor in Possession, Child abuse, Minor Consumption, Other, Criminal Trespass, Disorderly Conduct, Criminal Damage, Driving with fake license, Furnishing alcohol to minor, Possession of Fake ID.
Overall ORAS Risk Score

- Low: 4%
- Low-Medium: 32%
- Medium: 60%
- High: 4%
389 ORAS Assessments Have Been Completed

ORAS Assessment Results

- Low
- Medium
- High

- Criminal History: 328, 0, 7
- Family/Social Support: 161, 32, 142
- Neighborhood Problems: 210, 25, 99
- Substance Use: 232, 55, 47
- Peer Associations: 182, 11, 141
- Criminal Attitudes: 215, 17, 101
Digital Transformation of Community Supervision

TITLE: Digital Transformation of Community Supervision
FUNDED BY: DOJ, Bureau of Justice Assistance, Justice Reinvestment Initiative
RECIPIENT: Pinal County Attorney's Office (PCAO)
DURATION: 01 Jan 2020- 31 Dec 2023
FUNDING: $1,250,000

GOAL: Framed by the principles of Risk-Needs-Responsivity our goal is to increase positive outcomes for diversion eligible misdemeanor and felony defendants under community supervision by providing diversion officers with digital access to EPICS-II training and support while implementing and testing a model digital case management and treatment:
Objective 1

Configure the digital platform to deliver
- Assessment System (ORAS, PRAPARE, ACEs),
- Digitize EPICS-II for online officer learning & support,
- Procure or develop responsive content (Anger mgt., MI, CBT, mindfulness, career preparation, contingency management, instructional strategies)
- Populate a Pinal County resource library with SDOH including physical and mental health,
- Integrate iTether with the existing PCAO MS Access database to inform and monitor the comprehensive treatment plan.
Objective 2

- Educate/prepare diversion officers using Effective Practices in Correctional Settings, assessments of criminogenic needs, and responsive EBP treatment via the digital platform, and using valid data analytics for case management decisions.
DTCS Hypotheses

- A high quality, assessment driven, culturally competent, digital case management & treatment system, delivered with fidelity by trained officers will
  - improve the outcomes of low, mid, and high-risk defendants and offenders as measured by reductions in valid and reliable indices of criminogenic needs; thus, significantly reducing PCRA scores recidivism by at least 15%, and
  - reduce administrative supervision tasks after one year
DTCS Ecology

Comm Stakeholders

Virtual Platform

PCAO

Family and Community

Diversion Officer

Defendant
DTCS Research Team

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K. Burstein
Methodologist/Quant. Analyst

T. Mendoza
External Evaluator

B. Colgan
Probation

S. Gunderson
IT Implementation

M. Lowenkamp
EPICS-II

Stakeholder Committee
30 Community Researchers
DTCS Methodology

Four diversion officers test new techniques in correctional practices. Their fidelity of implementation is measured to determine maximum level, maintenance of level, and satisfaction.

30 Community Stakeholders meet monthly, serve as “Community Researchers to identify issues, share experiences, collect data, help interpret & disseminate results, and sustain the model into the future.

Annually, ~700 defendants are enrolled assessed and monitored during and after diversion. Half are randomly assigned to the DTCS Group, half to a typical model of diversion. We examine between-group differences as well as variances to determine for whom the model is most effective.
Probable DTCS Outcomes

- Prepares Diversion Officers and supports their efforts
- Supports for Defendants’ needs for treatment and SDOH
- Supports Victims’ needs for education and treatment
- Informs the profession of effective new methods of support and community supervision
- Determines the cost effectiveness of digital case management and treatment, especially in rural and remote communities.
DTCS Platform

JUSTICE STAFF

PROVIDER STAFF

DEFENDANTS

HIPAA Compliant Virtual Foundation
DTCS Assets and Affordances

✓ Integrated Telehealth
✓ Text Messaging
✓ Treatment Planning and Delivery
✓ Education and Treatment
✓ Monthly Reports (Goldenrod)
✓ Assessments / Surveys / Forms
✓ Digital Payments
✓ Appointment Scheduling
✓ Deliver Social Determinants of Health
✓ Dynamic Delivery of Health Literacy Content
Defendant, Agency & Provider Engagement

Members

Assessments & Tasks

Secure Clinical Portal

Telehealth & Messaging

Activities & Notifications

Content & SDOH Resources

Multidiscipline Coordination

Delivers Supervision & Care Coordination Outside the Office
DTCS Rollout Timeline

- Agreement Executed
- Site Configuration
- Schedule Training

Start

Prepare
- Load assessments
- Load Curriculum
- Load SDOH
- PCAO Approves
- Portal Training (All)
- IRB

Launch
- Randomized defendant selection
- Register defendants
- Train defendants
- Connected
- Baseline Assessments
- Build Goals

Day 1 2 Months 4 months
Onboarding PCAO

- PCAO Diversion provides their data needs
- Batch loading of initial users
- PCAO Diversion assists users to get phones if needed and preloads phones with the application
- Users create Passwords
- Simple virtual training
- Go live...
Onboarding Defendants

1. Client Receives Link
2. Client Registers & Downloads App
3. Client Logs into App
4. Officer - Client Communicate
   - Unique Link per Agency
   - Client Link Sent via Email / SMS
   - Client CSV for Validation (Phone Number)*
   - Agency Receives New Member Notification
   - Client Active Immediately / Manual Activation
   - Explainer Video*

https://now.justiceconnected.com
COVID-19, The Great Disruptor and Mother of Invention

In this time of crisis brought on by the COVID-19 Pandemic, justice organizations that normally meet with clients and partner with healthcare organizations to deliver treatment and education services are faced with the challenge of managing defendants remotely while attempting to coordinate supervision and care across teams who are also working remotely.

A viable option for community supervision is very similar to telehealth in which the point of origin is the residence of the defendant. iTether Express Community Supervision (IECS) platform enables justice, healthcare organizations, and SDOH providers to quickly deliver coordinated supervision and care with integrated telehealth, bio-metrics, text messaging, scheduling, monthly reports, assessments, digital payments, geo tracking, social determinants of health, and the dynamic delivery of digital health literacy content to their client populations under quarantine.

The IECS platform can be deployed quickly and remotely without the need for face-to-face meetings. All justice and clinical training and client registration processes are delivered via web conference and through web-based processes.

Justice and clinical teams use the IECS portal dashboard to monitor, communicate, and collaborate in real-time for effective and efficient supervision and management of their clients.
Thank You

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