

# Offender 360 and Youth 360

CATEGORY: Emerging and Innovative Technologies

STATE: Illinois

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COMPLETION DATE: 12/31/2015

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## **Executive Summary**

The development of the Offender 360 and Youth 360 information management systems represents a planned and phased transformation for the Illinois Department of Corrections (IDOC) and the Illinois Department of Juvenile Justice (IDJJ).

Designed on Microsoft's CRM platform, Offender 360 and Youth 360 are cloud based applications developed to address several objectives for the State of Illinois. These objectives centered around the need for IDOC and IDJJ to enhance public safety by making more effective and informed decisions regarding placement, rehabilitation and release of over 50,000 adults and youth in custody and over 30,000 individuals under Parole supervision. Faced with budget constraints and a shortfall of infrastructure and personnel resources, in 2010 Illinois evaluated its technology landscape for alternatives to replace the 1980's legacy systems and 41 disparate offender management applications.

The Offender 360 and Youth 360 solutions are client (adult and youth) focused solutions that enable both agencies to share real-time information across state and local government entities and other criminal justice stakeholders to improve efficiencies in supervision and treatment of this population, monitor and evaluate the outcomes of service delivery to the justice involved adults and youth and reduce costs by eliminating the paper processing redundancies throughout Illinois' criminal justice spectrum.

Offender 360 and Youth 360 create electronic master files for the respective populations incorporating criminal history, assessment information on risk of re-offending, needs, strengths, medical, mental health, education and human services records to inform custodial placement and treatment determinations, and automate classification, placement and movement decisions.

## **Concept**

Offender 360 and Youth 360 were developed to address several objectives for the State of Illinois. These objectives centered around the need for the Illinois Department of Corrections (IDOC) and the Illinois Department of Juvenile Justice (IDJJ) to increase public safety by making more effective and informed decisions regarding placement, rehabilitation and release of over 50,000 adults and youth in custody and over 30,000 individuals under Parole supervision. Faced with budget constraints and a shortfall of infrastructure and personnel resources, in 2010 Illinois evaluated its technology landscape for alternatives to replace the 1980's legacy systems and 41 disparate offender management applications.

## **Significance**

The Offender 360 and Youth 360 systems are client focused applications that enable both agencies to share real-time information on adults and youth across state and local government entities and other criminal justice stakeholders to improve efficiencies in supervision and treatment, monitor and evaluate the outcomes of treatment and reduce costs by streamlining daily business functions and eliminating redundancies.

In December 2012, IDOC launched Offender 360 Phase I to facilitate and strengthen the agency's ability to implement Illinois Public Act 97-0697. Illinois Public Act 97-0697 established new sentence credit guidelines allowing IDOC to award sentence credit to non-violent offenders that have shown willingness to correct their behavior through successful completion of rehabilitative treatment and programs and encourages non-violent offenders to pursue positive rehabilitation strategies.

This past December 2015, IDOC and IDJJ deployed Phase II of the Offender 360 and Youth 360 cloud based information management solutions effectively making both applications the official "systems of record" for the State's adult and youth populations. This effort involved completing the migration of over 90 million historical records for both agencies and effectively enables the State to retire the high-cost legacy mainframe system and many of the 41 disparate pc-based support applications. This phase of the Offender 360 and Youth 360 project effectively established one of the nation's first web-based services for statewide "Notification of Release" processes for state and local government criminal justice partners and victims.

Workplace Dashboards Search CRM data GREG KELSO Offender 360

SAVE AS NEW REFRESH ALL

### Offender Search

Active Offenders (Non Parole/Discharge)

Search for records

IDOC#	Full Name	IDOC # ↑	Last Name	First Name	Middle N...	Suffi...	Living Unit	Offender Stat...	Parent Institution	Date of Birth	Current Admission...	Sex...	Aggressi...	Escape Risk
						JR	PON-PON:SP-01:47-U1	IN CUSTODY	PONTIAC	6/3/1944	1/9/2002 12:00 AM	Yes	LOW	Moderate
							PNKPNK:R4-A:60-L1	IN CUSTODY	PINCKNEVILLE	6/14/1949	2/16/1983 12:00 AM	Yes	LOW	Low
							STA-NRC:MIB1:13-L1	RECEPTION	STATEVILLE	1/31/1956	4/18/2016 9:47 AM			Pending
							PNKPNK:R2-A:21-L1	IN CUSTODY	PINCKNEVILLE	12/18/1946	2/26/1988 12:00 AM		LOW	Moderate
							STA-STAF:02:18-L1	IN CUSTODY	STATEVILLE	3/25/1954	12/23/1988 12:00 AM	No	LOW	Moderate
							PON-PON:NA:02:18-L1	IN CUSTODY	PONTIAC	1/12/1956	2/22/1974 12:00 AM	No	LOW	High
							MEN-MEN:NU:08:37-U1	IN CUSTODY	MENARD	4/3/1953	9/16/1983 12:00 AM		LOW	Moderate
							MEN-MEN:E02:09-U1	IN CUSTODY	MENARD	2/2/1955	12/13/2005 12:00 AM		MODERATE	Moderate
							PON-PON:ET:05:05-L1	IN CUSTODY	PONTIAC	1/18/1945	9/15/2000 12:00 AM	No	MODERATE	Moderate
							STA-STAB:04:05-U1	IN CUSTODY	STATEVILLE	9/10/1955	8/10/2007 12:00 AM	No	LOW	Moderate
							DDX-DST:SW33:52-L1	IN CUSTODY	DDIXON	2/22/1956	5/6/2016 1:13 PM	Yes		Low

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Offender Offenders A12345-Doe,John Search CRM data GREG KELSO Offender 360

SAVE SAVE & CLOSE DELETE ADMIT IN CALCULATE SENTENCE CHANGE OVER SPIN DASHBOARD

OFFENDER INFORMATION

**A12345-DOE-JOHN-A**

Security Level: Maximum  
 Predator/Vulnerable: --  
 Escape Risk: Moderate  
 Violation Status: --  
 Grade: A  
 Release Type: P

**LIFE Sentence**

#### General Information

Offender Status: IN CUSTODY	Parent Institution: MENARD	Institution: MENARD
Location: MENARD:MENARD	Projected Release Date: --	Projected MSR Date: --
Projected Maximum Date: --	Living Unit: MEN-MEN:NU:08:37-U1	Projected Discharge Date: --
Power of Attorney on File: Yes	Projected Release Date: LIFE	Projected Discharge Data: Life
Last Sent Cal/Date Over Date: 1/20/2003	Power of Attorney Date: 9/16/1983	Date Over: No
Stop Display on Internet: No	Last Sent Cal/Date Over Done By: --	Stop internet Display Reason: --
Weekend Visits This Month: 0	Visits This Month: 0	Date Over Reason: --

Offender Information

- Identification
- Profile Maintenance
- Scars, Marks & Last Known Address
- SSC/PSC Eligibility

Institutions Institutions BIG MUDDY RIVER
Search CRM data
GREG KELSO
Offender 360

Common

- Sub-Institutions
- Entitlements
- PREA Screenings
- Bus Scheduled Route...
- Custody History
- Galleries
- Locations
- Social Profiles
- Admission
- Scheduled Living Unit...
- Cells
- Discharge Maintenance
- Goal Evaluations
- Mail Watch
- Audit History
- Daily Counts
- STG Rank History
- College Transcript
- Docket
- Houses
- Mental Health Evaluat...
- Admission
- Escape Risk History
- Transfer Package
- Correspondence Watch
- Drug Tests
- In House Offenders
- Mitts
- Assignment Count Ent...
- Group Docket
- Bus Scheduling
- Count
- Drug Referrals
- Keep Separate From
- Movement History
- Bus Details
- Offenders
- Bus Schedule Templat...
- Courses
- Drug Violations
- Living Units
- Offenders

INSTITUTION - INFORMATION  
**BIG MUDDY RIVER**

Primary Contact  
 Credit Limit  
 Preferred Method of Contact  
 Annual Revenue  
 Owner  
**BIG MUDDY RIVER**

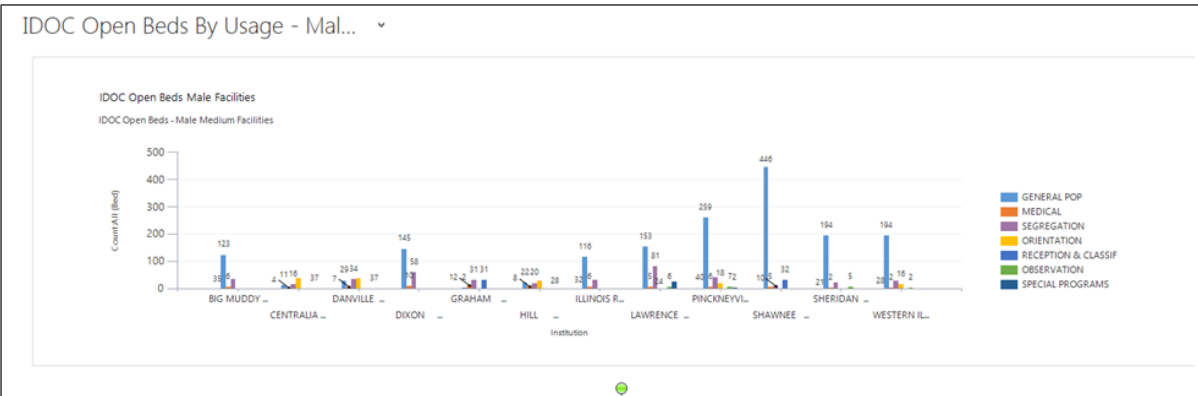
Offender Associated view

BULK DELETE | CHART PANE | RUN REPORT | EXPORT OFFENDERS

IDOC# Full Name	IDOC #	Last Name	First Name	Middle N...	Suffix	Living Unit	Parent Institution	Current Admission Date...	Aggression Level	Predator/Vulnerabl.
			RALPH			BMRBMR03:C38L1	BIG MUDDY RIVER	7/13/2007 12:00 AM	MODERATE	Low
			PHILLIP	J		BMRBMR03:D22U1	BIG MUDDY RIVER	6/13/2014 12:00 AM		Mode
			DONALD			BMRBMR03:A60U1	BIG MUDDY RIVER	1/15/2015 12:00 AM		Low
			ROY			BMRBMR04:B74L1	BIG MUDDY RIVER	7/8/1999 12:00 AM		Low
			LEON	A		BMRBMR03:B52L1	BIG MUDDY RIVER	4/15/2016 8:44 AM		Low
			BENZANTA			BMRBMR02:D25U1	BIG MUDDY RIVER	6/19/1981 12:00 AM	HIGH	Low
			DAVID	M		BMRBMR01:19L1	BIG MUDDY RIVER	2/3/2016 10:25 AM	MODERATE	Low
			PAUL	W		BMRBMR04:C19L1	BIG MUDDY RIVER	11/13/1987 12:00 AM		Low
			PERRY			BMRBMR01:B52U1	BIG MUDDY RIVER	7/15/2015 12:00 AM		Low

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All | # | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z



## All Offender Overview



## Help Desk Dashboard



## Impact

Since the initial Offender 360 launch in December 2012, IDOC has utilized the Offender 360 platform to award over 895,000 sentence credit days to 7,000 offenders. These efforts have resulted in significant cost avoidance to the State of Illinois.

The Phase II “Notification of Release” web-based service has significantly reduced the amount of staff time and paper usage required for this notification process.

Phase II effectively established the electronic master file for each adult and youth in IDOC and IDJJ’s custody. 7,500 IDOC staff, IDJJ staff, other state and local government entities now have secured, controlled access to real-time information on this adult and youth population. Continued development is also underway to enhance data sharing for both agencies criminal justice partners. Phase III will involve testing multiple state and local government and stakeholder data feeds through the use of the agencies’ “data bus”, deployment of a statewide web-based Sentencing Order to be used by the Illinois Courts testing and incorporating additional real-time data integrations with multiple state and local government criminal justice stakeholders. The goal is to increase the volume and frequency of data sharing between IDOC, IDJJ and its justice partners; providing individuals receiving the right information at the right time in order to make informed decisions on ensuring offender and staff safety, improving operational effectiveness and addressing a State goal of transparency and accountability. Case management upgrades that incorporate offender and youth assessments, criminal history, medical, mental health, education, and human services records are being tested and brought on-line over the next nine months. The new system has the capacity to receive, store and share digital images. The A Help Desk ticketing system will be launched within the next 30 days that enables users the ability to report, check the status and the resolution of issues; facilitating continued effective and efficient system design.

The continued optimization of agency business processes (i.e. streamlined intake processes, automated sentence calculations, automated classification, reclassifications, etc.) efforts will significantly improve offender processing time reductions that will lead to future cost savings as well as favorably impact the overall transparency for both agencies.