

**REPORT TO THE LEGISLATURE**  
**Pursuant to P.A. 188 of 2010**  
**Section 609**  
**Kiosk Reporting Stations**

*Section 609 of 2010 P.A. 188* requires by March 1, 2011, that the Department report on the use of Kiosk reporting stations. At a minimum, the report shall include all of the following: (a) Factors considered in determining whether an offender is assigned to report at a Kiosk, (b) Information on the location, costs, safety features, and other features of Kiosks used for offender reporting, (c) Information on demonstration project outcome measures, (d) An evaluation of the Kiosk reporting demonstration project, including any need for improvement and an assessment of the potential for expanded use of Kiosk reporting stations.

In 2006, the Department initiated the Kiosk offender reporting project with the Michigan Department of Information Technology's (DIT) E-Michigan office. At that time, collaboration began to document business requirements, create functional design specifications and obtain Kiosk hardware quotes. Functional design specifications were finalized in May, 2008, at which time programming began by both E-Michigan and DIT Agency Services for Corrections. User acceptance testing began in late October, 2009. Training of FOA staff occurred in April 2010. There have been several rebuilds and additional testing of the Kiosk. The program became operational with offender enrollments beginning in July 2010.

**(a) KIOSK REPORTING SYSTEM (KRS) ENROLLMENTS**

The KRS can be used as an offender reporting method to effectively supervise both low and higher-risk offenders. It can replace traditional reporting for low-risk offenders or serve as a targeted intervention for offenders to report more frequently based on risk or in response to non-compliant behavior. It can also serve as a motivational tool to reward offenders who are compliant with supervision requirements and are engaged in pro-social behavior in the community. They may be allowed to report to the KRS in lieu of an in-person report with their agent.

In addition to serving as a reporting method, agents' enrollment of offenders in the KRS serves as a time-saving measure because offenders are required to input necessary data into the KRS for review and approval by the agent, thus saving valuable agent data entry time.

Designated Kiosk agents are enrolling all active offenders on their caseloads, including those assigned to maximum, medium and minimum in-person supervision levels into the KRS. All enrolled offender's key initial reporting data into the system upon arrival at the parole office. Upon logging in to the Kiosk, the system requests that the offender enter information including changes in address, marital or employment status, date of last treatment session, last payment toward monetary obligations, police contact and, if a registered sex offender, whether their registration has been updated. Kiosk agents review and approve the data, thus allowing the data to populate the appropriate data tabs in OMNI. A corresponding case note is then generated in OMNI documenting the offender's report to the KRS.

## KIOSK REPORTING IN LIEU OF AN IN-PERSON REPORT

The introduction of the telephone-reporting supervision level has provided a viable alternative to in-person reporting for low risk offenders, therefore, the use of a KRS has been expanded to include a broader group of offenders.

With some exceptions noted below, Kiosk agents may allow offenders classified to medium and minimum in-person supervision levels to report to the KRS in place of an in-person report after a six-month demonstration of positive community adjustment.

Positive community adjustment includes:

- An absence of any violation behavior,
- Full-time employment or participation in an approved training program, and
- Adherence to supervision conditions and goals (case plan or TAP).

Kiosk agents remain responsible for all other supervision activities, including field work, and shall meet other case management standards.

The following offenders are enrolled in the KRS for the purpose of data entry but are not being allowed to report to the KRS in lieu of in-person contact with the agent:

- Currently serving for a sex offense,
- Those required to register pursuant to the Michigan Sex Offender Registration Act,
- Offenders identified as high risk (either COMPAS or VASOR assessment), and
- Parolees in the ReEntry Project for Offenders with Special Needs (RPOSN); those designated as D-47 cases.

- (b) The Kiosk is located inside the secure lobby of the Lansing Parole Office and is available for use during business hours. Enrollment in the Kiosk requires the agent to have an authorized log-in ID and a confidential password. There are a limited number of agents who can access the Kiosk during the demonstration project. Offenders are required to register at least one fingerprint on the Kiosk but can be required to provide up to four fingerprints.

The Kiosk has a feature that allows agents to set alerts that will notify them via e-mail immediately when an offender reports to the Kiosk. The Kiosk can also be used to deliver personalized instructions to the offender from the agent when s/he reports to the Kiosk.

There is direct communication between MDOC's Offender Management Network Information (OMNI) and the Kiosk. The Kiosk is connected to OMNI over secure lines in compliance with State of Michigan secure connectivity standards.

The cost associated with hardware and development of the Kiosk offender reporting station is approximately \$236,456.00 to date.

- (c) Outcome measures reflect that as of Kiosk implementation in July 2010, the total number of offenders enrolled on the Kiosk Reporting System has increased each month to a current total of 128 offenders. This total number constitutes 29% of the total population (449) of parolees supervised at the Ingham Parole pilot site. There are a total of five (5) designated Kiosk Agents who currently have offenders enrolled on KRS. It should be noted that the number of offenders available for KRS has been reduced by the implementation of the Telephone Reporting System for low risk offenders. Many low risk offenders who would have been candidates for KRS, have already been moved to the Telephone Reporting System.
- (d) During the six months that KRS has been operational, the Business owners requested system upgrades and changes to the Kiosk automated verbiage to make the system more user-friendly for the offender population. During this evaluation period, there have been technological issues with the KRS which have required the attention of ADSS. There have been occasions when Kiosk is not operational based on the OMNI System being down. ADSS provided prompt attention in correcting these issues and returning the KRS to an operational state.

Agents report finding minimal benefit in using the KRS as a Data Entry tool for offenders. However, the KRS has served as a useful motivational tool in rewarding offenders exhibiting positive community adjustment by allowing them to report to the Kiosk. It is also reported to be beneficial in addressing non-compliant offender behavior by requiring offenders exhibiting poor community adjustment to report on an increased frequency to the KRS. Further, it has been useful in motivating unemployed offenders to get a daily jump start in job seeking efforts by reporting first thing in the morning to the KRS.

It is anticipated that the next 6 months of the demonstration project will provide additional information regarding the usefulness of the Kiosk System and an assessment on the potential for expanded use of Kiosk reporting stations.