



Department of Correction

Performance Improvement

April 1, 2011

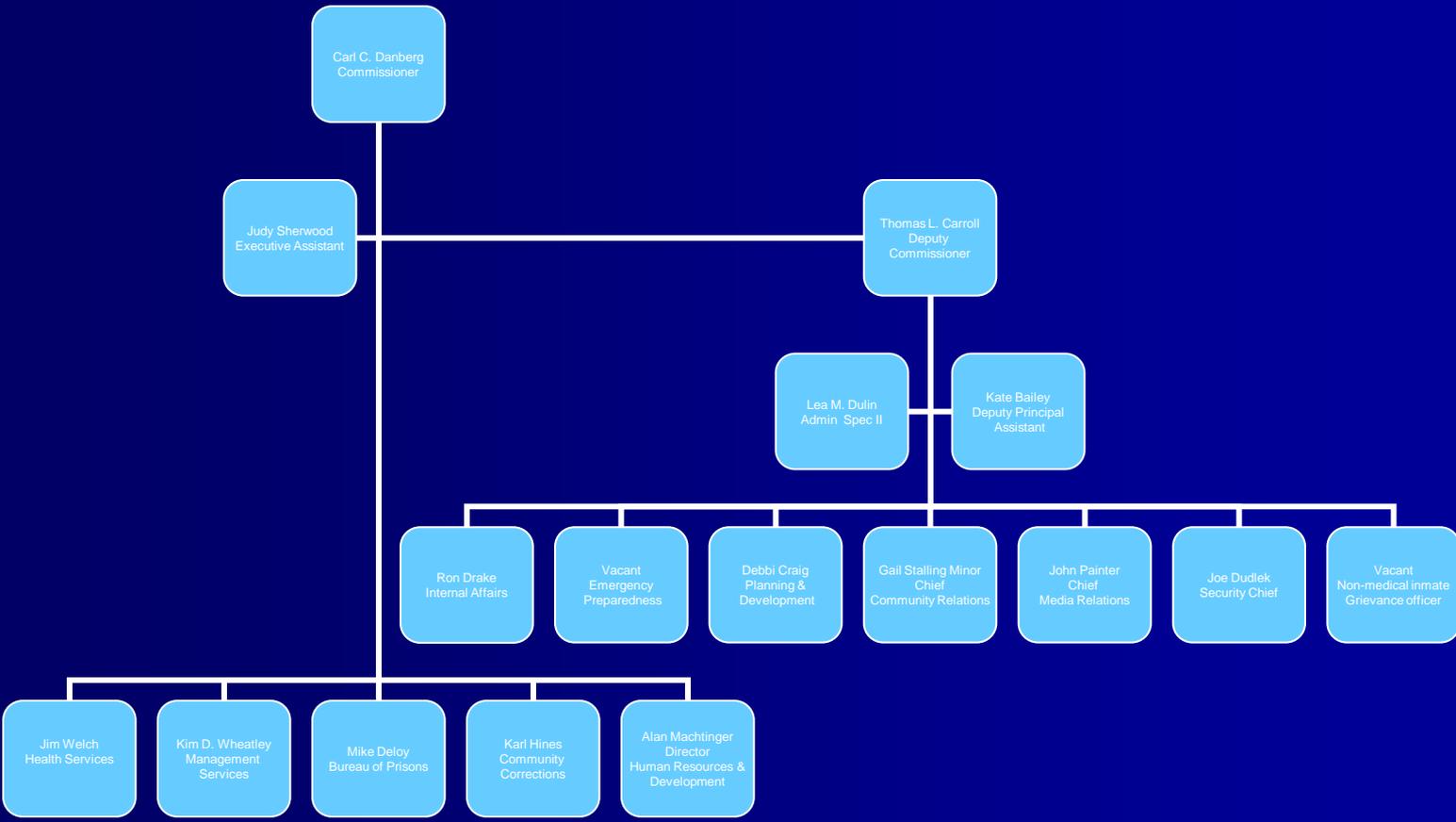
Introductions



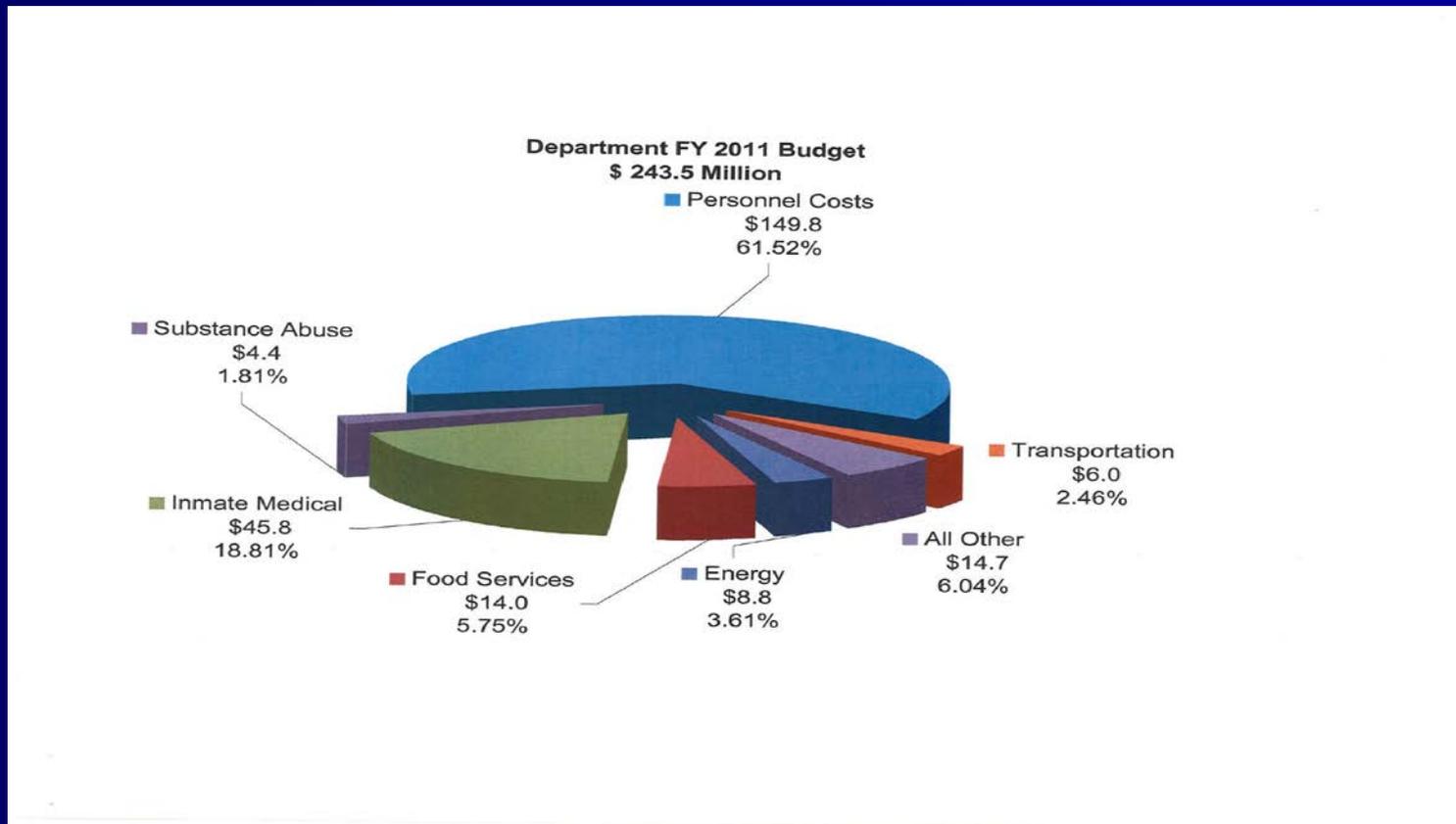
Thomas L. Carroll, Deputy
Commissioner

Kim D. Wheatley, Bureau Chief
of Management Services

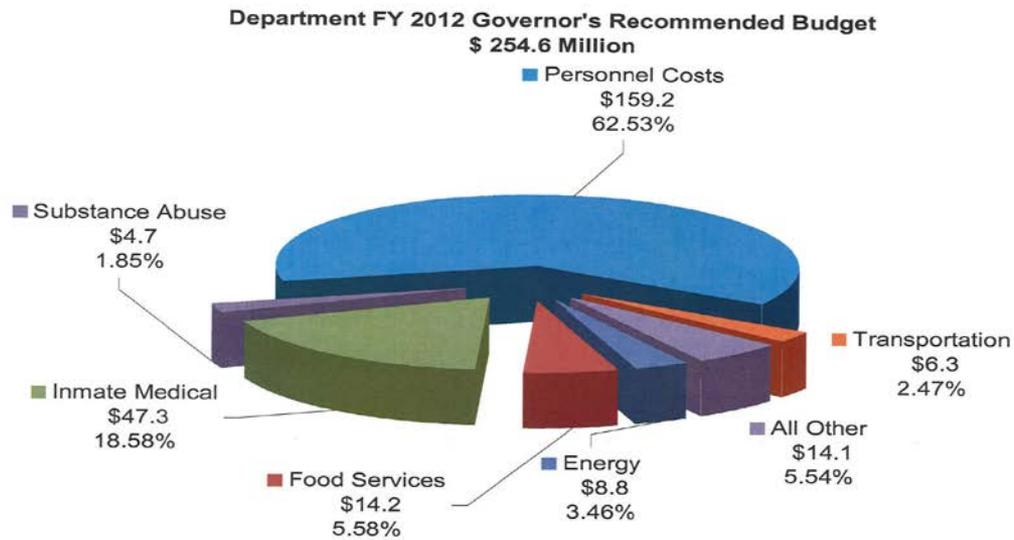
Department of Correction



DOC FY 2011 Budget



DOC FY 2012 Budget



DOC Mission



To protect the public by supervising adult offenders through safe and humane services, programs and facilities.

DOC Initiatives



- Quality Assessment Group
- Performance-based Medical Model
- Performance Measure Improvements

Quality Assessment Group



- Purpose: To aid in the continuous evaluation and improvement of operational processes and procedures.
- Established in 2010.
- Diverse group of employees selected by the DOC leadership and trained by National Institute of Corrections.

Quality Assessment Group



- DOC leadership selects focus area of each assessment.
- Group members observe, interview, document and research focus area.
- Final report includes recommendations that are focused on improvement for the future.

Quality Assessment Group



- Example Assessment – Mailroom Operations
- Scope of Review: compliance of policies and procedures, efficiency of process and use of staffing.

Quality Assessment Group



- Results:
 - Rewrite Bureau policies to ensure consistency,
 - Eliminate several existing practices,
 - Create mailroom training, and
 - Use enhanced technology options.

Performance-based Medical Model



- Long standing issues regarding compliance and quality services from medical vendors.
- RFP focused on performance-based model.
- June 2010 new contracts; focused on performance measurement and verification with financial "incentives".

Performance-based Medical Model



- Correct Care Solutions (CCS): primary medical vendor for inmate services.
- Performance measures includes:
 - Medical grievances resolved within 7 days.
 - Sick call requests are triaged within 24 hours of receipt.
 - Intake steps were completed and discharge planning documented.

Performance-based Medical Model



- MHM: mental health/substance abuse treatment vendor for inmate services.
- Performance measures includes:
 - Non-emergent screenings seen by qualified mental health professionals within 72 hours.
 - Individualized treatment plans are completed at least every 180 days for all offenders receiving services.

Performance Measure Improvements



- Capturing benefits of Heart Healthy Menu planning through performance measures, i.e. decrease in inmates with high blood pressure.
- Measuring improvements to Central Offender Records business processes to ensure timely and accurate release of offenders.

Performance Measure Improvements



- Monitoring effectiveness of Substance Abuse Treatment Services through measurement of beds occupied.
- Ensuring offenders are obtaining employment support services by measuring percent of offenders employed while in Work Release.



QUESTIONS??