

## **Field Automation Users Group (FAUG) Representatives Manual**

*Contributing to an effective partnership between the Oregon Department of Corrections and the county community corrections agencies by providing a statewide information system and reliably addressing the changing needs of field system users.*

## Table of Contents

FAUG Charter	3-5
Maintains/Creates Templates	6-9
DOCSUM Codes	10-11
FAUG Treatment Module Authorities	11-14
Return SRF to PEND Status	15-16
Community Corrections Service Request Process	17-19
LS/CMI Authorities	20
Resources	20

## **Field Automation Users Group (FAUG) Charter - August 24, 2005 Rev. April 5, 2010**

### **Purpose/Overview:**

The Field Automation Users Group (FAUG) is a crucial support tool to incorporate statewide policies and procedures that efficiently and reliably addresses the changing needs of field users. This group provides flexible training and user support at the local level, sets standards and ensures the consistency and usefulness of offender information that is available statewide. FAUG provides continuous improvement of field automation through communication between county Community Corrections agencies and the Oregon Department of Corrections.

FAUG accomplishes this mission by increasing our knowledge of and implementing the policies and procedures created, sharing information and expertise, and promoting statewide support and staff participation. Committee members share perspectives and valuable information from their counties. The sharing of information among committee members allows the members to get a clear picture of the statewide database system. When voting or prioritizing FAUG needs, committee members consider what is best for the department and not individual needs.

### **Scope of Authority:**

By meeting quarterly FAUG meetings allow for analysis and solution of problems/issues concerning the statewide database, policies and procedures. To implement major policy changes, these proposed policy changes would be presented to the Automation Committee via the FAUG Chairperson or DOC Liaison Team representative for OACCD approval. All FAUG members are the point of contact for their respective county staff. The director/designee will appoint FAUG Representatives:

- There will be a FAUG delegate represented by each county or tri-counties;
- They are able to make decisions; and
- They are the point of contact for DOC, outside agencies and other FAUG members.

## **Roles and Responsibilities:**

- Responsible for system maintenance within their counties
- Maintains/creates document templates
- Maintains/updates the Treatment Module in CIS
- Responsible for returning SRF's to pending status in the Sanction Module in CIS
- Responsible for appropriate deletion of Case Plans in the DOC LS/CMI database.
- Develop long-range plans for development of service requests/projects to meet agency needs to further enhance use of CIS and the tracking of offenders
- Prioritize service requests and projects with DOC
- Create a list of DOC testers that test pilot service requests prior to implementation into CIS
- Provide training and information within respective counties as well as other county offices
- Create, update and maintain system manuals
- Maintain and update FAUG's participation on the DOC website to include a quarterly meeting schedule and current officer/member contact information

## **Membership/Officers:**

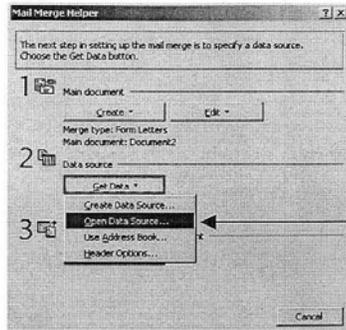
- The chair and officers are elected to two year terms by the membership. These elections occur in May. The officers consist of a Chairperson, Co-Chairperson and Membership Coordinator. These are volunteer positions which are nominated by another group member, seconded for approval by another group member then a group vote is taken for majority rule.
- Chair This position is responsible for planning and distribution of each quarterly agenda, directing the meetings through the agenda, reviewing prior meeting minutes for approval and present issues/questions. If issues arise needing OACCD approval, the Chair will forward these to the Automation Committee for further approval along with DOC team members.
- Co-Chair This position is responsible for the same duties as the Chair and will serve as the Chair at meeting/committees in the Chair's absence. The Co-Chair position will be rotated to the Chair position after the two year term. The vacant Co-Chair position will then be put for nomination to the membership.
- FAUG Manual Committee Chair. This position is responsible for creation, maintenance and updating the FAUG Charter, the FAUG Representatives Manual and the ISIS User's Guide. This position will be appointed by the Chair and/or Co-Chair. The person holding this position will as necessary appoint members for aid in their duties.
- Membership Coordinator. This position is responsible for tracking attendance at each meeting, along with updating/distributing the membership contact list to members, the DOC website.

- Secretary. This position is responsible for taking of the meeting minutes and distribution to the Chair and Co-Chair for approval before being sent to the membership and placement on the website.
- All members not able to attend meeting may submit their issues/concerns or questions to the Chair, Co-Chair, or DOC Liaison Team on their behalf via e-mail or telephone. The responses to these issues/concerns/questions will be contained in the minutes.

### **Meetings:**

- Meets quarterly (4 times per year) on the third Wednesday and Thursday of the Month. The meetings are held in different counties throughout the State to promote participation from all members.
- These meetings provide a forum for analysis of problems and formulation of solutions to issues that have a significant impact on field operations and the integrity of the Corrections Information System (CIS) database.
- This provides opportunity for value given to networking.
- Attendance at quarterly meetings is for membership, prospective members, and invited guests as well as members of OACCD.
- Minutes are recorded at each meeting by the Secretary/Designee and distributed to the FAUG Chair and Co-Chair via e-mail for approval, then sent to the membership and posted on the DOC website.





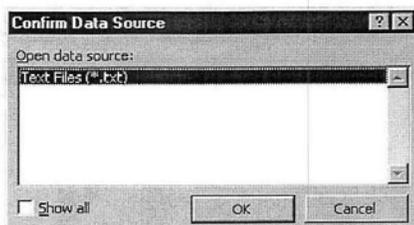
4) You then need to associate this form with a merge source. Do this by pointing the "Data Source" option to a copy of DOCSUM.txt already saved on your hard drive. This will allow the merge process to detect what merge fields are available.

- 5) When the window "Open Data Source" is displayed, two important steps are needed:
- Change "Files of Type" at the bottom of the window to "Text Files (\*.txt)"
  - Check the "Select method" box at the bottom or on the side of the Open Data Source window.

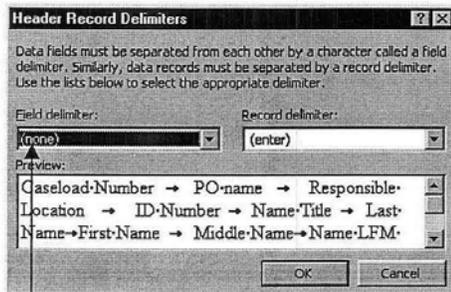


a) Make sure you change the "Files of Type" option to "Text Files (\*.txt)" at the bottom of this window!

b) This also needs to be checked, so you can specify what the delimiters are.

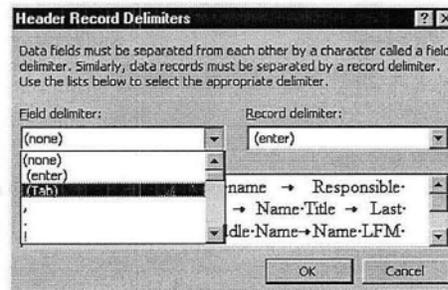


6) You should then receive a confirmation like this...simply click on OK.

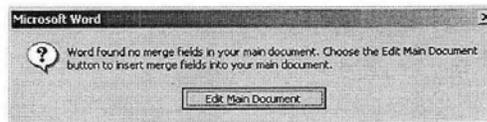


7) The word processor may not be able to determine what delimiters (separators) are between the data items; if you receive this window, select (TAB) for “Field delimiter” and (enter) for the Record delimiter...

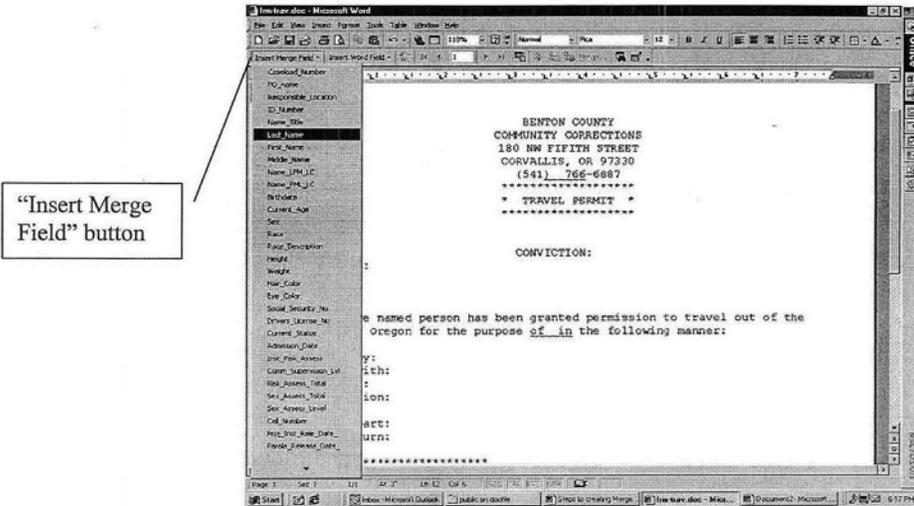
Incorrect...  
Correct...



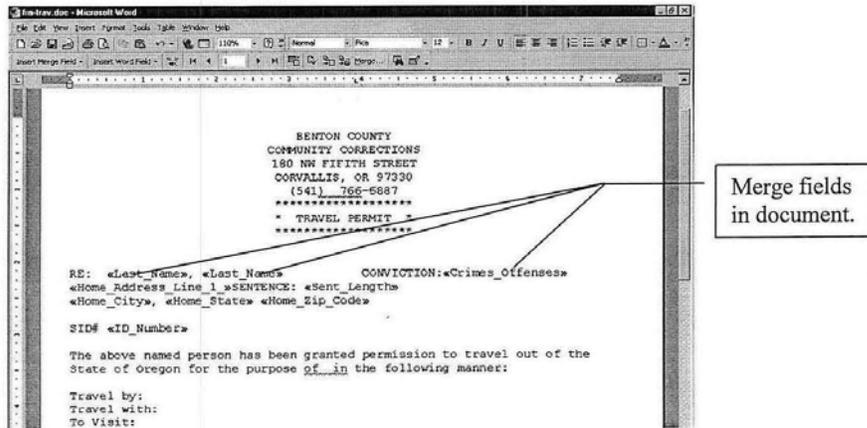
8) Word will then ask you if you want to edit your document (because it doesn't currently contain any merge codes)...click “Edit Document.”



- 9) Now that we're into the form, position your cursor where you want a merge code to go, then click on the "Insert Merge Field" button on the toolbar.



- 10) By using this process, you can complete the merge document very quickly, with much greater accuracy than what was previously available.



## DOCSUM Codes:

Caseload Number	Sentencing Judges
PO name	Case Docket No
Responsible Location	<b>DA Case Number</b>
ID Number	Sentence Type
Name Title	Sent Begin Dates
Last Name	Sent Expi Dates
First Name	Sent Length
Middle Name	Cond Codes
Name LFM LC	Cond Description
Name FML LC	Current Status
Birth date	Inst Risk Assess
Current Age	Comm Supervision Lvl
Sex	Risk Assess Total
Race	Sex Assess Total
Race Description	Sex Assess Level
Height	<b>Stat 99 Tot</b>
Weight	<b>Stat 99 Lvl</b>
Hair Color	<b>Pred Sex Off</b>
Eye Color	Admission Date
Social Security No	Cell Number (moved)
Drivers License No	Proj Inst Rele Date
<b>FBI Number</b>	Parole Release Date
Phone	Max Sentence Date
<b>Work Phone</b>	<b>Inst ReleDt</b>
<b>Cell Phone</b>	Max Incarceration Dt
Home Address Line 1	SG Earned Time Date
Home Address Line 2	Minimum Date
Home City	Classification Date
Home State	History Risk
Home Zip Code	Last Office Visit
Mail Address Line 1	Last Monthly Report
Mail Address Line 2	Next Office Visit Dt
Mail City	Next Office Visit Tm
Mail State	Tent Parole Disch Dt
Mail Zip Code	Supv Fee Monthly Amt
Mail City State Zip	Supv Fee Balance
Last Home Attempted	<b>Total Fee Balance</b> (Supervision Fees)
Last Home Completed	Comm Service Total
Crimes Offenses	<b>Comm Service Balance</b>
Grid Score	Crt Ord Fin Obl Tot
Counties of Convictn	<b>Crt Ord Fin Balance</b>

**Crt Ord FINE Obl Tot** (refers to  
Comp Fine)  
**Crt Ord FINE Balance**  
**Crt Ord REST Obl Tot**  
**Crt Ord REST Balance**  
**Restitution Amount**  
**Victim Name**  
**Victim Address**  
**Def Atty Name**  
**DA Name**

**Treatment ID**  
**Refer Date**  
**Date of Entry**  
**Exit Date**  
**Exit Code**  
**Date Last Supervision Fee Paid**

## **Maintains/Updates Treatment Module in CIS:**

### **FAUG TREATMENT MODULE BUSINESS RULES**

#### **Purpose:**

The purpose of these rules is to document the agreed upon format and support responsibilities by FAUG members in maintaining the list of treatment providers within each County.

#### **Treatment Provider Directory Rules:**

1. FAUG Recommends the treatment provider information is reviewed for accuracy at a minimum of 6-12 months.
2. Only FAUG members or designated County representatives are allowed to update the directory of providers.
3. Each FAUG member is to enter provider information if the provider is in their county and used by another County.
4. The directory must be searched to ensure the provider is not already listed, prior to entering a new provider.
5. When adding a new provider, the Program ID always begins with the four letter County code, then with a - , and then an abbreviation of the provider name. (See Diagram)

6. Providers are to be entered in the County of the provider's address the same program is not to be entered under each County that uses that provider, except as detailed in #8 and #9 below.
7. The service location field must match the Program ID, i.e. if the Program ID is BAKR-----, then the service area must be BAKR.
8. If the provider has two separate physical locations where treatment is delivered in more than one county, the provider information is to be entered under each county.
9. If the provider serves a county but does not have not permanent address in that county the provider is to be only listed under the county where there is an address.
10. Any FAUG member may enter an Out-of-State provider but must use, OOS- plus two letter state code, in the Program ID field and search to ensure the provider is not already listed.
11. All fields on the Add New Provider screen are to be completed.
12. Comments should include information like; level of service, accommodations for children; fees, etc.
13. The average duration of the program is to be entered.
  - a. This is done so that reports can be generated or sub-sets used that list offenders with no exit date but that are past the average duration of the program.
14. FAUG representatives are to ensure that active offenders are moved to correct program if the program dissolves, is absorbed by another program or was listed under a program that is not listed based on the address of the provider. The program is then to be expired.
15. A program is never deleted from the directory but can be expired when #14 above has been completed.
16. FAUG representatives are to review the list of providers under their County code to ensure the naming protocol is followed, i.e., clean up their Counties section of the directory.
17. Private providers are defined as obscure program providers that are not contracted by a community corrections agency and do not routinely offer services to

corrections clients, i.e. a private doctor or provider who is billing a client's insurance company, or a client's employer provides coverage for treatment.

**Diagram:**

The screenshot shows a terminal window with the following text:

```

Corrections Information System
Community Treatment Program
13:24:36
7/28/03
[DISPLAY]
Program ID..... MULT-ASAP
Program type..... SUBS Substance Abuse Treatment
Program name..... ASAP TREATMENT SERVICES, INC
Contact name..... SAM SWAIM, DIRECTOR
Phone number..... 503-224-0075
Site address..... 2130 SW 5TH - SUITE 100
City State Zip..... PORTLAND OR 972010000
Service area..... MULT Multnomah
Comments..... OUTPATIENT; DUII LEVEL II; ODL; TITLE
MGMT; FREE CHILD CARE
Takes indigent Y/N.. N Sexes treated..... A
Waiting list..... Y Date available.....
Residential program.. N Ave program length.. 3 M Months
Program expired.....

F3=Exit F5=Refresh F7=Browse backward F8=Browse forward
F11=Menu bar F12=Cancel
  
```

Callout boxes provide the following instructions:

- Program ID - Must begin with County Code, a dash and then a provider abbreviation.** (Points to 'MULT-ASAP')
- All Programs must have the four-letter Treatment Type code entered.** (Points to 'SUBS')
- This is required and can be entered as days, weeks or months using D or W or M.** (Points to '3 M Months')

**FAUG Treatment Module Program Entry Criteria (Approved by OACCD on 09/10/08)**

The following four criteria were approved for entries of programs into the treatment module. Three out of the four must be met for entry.

1. Program offers the offender a skill to make a pro-social change and reduce an identified need.
2. Program staff have are certified in the field in which they are providing service.
3. Program is used while the offender is on community supervision.
4. Program is not used as a punishment.

The reason for having criteria for entry of programs into the Treatment Module is the recent addition of programs that are not considered treatment and to prevent misunderstandings in the future.

One of the main uses of the Treatment Module is to effect offender change especially in an identified need area on a valid assessment tool. The current program types meet this criteria, Education and Jobs programs may not be regarded as traditional treatment but aid in reduction of two Criminogenic needs.

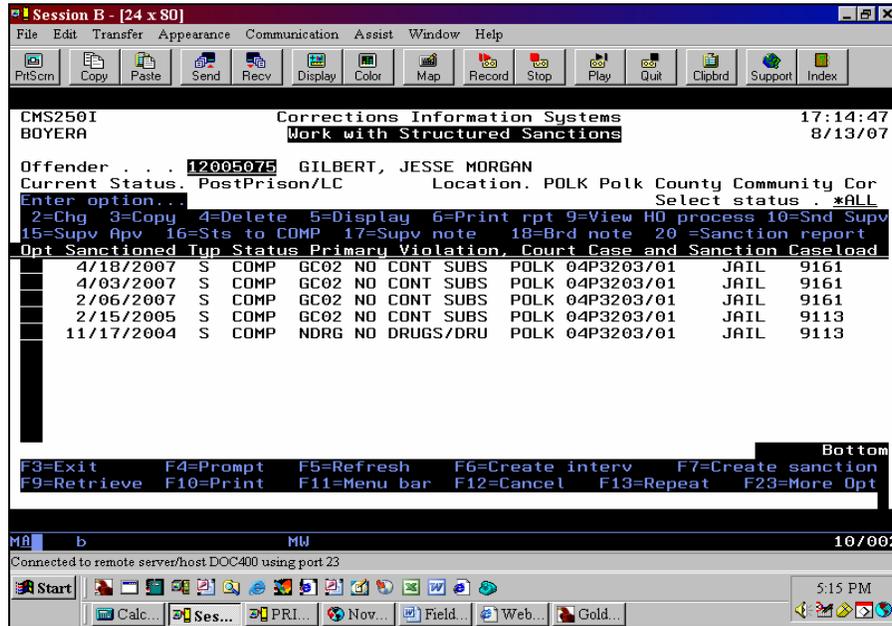
Program Staff having a certification in the field is important to ensure the outcomes of the treatment and ensure the use of EBP in the treatment program. A&D counselors are certified as are Mental Health counselors; even Education programs have staff with teaching certificates. If PPO's are used to teach some classes the program must qualify under the other three criteria to be entered.

The program must be used while the offender is on community supervision. The outcome measures tied to the entries in the Treatment Module are based on community supervision. Some areas have programs that the offenders are sent to while on Local Control status or another status. The issue is that we do not have legal control over these offenders and should not be entering the programs we send them to in the module. If there are programs that are used both for offenders on community supervision and while on Local Control status they should only be entered when used while on supervision.

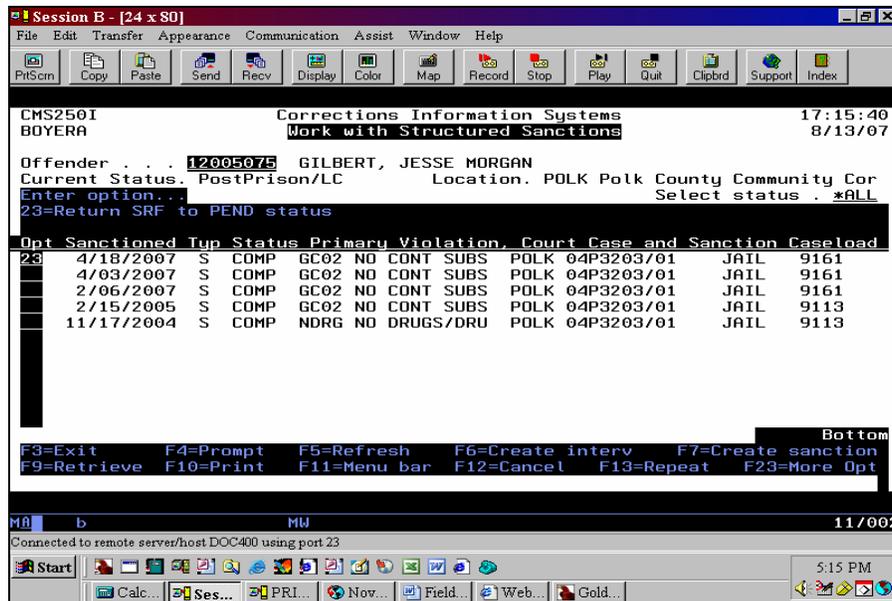
The program is not used as a punishment. Jail is a punishment and a sanction. Community Service while perhaps teaching a skill or responsibility to an offender is restorative justice and is seen as reparations to the community for the crime they committed. Community Service may teach a skill to an offender but that skill is different for each offender and therefore cannot be defined to be placed into the module in one specific category.

## Returning SRF's to Pending Status:

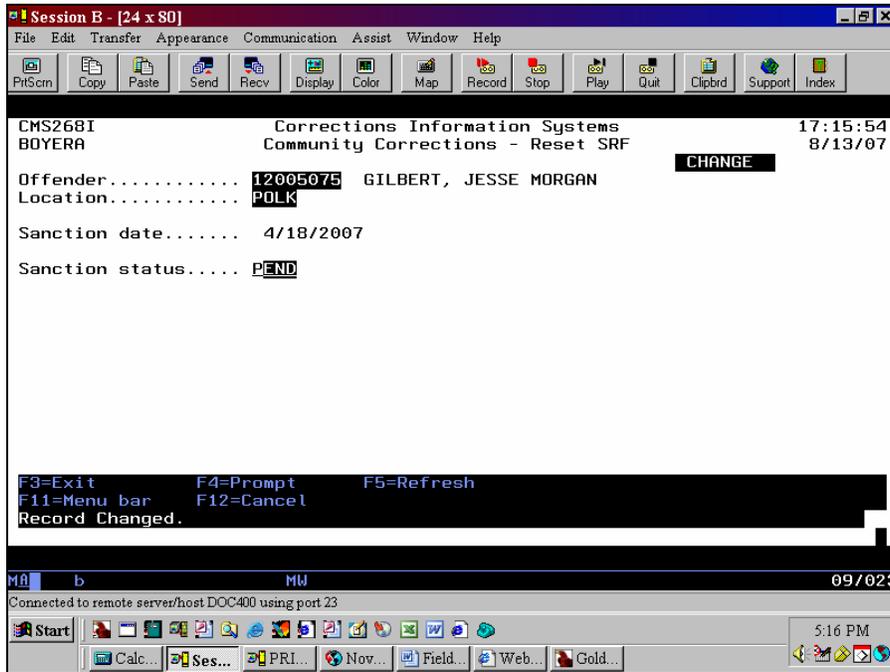
There may be instances where a PO completes a sanction on Local Control PPS cases, but then the PO needs to go back and change something in that SRF. The FAUG Rep has the technological authority to change that SRF status from COMP back to PEND so the PO can make the appropriate changes.



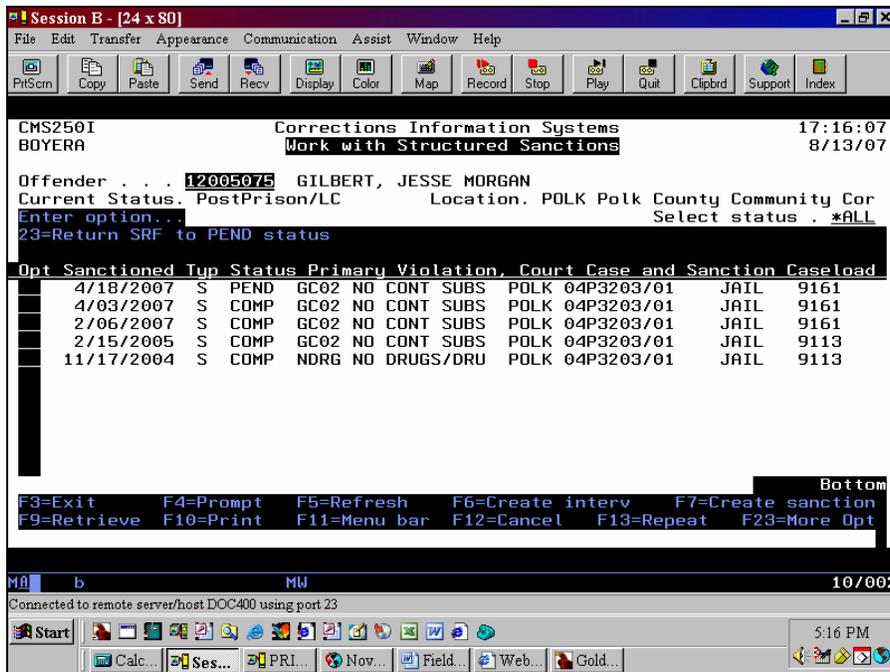
In the Work /With Structured Sanctions Module, use <F23> to display more options to the top of your (enter options...) screen.



Type 23 on the option line and <enter>.



The Community Corrections – Reset SRF screen will appear. Tab to the sanction status line and <F4>. A box of sanction status will appear. Scroll down to PENDING and press <enter>.



The sanction will now be in pending status.

## **Community Corrections Service Request Process:**

Community Corrections developed User Groups for automated issues in CIS amongst PO's (FAUG), support staff (SOON), Supervision Fee staff (FSN), PO's who specialize in sex offender supervision (SOSN) and PO's who specialize in family violence (FVSN). The charters for these groups were eventually taken over by the Directors of the county community corrections offices (OACCD). These groups are comprised of representatives from each county office and are responsible for taking information back to their offices as well as bringing back county by county practices that impact automation. They are also attended by representatives from other DOC and state offices such as DOC/Community Corrections, DOC/OISC, Interstate Compact and Parole Board who may share some of the same automated screens. They meet on a regularly scheduled basis and are routinely used for business analysis on new programming, developing work-a-rounds for issues they don't want to use IS resources for, and authorizing service requests for system enhancements as business requirements change. In some cases they also have additional authority to make data changes for their locations.

There are major benefits in having groups like these:

- Staff buy-in.
- Business needs drive automation - staff that actually does the jobs helps design the automation.
- Networking between the groups on common issues and enhancements.
- Training - new applications and enhancements go back to the groups.
- Testing - the groups that authored the requests test the automation.

As requests for services are authored by the groups, they work with their DOC/Community Corrections coordinator to write up the request. The groups vote to prioritize their own SR's within their own queues and/or make recommendations to the other groups on common requests.

Once the requests have been prioritized within the groups and entered by the Community Corrections coordinator into the automated Service Request system, they are taken to the Automation Committee for overall prioritization. The Automation Committee is comprised of the heads of each of the user groups, representatives from OACCD, DOC ISSD, DOC/Community Corrections, DOC/OISC, and the Parole Board. At that meeting the AC members take the top 2 priorities from each group and determine the group-wide priorities which are then communicated to ISSD Development. The Automation Committee also works requests for standard and non-standard IS services that don't come up from the user groups. These can now include requests like a county sheriff's office asking for a copy of the PREA database that used to go directly to ISSD.

Now, Community Corrections prioritized requests will go back to the Service Request Governance Committee for prioritization between all DOC Divisions/Business Units. Current criteria as set by the Service Request Governance Committee are:

1. Required for compliance with Federal or State law, Administrative Rule (OAR), or DOC policy?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

2. Required to fix a critical data integrity problem?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

3. Enables DOC to significantly work more effectively or efficiently? (Reduction in FTE, quality, quantity, cost savings)

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

4. No Workaround exists?

Scoring = 0-good workaround exists; 1-OK workaround exists; 2-poor workaround exists; 3-no workaround exists.

5. Impacts a Strategic Initiative?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

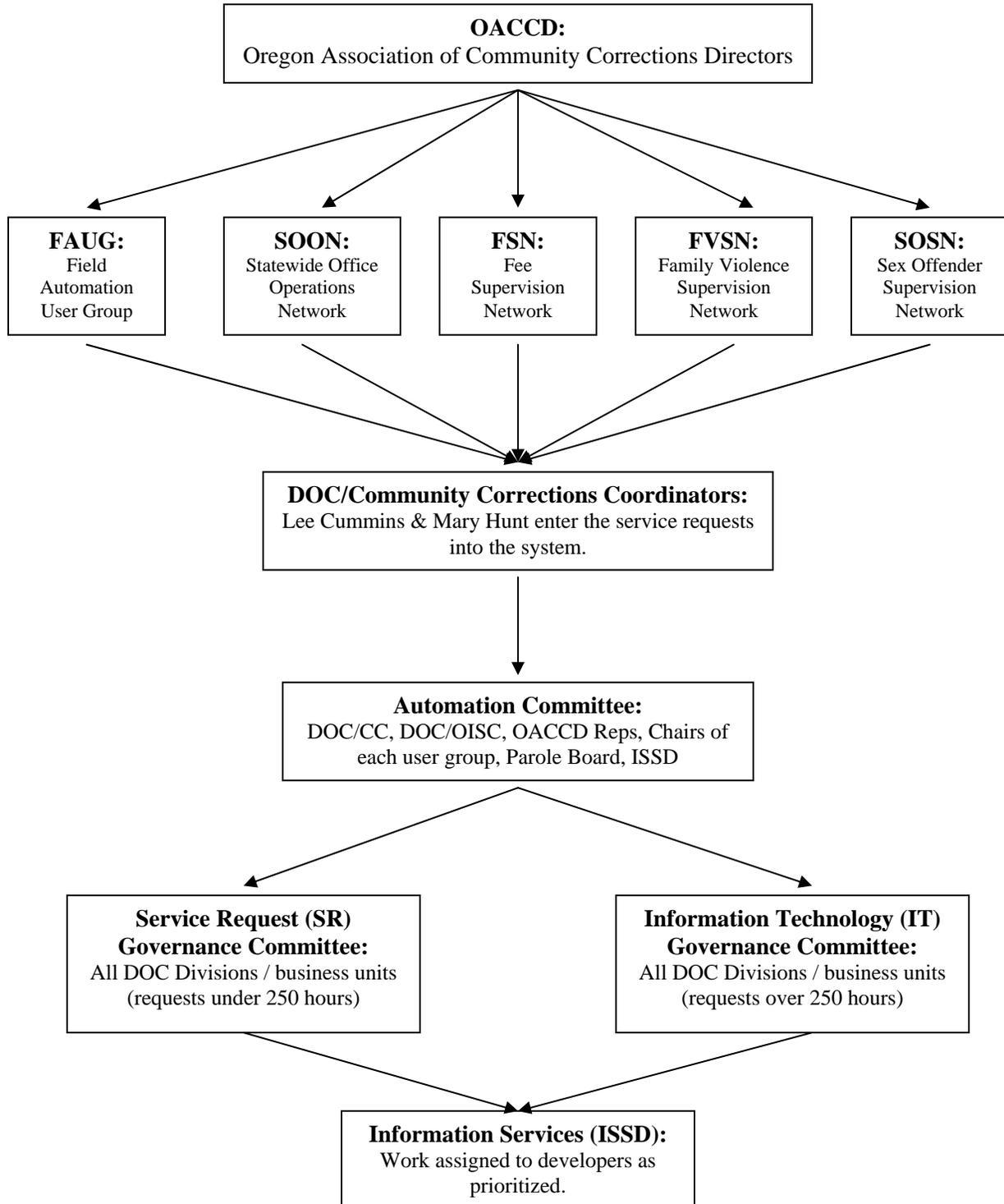
6. Addresses safety issue?

Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

7. Miscellaneous other factors?

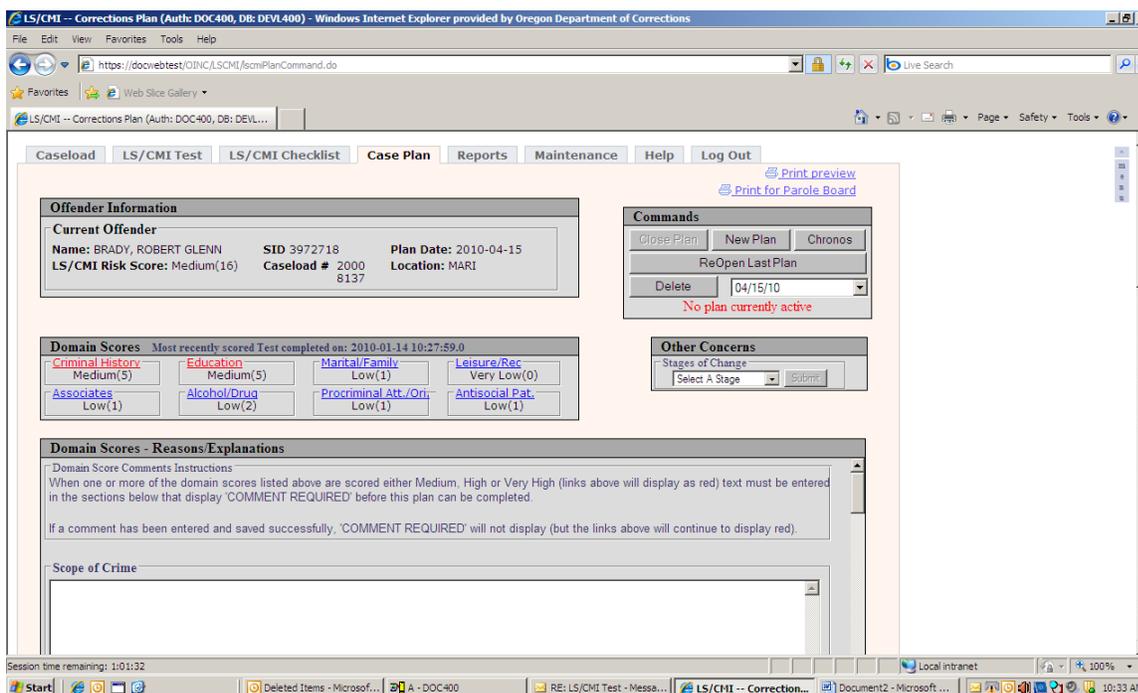
Scoring = 0-NA; 1-small impact; 2-medium impact; 3-large impact.

# Service Request Process



## LS/CMI Authorities:

In the Case Plan screen of the LS/CMI, the FAUG rep can delete closed plans for their county users if the plan was entered incorrectly on an offender. The delete button is in the 'Commands' box. If there is no delete button it means the user does not have the authority to delete. Currently, only the FAUG rep or other county designee has this authority. If the plan has not been closed, the delete button will be grayed out and unusable. This is because the current open plan cannot be deleted. You must complete the plan first.



## Resources:

Help Desk: 866-531-9600 or [HELPDESK@doc.state.or.us](mailto:HELPDESK@doc.state.or.us)

Web Page:

[http://www.doc.state.or.us/DOC/TRANS/CC/cc\\_wecome.shtml#Networking\\_Groups](http://www.doc.state.or.us/DOC/TRANS/CC/cc_wecome.shtml#Networking_Groups)

Current FAUG Members: See FAUG website at:

[http://www.oregon.gov/DOC/TRANS/CC/docs/pdf/FAUG\\_Rep\\_Phone\\_Directory.pdf](http://www.oregon.gov/DOC/TRANS/CC/docs/pdf/FAUG_Rep_Phone_Directory.pdf)