

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATIONS (CDCR)

NEED

The prisoner Central File (C-File) traditionally contained in paper form the information regarding an inmate: demographic, court and sentencing, location, custodial level, time served -- in short all the information needed to manage the inmate's custody. As early as the 1990's the department had come to recognize that the paper based system had become unwieldy. The information was too often out of date, it was extremely costly and time consuming to move from place to place, the forms were often misfiled and/or unreadable. In short, it had to go.

Planning and authorization of a comprehensive system solution was still years away. Meanwhile the department was looking to achieve short term improvements as a way to solve some of the more straight-forward aspects of the C-File problem while providing an experience in C-FILE automation.

APPROACH

DORMS was conceived to address a persistent problem of archiving and retrieving the C-Files of discharged inmates. Once an offender is discharged, CDCR must retain the C-File for 30 years. At the time DORMS was approved in 2005 there were approximately 740,000 discharged C-Files retained by CDCR. The number of new inmates received (51,000 in 2005) and offenders discharged (45,200 in 2005) increases annually along with the state's population. The warehouses for the files were being expanded while some files literally were in basements rotting.

The purpose of the DORMS project as a whole is to address the management of discharged files and to ensure their accessibility through automated access to discharged offender files. The files were to be scanned into a document management system, then retrieved by correctional counselors for review through online requests. Any relevant information in the archived file, such as prior gang affiliation, could be printed out and added to the new C-File created for each new incarceration. The paper files would be destroyed upon being scanned.

OUTCOME

JKCS was brought on board to play the role of technical project manager. Our first task was to procure a solution vendor for installation and customization of the document management system and C-File scanning. We worked hand in hand with CDCR staff to very quickly write the RFO and bring the winning vendor on board. JKCS started work in mid-July, wrote the RFO and lead the procurement process to a successful conclusion so the vendor could start in January as planned.

Subsequently, JKCS performed all project management activities, managed the solution vendor, managed hosting implementation in the state data center, and oversaw all aspects of the project. Upon contract closure the C-Files had been 100% scanned, the document management system was implemented in the data center and training activities for staff were being scheduled for completion over the next months during rolling implementation.

