



Compact Staff Training April 2021

Interstate Compact for Adult Offender Supervision

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Presentation Objectives

Today you will learn about:

- › Email Bounce Reminder
- › DCA Dashboard Program Timeline
- › New Case Closure Activity Report & Transfer Decision Summary
- › ICOTS FY21 Enhancements

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ICOTS Email Bounces



- › **Receiving mail server software** causes the hard bounce issue
- › **Helpdesk ticket request must include:**
 - › Email administrator contact info
 - › DETAILED action taken by administrator
 - › Expectation administrator is aware action is required by them to prevent future hard bounces once Appriss reactivates account

<https://mailchi.mp/interstatecompact/feb-icots-monthly-newsletter>


Self-test via "What is my password?" https://support.interstatecompact.org/Help/en-us/articles/2247839?not_found_message_A.Password_Reset.Email

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FY22 DCA Dashboard Program

Objectives:

- › Improve Data Integrity and Accuracy
- › Improve Report Capabilities
- › Share Best Practices
- › DCA Mentoring Opportunity
- › Expectations for Report Uses:
 - › Manipulating data elements
 - › Self-auditing practices
 - › Practical uses – using the reports day-to-day
- › Determine Needs for ICAOS Formal Auditing/Corrective Action



<https://www.interstatecompact.org/icaos-dashboards>

<https://support.interstatecompact.org/hc/en-us/articles/360062756533-DCA-Compact-Staff-Dashboard-Program-FY22>

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FY22 DCA Dashboard Program

Who should participate?
DCAs & staff (ICOTS Administrative Duties)

How will program work?

- › ZOOM Kick off
- › Newsletter/Support article references
- › DCA volunteers
- › 90 days of focus (1 Qrt per topic)

At Conclusion

- › Expectation to maintain procedures
- › Share Best Practices
- › Failure to maintain will be referred for compliance/corrective action

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FY22 DCA Dashboard Program Year 1

Q1

Offender Management

- › Possible Dups Report
- › Move, Merge, Delete
- › Pending items
- › Privacy Policy expectations

Q2

Retaking Management

- › Offenders awaiting retaking report
- › Mark offenders 'unavailable' or utilize New Compact Office Addendum to clean up report

Q3

No Activity/Rejections

- › New Reports coming soon!
- › Cases w/o transmitted activities
- › Rejected cases in need of withdraw

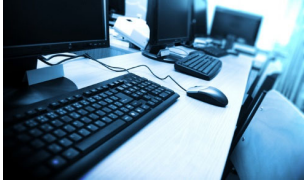
Q4

User Management

- › Remove roles when deactivating
- › Deactivate inactive users
- › Other User report uses
 - › Name/Login typos
 - › Assignments
 - › Workflow
 - › Email changes
- › Privacy Policy

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FY21 Enhancements



- › 6 enhancement proposals approved (\$38,820)
- › In production April 28th
- › Demo coming up!
- › Offenders Awaiting Retaking Report
- › Removing Retaking Obligation

<https://support.interstatecompact.org/hc/en-us/articles/150007297861>

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DCA Region Chairs

Communicate your topic suggestions to your region chair for upcoming training &/or DCA Region Meeting!

Region DCA Chairs

Midwest



Matthew Billinger, Kansas

East



Natalie Lattipko, Connecticut

South



Tim Strickland, Florida

West



Tanja Gilmore, Washington

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Thank You

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