Colorado Department of Corrections

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C-WISE Overview

The Colorado Web-based Integrated Support Environment (C-WISE) is an enterprise solution that combines a web based case management system integrated with treatment providers, law enforcement, and electronic monitoring vendors supported by a call center staffed with 164 operators that assist in data collection and documentation on a 24/7/365 basis.

Case Management

The majority of Community Parole Officer (CPO) functions are automated within the C-WISE system to allow for documentation and retrieval of offender supervision activities in real time via web interface, telephone, or cellular phone applications. Offender assessments, the Colorado Violation Decision Making Process (CVDMP) instrument, identification referrals, automated documents, and community corrections referrals are among the case management functions within the C-WISE system. Information entered is coded to allow reporting on dates, times, locations, types of activities and contacts performed. All information entered in the system by anyone other than the supervising CPO is notified to the supervising CPO by auto email of a record of the case contact.

Treatment

The C-WISE system is interfaced with Approved Treatment Providers (ATP) in the community allowing for the referral, documentation of services provided, and automated billing for substance abuse, mental health, sex offender treatment, cognitive behavioral therapy, polygraph, and medication services. ISP support services providers are also interfaced with C-WISE for referrals, documentation of services, and billing. Major drug testing laboratories are interfaced to allow instant reporting of drug test results. All providers can access the data they enter into C-WISE, run reports on their data, and see the services provided by other providers. Treatment Accountability for Safer Communities (TASC) case managers can enter, retrieve, and view all offender data to assist them in managing offender substance abuse issues. All these entities have the ability to enter missed treatment sessions, missed drug tests, and incidents that are automatically notified to the supervising CPO by email.

Law Enforcement

Agencies are provided a specific 800 number to contact C-WISE and get non-restricted demographic information on offenders. Law enforcement calls are connected directly to the CPO by the operator at the agency's request. Calls are automatically escalated to the CPO for all arrests and for other key words that indicate a public safety risk. C-WISE also maintains a Colorado Crime Information System/National Crime Information Center (CCIS/NCIC) terminal for the processing of Corrections Client Listing (CCL) name and fingerprint hits. Responses by agencies to CCL name hits are emailed to the CPO or telephonically escalated if they indicate an arrest or contain key words indicative of a public safety risk. CCL fingerprint hits received from the automated fingerprint identification system (AFIS) are escalated by phone to the CPO. When an offender is arrested the CPO issues a hold through the C-WISE system. The hold is forwarded to the holding facility by C-WISE. All of the county jails in Colorado are integrated with the C-WISE system for the processing of holds, releases, and billing.

Parole Board warrants are also processed through C-WISE. The complaint is uploaded and transmitted to the State Board of Parole for review and approval by the Board. If the Board approves the issuing of a warrant, an electronic copy of the warrant is forwarded to the Colorado State Patrol for entry CCIS/NCIC.

Electronic Monitoring Center

C-WISE is the monitoring center for Behavioral Interventions (BI) under the contract with the State of Colorado. The monitoring center function is fully integrated with the C-WISE system for the documentation of alerts and steps taken to resolve alerts by monitoring center operators. Operators follow scripted handling procedures for each type of alert received and escalate alerts according to established time frames for alerts that are not resolved.

Data Collection

The volume of some of the more common data collection items processed in FY 12/13 by C-WISE are summarized below:

CDOC Stats - 7/1/2012-6/30/2013	
Warrants Processed	3,825
Holds & Releases Processed	15,997
CCIC (Name/Fingerprint) Hits	17,624
Additional Call/Data Collection	2,763,581
-ATP Contacts	162,004
-Offender Change of Address	39,927
-Offender Employment Change	23,729
-Offender Check-ins	769,625
-Offender Calls	330,231
-Officer Calls/Contacts	758,255
-Officer Check-ins	60,640
-Offender Programs Contacts	38,140
-Public Calls	47,534
-Verification Calls	279,122
-Paged Officer	9,648
-Police Calls	2,543
-Provider Calls	109,630
-Offender Schedule Changes	26,278
-Technician Contacts	23,052
-Offender Pages	81,360
Referrals processed	28,129
-ATP	11,540
-ISP	10,118
-Community	6,471
Vouchers	14,977
Drug Test Results processed	266,185
EM Violations processed	283,246
ID Referrals processed	7,020