

**Automating Management of DWI/DUI and
Substance Abuse Programs**
– A Case Study

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Historically, Correction and Probation Departments have faced considerable challenges administering required programs and classes. Labor intensive tasks include contacting clients and booking slots for classes, accepting payment, tracking attendance, grading, and creating meaningful reports.

Introduction

If you or your department is involved in administering DWI/DUI or substance abuse programs this white paper may give you some ideas to simplify managing such programs. This article describes how one innovative county implemented a fully automated system to manage all facets of their programs.

With well over 1 million residents, Hennepin County is the most populous county in Minnesota. The County's Department of Corrections handles jail and prison systems as well as misdemeanor programs including state mandated DWI programs through the county.

We will cover how they initially managed the programs and how they envisioned and implemented an automated system for managing programs. The Hennepin County Department of Community Corrections and Rehabilitation found that automating their system lowered their staff workload, provided an overall better customer experience and reduced costs.

Problem Statement

Historically, agencies and departments shouldered with managing both DWI/DUI and substance abuse programs faced challenging tasks in managing the people, locations, fee collection, scheduling and reporting requirements. When faced with such challenges, agencies often resorted to dedicating staff to answer the phone to schedule classes, take payments and other tasks. Often the staff member(s) chosen already have a full plate of duties. With such a system it is easy for the department to become overwhelmed by managing all the logistics while providing good customer service. Managing these programs over the phone is no more than an emergency short term patch. Departments need a long term system to automate administration of these programs.

Program administration involves a number of tasks:

- Scheduling classes and instructors
- Registering the client
- Allowing the client to browse available classes
- Allowing the client to choose a class
- Accepting payment
- Providing confirmation of the class and payment
- Rescheduling, if needed
- Reminders to the client of the upcoming class

Once the client arrives at the program:

- Taking attendance
- Issuing grades, pass/fail
- Issuing certificates

After the program:

- Allowing client access to the certificate
- Tracking of no-shows and those who failed and rescheduling
- Providing various reports for management.

Previous Options

Before the automated solution, the county department staff faced a mountain of tedious work. This involved managing all phases of the program manually.

Implementation of the classes, associated scheduling and payment duties was assigned to the parole department staff. The staff quickly became overwhelmed creating and scheduling classes and instructors, not to mention registering, and booking individuals for the DWI program.

This system required clients to call staff during business hours to schedule appointments. These calls usually lasted anywhere from two and a half to fifteen minutes. Of course, a certain number of the clients wanted to reschedule, leading to another phone call. After the booking was made, staff would manually send out reminder emails to each attendee.

Staff would manually fill in rosters for each class. Once roster was filled the staff would then email the roster to the vendors. Each week a new roster would be emailed to the instructor, in this case a third party program vendor.

Every Wednesday the County's staff would be required to check two different systems to verify payment status for each registrant. Information was gathered and recorded on the roster and, if required, an additional call was made to the client to remind them of payment due. This was the critical step to getting the client on the final roster. Once completed, the final roster would be emailed to the assigned program vendor or instructor.

On Fridays, County staff would go through the two systems once again to account for additional payments received, record any changes to the roster, and email any last minute changes to the roster to the instructor.

Reporting information was gathered manually. This data would be assembled into report and emailed to management. With report generation being such a time consuming task, some potentially useful reports were simply not available.

The Online Solution

Hennipen County has implemented a solution that automates and manages all phases of the County's DWI programs. EZappt provides the online portal for clients, instructors and County staff to access the various parts of the system they need.

County administrators have full visibility of classes and payments, as well as functional performance of the program through defined administrative views within the solution.

Deployment of the online registration solution for the department included adding attendance, grading (pass/fail) to the EZappt scheduling engine. Other key features to the County include Microsoft

Outlook synchronization for confirmation and reminder emails, and customized reporting. Role based security was required to allow third party vendors, (instructors) to manage tasks like taking attendance and grading while limiting additional system access.

Key Features and Functions of the Online System

Online Self Service Registration

A key to success of the online system is enabling customers to self register online for their DWI/DUI or substance abuse program. The required and optional data captured is configured to match the requirements of the department. Once the client has registered they may later return to view their history and retrieve any required or acquired documents.

Online Self Service Client Booking

After the client has registered they may view the available class schedule and book themselves into the class. Hennepin County decided to capture the payment during the booking process. Once the client has booked their slot in class and made payment, they receive an email confirmation. Later, they will receive email reminders on a defined schedule. Clients may return to the site and login to reschedule or access their history.

Instructor and Administrator's View

Instructors may be third party vendors and not a part of county staff. In either case, instructors have their own view of the online system. They may login to view current bookings, review their history, print current rosters and other activities. Once the class has started the instructor may take attendance, issue grades and a certificate if appropriate.

Management Views

Authorized staff may login to manage operations of the system and view reports. Common functions of the administrative staff would be adding instructors, managing role security, adding locations and viewing or creating the available schedule of classes.

Training

EZappt provides integrated video training for all staff and administrative users. EZappt also supplies training via web conference and on site programs.

Reports

The EZappt system has a standard bank of reports geared for these programs. Customized reports can be created. The reporting features are available for access on demand or can be configured for automatic delivery.

Easily Deployed

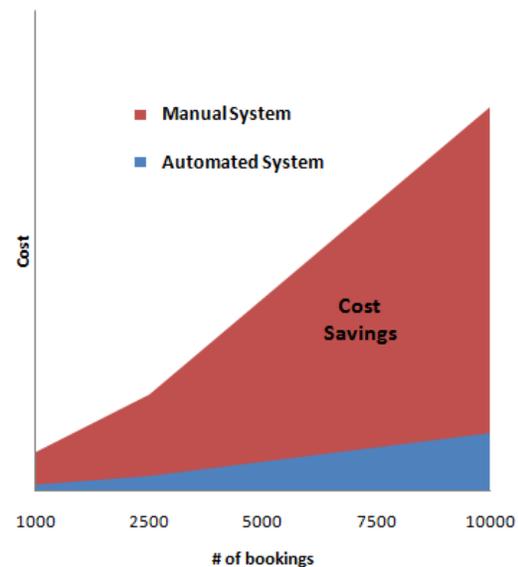
The online system can be deployed in two ways; hosted or installed.

EZappt can deliver an ecommerce enabled hosted solution that is branded to the organization in under 30 days. Training sessions may be started concurrently. Other advantages to the hosted DWI/DUI solution include low upfront costs and “pay as you go” pricing. Your data is secure; EZappt hosts the software from a SAS 70 compliant, biometrically secured datacenter.

The installed version of the software operates on your organization’s infrastructure. Either way, fully hosted or installed, agencies can benefit from

the full range of system features and functions. Further refinement may be obtained by utilizing EZappt professional services to integrate to the organizations current databases and software.

Program Management Costs



Automating program scheduling and management lowers program costs significantly.

Implementation

EZappt starts with our robust online registration and scheduling engine for DWI/DUI programs. After carefully evaluating the needs of the organization EZappt configures each of the hundreds of options and brands the site to match the organization. The result is delivery of a turnkey product that fulfills all the needs of the organization. EZappt has employed this process to provide solutions to hundreds of private and public businesses as well as state, county and local governments.

Having the same representative(s) work with the customer during the entire process makes certain EZappt customers are talking with a representative that knows how you operate.

Technical Stuff

EZappt's robust .NET enterprise grade appointment and event software is 100% web-based and 99+% uptime guaranteed, meaning you can use it anytime, anywhere you access the Internet. EZappt supports secure access through Internet Explorer 6+, Fire Fox 2+, Opera, Safari, Google, and Google Chrome browsers. The system has a graphically pleasing user interfaces for the client and business views of the program. The client views may be customized as needed.

Knowing DWI/DUI and substance abuse programs inside and out gives EZappt an edge in providing turnkey specialized solutions.

Summary

Correction & Probation/Parole departments who have implemented an online scheduling solution have realized considerable cost and manpower savings. Clients also prefer the responsive and consistent customer experience that the system provides. In addition, management enjoys a new level of on demand visibility into the live and historical programs operations.

The EZappt DWI/DUI and Substance Abuse Program Management System is easily deployed as part of the organization's website. Often deployments take under 30 days to "go live". Low upfront and ongoing costs of the system make it attractive to almost any agency.

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