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COMMONWEALTH OF VIRGINIA

Compensation Board

P.O. Box 710
Richmond, Virginia 23218-0710

November 14, 2013

EMAIL MEMORANDUM

TO: Sheriffs with Jails, Regional Jail Superintendents

FROM: Robyn M. de Socio, Executive Secretary

RE: LIDS-CORIS Status and Payment of 2nd Quarter Per Diem Amounts

I am writing to provide you with a status update on the conversion of inmate data reporting to LIDS-CORIS, and to notify you of our plans regarding payment of 2nd quarter per diem amounts. As you know, the Compensation Board has converted from the Local Inmate Data System (LIDS) to LIDS-CORIS, a new inmate data reporting subsystem under the CORIS umbrella, which is the offender management system of the Department of Corrections (DOC). The CORIS system and LIDS-CORIS subsystem were developed under a contract between the DOC and a 3rd party vendor named Abilis.

The LIDS-CORIS system went live in June, 2013, for the submission of inmate data beginning with the month of June, 2013. As is the case with any system transition, the first months were difficult and workload intensive for your LIDS technicians and for our staff. Issues with the functionality of programming in the new system are not abnormal when a new system comes online, however, we also believe that the first few months of transition were made more difficult by a slow response time by Abilis in recognizing and providing solutions to critical issues, and the assignment of appropriate resources. We have aggressively been working with Abilis to resolve outstanding critical issues in the new system, we believe our earlier concerns were addressed a couple of months ago, and a majority of critical issues have been fixed.

Since initial implementation, four "hot fixes" have been installed to address critical programming issues, our staff has worked as needed with vendors for jails that "batch upload" files from their own jail management systems to resolve any conflicts between systems, and interim work-around measures have been communicated with your LIDS staff as we have awaited fixes from Abilis. Our staff also continues to provide monthly training on LIDS-CORIS to address user training needs. An additional CORIS software release and fix that will address remaining identified critical issues and financial program issues is schedule to be delivered late this month and installed in early to mid-December.

November 14, 2013

Page 2

As fixes have been installed, jail management system communications of data to LIDS-CORIS have improved, and LIDS staff has become more familiar with LIDS-CORIS, your jail should be realizing improved data entry to the system. As there are some remaining critical issues awaiting resolution, we appreciate your continued patience, and the work of your LIDS technicians to document commitments that still require attention in order to be properly recorded in LIDS-CORIS.

While the more recent data transmissions should be functioning more smoothly, the initial months of data submissions were more difficult, and we realize there are still outstanding issues that may have prevented your jail from feeling comfortable certifying and approving your financial files for the months of June through August. However, the financial files for these months must be certified and approved so that the Compensation Board can process a 2nd quarter per diem payment to your locality/jail.

In order to process the per diem payment as completely as possible, we contacted your LIDS staff last week and notified them of the need to certify and approve the financial records for the months of June through August by Friday, 11/15/13.

We also notified your LIDS staff of the requirement to document any and all issues you may have with your monthly submissions. Examples of known issues include:

- 1) Missing payments – commitments are present, but there is no monthly financial status record;
- 2) Paid incorrect – paid too many days or not enough days (e.g. incorrect payment on a release date or not paying on a committal date – 1 day errors – or paying an extra day on a change of commitment/payment category status);
- 3) Paid at incorrect rate – for example, a state responsible inmate paid at the local responsible rate (these are relatively few).

To be clear, we know that there are instances of errors with the monthly financial data, however, feedback from jails and our own data review indicates these issues are not widespread, but rather represent a small percentage of financial records (1 to 2%, with a few instances of up to 5% of records). As your LIDS staff certifies and approves the financial records for the months of June through August, they need to document these variances.

While Abilis is working on repairs to the software for critical program issues and all known financial program issues, those program repairs are not yet ready. However, Abilis will be delivering a script (corrective action program) next week that will be run against all of the certified and approved financial records to repair the above-mentioned known problems, so that the Compensation Board can pay per diem amounts for all recorded commitments for the months of June through August. When the script is run, a report of corrections made to the financial records will be generated, and provided to your jail's LIDS staff to compare to your documented known concerns and to maintain for future audit purposes. Review of this report will be necessary to also identify whether any future adjustments will be needed and ensure accurate payment.

After testing the script, we plan to run this corrective action program and process the 2nd quarter per diem payment (for the months of June through August) on November 25 with a due date for depositing the payment to your locality/jail on December 9, 2013. In the event your jail does not certify and approve financial records and document known issues as requested, the Compensation Board will not be able to process the 2nd quarter per diem payment for your jail at this time.

EMAIL MEMO: Sheriffs with Jails, Regional Jail Superintendents

November 14, 2013

Page 3

For payments that we cannot correct and process in the next week due to missing certifications and approvals for June through August, we would plan to process a subsequent payment in late December/early January, with a due date in January, after the next software update and fix is delivered and installed next month. This would of course require certification and approval of June through August at that time. For any new commitments that are added, or updates to existing commitments, for the 2nd quarter payment months that are repaired with the next software fix after payment is made, adjustments will be processed with the 3rd quarter per diem payment in mid-January.

Going forward, as mentioned previously, we anticipate the next software release/fix will be installed by mid-December and is anticipated to correct all known financial program problems, and all critical commitment program problems. Other identified program issues that are not widespread and not considered critical may still be in process. Workflows for your LIDS staff should continue to improve and return to more normal levels over the next couple of months.

Financial reconciliation tools have been and continue to be available to your LIDS staff in Access database form. While we plan to initiate training specifically geared toward the use of the Access database reconciliation tools, gaining some Access skills for staff that does not currently have them may assist your LIDS staff. Also, our staff continues to provide monthly training on LIDS-CORIS and we encourage any users that continue to have problems beyond those identified programmatic issues participate in these training classes.

Finally, we have heard from a number of jails regarding the need for reports from the new system. Please recognize that there were numerous reports in LIDS that were developed to meet jail requests over the course of ten to fifteen years, and those reports are not automatically available in a new system. The LIDS Advisory Committee members have assisted us in working with jails to determine a priority order for recreating popular LIDS reports using LIDS-CORIS data. Our staff is working to gain access to the report-writing tools through DOC, and we plan to have the first two reports (daily commits and daily releases) by the end of December. We are pleased that we have been able in the past to develop reports that were useful to jails in querying data about their inmate populations, much of which is also contained in local jail management systems, and we will continue to build those tools for LIDS-CORIS data as our focus is able to shift from working with Abilis in resolving functionality issues.

I thank you for your continued patience, understanding and support. Please ensure your LIDS staff certifies and approves the June through August financials by the previously communicated November 15th date so that we may process and pay your 2nd quarter per diems this month. If your staff has questions regarding certification and approval requirements to ensure payment of the 2nd quarter per diem amounts, please have them contact Kari Bullock at 804-371-4299 or kari.bullock@scb.virginia.gov or Anne Wilmoth at 804-225-3307 or anne.wilmoth@scb.virginia.gov. Please feel free to contact me at 804-225-3439 or robyn.desocio@scb.virginia.gov with any questions regarding this information and status update.