

DEPARTMENT OF CORRECTIONS

CUSTOMER SERVICE AT OFFENDER VISITATION

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PROBLEM QUESTION

How can the Missouri Department of Corrections improve visitation efficiency and stakeholder satisfaction through systematic enhancements and timely communication?



BACKGROUND

- ❖ Current visitation process is outdated, inconsistent, and labor-intensive for staff and visitors
- ❖ Visitors are unfamiliar with visitation rules
- ❖ Visitor updates are depending on offender communication
- ❖ Long wait times due to no predefined visitation schedule

PRIMARY REASONS FOR VISITATION DENIALS

1. Arrival during non-authorized visiting days/hours
2. Offender unavailable or refused
3. Visitor rule violation
4. Visitor not in approved status
5. Visitor left due to wait time

RECOMMENDATION

Our recommendation is that the DOC implement through in-house build or contracted provision, a centralized electronic visitation management system. To maximize the impact of the system, it would need to contain an enhanced application, a directory/account management component, and visitor self-scheduling. Additionally, it would require the ability to integrate with the offender management system, generate reports, send automatic notification, and process background and warrant checks via an interface.

SUMMARY

Annually, the DOC processes nearly 30,000 visiting applications and facilitates around 86,000 visits. Enhancing the visitation process presents a significant opportunity to improve citizen satisfaction through empowering visitors with self-scheduling, timely and clear communication, and reducing visitation denials day of visit.

Simultaneously, streamlining visitation reduces staff burden, enhances safety, and frees resources to improve overall offender management.

*"Behind every offender
is a family."*

SOLUTION HIGHLIGHTS

- ❖ Enhanced application to capture necessary identification information
- ❖ Self-scheduling of visits
- ❖ Automated notification process of visitation application status and confirmation of visitation appointment
- ❖ Streamlined background check/warrant check
- ❖ Integration of scheduling platform with existing DOC application