



DEPARTMENT OF CORRECTIONS

CUSTOMER SERVICE AT OFFENDER VISITATION

Missouri Leadership Academy - Capstone Project

Class 14

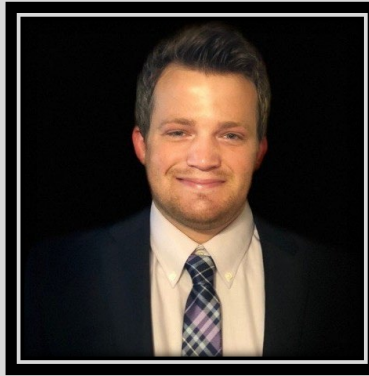
Our Team



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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?

Why we must improve.

- ❖ The visiting process represents a large portion of interactions between the Department of Corrections and the citizens of Missouri.
- ❖ Facilitation of this process also places a large administrative burden on correctional staff.

Average of last three fiscal years

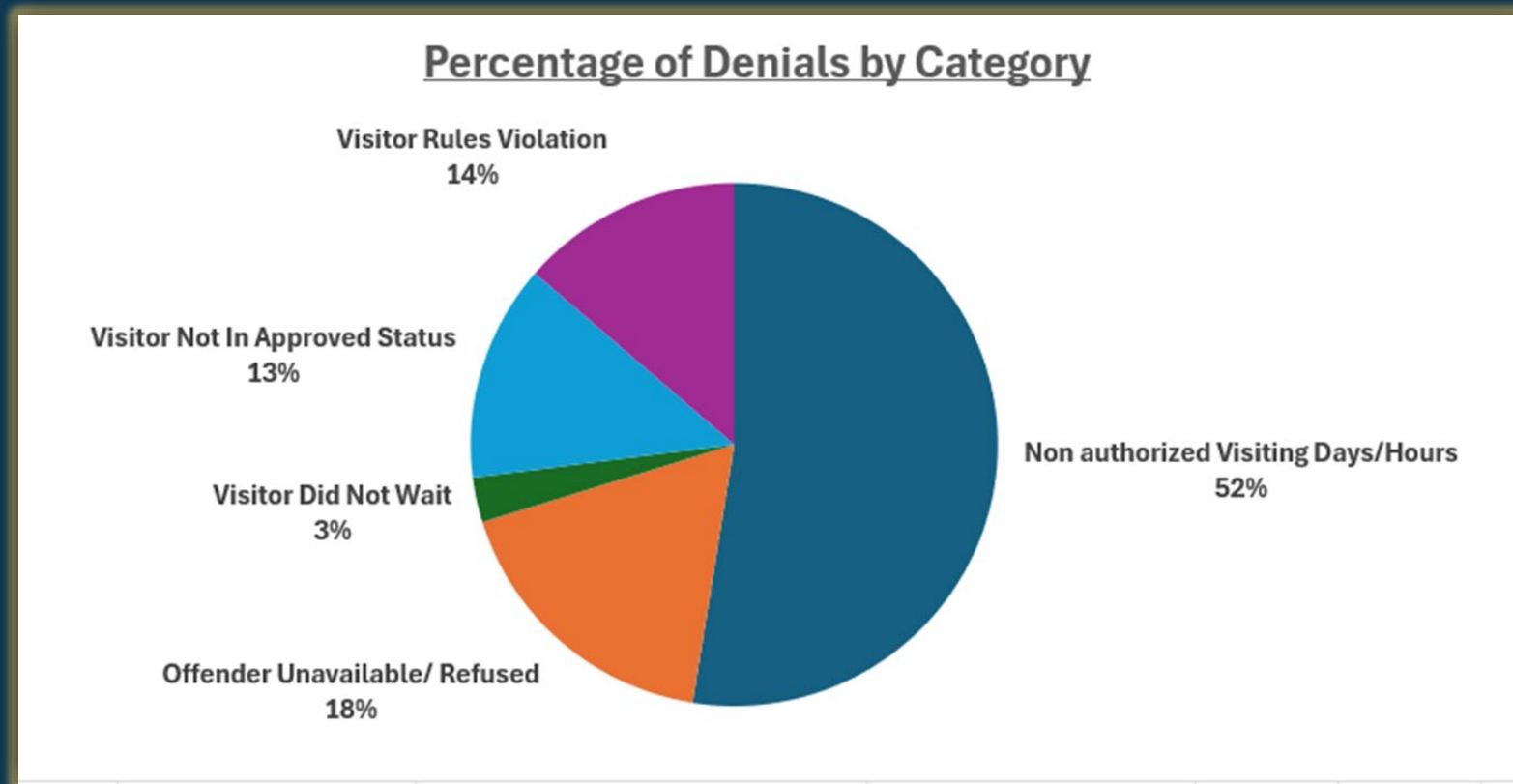
- Estimated number of visits annually: 86,204
- Visiting applications submitted annually: 29,981

Current Totals

- Total institutional population: 24,400
- Total number of approved visitors: 101,072
- Total number of denied visitors: 20,031

Why we must improve, cont.

Most visiting denials and cancellations are due to avoidable process issues.





Missouri Department of Corrections

VISITATION PROCESS

Legend



Touchpoint



Pain Point

Trigger

Research and Review

Action

Complete

Desire to
Visit an
Offender

Internet
Search for
Information

Submit
Application

Application
Approved/
Offender
Notification

Visitor
Received
Notice from
Offender

Contact
Institution
for Visiting
Hours

Arrive at
Facility/Find
the
Entrance

Visitor
Check-In

Body
Scanner

Visitor in
Waiting
Area

Visit
Complete

1

2

3

4

5

6

Pain Points:

1

- No ongoing communication about application status

2

- Communication depends on the offender

3

- Information is difficult to find
- Visiting hours are not the same at each facility

4

- Information is difficult to find
- Entrance may be unclear

5

- ID and Attire may cause visitor to be turned away
- Capacity could be met, and visitor turned away

6

- Facility may have long wait times

Pain Points

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- No ongoing communication about application status

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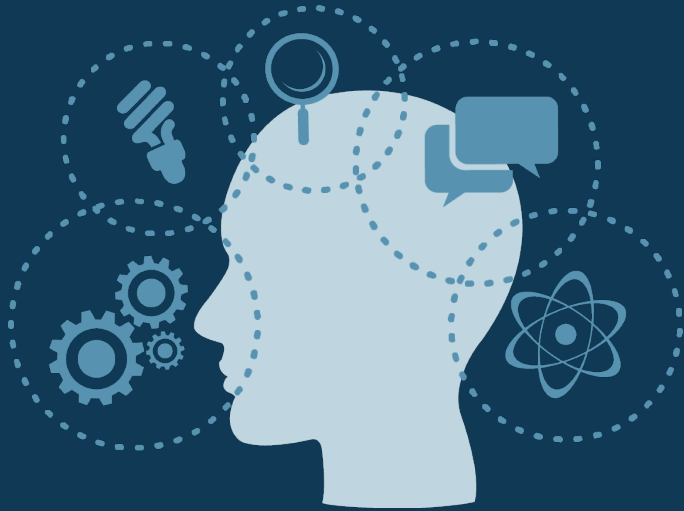
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Solution Requirements

How can we improve?



- Enhanced Application
- Automated Notification Process
- Self-Scheduling
- Streamlined Background Check/Warrant Check
- Integration with Existing DOC Applications



Missouri Department of Corrections

VISITATION PROCESS

Legend



Touchpoint



Resolution
Point



Manual
Process



Automatic
Process

Trigger

Research and Review

Action

Complete

Visitor Has a
Desire to
Visit an
Offender

Visitor
Completes
Internet
Search and
Finds Direct
Schedule

Visitor
Creates an
Account and
Submits
Application

Staff
Manually
Approves or
Denies the
Application

System
Notifies
Offender and
Visitor of
Application
Status

Visitor Self-
Schedules
Through the
System

Visitor Must
Acknowledge
Rules and
Instructions
Pop-up
Before
Continuing

System
Prompts a
Visitor
Warrant
Check within
48-72 hours
of the Visit

System
Notifies
Visitor and
Offender of
Visit
Confirmation
/Approval

Visitor
Arrives for
Scheduled
Visit

Staff
Manually
Completes
Search and
Check-In of
Visitor

Visitor
Proceeds to
Visiting
Room

Visit
Complete



Resolution Points:

1

- Automatic communication on application approval/ denial streamlines the notification process

2

- Facility specific scheduling times and information contained in self-service portal reduces visiting hour confusion

3

- Acknowledgement of the rules decreases at door denials

4

- Preset visitation schedules reduce wait times

Process Improvements

Self-scheduling capability



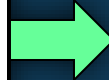
Visitor Satisfaction

- Greater autonomy, convenience, and reduced wait time

Staff Satisfaction

- Reduction in scheduling-related calls

Automated warrant checks



- Timely and clear communication

- Enhanced security without increasing manual workload

Automated communication of visitor application approval or denial and scheduled visit confirmation



- Timely and clear communication, thus allowing visitor to schedule visits with their loved one as soon as approved

- Timely communication verifying visitation appointment requests

- Reduction in workload by eliminating need to manually notify offender and reduce calls related to visitor application status

- Minimize staff involvement with scheduling which maximizes productivity on other work topics



Why we must improve

RECAP

Customer Satisfaction

Why we must improve recap...

- 101,072 Annual Visitors to DOC
- 1.6% of the MO Population
- Over double the number of State Employees



Bottom Line: Large customer base that needs our consideration.

Behind every
offender...



Maintained regular
visitation with friends
and family:

- 25% reduction in major, violent, and injurious acts of misconduct.

(Sorrenson and Reidy, 2020)

Why Visitation is Important

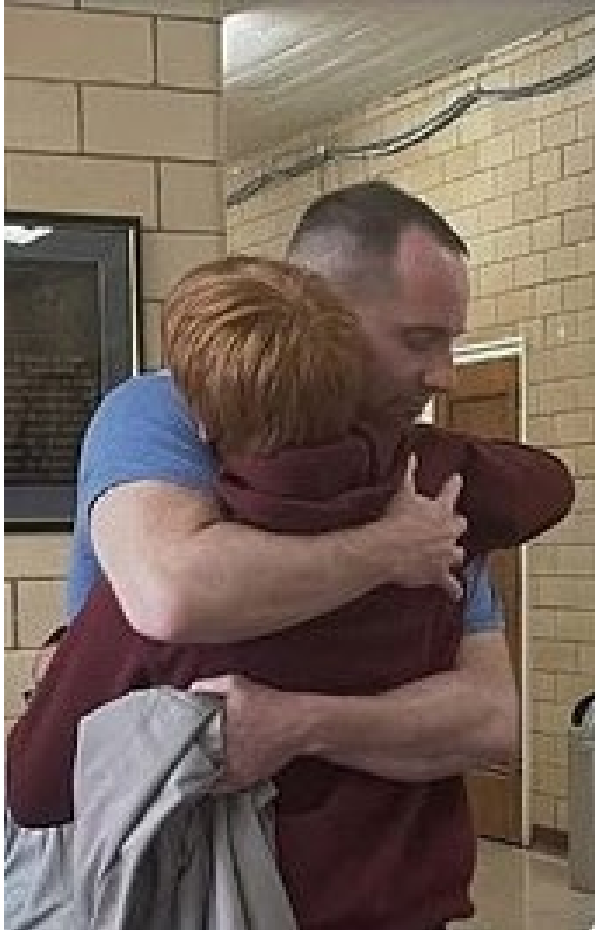
Why we must improve recap...

“Building a good customer experience does not happen by accident. It happens by design.”

- Clare Muscutt



Questions?



Thank you!

