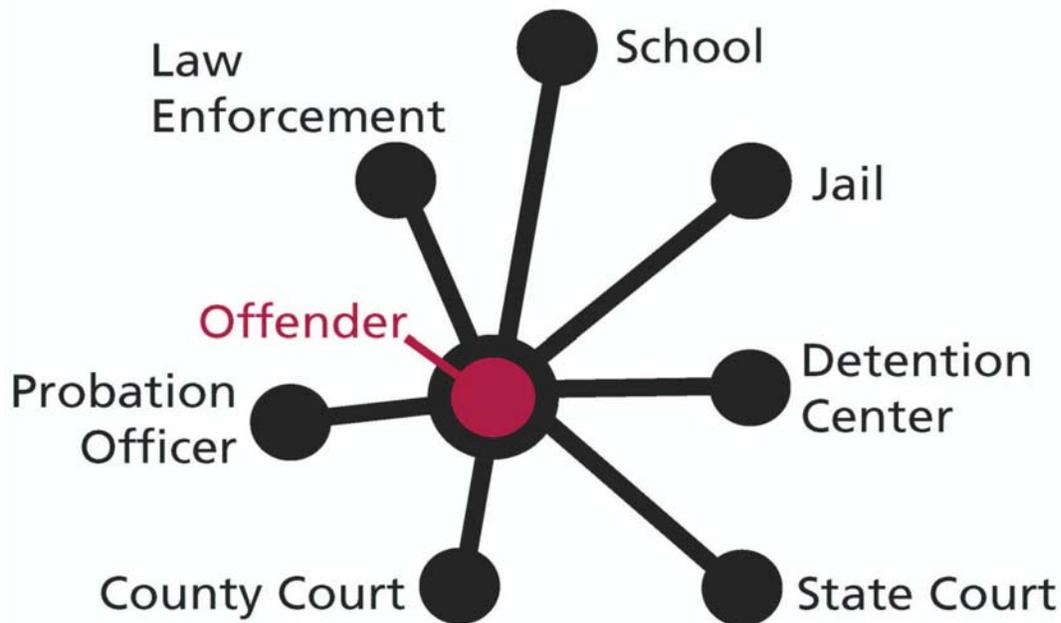




***Make Better Decisions With Better  
Access To The Information***



**Security Examples**

Prepared by:

Corey Johnson  
Sales/Marketing Manager

(208) 426-8217

[cjohnson@casemanagementsystems.com](mailto:cjohnson@casemanagementsystems.com)



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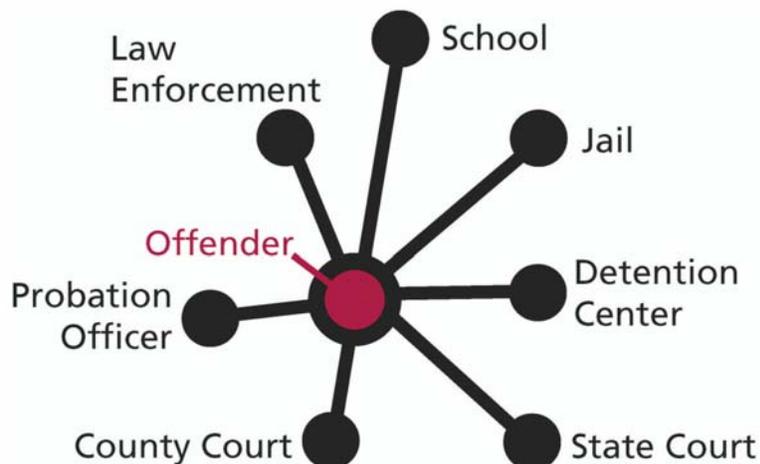


## *Mission*

To be a primary and effective resource for criminal justice professionals effecting positive change in the lives of offenders and their families, accountability to victims, and protection of the public.

## *Overview*

Case Management Systems (CMS) provides a complete probation case management and facility management solution to criminal justice professionals across the United States. Its software products track information of an offender throughout the criminal justice system – allowing better communication within individual offices and across physical and agency boundaries. Agencies benefiting from information sharing include schools, law enforcement agencies, courts, detention centers, jails, and probation departments. By reducing paperwork and improving communication among these authorities, CMS products make it easier to keep tabs on the details while enabling staff to focus on the people -- ensuring that nothing and “nobody” slips between the cracks





## *Scope of the Application:*

Our design philosophy was to create an application that could provide the minute details necessary for a case manager to manage the day to day activity on their caseload, a staff person in a facility could manage the daily activity, or provide the global perspective to managers so that they can see what is happening - daily, and plan for the future. The CMS application handles all that and more.

More specifically the CMS application manages the following information. This is not an all inclusive list. Our application is always expanding and improving to include more information.

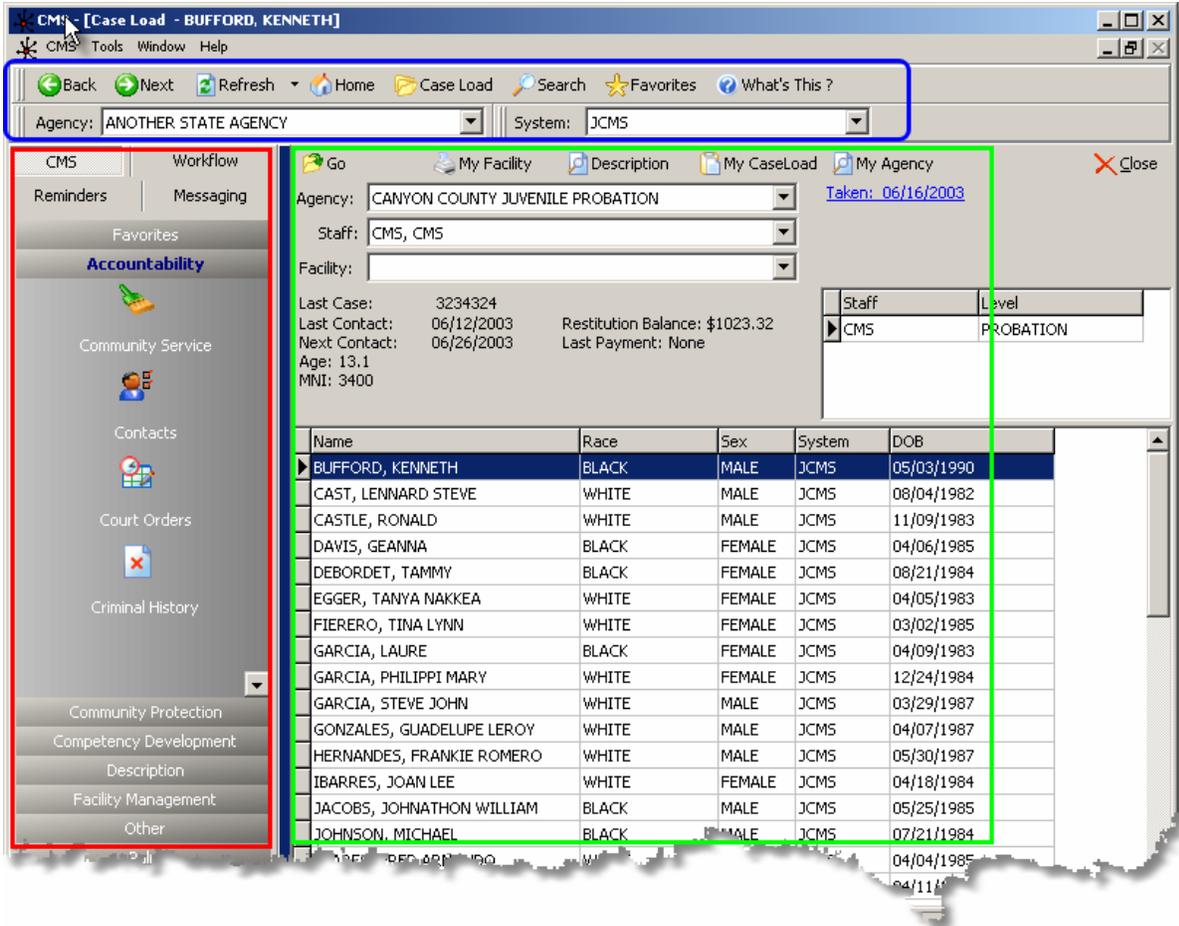
- Demographics
  - Address
  - Alias
  - Monikers
  - Benefits/Insurance
  - Scar/Marks/Tattoos
  - DNA Registration (Sex Offender)
- Contact information - Field notes
- Handheld Computer Interface
- Probation dates/ goals
- Documents/Document templates
- Criminal History
- Images
- Restitution
- Hearings
- Interstate Compacts
- Community Services
- Court Orders
- Fees
- Fines
- Drivers License
- External numbers
- Foster Care
- Medical Contacts/Conditions
- Payments/Payment Plans
- Referrals
- State Commitment Information
- Assessments
- Foster Care
- Programs
- Facility Management
  - Behavior
  - Orientation
  - Events
  - Facility Incidents
  - Housing
  - Placement Review
  - Prescriptions
  - Charges
  - Property
  - Visitors
  - Levels
  - Bar Code Scanning
- Case Assignment
- Case Plan/Participants
- Detention Orders
- Gang Associations
- Officer Safety
- Urinalysis
- Employment History
- School/School Suspension
- Risk/Needs Assessments
- Interface to other information systems
- Internet Access
- Caseload
- Reporting tools
- Ad-hoc Query tools
- Multi-dimensional Analysis
- Workflows
- AFCARS Data

We organize the information into the components of the Balanced Approach and/or allow users to create a list of "Favorites" that gives the individual users the ability to customize the look of the application. Additionally, through the implementation of security, system administrators get to decide who sees what, and what type of access each user or groups of users have.

## Deciding Whom gets to see What:

### Full use account:

The image depicted below provides an example of the caseload screen if the user has the appropriate privileges to see everything.

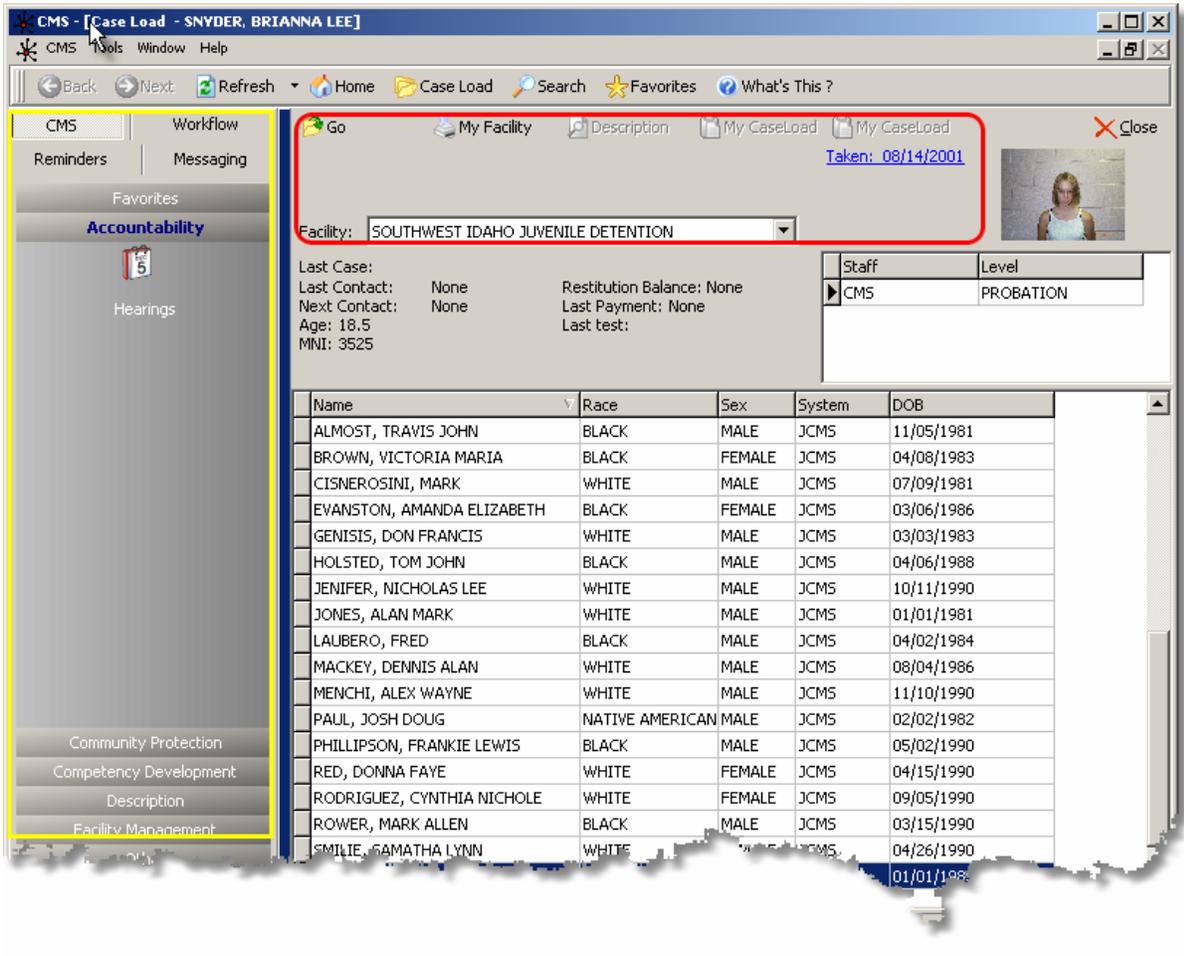


- All of the buttons are available at the top of the screen so that the user has complete navigation capability. In addition, this user has access to information contained in the system for multiple agencies and multiple systems (juvenile probation, juvenile facility, etc.).
- Under the 'Accountability' tab, this user has access to 'Community Service', 'Contacts', 'Court Order', etc.
- In the CMS workspace, this user can view all the information available and has access to all navigation buttons.



### Limited visibility account:

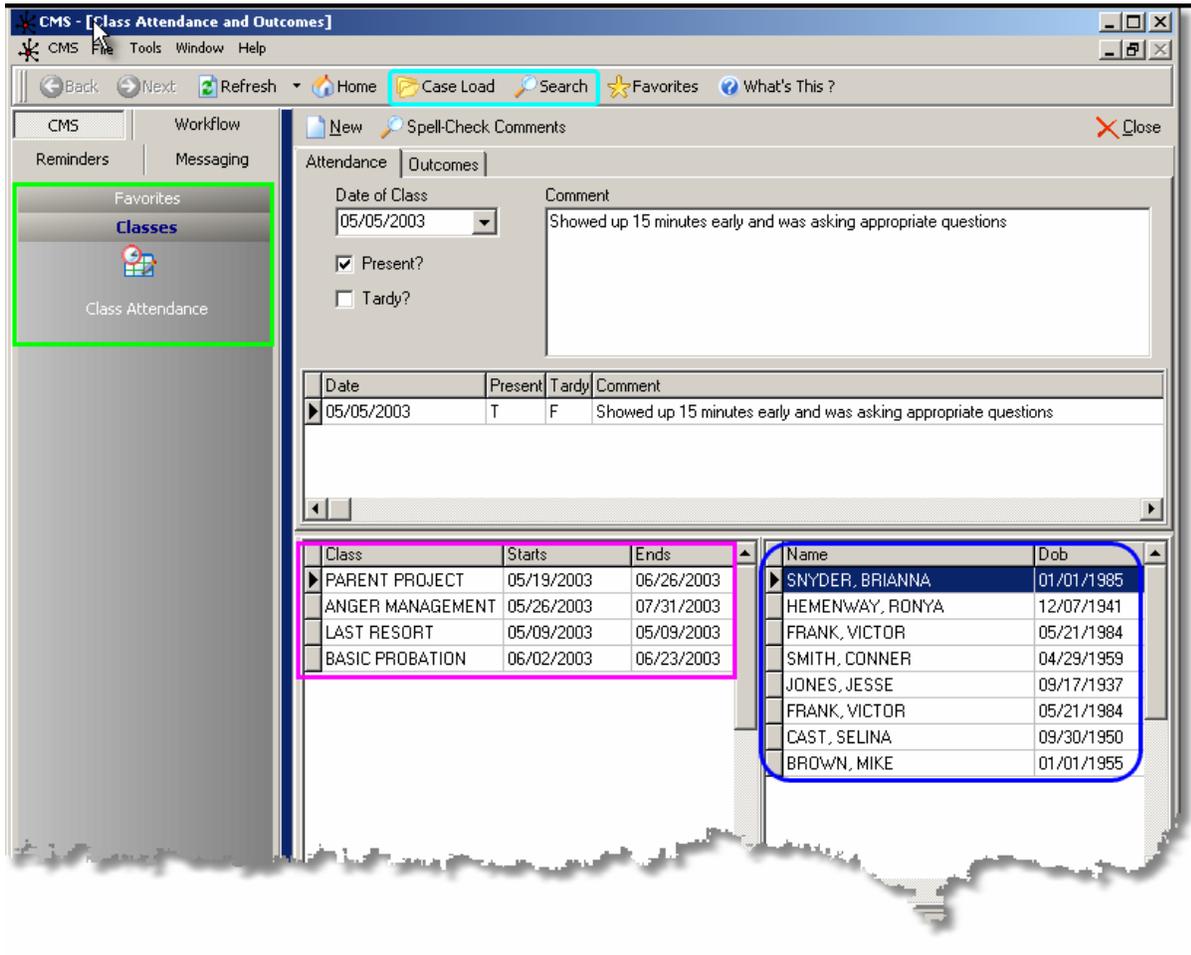
For this particular user, the type of information that can be seen on the “Case Load” screen is limited so that this particular user only has access to the list of offenders that are currently in custody in their facility:



- ❑ Notice that the drop-down lists containing agency information and caseload are not visible. Additionally, you can see that all the buttons, with the exception of ‘My Facility’ are disabled; this user only has access the list offenders that are currently in-custody at the facility that he/she works for.
- ❑ On the ‘Accountability’ tab, the only information that this particular user has access to is ‘Hearings’. All the screens that the full use account had access to are not available for this particular user.

## Even Less Visibility:

This particular user has even less information available. This is the only screen this user has access to:



- The 'Caseload' and 'Search' buttons have been disabled so that this user only has access to the offenders listed for the identified classes.
- The user only has access to the 'Classes' tab and subsequently the 'Class Attendance' screen. This user can only view the class information for the clients that are enrolled in the classes for which he/she has been identified as the class instructor.
- This part of the screen identifies which particular classes the user has access to; not necessarily all that classes that are currently being conducted.
- Highlighting an offender in the list allows the user to record attendance information and comments.



### *Visual Security:*

Although the same application is used in each of the three examples listed above, a different user account was elicited to activate the application. The CMS application is designed to share information across agency and physical boundaries. However, the extent of that information sharing is always within the control of the local system administrator.

The CMS application provides complete control over what type of information is available to the different users in the system. In some scenarios a user may see multiple tabs descending the left side of the screen; other users may only see one tab on the left. In another scenario, the user may see all the tabs down the left side, but the individual list of subsequent screens they have available could be limited. By controlling the visual attributes of every screen and the subsequent information contained within each screen, information sharing is facilitated while protecting pieces of the information.