

REPORT TO THE LEGISLATURE
Pursuant to P.A. 345 of 2004
Section 606(1-2)
Parole and Probation Agent Workload Study

On 2-4-05, a Joint Evaluation Committee (JEC) made up of representatives from DMB, Office of State Employer, UAW, and Department of Corrections met to evaluate bid proposals.

On 3-15-05, the Ad Board approved as the vendor the National Council on Crime Delinquency (NCCD) to perform the Agent Workload Study.

On 3-21-05, a contract was sent to NCCD. It is anticipated that NCCD will soon sign the contract and, if so, implementation of the contract will begin as early as the beginning of April 2005.

Timeline

The NCCD bid proposal projected a nine-month work plan. The plan assumes a start date no later than April, 2005 and an end date of December 31, 2005. NCCD considers this to be an expedited schedule as these studies typically take 10 to 12 months to complete.

Major Objectives

An expected outcome of the workload study is that it satisfies the external demand for defensible budget requests and the internal requirement of agency managers and supervisors for information they need to manage effectively, maintain accountability, and perform their public safety mission. Accordingly, the major objectives of the study are to:

- 1) Estimate the number of field agents the Department requires to supervise offenders placed on probation or parole and complete the field investigations assigned by courts or others.
- 2) Develop a workload reporting system.

Methodology

The study employs a prescriptive, case-based design. Officers are trained to record their time under actual field conditions. Officers are trained to record the time they require to:

- 1) Supervise a random sample of supervision cases during a two-month period;
- 2) Conduct a random sample of pre-sentence investigations, violation reports, or other court-ordered activities from assignment until completion; and
- 3) Perform case support of administrative tasks related to their primary tasks.

REPORT TO THE LEGISLATURE

Parole and Probation Agent Workload Study – Section 606 (1-2)

Page 2

The study method is prescriptive in that the workload estimates of the time required to perform agency supervision or investigative work is derived by observing cases that met or exceeded minimum agency performance requirements for each supervision standard, investigation, or report. In other words, the study determines how much time it takes to adequately supervise maximum, medium, or minimum risk offenders in the community and to conduct thorough reports.

The proposal describes methods in which NCCD will:

- 1) Identify critical agency tasks
- 2) Define critical agency tasks for data collection
- 3) Develop data collection tools
- 4) Pre-test data collection tools
- 5) Identify a workload study sample
- 6) Train vendor staff for data collection