

# Customer Impact: Michigan Department of Corrections

## Situation:

Michael Keck, COMPAS Program Manager for the Michigan Department of Corrections (MIDOC), has been an equivalent Supervision customer for almost two decades. He remembers a time when the department wasn't using any risk/need assessments, only internal instruments to determine supervision levels and programming needs.

## Challenges:

"Without the right assessment tools, we can't identify what the justice-involved individuals need to succeed. It's like throwing darts at a dartboard," said Keck. As a result, the department, much like many other departments at the time, couldn't customize programming for individuals in a meaningful way. This presented both supervision and individual outcome challenges.

## Solutions:

When the time came to evaluate all the bid responses, equivalent Supervision stood out because of their ability and willingness to customize and automate risk/need assessments. "Most vendors provide assessments as-is, right out of the box, without any flexibility," he said. "equivalent, from the beginning, has worked with us to help create what our department needs." In addition to building customized risk/need assessments, equivalent Supervision has created a QA module, automated several instruments and functionality, and conducted research projects to help MIDOC innovate within the industry. In addition, Keck noted that the equivalent Supervision solutions interface with their case management system so data can be shared easily.

## Impact:

"equivalent conducted research for us that helped us move from using arrest data to using conviction data in our risk scales; the data helped us determine not only that this was possible, but also that it was more accurate," said Keck. This type of innovation is common within MIDOC, a department that is continually pushing the industry to evolve. "equivalent's software and solutions have helped us pinpoint what we need to address with individuals to help them succeed," noted Keck. "They have helped us streamline processes in case planning by decreasing the number of clicks it takes to get from point A to point B." Now, the workflow is easier, functions are automated, data is centralized, and the department has realized many efficiencies. "We feel important and listened to as a customer," said Keck. "They have helped us better tailor programming for individuals by customizing risk/need assessments and have given us the flexibility to change as times change and the industry evolves."



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