

## Prison authorities choose a solution from Huber & Associates and IBM to control costs of managing fast-growing inmate population



Tougher sentencing guidelines implemented in the 1990s in Missouri have about doubled that state's prison population to 31,000 inmates in more than 100 housing units at 21 correctional facilities. The Missouri Department of Corrections has managed to stretch its staff and budget to accommodate the growth by eliminating some of the ways in which caseworkers have traditionally interacted with inmates.

For years, prison caseworkers spent a large part of their time acting as liaisons for individual inmates as the inmates sought information about money available to them in their prison bank accounts — typically earned from prison job assignments and deposited in their accounts or deposited by friends or relatives.

That arrangement started to change eight years ago when the department installed a network of personal computer-based kiosks with self-serve touch-screen capabilities — one kiosk in each housing unit. The system,

called Info-Mate, succeeded in taking caseworkers out of the business of relaying bank balance information.

It succeeded so well, in fact, that authorities started thinking about other routine inmate transactions whose administration might be offloaded from the caseworkers. These ranged from requisitions for medicines or medical attention to purchases of cigarettes, candy, pre-paid phone cards and other items through state employees at the prison canteens.

### Solution components

So officials went back to their information technology services provider, Huber & Associates, an IBM Premier Business Partner, to see what could be done. Huber came up with a solution based on IBM WebSphere® Application Server and the DB2® for i relational database on the System i® computing platform (previously named the iSeries®), along with a Linux® operating system on a thin client behind each of the touch screens.

### IBM Business Partner:

#### Huber & Associates, Inc.

*Huber & Associates develops and implements customized e-business solutions for government organizations, commercial businesses and educational institutions. Huber & Associates is headquartered in Jefferson City, Missouri.*



The kiosks are encased in hardened cast aluminum, and there are no keyboards. Huber also customized an open source Web browser that keeps prisoner interactions with the Internet within strict bounds.

The basic benefit has been a 50 percent increase in caseworker productivity since Info-Mate was installed, said Rod Kueffer, manager of the inmate banking system. He said the

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manager of the inmate  
banking system,  
Missouri Department  
of Corrections

caseworker workforce “has stayed level even as the prison population has soared, and in my own department, 13 employees are now doing the work that 21 did previously.”

System maintenance became easier, too. While Kueffer serves as the inmates’ bank manager from his office at headquarters in Jefferson City, the system is now able to be maintained by Huber personnel at Huber headquarters nearby. Management and maintenance of the earlier system had been another burden on prison employees. The new arrangement makes it much easier to add new kiosk applications.

### Phone usage

One new application — inmate self-serve purchases of telephone time via the kiosks — became operational in May 2008. It eased the workload on employees at the prison canteens who previously had to be involved in transactions for telephone time, and it triggered an immediate 10-to-15 percent jump in inmate telephone usage, Kueffer said.

Other applications scheduled to become part of the Info-Mate system include medical service requests, which will replace a labor-intensive and time-consuming routine involving paper forms and people doing daily cell-to-cell pickup runs. Medical staff, moreover, will have an easier time sorting out simple requests, say, for a couple of aspirin, from requests for more serious medical help.

Kueffer’s satisfaction with Huber & Associates and IBM is high. In particular, he said, “WebSphere and DB2 products on the System i work beautifully. We have no failures — no systems failures, no software failures, no failures at all,” he explained.

“That’s really saying something, given that some of our facilities are over a

hundred years old and are still un-air-conditioned. In all this, Huber is our go-to resource for anything IBM,” Kueffer said. “Their people are proactive, responsive and innovative in customizing the programs and putting everything together,” he said.

### Optimized Partner

Huber & Associates participates in IBM PartnerWorld® Industry Networks, which offers a rich set of benefits to all IBM PartnerWorld members who want to team with IBM to build their vertical market capabilities, expand their partner network and attract customers in the markets they serve. Huber is “optimized” in the government sector, which means it has developed further specialization by optimizing its applications with IBM technologies, achieving success with its own solutions and other criteria.

Ken Enloe, director of marketing and business development at Huber, said being an IBM Business Partner is “the foundation of our ongoing success.” Enloe also cited the IBM ISV Advantage for Small and Medium Businesses, which enables Huber to “stay on top of IBM developments.” And, he said Huber gets value from having its products listed in the IBM Business Partner Application Showcase.

### For more information

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For more about Huber & Associates and their products and services, visit: **teamhuber.com**

For more about the Missouri Department of Corrections, visit: **doc.mo.gov**



International Business Machines 2008  
IBM Corporation  
Route 100  
Somers, NY 10589  
U.S.A.

Printed in the United States of America  
12-08  
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