Team Name: Missouri Automated Criminal History Site (MACHS) Implementation Team

Nominator: Captain Timothy P. McGrail, Missouri State Highway Patrol, Criminal Justice Information Services Division

Nominating Department: Department of Public Safety

Category: Efficiency/Process Improvement

Executive Summary: [Executive summary page must be 12 points, Times New Roman font, and left justified. **Attach the executive summary to the front of the nomination**]

Each year the average person puts their life, or the lives of those they love, under the responsibility and care of countless strangers they have never met before. Positions of trust such as hospital employees, school employees, daycare operators, nursing home caretakers, and camp counselors all have a powerful influence over our lives, and many times have access to our personal data. Due to these factors, timely and accurate background checks of those in positions of trust have become as important as ever. It is for this reason that the Missouri State Highway Patrol implemented the Missouri Automated Criminal History Site (MACHS).

Pursuant to Section 43.500 RSMo., the Missouri State Highway Patrol's Criminal Justice Information Services Division is the central repository for all Missouri criminal history information. Prior to the implementation of Missouri Automated Criminal History Site (MACHS), individuals or businesses needing a background check had two options: 1) mail in a request via US Mail; or 2) request the record check in person at the Missouri State Highway Patrol General Headquarters in Jefferson City, Missouri. Due to the fact that all background checks had to be manually processed by a Missouri State Highway Patrol employee, this led to a significant backlog. It was not uncommon for individuals or businesses that mailed in their record check requests to wait up to eight weeks for a completed response. This obviously put a hardship on businesses and other organizations that counted on receiving timely background check information to make informed decisions on those they were wishing to hire. With the implementation of Missouri Automated Criminal History Site (MACHS), businesses and individuals now have a much faster option of requesting and receiving this important information.

Missouri Automated Criminal History Site (MACHS) allows users to create accounts and submit the personal identifiers of an individual via an online shopping cart or batch file upload for an open record criminal history search. The transmitted personal identifiers are then searched against the Missouri State Highway Patrol Computerized Criminal History System using a search query that mirrors the way a human operator would conduct the search. Results are then returned to the user's account. Within the first three months of implementation, Missouri Automated Criminal History Site (MACHS) processed 121,752 electronic record checks. Of those, 110,250 or 90.5% of these record checks were returned instantly to the user's screen without any human intervention required by employees of the Missouri State Highway Patrol. Consequently, Missouri Automated Criminal History Site (MACHS) not only greatly increases the efficiency and timeliness of name-based background checks, it also has allowed the Missouri State Highway Patrol to reallocate a significant number of staff who were previously required to oversee the manual background check process.

In the most recent survey released by SEARCH, the National Consortium for Justice Information and Statistics, 24 states currently receive name-based criminal history record check requests online. However, few states allow the results of these searches to be returned electronically to public users, and fewer still allow instant returns. As such, Missouri Automated Criminal History Site (MACHS) represents an innovative solution to the goal of providing criminal history information to the public that is both timely and accurate.

I. GENERAL INFORMATION

Department: Department of Public Safety

1. **Project or team name.** Missouri Automated Criminal History Site (MACHS) Implementation Team

2. **List the name of all team members, job titles, state agency department, and/or community organization.** [please list alphabetically by last name]

   Linda K. Amos - CIT Specialist II - Missouri State Highway Patrol
   Mark A. Ashcraft - CIT Specialist II - Missouri State Highway Patrol
   Sandra (Sandy) L. Bexten - CIT Specialist II - Missouri State Highway Patrol
   Howard G. Carter - Prog. /Analyst Manager - Missouri State Highway Patrol
   Kerry K. Creach - Sr. CJIS Mgr. - Missouri State Highway Patrol
   Connie L. Daniels - Fingerprint Technician Supervisor - Missouri State Highway Patrol
   David Donaldson - Database Specialist - Computer Projects of Illinois (CPI)
   Pamela (Pam) E. Ferguson - CIT Specialist II - Missouri State Highway Patrol
   Lieutenant Steven J. Frisbie - Assistant Director -- Missouri State Highway Patrol
   Carol A. Kampeter - Fingerprint Technician Supervisor - Missouri State Highway Patrol
   Mark Kersten - Programmer - RKV
   Michael Khan - Database Specialist - Computer Projects of Illinois (CPI)
   Roger Killingsworth - Project Maager - Computer Projects of Illinois (CPI)
   Susan (Sue) C. Lauberth - Fingerprint Technician Supervisor - Missouri State Highway Patrol
   Jerry Leinberger - Director of Database Development - Computer Projects of Illinois (CPI)
   Jeffrey (J.D.) D. Reece - Senior CJIS Manager - Missouri State Highway Patrol
   Dianne E. Ruettgers - Tech. Support Manager - Missouri State Highway Patrol
   Erik Snyder - System Analyst - Computer Projects of Illinois (CPI)
   Arthur (Art) T. Wilkins - CIT Specialist II - Missouri State Highway Patrol

3. **Describe the project** (*200 words or less*)

The Missouri State Highway Patrol's Criminal Justice Information Services Division serves as the official central repository for all Missouri criminal history information. Prior to this project, individuals needing name-based open record criminal background checks were required to either request this information via mail or in person at the Missouri State Highway Patrol General Headquarters in Jefferson City, Missouri. Between 500,000 to 600,000 record checks per year were conducted in this manner, which led to large backlogs requiring individuals to wait up to eight weeks to receive a response to their requests.

To streamline the background check process, the Missouri State Highway Patrol developed the Missouri Automated Criminal History Site (MACHS). This project included the development of a public-facing website and computerized criminal history system interface. This website allows the public to conduct open record criminal background checks on persons of interest through the Missouri Criminal Record Repository and, in most cases, receive results instantly.

4. Nomination category.
(Check only one)

☐ INNOVATION   ☐ CUSTOMER SERVICE

☒ EFFICIENCY / PROCESS IMPROVEMENT   ☐ TECHNOLOGY IN GOVERNMENT

5. Describe why you selected this nomination category.

The nomination category of efficiency/process improvement was selected for MACHS due to its ability to respond immediately to background check responses in over 90% of all requests, as well as the fact that human intervention is no longer required in these cases. This has not only allowed the MSHP to reallocate the staff who were previously used for this process, it has decreased response time from 8 weeks at its peak to a matter of seconds.

II. BACKGROUND

1. When did the team begin its work?

Fall of 2009

2. When did the team implement this project?

February 7, 2011

3. How long has the project been implemented?

☒ 0 - 3 Months   ☐ 4 – 6 Months   ☐ 7 - 9 Months

☐ 10 – 12 Months   ☐ 12 or more   ☐ On-going Project

III. RESULTS/ACCOMPLISHMENT

1. What did the team accomplish? *(150 words or less)*

Previously requests for criminal record checks had to be mailed, or requested in person, at the Missouri State Highway Patrol General Headquarters. Now these requests can be made and results returned electronically via the Internet. In its first three months of implementation, Missouri Automated Criminal History Site (MACHS) completed over 100,000 record checks with over 90% of the responses returned instantaneously. While the citizens of Missouri were the main targets of this website, the Missouri State Highway Patrol has found that it has also received criminal record requests from all over North America, including Canada and Mexico. In doing so, this team has contributed greatly to public safety by increasing the efficiency of the record check process and decreasing the amount of time it takes to receive a criminal background check. Because of this, employers such as daycares, nursing homes, and schools can better make informed decisions about those they are hiring into positions of trust.

2. Which of the following describes the benefits of the accomplishment? (Check all that apply and provide an explanation)

☐ cost reduction   ☒ time savings

☒ improved process   ☐ other: describe

3. Explain how the accomplishments of the team are beyond regular duties and responsibilities (*150 words or less*).

Electronic background checks had long been a goal of the Missouri State Highway Patrol; however, the return of criminal history information over the Internet presents unique challenges. Even though the information returned is public record, these record checks are conducted utilizing an individual's unique identifiers, including names, date of births, and social security numbers. Thus, keeping this private information secure was the number one goal of the team. Another goal of the project was to ensure that a search could be conducted and completed quickly and accurately with minimal human intervention. To meet this goal, the matching criteria built within Missouri Automated Criminal History Site (MACHS) were aligned as closely as possible to how a human operator would match those criteria on a manual record check. To accomplish these goals, the team developed innovative solutions that were put through extensive testing.

IV. MEASUREMENT/EVALUATION

1. **Describe how the success of the project was measured and what outcomes were achieved.**
   (description should not exceed *300-500 words*)

The success of the project was measured against three criteria: 1) the number of criminal record checks submitted through Missouri Automated Criminal History Site (MACHS) and the resulting decrease in mailed-in requests requiring manual processing; 2) the percentage of record check requests being returned instantaneously to users without human intervention; and 3) feedback from the public regarding Missouri Automated Criminal History Site (MACHS).

During its first three months Missouri Automated Criminal History Site (MACHS) completed 121,752 electronic record checks. Of these, 110,250 (90.5%) were returned instantaneously on screen to the user. When compared to the wait time of up to 8 weeks that was associated with record checks prior to the implementation of Missouri Automated Criminal History Site (MACHS), this greatly decreased response time represents the chief indicator of the success of this project. As a result of Missouri Automated Criminal History Site (MACHS), mailed-in record check requests requiring manual processing have decreased by 35% when compared to last year and are expected to continue to decrease further. This has allowed the Missouri State Highway Patrol to reassign personnel who were previously assigned solely processing mailed in record checks.

Lastly, prior to making Missouri Automated Criminal History Site (MACHS) available to the general public, the Missouri State Highway Patrol allowed all interested state agencies to pilot the site for record checks for state employment or licensing purposes. During the pilot, the feedback from these agencies was overwhelmingly positive. Once the site was implemented for the general public on February 7, 2011, the Missouri State Highway Patrol continued to receive positive feedback from private individuals and organizations as well.

2. **Are the benefits derived from this project:** (Check only one.)

☒ Recurring   ☐ One-time

V. RECOGNITION/AWARDS

1. **Has this project ever been nominated for the Governor's Award for Quality and Productivity? If yes, when?**

No

2. If yes, for which category was it nominated?

NA

3. Has this project received any other awards or recognition in the past? If yes, describe.

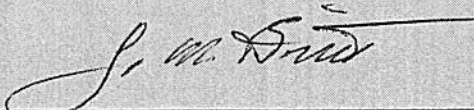No

VI. NOMINATOR'S INFORMATION
NOMINATING DEPARTMENT

Name	Signature	Telephone Number	E-Mail Address
Colonel Ronald K. Replogle		573-526-6120	ron.replogle@mshp.dps.mo.gov

VII. DEPARTMENT COORDINATOR INFORMATION
DEPARTMENT

Name	Signature	Telephone Number	E-Mail Address
Mary Beckwith	Mary Beckwith	(573) 751-5424	mary.beckwith@dps.mo.gov

VIII. DEPARTMENT DIRECTOR APPROVAL

DEPARTMENT DIRECTOR'S NAME	DEPARTMENT DIRECTOR'S SIGNATURE*
John Britt	

Nomination must be signed ONLY by the Department Director to be eligible for consideration. Nominations not signed by the Department Director will be returned to the agency coordinator.