

SolidCircle solved 51 fingerprint related issues while improving the accuracy and reliability of information.

The Challenge

- The three segments in the Law Enforcement Information Network (LEIN) were not properly constructed due to missing fingerprints, incorrect ORI numbers, and non-entry of dispositions.

Consequences

- The Pending Case Report from the state showed a huge number of cases with several assigned to the incorrect court.
- Probation Violations showed up on the Open Case Report.
- As these LEIN segments were created by different offices at different stages of the case, there was no one responsible party, leading to miscommunication between parties and an overall lack of confidence in the accuracy of the case information.
- Increased the potential for an individual charged with Criminal Sexual Conduct to obtain a school bus driver's license.

Our Approach

- Implemented "See Them Print Them" by installing a fingerprint machine at the court.
- Created a fingerprinting team to work through related issues.
- Developed a checklist to help correct ORI numbers and ensure fingerprints are transmitted correctly.

The Results

- Created solutions to 51 issues.
- 85% reduction in the number of cases on the Open Case Report.
- 79% reduction in the number of cases on the Pending Case Report.
- Improved the accuracy and reliability of fingerprinting information.
- Improved the satisfaction of Sheriff's Office and Court employees.
- Improved customer perception of the court experience.

Testimonials

"SolidCircle worked with our group and created an Oversight Committee and a small workgroup. The Oversight Committee identified the known problems affecting fingerprint capture, data transmission, and LEIN inaccuracy problems. As a result of working with SolidCircle, we have resolved a number of issues through an organized approach and teamwork due mainly to their leadership. The Fingerprint and LEIN Oversight Committee has overcome a significant number of issues in just a few months and we anticipate resolving the majority of the problems within the year."

Deanna Sears, Office Administrator,
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Ottawa County, Michigan