2021

Division of Arkansas Crime Information

Arkansas Department of Public Safety

Strategic Plan

<u>Mission</u>: To administer the states automated criminal justice information system in an efficient and cost effective manner so as to provide timely, accurate and reliable data both to the public, as provided by law, and to local, state, and federal criminal justice agencies as an integral tool in the execution of their duties to protect the citizens.

<u>Vison</u>: To efficiently and securely maintain and deliver accurate and reliable data both to the public, as provided by law, and to the Arkansas Criminal Justice community.

Core Values:

✧ Accountability

✧ Accuracy

✧ Security

✧ Efficiency

✧ Teamwork

<u>Goals</u>:
1. Provide correct and secure information.
2. Instruct the required training for the state's criminal justice community.
3. Provide quality statistics for criminal justice agencies as requested to assist with grants to improve the community.
4. Provide online services to the citizens of Arkansas.
5. Improve employee fulfillment.

Goal 1: Provide accurate and secure information.

✧ *DPS Metrics: Delivery of Services – Improved Customer Service & Operational Integrity & Compliance – Audits*

Measurable Object 1: Terminal agencies have access to accurate data 99.9 percent of the time.

Strategy 1: 24 hour monitoring by the DPS Help Desk.

Measurable Object 2: Data entered into ACIC and NCIC is accurate, complete, accessible and valid.

Strategy 1: Conducting training for courts and law enforcement agencies to read and enter criminal data correctly.

Strategy 2: Audit agencies entering records into the ACIC and NCIC system for compliance.

Measurable Object 3: Criminal justice and noncriminal justice request for arrest and disposition information is complete.

Strategy 1: Audit criminal justice agencies submitting arrests, fingerprints, and judgements and dispositions for adult and juvenile offenders.

Strategy 2: Audit noncriminal justice agencies to ensure compliance with federal law.

Strategy 3: Conduct security audit of any agency connecting directly to ACIC.

Measurable Object 4:   The total number of sex offenders maintained in the Arkansas Sex Offender Registry matches the number of offenders in the National Sex Offender Registry.

Strategy 1: Train Sex Offender Registry officers to enter all of the necessary information.

Strategy 2: Review reports from the corresponding database.

Goal 2: Instruct the required training for the state's criminal justice community.

✧ *DPS Metric: Optimization of Enterprise Efficiencies – Performance Improvement*

Measurable Object 1: Users complete 4,500 training hours quarterly.

Strategy 1: Conduct user trainings that are easily accessible and provide hands on training for advanced users.

Strategy 2: Develop and provide short training videos in conjunction with other Divisions of DPS to provide updated information to advanced users.

Strategy 3: Communicate through the secure network, the nexTEST, and email any updates that would assist with a successful entry in to the system.

Strategy 4: Training users on the correct procedures for entry of data into the ACIC and NCIC systems.

Goal 3: **Provide quality statistics for criminal justice agencies as requested to assist with grants to improve the community.**

✧ *DPS Metric: Optimization of Enterprise Efficiencies – Performance Improvement*

Measurable Object 1: Publish the Crime in Arkansas stats by June 1 of each year.

    Strategy 1: Monitor the submissions from the agencies required to submit NiBRS.

    Strategy 2: Collect the statistical requirements for the NiBRS reporting.

Goal 4: **Provide online services to the citizens of Arkansas.**

✧ *DPS Metrics: Delivery of Services - Ease of Interaction*

Measurable Object 1: Allowable sex offender registry information.

    Strategy 1: Publish sex offender registry data to the Division website.

Measurable Object 2: Victim Information and Notification Everyday.

    Strategy 1: Provide a searchable database of offender information for victim registration.

Measurable Object 3: Hot file verification.

    Strategy 1: Online ability to verify a vehicle's status in the stolen vehicle file.

Goal 5: **Improve employee fulfillment.**

✧ *DPS Metrics: Optimization of Enterprise Efficiencies - Personnel*

Measurable Object 1: Quarterly employee review.

    Strategy 1: Division team building exercises.

    Strategy 2: Distribute employee satisfaction survey.

    Strategy 3: Improve breakrooms.

    Strategy 4: Improve environmental conditions.