

Sixth District Department of Correctional Services POLICY	Issue Date 12/5/14	Effective Date 07/01/22	Policy Number 154-22
Subject IOWA CORRECTIONS OFFENDER NETWORK (ICON)		Review Month June	Author 447 MAC
Rescinds 154-19	References Iowa Administrative Code 201-40.5(3(b))		

POLICY:

The Department ensures compliance with data entry and maintenance requirements related to the Iowa Corrections Offender Network (ICON) statewide database application.

DEFINITION:

1. Iowa Corrections Offender Network: ICON is a comprehensive database system designed to record, store and provide information to staff about the clients who are currently under supervision and/or have received our services in the past. ICON is designed to capture and store large amounts of data. In order for the system to generate accurate reports, users must enter data consistently and properly. The quality of the output is entirely dependent upon the accuracy and timeliness of the input.
2. Client Lock: A method to lock out staff from viewing a specific client's information in ICON.

PROCEDURE:

1. All staff authorized to access ICON receives training in ICON, and ICON related modules such as – Critical Incident Program, ICON Banking, ICON Mobile, Kiosk, HRU, Medical, etc., depending on specific job related duties.
 - A. Department wide training provided by ICON master trainers as needed, according to modifications made to ICON.
 - B. Ongoing communication from master trainers regarding modifications made to ICON to ensure consistent data entry and system utilization.
 - C. All new staff receives ICON training and ICON 101 booklet, as needed, according to their specific job responsibilities.
2. ICON business rules are available in ICON via HELP buttons and also maintained in a public Share Point folder (go to Yukon/ DOC Portal/ICON Business Rules).
 - A. All staff are notified of new or amended business rules.
 - B. It is incumbent upon each staff member to review, stay current, and implement rules according to their specific job responsibilities.

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PROCEDURE: (continued)

3. All staff authorized to access ICON do so according to Computer, Internet & E-mail Use policy (063) which covers logons, passwords, and overall general security of various systems utilized by the Department.
 - A. All data entries in ICON automatically reflect the staff member's name that entered the data. Staff is responsible for any information entered under their logon, therefore allowing others to use personal logon and password is highly discouraged.
4. Confidentiality of client information applies to electronic records; refer to Confidential Client Information policy (102).
 - A. Accordingly, staff only access client information directly related to their job responsibilities.
 - B. If an employee's family member, friend, etc. is receiving services from the Department, it is the employee's responsibility to report this information to their Supervisor so that a Client Lock can be implemented in ICON.
5. Data entry is completed according to the ICON Minimum Data Entry Requirements found in ICON through System>Help>Business Rules (check General Help Files). The document is also in Share Point. In all cases, information dated during a specific month must be entered into ICON within the first seven (7) days of the month following the corresponding action. (i.e. Court Order dated January 25, must be entered no later than February 7.) Supervisory staff are responsible for the general monitoring and compliance of requirements.
6. Regular auditing of data is completed utilizing reports generated by the Department of Corrections, and internal audit reports generated through ICON AdHoc reporting. Upon being notified, staff is responsible for correcting errors by the date requested in the notification.
7. Case management staff to utilize the Caseload Assistant application to ensure data entry requirements are met by selecting "Missing" in the Audit_Result field. Specific items of interest can be selected in the Items field
8. Numerous reports are available through ICON for case management, statistical purposes and to ensure optimum utilization of District resources. Additional special reports can be generated as requested through AdHoc reporting.
9. All staff utilize ICON Templates and merge forms when available.

BY ORDER OF:

Bruce Vander Sanden, District Director