



STATE OF NEW HAMPSHIRE

Executive Council

STATE HOUSE ROOM 207

CONCORD, NEW HAMPSHIRE 03301

(603) 271-3632 FAX: 271-3633



Executive Councilor Janet Stevens

(603) 498-0546

Janet.L.Stevens@nh.gov

DATE: March 4, 2026

John Formella
Attorney General
New Hampshire Department of Justice
One Granite Place
Concord, NH 03302

Dear Attorney General Formella,

I am writing to formally request immediate action regarding the ongoing failure of the New Hampshire Department of Corrections (DOC) Field Services Division to timely distribute restitution payments to victims of crime. **Currently, the DOC manages approximately 13,000 active offender restitution cases, impacting roughly 21,000 victims.**

Under RSA 651:61-a, the New Hampshire Legislature established restitution as an important part of the rehabilitation process, reinforcing the offender's sense of responsibility for the offense they committed, providing the opportunity for offenders to pay their debt to society and to the victim, and easing the burden of victims.

Victims of crimes are left with significant expenses as a result of the crime committed against them and they rely on restitution funds to pay medical bills, counseling expenses, make up for lost wages from missed work, transportation costs to court appearances, damaged or stolen property, compromised bank accounts, funeral expenses, and more. **Any disruption to disbursing these funds is a failure of the state to meet its statutory obligation to victims of crime.**

Presently, the DOC's Field Services Division is operating with only four collections officers — a significant reduction in personnel from when the Division was fully staffed with eleven professionals nearly a decade ago. These staff fulfill a vital responsibility to oversee restitution accounts, collect payments from offenders, and disburse funds to victims. **However, reports indicate that nearly 60 percent of offenders — approximately 8,000 individuals — have not made a restitution payment in 60 days or more.**

Even more troubling, of the estimated \$2 million that the Division collected in 2025 on behalf of victims, \$1 million of those funds have still not been dispersed to victims as of January 2026. The current staffing level is simply not sufficient to manage the high volume of cases and has placed a strain on the Division's capacity to effectively collect restitution and ensure consistent and timely disbursements to victims. **Victims who are legally entitled to these funds are experiencing prolonged and unjustifiable delays and without being notified or provided any explanation of these delays.**

RSA 21-M:8-k, NH's Crime Victim's Bill of Rights, grants victims the right to full and timely restitution.

Additionally, under RSA 21-H:3, NHDOC must ensure that victims are treated in a manner consistent with their rights. Restitution is not discretionary: **it is a statutory right that the State is obligated to meet.** When funds have been collected but are not being transmitted to victims, the State is clearly in violation of the statute.

After three years of implementation delays, failed data integration, and repeated contract amendments — and after investing **\$8.7 million in taxpayer funds** into a new Offender Management System — the Department's CORIS platform still cannot reliably perform its most basic statutory function: processing restitution payments to victims.

The Department has attributed much of the breakdown to the CORIS Offender Management System (OMS) implemented under a \$6.5 million contract with **Abilis Solutions LLC – recently acquired by N. Harris Computer Corporation**. The OMS is the DOC's primary source of electronic record keeping and data files including but not limited to sentencing detainers, disciplinary/conduct, supervision notes, program completion and other areas of daily operational management of the residents who are under the custody and jurisdiction of the Department. Originally, the anticipated “Go Live” date was January 2025. In February 2025, the NH DOC requested a no cost extension amendment to the original contract, extending the completion date to June 30, 2025.

A few months later, it was identified that a failure to properly integrate data from **CORIS V4 to CORIS V8 created a disruption in service capabilities. This was not publicly identified until August 2025.** At the time, victims awaiting restitution disbursements reported being told no checks would be issued until September, after months of delay without explanation. Unfortunately, this issue remains ongoing. **In January 2026 it was reported that some payments were being disbursed on a limited basis until the remaining technical issues were addressed.**

Although a \$2.2 million maintenance contract from May 2023 remains in place, the system reportedly cannot properly process payments in certain victim categories - “incarcerated” and “offenders who are responsible to multiple victims” - and continues to experience operational failures.

These challenges are not only impacting restitution payments, but other DOC programs as well. **In November 2025, as part of a performance audit update, it was reported that the delayed rollout of CORIS V8 has also prevented the DOC from creating and implementing a mechanism to track benchmarks, progress, and recidivism of the Sex Offender Treatment (SOT) program.** It was not possible to track metrics to determine whether the program was effective under the previous version of CORIS (V4), and it was suggested that the OMS would not be stable enough to run new reports and start tracking these metrics for another 6 months.

I am also aware of ongoing legislative efforts, including **HB 1576, which seek to modernize RSA 651:61-67, a statute that has not been meaningfully updated in nearly 30 years.** This legislation would strengthen the statute by establishing new mechanisms for enforcing offenders' criminal restitution obligations and by outlining clear guardrails for victim notification, ensuring their rights are upheld. While this legislation is a critical step to improve the restitution process for long-term accountability and success, **existing law already requires the enforcement and distribution of restitution. The Department of Corrections has failed to meet their obligations to victims for almost a year.** There is an immediate need to address the ongoing disruptions to the offender management system and resolve these issues expeditiously.

New Hampshire law requires that a 17% administrative fee is collected in addition to the victim's total restitution (15% towards the DOC for collections and 2% to the NH Victim's Assistance Fund). **This means that 83% of every payment submitted by the offender is deposited directly to a crime victim's account.** In FY25, \$258,280 was generated for the DOC's collections efforts and was used to pay part time staff to assist with collecting and processing restitution payments.

To implement HB1576, the DOC states it would need to hire three new case managers, as well as one accountant (\$328,000 in FY28 and \$344,000 in FY29). Additionally, several provisions in the bill related to automatic deduction of restitution from inmate accounts, enforcement authority, and victim notification

requirements are not currently supported by the OMS software, requiring system modifications. Outside programming and vendor support will be needed to make these updates operational.

Accordingly, I respectfully request that your Office:

1. Conduct an immediate review of the DOC's compliance with statutory restitution obligations.
2. Determine whether the failure to disburse collected funds constitutes a violation of victims' rights under state law.
3. Establish a corrective action plan with clear deadlines to ensure that collected restitution is promptly distributed.
4. Evaluate vendor accountability under the existing offender management system contract - including a full accounting of expenditures and clarification on balance of 10% contract withholding and contingency fees.
5. Provide a public timeline for full operational restoration of restitution processing.

Crime victims should never bear the burden of administrative failures, software deficiencies, or staffing shortages. If restitution has been collected, it must be paid. If enforcement mechanisms are inadequate, they must be strengthened. If vendor performance is deficient, it must be addressed.

I urge your office to treat this matter with the urgency it demands and to take all necessary action to restore confidence that New Hampshire will uphold its statutory commitments to crime victims.

Sincerely,

Janet Stevens
Executive Councilor
District 3

###

Executive Councilor Janet Stevens of Rye represents the 266,000 residents living in District Three, which encompasses the cities and towns of - Atkinson, Brentwood, Chester, Danville, Derry, E. Kingston, Epping, Exeter, Fremont, Greenland, Hampstead, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, Newton, No. Hampton, Pelham, Plaistow, Raymond, Rye, Salem, Sandown, Seabrook, So Hampton, Stratham, Windham and the City of Portsmouth.