

# Juvenile Probation CMS Replacement Project

## State of Arizona – Arizona Supreme Court Project Investment Justification (PIJ)

November 15, 2023

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### Agency Vision

*Provide Arizona's citizens with an independent, accessible, integrated judicial system, that maintains a high degree of public trust and confidence; serve as an asset to Arizona by dispensing justice, resolving human disputes, and conducting its administrative functions in a fair, equitable and just manner; and operates efficiently and expeditiously.*

### Agency Mission

*Assist the Chief Justice in carrying out the constitutionally prescribed responsibility for providing administrative supervision over the integrated Arizona Court System and support the Chief Justice in providing quality administrative leadership and assistance to Arizona's courts.*



# Team Introduction

## Roles Present at ITAC

- Dave Byers – Arizona Supreme Court, Administrative Director
- Karl Heckart – Arizona Supreme Court, Chief Information Officer
- Shanda Breed – Arizona Supreme Court, Director of Adult Probation Services Division
- Joseph Kelroy – Arizona Supreme Court, Director of Juvenile Justice Services Division
- Amy Stuart– Arizona Supreme Court, Project Manager

# Project Introduction

## Stated Operational/Business Issue

- Building off the original project to replace our Adult Probation Enterprise Tracking System (APETS) solution with a centralized Customer Management Solution (CMS) housing both Adult and Juvenile data.
- The Juvenile Online Tracking System (JOLTSaz) has served as the management system for Pima and the rural counties for the past 10 years. For Maricopa County the integrated Court Information System (iCIS) has been utilized for over 15 years. The Court has a dire need for a statewide approach using a solution that meets the needs of our very diverse user groups for both juvenile and adult probation in the state of Arizona.
- As automation systems age, the cost of maintaining them increases dramatically. Custom-developed systems suffer the additional risk of losing their development staff to attrition over time. Technical support for the tools used to develop and enhance the software also falls into obsolescence.
- The current legacy systems lack support for a more virtualized workforce and the needs of a distributed client base.

## Benefit to the State Agency and Constituents

- The selected system provides support for a mobile workforce with internet-based portals to interact with our client base, along with managerial analytics.
- The new COTS (custom off the shelf) product is based on modern, vendor-supported technology on a **cloud-based** platform reducing future support costs and complexity of operations.
- The utilization of one system by all juvenile departments will streamline business processes and ease the burden of managing **multiple systems**. With 8 out of 15 counties having a consolidated adult and juvenile probation departments, having a common case management system for both adult and juvenile probation eliminates the need to integrate solutions between departments.

# Proposed Solution

## Due Diligence and Method of Procurement

- An RFP (RFP 21-03) was published on October 28, 2021 which began the procurement process for obtaining a vendor-managed, off-the-shelf, probation case management solution.
- AOC, along with statewide stakeholder engagement, proceeded with the established vendor selection process for proposals received. At the end of the proposal evaluation period, Tyler Technologies' case management system was selected as the solution that would best serve the probation needs of the state.

## Technology

- Tyler Supervision is able to provide a single comprehensive CMS solution for Adult Probation and Juvenile Probation. 8 out of 15 counties have consolidated adult and juvenile probation departments; having a common case management system for both adult and juvenile probation in the State of Arizona would streamline business processes and ease the burden of managing multiple systems. This also eliminates the need to integrate solutions between departments and provides true visibility to all probation data across the state.
- The solution is securely hosted in the AWS GovCloud, is mobile-ready, and provides full case monitoring and reporting capabilities.

# Proposed Solution

## Overview of Proposed Solution

- Tyler Technologies' cloud-based system can provide a single comprehensive CMS solution for both Adult & Juvenile Probation. Tyler Supervision provides full **case monitoring** and **reporting** capabilities as well as the ability to scan and store imaged documents and electronic files.
  - The solution will provide **mobility** so that officers can access system data while in the field; this also includes offline capabilities. The solution also offers **secure online portals** for client/officer communications and for provider interactions.
- The system is currently being implemented in the Adult Probation departments statewide as approved by ITAC in September of 2022.
  - The Courts will be providing a Change Request to be submitted to ITAC for the December 2023 meeting documenting the removal of the Juvenile tracks from the original project.

# Project Responsibilities

## Identify Proposed Solutions Responsibilities

### Court

1. Resource Management
2. Issue Escalation
3. Contract Management
4. Manage Deliverables
5. Change Management
6. Project Management

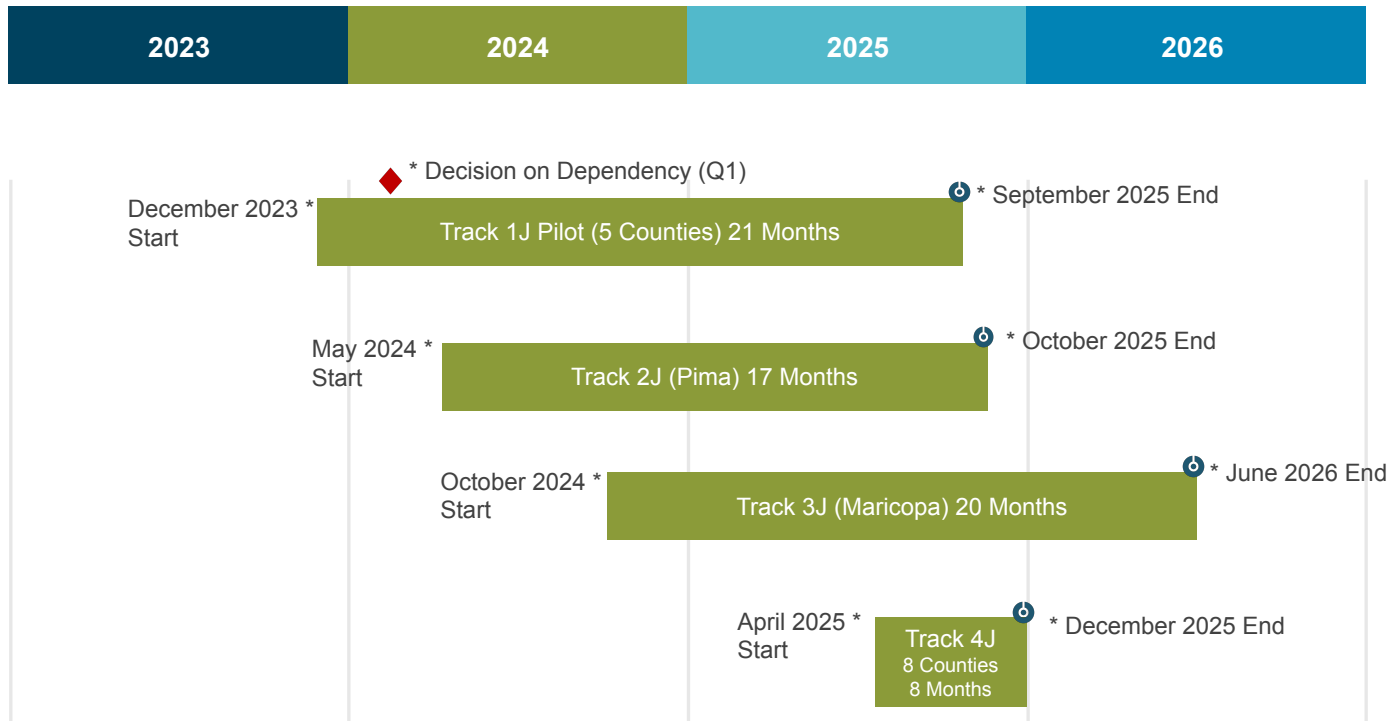
### Shared

1. Initiate & Plan
2. Assess & Define
3. Prepare Solution
4. Solution Validation
5. Training
6. Go-Live Preparations
7. Go-Live Support
8. Post Go-Live Activities

### Tyler Technologies

1. Resource Management
2. Issue Escalation
3. Contract Compliance
4. Provide Deliverables
5. Project Management

# Supervision Implementation Summary for the State of Arizona Juvenile Probation





# Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$515,180	\$1,030,360	\$645,680			\$2,191,220
Hardware	\$45,759	\$89,018	\$69,784	\$38,050	\$16,525	\$259,136
Software						
Communications						
Facilities/Travel	\$45,759	\$89,018	\$69,784	\$38,050	\$16,525	\$259,136
License & Maintenance Fees	\$534,833	\$1,069,667	\$1,339,461	\$1,610,216	\$1,658,523	\$6,212,700
Other Expenditures	\$150,000	\$300,000	\$150,000	\$261,000	\$130,500	\$991,500
<b>Total Development</b>	<b>\$1,291,531</b>	<b>\$2,578,063</b>	<b>\$2,274,709</b>			<b>\$6,144,303</b>
<b>Total Operational</b>				<b>\$1,947,316</b>	<b>\$1,822,073</b>	<b>\$3,769,389</b>



# What Success Looks Like

## Change Management

- a. **Communications** (Statewide & Departmental)
- b. Business Process **Standardization**
- c. Policy & Code Revisions
- d. Training
- e. Department **Staff Involvement** (ex: Subject Matter Experts, Super Users)
- f. Governance of change/issue **escalation**

## Measures of Success

- a. Successfully implement the new solution in all 15 Arizona counties' Juvenile Probation Departments by June 30, 2026. Provide statewide users with a modern web-based, user-friendly case management solution that tracks key data, is accessible from mobile devices, and provides report capabilities and tools that leaders can use for analysis.
  - 1st round will be 5 counties
  - 2nd round will be Pima county
  - 3rd round will be the next 8 counties
  - 4th round will be Maricopa County
- b. Implementation of the solution will provide the ability to consolidate Juvenile data into a single statewide database to provide a full juvenile history view for efficiency in place of the current three independent systems used by all Arizona counties.
- c. Training will be conducted for 1,019 probation staff (85%) statewide by June 30, 2026

# Q & A Session

# Recommended Conditions

## ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on January 15, 2023.