

# Unite Us Resources Platform

State of Arizona

Department of Corrections

PIJ DC24012

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# ADCRR Project Team Introduction

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# Project Introduction

## Stated Operational/Business Issue

- The Arizona Department of Corrections manually provides post release resources and referrals for our returning citizens.
- These resources include medical, housing, financial and food assistance.
- The current manual process is antiquated and widespread making tracking any meaningful information on post release care very difficult to log and store in one application.

## Benefit to the State Agency and Constituents

- Centralize all network resource referrals in one database creating data distribution and collection efficiencies
- Once a returning citizen utilizes services, it will automatically account for the use of the referral and provide the complex staff with a roadmap as to the returning citizen's ongoing care.
- Provide reporting services for staff to monitor and view referral services used by returning citizens

# Proposed Solution

## Overview of Proposed Solution

- Initiate a Proof of Concept (POC) project
  - Provides ADCRR and the Governor's office with one year to evaluate the program.
    - One year financial grant funding from the Governor's office.
  - Vendor milestone achievements would determine the viability of a long term commitment (contract/financial)
- Addresses the issue that our network resource referrals are not centralized or automated.  
*\*Our limited current system utilizes excel spreadsheets and manual tracking services*
- Provides ADCRR with more up to date visibility into returning citizen ongoing care.  
*\*Returning citizen engagement in services denotes proactivity in their care and fewer instances where needs are not adequately met*
- ADCRR staff would have access to reporting features to view which services have been utilized by our returning citizens.  
*\*Reporting feature gives ADCRR up to date information as to how our returning citizens are using the services as well as the frequency of that use*

# Proposed Solution - How Does it Work?

- ADCRR pushes an initial data load encompassing contact records for returning citizens 180 days to release as well as Community Supervision (parole) citizens to populate the Unite Us database; every 30 days a new updated data load will be moved to the system.
- Returning citizens are notified (via physical address or email) that resources are available for their access and use; several types of resources are conveniently located in one platform.
- If a returning citizen contacts or continues to utilize a referral resource, that info is logged into the Unite Us system; returning citizens can also update their address/contact information in the system.
- Platform usage data is accumulated by the vendor and transformed into reports, which provide feedback to ADCRR on returning citizen resource interactions and continued care.
- The data reports will assist ADCRR in better understanding the needs of our returning citizens and their ongoing care once they leave our prison system.

# Proposed Solution

## Due Diligence and Method of Procurement

- The proposal was received by the Governor's Office and agreement was entered into under the authority of A.R.S. §41-2702-2703
- A solicitation waiver was issued 10/20/22 by ADOA which authorizes grant agreements.

## Technology

Unite Us is a referral network service which provides ADCRR returning citizens with the opportunities to connect with medical, housing, financial, mental health and social service resources.

- **Web based technology and returning citizen interface**
  - Our returning citizens are provided with resources specific to their needs.
  - These resources manage the contact with the returning citizens and track their usage of the referral, providing data to ADCRR via reports.
  - Continued engagement of services keeps our returning citizens on track for a successful separation from our system.
  - Frequent reports assist ADCRR in monitoring the progress of our returning citizens and making changes to their programs as necessary.

# Project Responsibilities

## Identify Proposed Solutions Responsibilities

### Agency

1. Gather Requirements
2. Project Management
3. Identify Platform Users
4. Data Migration
5. User Acceptance Testing
6. Train the Trainer

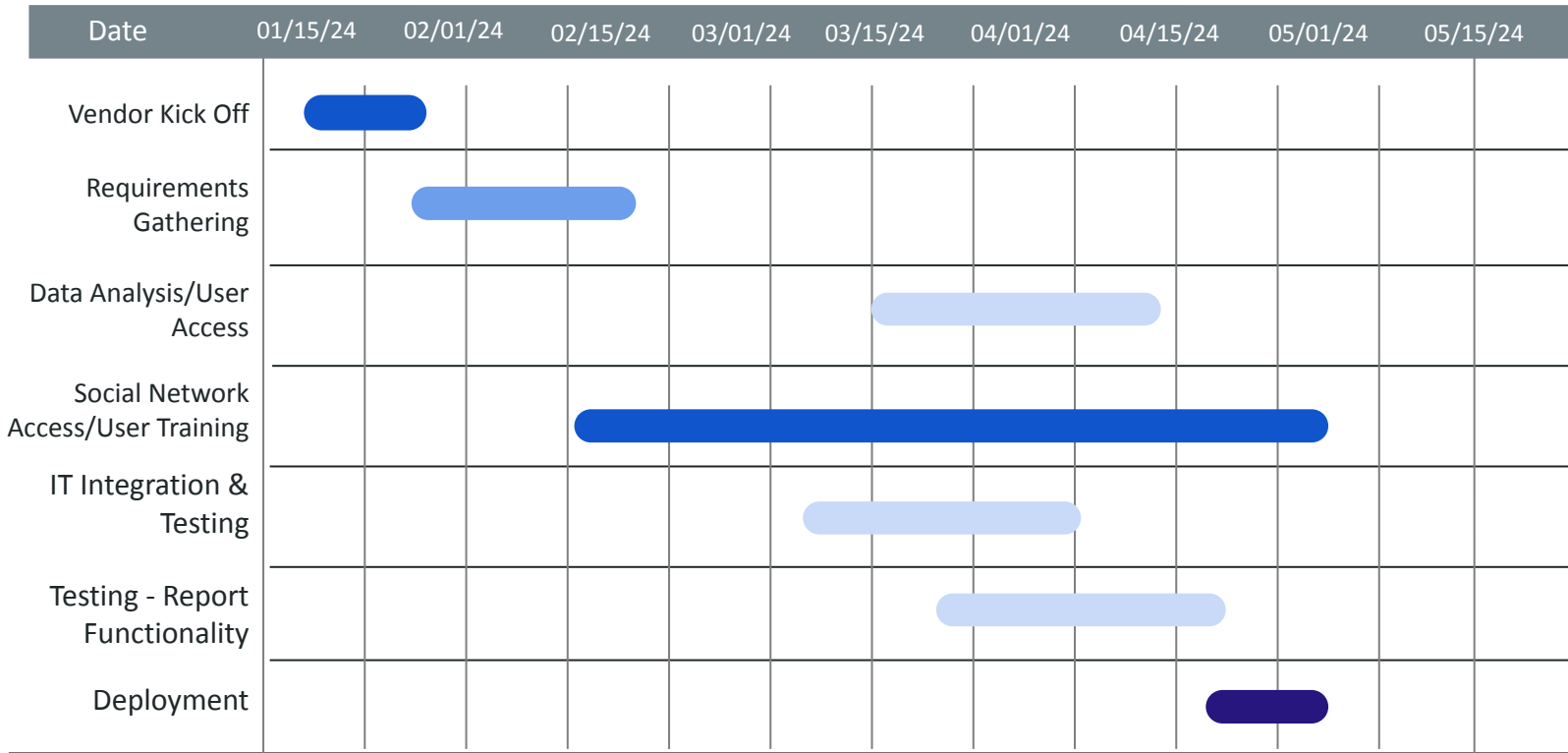
### Shared

1. Complete System Requirements
2. System Interfaces and Integrations
3. Data Migration and Transfer
4. Transition Users to Social Network

### Vendor/Contractor

1. Requirement Gap Analysis
2. Project Management
3. Data Analysis
4. Data Transfer
5. Platform Build
6. Training
7. Deployment

# Project Timeline





# Project Costs

Project Costs by Category	FY24	FY25	FY26	FY27	FY28	Total
Professional & Outside Services (Contractors)	\$1,473,000					\$1,473,000
Hardware	\$0					\$0
Software	\$0					\$0
Communications	\$0					\$0
Facilities	\$0					\$0
License & Maintenance Fees	\$0					\$0
Other Operational Expenditures	\$0					\$0
<b>Total Development</b>	<b>\$1,473,000</b>					<b>\$1,473,000</b>
<b>Total Operational</b>	<b>\$0</b>					<b>\$0</b>

**\*One year grant funding from the Governor's office**

# What Success Looks Like

## ADCRR Measures of Success

1. Within 3 months, ADCRR anticipates a 50% increase in our staff's ability to track returning citizens activities and provide more comprehensive service referrals to them.
2. Within 3 months, ADCRR anticipates a 50% increase in our ability to track extended care for our returning citizens.
3. Within 6 months of project implementation, the agency hopes to increase referral platform usage by 20% over the current count of user services engagement.
4. Within 12 months, ADCRR anticipates an increase in referral platform usage by 50%.

# What Success Looks Like

## Vendor Milestone Goals

1. Onboard ADCRR returning citizens and Community Supervision citizens onto the platform.
2. Facilitate ADCRR's integration with the platform to serve approximately 1,200 inmates scheduled for release each month.
3. Develop agency/organization-specific metrics for quarterly reporting throughout the grant and POC period.
4. Generate agency/organization-specific metrics to report on a quarterly basis throughout the grant and POC period of performance

# 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 June 15, 2024.

# ITAC Voting Options

## What ITAC May Consider In Review Whether:

- a. The proposed solution addresses the stated problem or situation;
- b. The budget unit is competent to carry out the project successfully;
- c. Sufficient sponsorship and support by budget unit leadership exists;
- d. Cost estimates provided are accurate;
- e. The proposed project aligns with the budget unit's Strategic IT Plan; and
- f. The proposed solution complies with statewide IT standards.

## ITAC Motions:

- a. Move to Approve
- b. Move to Approve with Conditions As Presented
- c. Move to Approve with Conditions
  - i. Committee May Modify or
  - ii. Add Conditions
- d. Move To Deny or temporarily suspend development activities

Relevant Statutes and Rules