

# Probation CMS Replacement Project

## State of Arizona – Arizona Supreme Court

### Project Investment Justification (PIJ)

September 21, 2022

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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
- Michael Cimino – Maricopa County Adult Probation Department, Chief Probation Officer
- Nila Pittam – Arizona Supreme Court, IT Project Manager

# Project Introduction

## Stated Operational/Business Issue

- The custom-developed Adult Probation Enterprise Tracking System (APETS) has served as the statewide case management system (CMS) for adult probation for over twenty years. It has provided a stable and reliable tool for case management but has reached the **end of its lifecycle** and is in need of replacement.
- The Court requires a **statewide** approach using a solution that meets the needs of our very diverse user groups for both **adult and juvenile 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 retirement over time. Technical support for the tools used to develop and enhance the software also falls into **obsolescence**.
- The current legacy system lacks 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.
- Since 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.

# Proposed Solution

## Overview of Proposed Solution

- Tyler Technologies' cloud-based system can provide a single comprehensive CMS solution for **Adult** Probation (Phase 1) and **Juvenile** Probation (Phase 2).
- Tyler Supervision provides full **case monitoring** and **reporting** capabilities.
- The solution provides **mobility** so that officers can access system data while in the field; this also includes offline capabilities.
- Tyler Supervision provides the ability to scan and store **imaged documents** and electronic files.
- The solution offers **secure online portals** for client/officer communications and for provider interactions.

# Project Responsibilities

## Identify Proposed Solutions Responsibilities

### Court

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

# What Success Looks Like

## Change Management

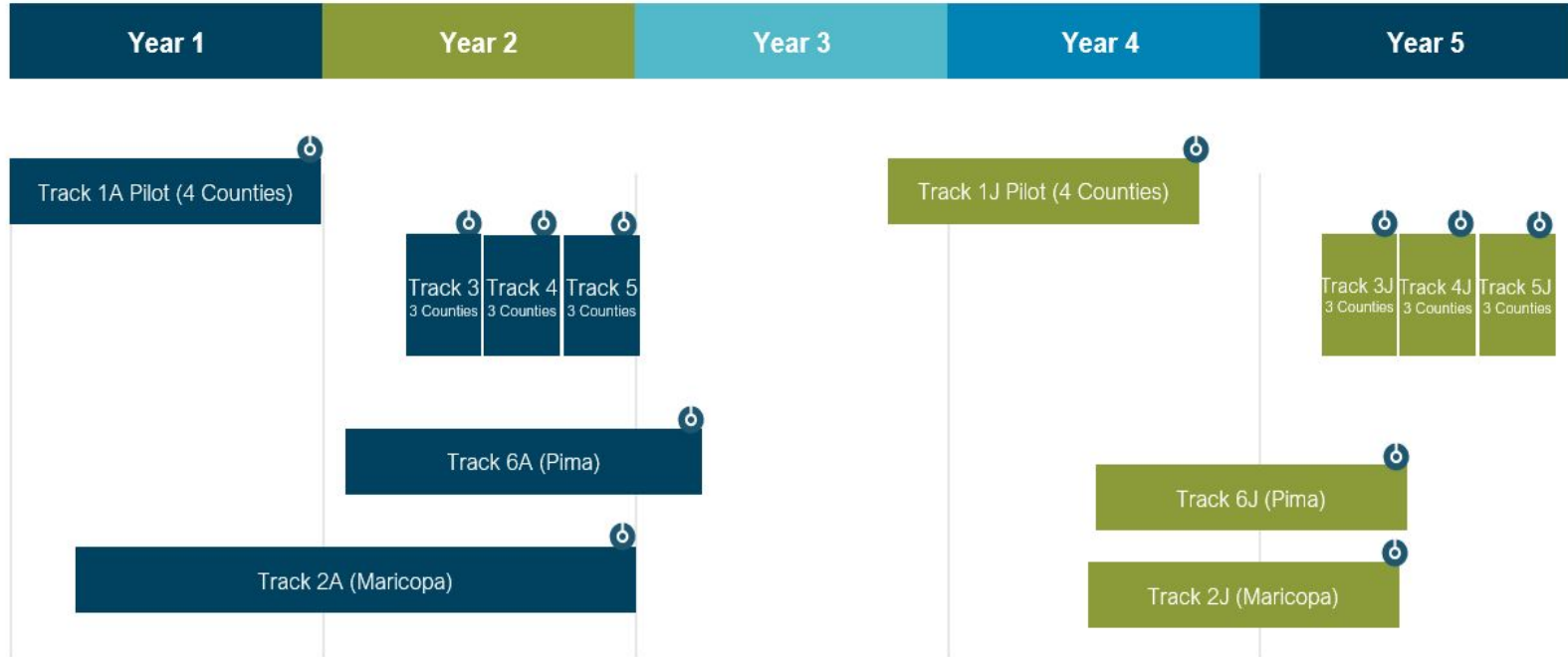
- a. **Communications** (Statewide & Departmental)
- b. Business Process **Standardization**
- c. Policy & Code Revisions
- d. Training
- e. Department **Staff Involvement** (ex: Subject Matter Experts, Super Users)
- f. Governance of change/issue **escalation**

## Measures of Success

- a. Resilient **modern supported technology** to support our probation functions.
- b. 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**.
- c. Phase 1: Successfully implement the new solution in all 15 Arizona counties' **Adult Probation** Departments.
- d. Phase 2: Confidence gained in the new solution and implementation completes for **Juvenile Probation**.

# Project Timeline

## Timeline for Proposed Solution



Adult



Juvenile Probation

# Project Timeline

## Timeline for Proposed Solution

ID	Task Mod	Deliv	Task Name	Duration	Start	Finish
1			Arizona Statewide Probation (Adult Probation) Enterprise Supervision (SaaS)	570 days	Tue 11/1/22	Fri 1/17/25
2			PROJECT START DATE	0 days	Tue 11/1/22	Tue 11/1/22
3			ALL ADULT TRACKS (1A, 2A Maricopa, 3A, 4A, 5A, 6A Pima)	570 days	Tue 11/1/22	Fri 1/17/25
4			Project Management (All Tracks)	539 days	Wed 11/30/22	Tue 12/31/24
32			TRACK 1A: Pilot (4 Counties)	272 days	Tue 11/1/22	Tue 11/28/23
303			TRACK 2A: Maricopa	413 days	Tue 2/14/23	Tue 9/17/24
554			TRACK 3A: 3 Counties	87 days	Mon 11/27/23	Tue 3/26/24
715			TRACK 4A: 3 Counties	87 days	Mon 4/1/24	Tue 7/30/24
876			TRACK 5A: 3 Counties	87 days	Mon 8/5/24	Tue 12/3/24
1037			TRACK 6A: Pima	294 days	Tue 12/5/23	Fri 1/17/25
1308			Arizona Statewide Probation (Optional - Juvenile Probation) Enterprise Supervision (SaaS)	538 days	Mon 10/13/25	Wed 11/3/27
1309			PROJECT START DATE	0 days	Mon 10/13/25	Mon 10/13/25
1310			ALL JUVENILE TRACKS (1J, 2J Maricopa, 3J, 4J, 5J, 6J Pima)	538 days	Mon 10/13/25	Wed 11/3/27
1311			Project Management (All Tracks)	524 days	Fri 10/31/25	Wed 11/3/27
1339			TRACK 1J: Pilot (4 Counties)	272 days	Mon 10/13/25	Tue 10/27/26
1610			TRACK 2J: Maricopa	273 days	Fri 1/16/26	Tue 2/2/27
1858			TRACK 3J: 3 Counties	87 days	Mon 10/26/26	Tue 2/23/27
2019			TRACK 4J: 3 Counties	87 days	Mon 3/1/27	Tue 6/29/27
2180			TRACK 5J: 3 Counties	87 days	Tue 7/6/27	Wed 11/3/27
2363			TRACK 6J: Pima	294 days	Fri 1/16/26	Wed 3/3/27



# Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$1,525,419	\$1,525,419		\$469,360	\$469,360	\$3,989,558
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees	\$1,185,782	\$2,371,563	\$2,969,724	\$4,342,557	\$5,222,194	\$16,091,820
Other Operational Expenditures	\$796,002	\$898,456	\$745,914	\$690,396	\$792,850	\$3,923,618
<b>Total Development</b>	<b>\$3,507,203</b>	<b>\$2,423,875</b>	<b>\$0</b>	<b>\$1,241,897</b>	<b>\$469,360</b>	<b>\$7,642,335</b>
<b>Total Operational</b>		<b>\$2,371,563</b>	<b>\$3,715,638</b>	<b>\$4,260,416</b>	<b>\$6,015,044</b>	<b>\$16,362,661</b>

# Q & A Session

# Appendix

# 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.

# Program Structure

