

Mental Health Project

State of Arizona – Department of Correction
Rehabilitation and Reentry

ADCRR Cameras Modernization Program

October 19, 2022



Agency Vision

Public Safety Through Rehabilitation and Operational Excellence.

Agency Mission

Providing safer communities by implementing court imposed sentences and removing those who victimize our citizens to appropriately secured environments. Facilitating structured programming designed to develop inmates' personal responsibility for their successful reintegration to the community through rehabilitative opportunities for change. Upon return of these citizens to our communities, we provide effective supervision designed to result in improved reentry outcomes which reduce recidivism.



Team Introduction

Roles Present at ITAC

- Scott Mundell - Engineering and Facilities Program Administrator
- Stephen Baird - Chief Information Officer
- Kuruvilla Mathew - Deputy Chief Information Officer
- Maureen Rodriguez - Information Technology Field Operations Senior Manager
- Valarie Martinez - Information Technology Project Manager

The Mental health camera effort started in April of 2022. From the start there were a number of changes which occurred within the ADCRR IT Bureau.

- Our CIO left to another department with no assigned interim CIO to sign off on the project.
- New Senior manager assigned to work this effort was not familiar with the PIJ process.
- Other higher priority projects occurred midstream which took the focus off completing the PIJ process.

Since then the following actions have occurred:

- A project manager was assigned in August 2022.
- Engaged ASET to help with completing the PIJ.
- Bringing forth upcoming efforts to receive ITAC approval at a Program level to help streamline our PIJ process.
- Have a new CIO who will be involved early in the process to approve and sign off on projects.

Program Introduction

Stated Operational/Business Issue

- Our current camera system has antiquated cameras that will soon be out of support.
 - Cameras are installed for staff safety and inmate monitoring
- The current infrastructure can not continue to effectively and efficiently support expansions to the surveillance camera system.
 - Security risks for exploitations would increase.
- The original standard storage solution is no longer an option as it is not scalable.
 - Our RiskSense score will continue to be negatively impacted leaving our network open to exploitation.
 - Security updates would not be available.

Benefit to the State Agency and Constituents

- Create a lifecycle management plan to upgrade the antiquated cameras and improve coverage.
 - Axis has a 5 year warranty and provides 5 additional years of support.
 - Will aid security operations.
- Create a non-routable VLAN for the camera traffic which will mitigate security risks
 - New camera switches will be manageable thus allowing remote access for troubleshooting.
- Implement a standardized enterprise network recording storage solution that will address storage and physical space.
 - There will be a large cost savings by separating the cameras from the regular network traffic on AZNET managed switches. We will see a cost savings as each port used on a switch cost \$25/month.

Project Introduction

Stated Operational/Business Issue

- The agency is trying to become more responsive to inmate care in the mental health areas.
- There is a need to increase security and safety for both the inmate and the officers.
- The existing location of where mental health inmates reside does not provide adequate surveillance.

Benefit to the State Agency and Constituents

- Installing surveillance cameras with dedicated areas to monitor will increase the response time of staff for any issues that arise where staff and/or inmate safety are concerned.
- Enables 24 hour monitoring of inmates with mental health issues, which has the potential to reduce violent and aggressive behavior.
- By augmenting the camera system, the officers will have the capabilities to assess the situations more accurately and timely.

Project Proposed Solution

Overview of Proposed Solution

The project will consist of four major components:

1. Install network infrastructure where needed.
 - a. Updating or expanding cabling
 - b. Equipment will be used to support planned fiber projects at EYM, Yuma and WIN
2. Install network video recorders at 9 complex locations.
 - a. More energy efficient
 - b. Can support between 100 - 200 cameras
 - c. Units have a 5 year next-day support which includes the hard drives.
3. Install the viewing displays at 9 complex locations.
 - a. Higher Resolution
 - b. Mobile connectivity
 - c. Eye saver mode
4. Install new cameras at 9 complex locations.
 - a. Security safety improvements, have incorporated all the severely mentally ill population areas
 - b. Originally there were 118 cameras installed which are now being replaced and 382 additional cameras will be new

Project Responsibilities

Identify Proposed Solutions Responsibilities

ADCRR

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

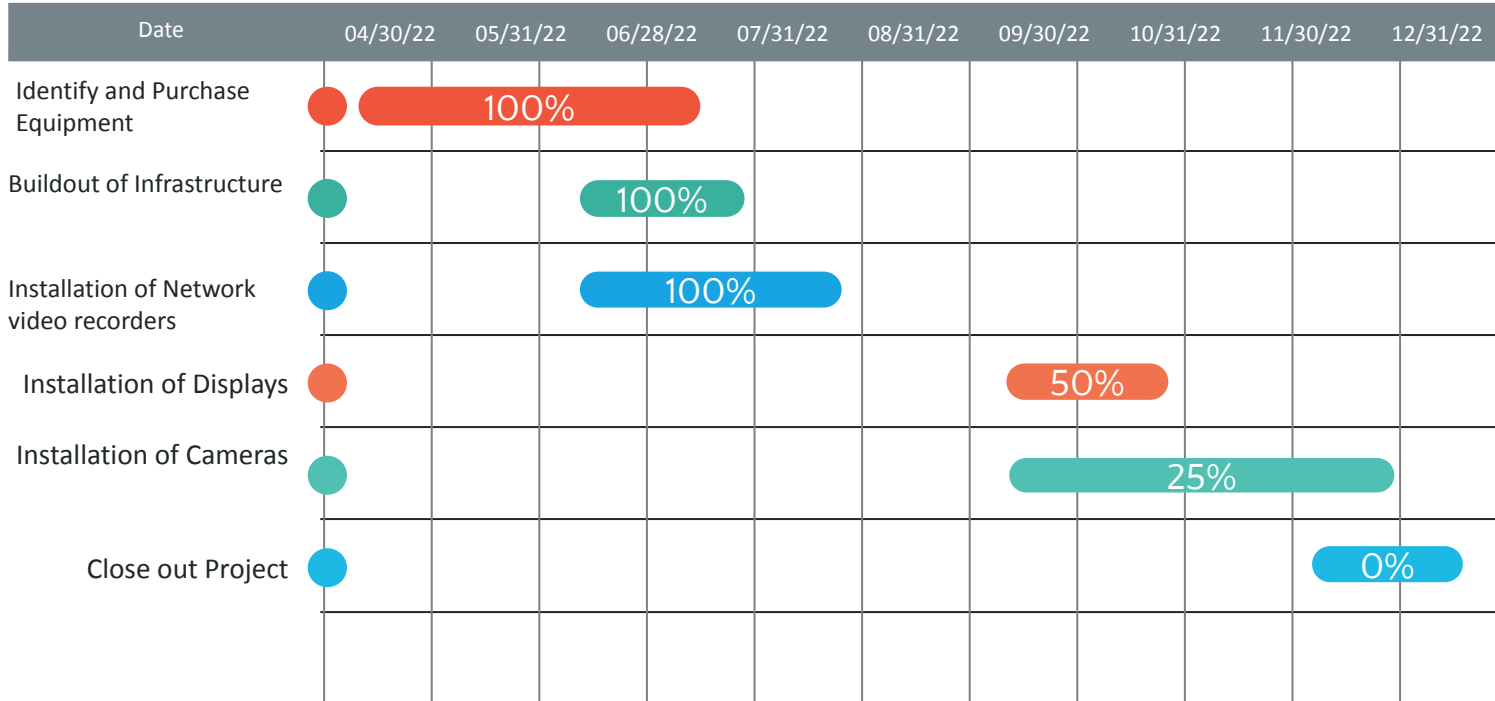
Shared

1. Initiate & Plan
2. Assess & Define
3. Prepare Solution
4. Provide Deliverables
5. Solution validation

End2End & TeleTech

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

Project Timeline



Project Costs

Project Costs by Category	FY-23	FY-24	FY-25	FY-26	FY-27	Total
Professional & Outside Services (Contractors)	\$271,731	–	–	–	–	\$271,731
Hardware	\$742,172	–	–	–	–	\$742,172
Total Development	\$1,013,903					\$1,013,903
Total Operational	\$0					\$0

What Success Looks Like

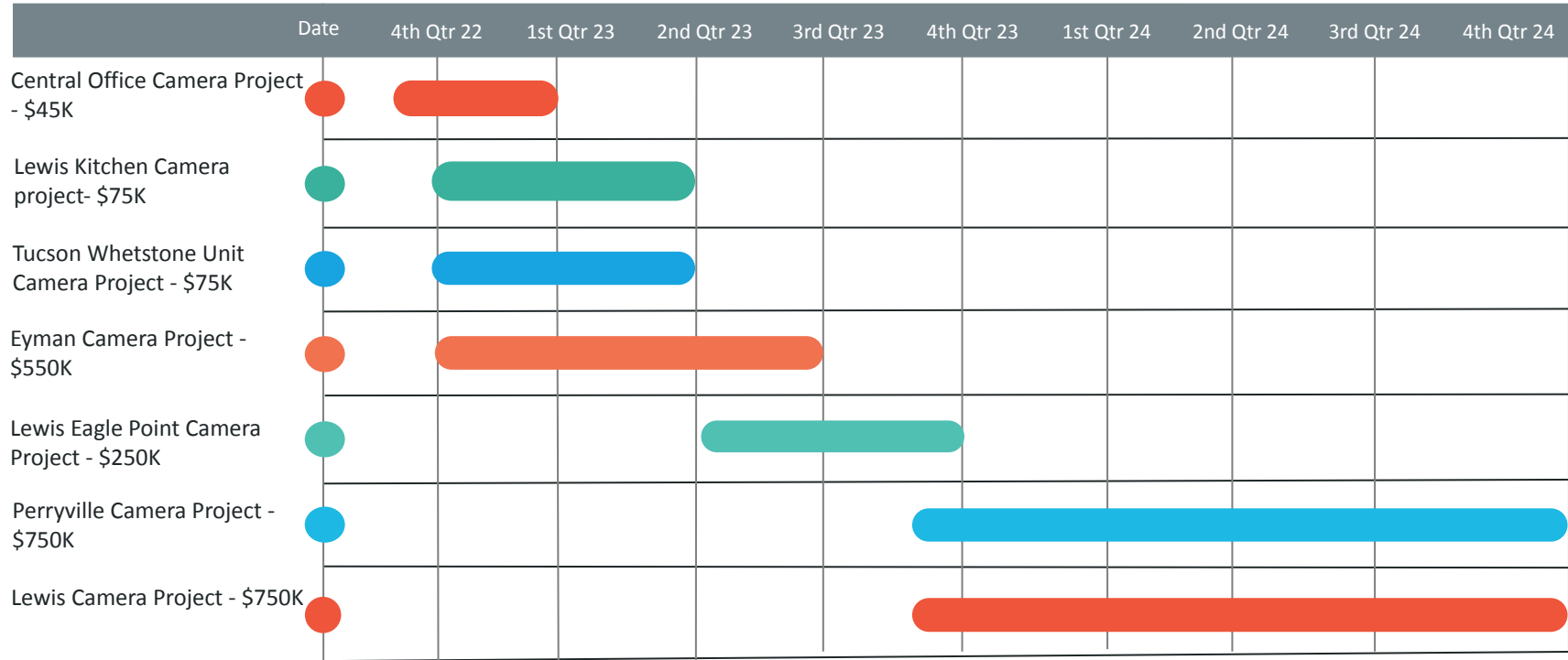
Change Management

- A. Communications (Departmental)
- B. Business Process Standardization
- C. Policy & Code Revisions
- D. Department Staff Involvement (ex: Subject Matter Experts, Super Users)
- E. Governance of change/issue escalation

Measures of Success

- A. Resilient modern supported technology to support our Mental Health functions.
- B. Successfully implement the new solution in 9 complexes.
- C. Increased response time by staff with the new solution.
- D. Coverage for all areas which only had 85 will have 500 cameras at completion of project.

Future Program Project Estimated Timeline



Q & A Session