

Engagement Monitoring

State of Arizona – Arizona Supreme Court

Project Investment Justification (PIJ)

10/18/2023



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 function in a fair, equitable and and just manner; and operates efficiently and expeditiously.

Agency Mission

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



Team Introduction

Roles Present at ITAC

- Shanda Breed - Director, Adult Probation Services, Arizona Supreme Court
- Karl Heckart - Director Information Technologies, Arizona Supreme Court
- Martin Gaxiola - Chief Financial Officer, Arizona Supreme Court
- Elise Kulik - Legislative Liaison, Arizona Supreme Court
- Amy Champeau - Program Specialist, Adult Probation, Arizona Supreme Court

Project Introduction

Stated Operational/Business Issue

- Arizona has nearly 80,000 adult felons and 3,000 juveniles under probation supervision. Additionally, there are 6,000 individuals on pretrial release.
- For all of these populations the court often orders electronic monitoring. Ankle bracelets are currently hard to obtain due to demand from immigration. 24/7 monitoring is all that is available with ankle bracelets and communication is one-way, if at all, when there is an equipment malfunction. Hiring and retention continues to plague probation departments and available staff who are statutorily mandated to make a prescribed number of contacts with justice-involved individuals.
- We accept from the legislature via SB 1720, Section 113 (H)(2) the opportunity to engage in a pilot project for an application (app) that offers probation and pretrial officers the chance to monitor supervisees through new electronic monitoring technology.

Benefit to the State Agency and Constituents

- The app, once downloaded from any app store, will strengthen supervision for probation and improvise monitoring tools for pretrial/pre-adjudicated individuals. Staff will enroll participants into the system and can then conduct random check-ins, substance testing randomizations, sobriety/success tracker, curfew monitoring, 24/7 GPS location are all options provided in the electronic monitoring application, leading to increased public safety and individual compliance with court-ordered terms.
- Additionally, justice-involved individuals will be afforded increased time on job sites and/or treatment meetings where they can build prosocial relationships, new skills and other receive more interventions for their affiliated risk level.

Proposed Solution

Overview of Proposed Solution

AOC RFP 23-01 resulted in the award for Electronic Monitoring (EM) that offers communication by way of cell phone application. We call this “Engagement Monitoring” to assist the officer or court in connecting, engaging, verifying and strengthening monitoring strategies. This two-part client management and accountability platform saves time with remote location checks and attendance verification as the app biometrically confirms the client’s identity, detects their location and sends the information to the staff. Check-ins can be scheduled in advance, pushed ad-hoc or submitted by the justice-involved individuals.

24/7 location monitoring is also available with real-time location points uploaded every three minutes. Inclusion and exclusion zones can be added, along with randomized check-ins to ensure individuals remain in proximity to their phones.

Direct communication can be used to set court reminders, message individuals or groups with ‘read receipts’ that meet HIPAA compliance, upload worksheets/forms, conduct virtual meetings, calendar events, acknowledge accomplishments and address compliance with release conditions.

Because this is a pilot program to determine whether the ‘proposed solution’ shall become the ongoing solution, we accept the opportunity and legislatively mandated funding to pilot this project.

Proposed Solution

Due Diligence and Method of Procurement

- Solicitation of RFP 23-01 published 4/6/23; vendor conference 4/11/23; vendor questions 4/21/23; proposals due 5/10/23, there were a total of eight submissions.
- Procurement met with the Evaluation Committee on May 18 and 19, 2023 to provide rule instructions, proposals, and evaluation protocols.
- Initial scoring sheets were due to Procurement 6/6/2023 and the Evaluation Committee met on 6/9/2023 to determine selection of vendors to provide demonstrations
- Vendor product demonstrations were held on 5/22 and 5/23/2023.
- On 7/17/2023 the Evaluation Committee met to review cumulative scoring results.

Technology

The selected vendor offers an application (app) that can be used to directly communicate with justice-involved individuals to set court reminders, offer curfew monitoring and exclusion zone monitoring, submit pictures, upload worksheets/forms of compliance or thinking reports, conduct virtual meetings, exchange messages with 'read receipts' that meet HIPAA compliance, calendar events for compliance and organization, schedule and prioritize accountability tasks, acknowledge accomplishments by sending group announcements and electronic monitoring (EM) with check-in responses.

Project Responsibilities

Proposed Solution Responsibilities

Agency

1. Identify key reporting needs
2. Develop local training plan
3. Communication plan for directors, managers and staff
4. Guide program planning for specific case types
5. Project management/governance

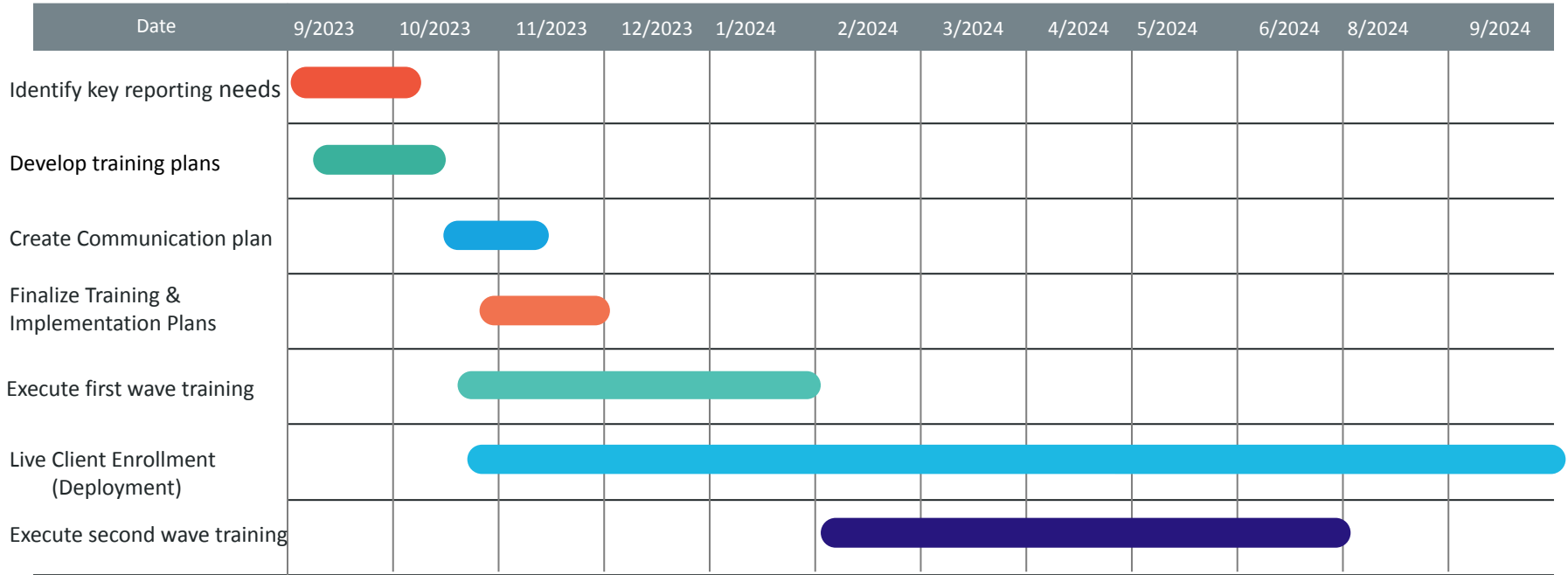
Shared

1. Create key performance indicators
2. Create training schedule
3. Execute first wave training
4. Execute second wave training
5. Project management/governance

Vendor/Contractor

1. Program custom fields needed for data requirements
2. Develop custom reports for data collection
3. Execute app implementation (live client enrollment)
4. Provide ongoing technical support and assistance
5. Project management/governance

Project Timeline



Financial Impact

Breakdown of Financial Impact

Project Development Funding	
Base Budget - Available	
Base Budget - To Be Requested	
APF Budget - Available	\$2,500,000
APF Budget - To Be Requested	
Other Non-Appropriated - Available	\$2,500,000
Other Appropriated - To Be Requested	
Federal - Available	
Federal - To Be Requested	

Total Development Project Funding	
Available Budget	\$5,000,000
To Be Requested Budget	

Operational	
Current 3-Year Operational Cost (Avg)	
Proposed 3-Year Operational Cost (Avg)	
Financial Impact of New System	

Total Operational Funding - Project	
Available Budget	

What Success Looks Like

Project Milestones

- a. Identify which agencies are targets for this solution, which programs within the agency, how many staff, how many clients.
- b. Identify key reporting needs: macro and micro level, any custom fields needed/general data requirements, timelines for delivery
- c. Local Training Plan, Implementation, Identify KPIs
- d. Create communication plan for directors, managers and staff (include preliminary material, scheduling options and overarching goals)
- e. Create training schedule / Execute first wave training / Live client enrollment
- f. Execute second wave training and all training thereafter is available upon request of the vendor, without limitation.

Measures of Success

Quantitative:

- a. 10% reduction of incarcerating individuals at the pretrial phase in the first year and an additional 4% in the second year.
- b. 25% increased participation in court compliance leading to a reduction in FTA notices within the first two years.
- c. 75% of high risk pretrial defendants enrolled in this program within the first 2 years.

Qualitative:

- a. Improved supervision alliance
- b. Improved staff morale

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 November 15, 2023.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.

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 with Conditions As Presented

- b. Move to Approve with Conditions
 - i. Committee may modify or
 - ii. add conditions

- c. Move To Deny

Relevant Statutes and Rules

[Per A.R.S. § 18-101 - Per Administrative Code R2-18-101](#)