

# Crime Victim Notification System



**Arizona Criminal Justice  
Commission**

## Informational Update

November 20, 2024

**Project JC24001**

**Agency Vision**

*By serving as the central core of criminal justice information, knowledge, funding, and relationships, the Arizona Criminal Justice Commission will lead Arizona's efforts to identify problems, implement solutions that impact all aspects of the criminal justice system, and create safer communities.*

### **Agency Mission**

*Our mission is to continuously address, improve, sustain and enhance public safety in the State of Arizona through the coordination, cohesiveness and effectiveness of the Criminal Justice System.*



# Project Team Introduction

## Roles Present at ITAC

- **Lloyd Y. Asato**, Arizona Criminal Justice Commission  
*Program Manager, Criminal Justice Systems Improvement*
- **Julie Podnar**, Arizona Criminal Justice Commission  
*Senior Systems Administrator*
- **Sasha Allen**, Arizona Criminal Justice Commission  
*Project Manager*
- **Shayla Gilleland**, Arizona Criminal Justice Commission  
*Project Manager*

# Project Status

## Description of Project

- Meet the requirements of HB 2482 to expand Arizona Criminal Justice Commission's automated crime victim notification system which provides required email, text, and/or voice notifications to crime victims.
- Move to an automated electronic workflow from a manual system.
- Reduce the time between a triggering event and when notifications are sent to a crime victim.
- Improve information sharing between criminal justice agencies.

## Updates

- 14 of the planned 15 agencies for this period are live on Crime Victim Notification System (CVNS) and delivering victim notifications. ACJC is in contact with the 15th agency. They will be live by November 21, 2024.
- The 14 live agencies have a total of 4,918 sworn officers which represents 41% of the total officers in the state.
- IV&V Report 1 shows no major issues or critical recommendations.
- No cost overruns or unexpected charges.

# Project Timeline

Date	09/03/24	09/30/24	10/31/24	11/30/24	12/31/24	01/31/25	02/28/25	03/31/25	04/30/25	2026	2027	2028
Transition Agencies 10 Agencies*	Transition Green											
Milestone 1 4 Agencies**	Milestone 1 Yellow											
Milestone 2/3 Phoenix PD	Milestone 2/3 Green											
Milestone 4 9 Agencies		KO - UAT - LIVE										
Milestone 5 14 Agencies				KO - UAT - LIVE								
Lessons Learned Closeout									Closeout			

**Kickoff - Technical Deployment - Configuration - QA - UAT - Training - Go Live**

\* Transition Agencies - All ten of the transition agencies are live, however one will not join the statewide contract until their current contract ends in early 2025.

\*\* In Milestone 1, 3 of the planned 4 agencies are live. ACJC is in contact with the fourth agency. They will go live by November 21, 2024.

# Project Health Card

## Overall Project Health is Yellow

Schedule		<ul style="list-style-type: none"> <li>14 of 15 agencies planned for this period are live and transmitting victim notifications.             <ul style="list-style-type: none"> <li>ACJC is in contact with the 15th agency. They will go live by November 21, 2024.</li> </ul> </li> <li>The 14 agencies represent 4918 sworn officers which is 41% of the total number of sworn officers in the state.</li> </ul>
Milestones		<ul style="list-style-type: none"> <li>All 10 of the transition agencies are live, however one will join the statewide contract when their current contract ends in early 2025.</li> <li>Milestone 1 - Three of the four agencies are live.             <ul style="list-style-type: none"> <li>Fourth agency is expected to go live in the next reporting period.</li> </ul> </li> <li>Milestone 2 and 3 have been met.</li> </ul>
Budget		<ul style="list-style-type: none"> <li>No cost overruns or unexpected charges.</li> </ul>
Risks		<ul style="list-style-type: none"> <li>Participation by agencies is voluntary.             <ul style="list-style-type: none"> <li>ACJC will ensure that all agencies that choose to participate are aware of CVNS and how to implement it in their agency. ACJC has emailed all eligible agencies and associations.</li> <li>ACJC has presented CVNS to the AZ Police Chiefs' and Sheriffs' Associations.</li> </ul> </li> <li>Project sustainability requires continued state funding.</li> </ul>
Issues		<ul style="list-style-type: none"> <li>The partnership between the two vendors is new.             <ul style="list-style-type: none"> <li>ACJC is monitoring messaging, training, implementation to ensure clarity and consistency.</li> <li>Project teams meet biweekly to review progress and respond to ACJC and agency requests.</li> </ul> </li> </ul>

# Financial Burndown Chart

## Current burndown for Solution

Project Budget: \$12,885,563  
Expenditure to date: \$ 1,576,209  
Budget Remaining: \$11,309,354

Project Start Date: 9/3/2024  
Est. End Date: 4/30/2025

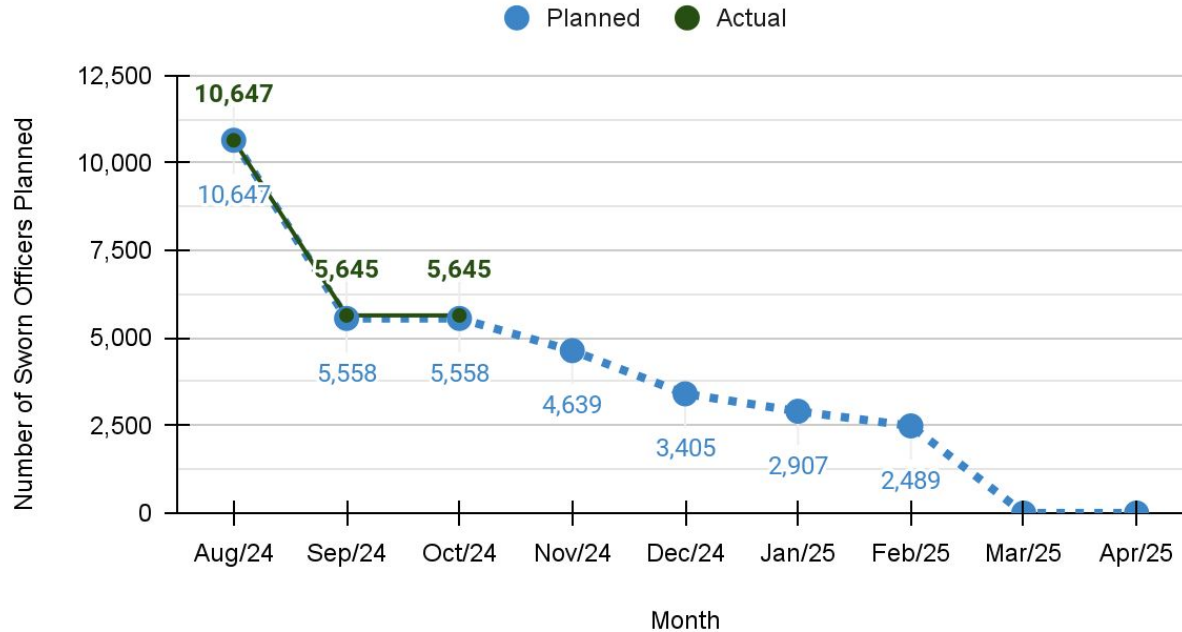
	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	Total
Baseline Projection	\$2,061,033	\$395,033	\$432,033	\$959,585	\$453,585	\$416,585	\$1,041,754	\$498,754	\$6,258,362
Actual	\$879,857	\$395,033							\$1,576,209
Variance (\$)	\$1,181,176	\$395,033							
Variance (%)	57%	0%							

Notes: September variance due to expected invoices for Milestone 2 and 3 Development not yet received. Expected invoice amount is equal to the budgeted amount.

# Project Burndown Chart

Current burndown for Solution

## Number of Sworn Officers in the Queue to Connect to CVNS



Info-Tech Research Group  
October 5, 2024

## Key Findings: Project Delivery Practices

- “The path for Agencies / Counties (Customers) to escalate issues / questions to centralized project management (ACJC) is not clear.”
  - **ACJC will make sure each agency understands how and to who they may escalate issues, from the Program Manager to the Executive Director to the Commission Chair.**
- “The ACJC project managers may wish to independently validate progress on key Agency milestone deliveries (i.e. review test results).”
  - **Project Managers participate in UAT and Closeout meetings and do follow-up reviews with agencies.**
- “The Project has chosen to focus on existing implementations of SPIDR Tech first. This implies there is inherent risk to the backend of the schedule as the more difficult implementations are done last.”
  - **The Project Managers worked to ensure existing users were transitioned to the CVNS. This transition has not impacted new user deployment.**
- “The Project does not appear to have centralized logging of assumptions. This will likely result in delayed risk identification.”
  - **ACJC is receiving training and guidance on this, including implementing RAID tracking.**
- “The Project does not appear to be operating from a centralized Communication Plan.”
  - **ACJC is receiving training and guidance on developing a more robust communications plan.**
- “The project logging lacks standards or written definitions of Risks/Issues.”
  - **ACJC is receiving training and guidance on this, including implementing RAID tracking.**



Info-Tech Research Group  
October 5, 2024

**Bright Spots**

- **The program team has identified a set of viable partners to allow for 100% coverage of an End-to-End implementation of the Victim Notification System.**
- **The Project's checks and balances against work product delivery are reasonable. State managers are leveraging a cadenced review method to confirm and track project progress.**
- **The timeline, as it's been defined, is reasonably viable for the identified work product.**
- **Contemplating roles, the Project is adequately staffed by both the State and the Vendor.**
  - **The vendors are capable of scaling to meet the demands of the Project. ACJC has redundancy built into its staffing model to support the Project through to close.**
- **The API to support integration between SPIDR Tech and VINE is developed and in production.**

# Q & A Session