Crime Victim Notification System

Arizona Criminal Justice Commission

Arizona Criminal Justice Commission

Informational Update

March 19, 2025

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

- **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 (CVNS) which provides required email, text, and/or voice notifications to crime victims.
    - Moves to an automated electronic workflow from a manual system.
    - Reduces the time between a triggering event and when notifications are sent to a crime victim.
    - Improves information sharing between criminal justice agencies.

Why We Are Returning

- Meet the conditional approval of Project Investment Justification JC24001, dated August 21, 2024, with returning to ITAC quarterly for Informational Updates.

- Prepare committee for intended Change Request of timeline, expected for April 2025 ITAC.

Project Status

High Level Project Accomplishments and Issues

- The onboarded 5,489 sworn officers (CVNS "users") represent 52% of the original goal of 10,647 sworn officers.

- CVNS is extending protections to Arizonans- especially those in smaller, more rural communities. Of the 15 agencies live on the system:
  - 5 are small agencies (> 50 sworn officers)
  - 5 are mid-sized agencies (50-200 sworn officers)
  - 5 are large agencies (200+ sworn officers)

- No cost overruns or unexpected charges.

- Transition and Milestones 1, 2, & 3 are complete.

- Milestones 4 & 5 are delayed and will need to be re-baselined.

Current Overall Project Health: Red

Budget	🟩	• No cost-overruns or unexpected charges. • Project is underspent due to milestones 4 and 5 delays.
Schedule	🟥	• Transition and milestones 1, 2 and 3 are completed. • Milestones 4 and 5 delayed due to various factors, including delays due to system migration, extended time for council approvals, extended legal reviews, and voluntary agency participation. • ACJC is rebaselining and will return to ITAC in April '25 to request a change request extending the project timeline.
Scope	🟩	• 5,489 of 10,647 sworn officers (CVNS "users") or 52% of project goal are live on CVNS. • Agencies deploying an additional 2,382 sworn officers are under contract and scheduled for CVNS implementation. • 15 additional agencies are reviewing contracts or are in discovery.
Milestones	🟨	• Transition and milestones 1, 2 and 3 are completed. • Milestone 4 agencies are under contract and scheduled for implementation. Milestone 4 agencies are delayed. • Milestone 5 agencies are reviewing contracts and are delayed. Additional agencies (not included in the original milestones) are in discovery.
Risks	🟨	• Project sustainability requires continued state funding. However, the Arizona Legislature is supportive of CVNS. A bill to appropriate additional funds to CVNS is being considered this session.
Issues	🟥	• Participation by agencies is voluntary, leading to delays in onboarding certain agencies. However, general agency interest in CVNS is strong. ACJC is meeting with association groups, including the sheriff's, police chiefs, and prosecution associations to ensure all agencies in the state have access to CVNS.

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 Green											
Milestone 2/3 Phoenix PD	Milestone 2/3 Green											
Milestone 4 9 Agencies		KO – UAT – LIVE Red										
Milestone 5 14 Agencies					KO – UAT – LIVE Red							
Lessons Learned Closeout									Closeout			

Milestone 4 agencies are under contract with implementation scheduled. Milestone is delayed and will need to be re-baselined.

Milestone 5 agencies are reviewing contracts. Implementation has not been scheduled. Milestone is delayed.

Additional agencies (not included in the original milestones) are in discovery.

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

Project Burndown Chart

Current burndown for Solution

Number of Sworn Officers in the Queue to Connect to CVNS
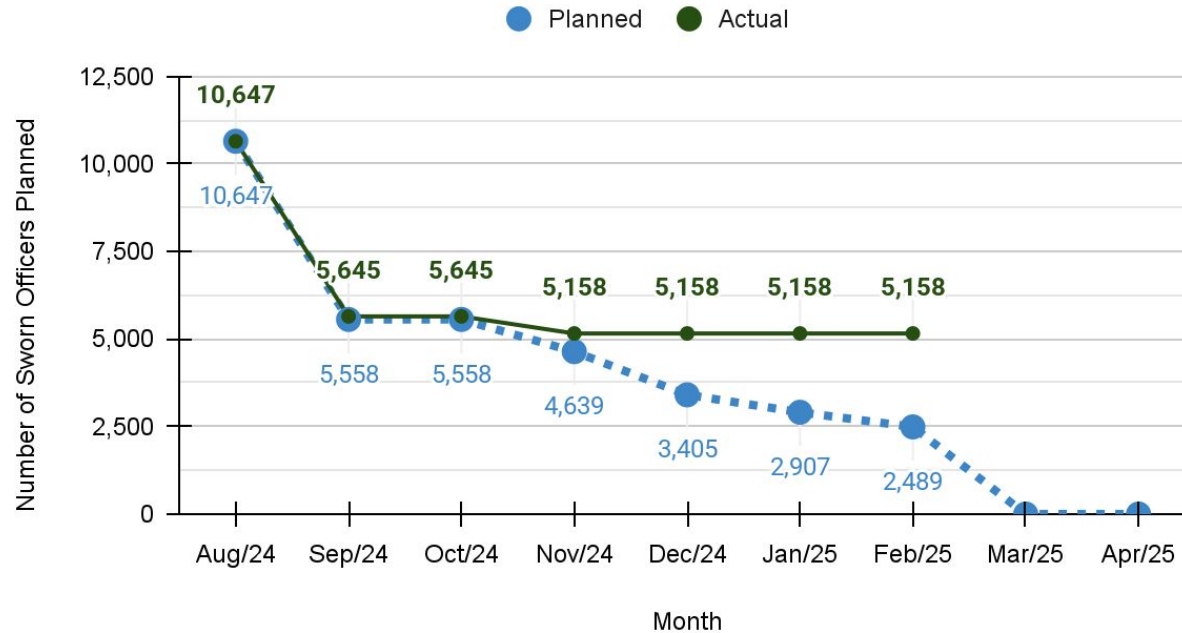
Financial Burndown Chart

Current burndown for Solution

Project Budget: $12,885,563   Project Start Date: 9/03/2024
Expenditure to date: $ 3,439,204   Est. End Date: 4/30/2025
Budget Remaining: $ 9,446,359

	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	$571,536	$580,000	$377,025	$428,033	$1,087,579	$395,033			**$3,439,204**
Variance (Monthly$)	**-$1,489,497**	**$184,967**	**-$55,008**	**-$531,552**	**+$633,994**	**+$21,552**			**Included below**
Variance (Cum$)	-$1,489,497	-$1,304,530	-$1,359,538	-$1,891,091	-$1,257,097	-$1,278,650			**-$1,278,650**
Variance (Cum%)	**-72.27%**	**-53%**	**-47.07%**	**-49.15%**	**-29.23%**	**-27.10%**			**-27.10%**

Project is underspent due to delays completing Milestones 4 and 5.

IV&V Report

Key Findings: Plan Viability

- **Risk 1:** Timeline has been largely based on a generic implementation time to date, with Agency specific considerations not built into the plan. This has created challenges with keeping implementations within the allotted timeframes.

  - **ACJC Response:** Reasons for delays are varied and include the need for council approval, extended legal review, or RMS migration. ACJC has updated the project timelines for agencies within Milestone 4 and will re-baseline Milestone 5 project timelines.

- **Risk 2:** The remaining scope of the project is unclear given the number of Agencies currently in discovery. The outcome of one or more of these Agencies signing prior to project completion should be determined, as additional scope changes may impact timelines and sworn officers counts and trigger the need for additional changes.

  - **ACJC Response:** There is a sense of urgency to close contracts and ensure Arizonans are protected. ACJC is working to close all open contracts by the end of the fiscal year. Targeting June 2025, we will provide scope and timeline clarity and facilitate oversight. Agencies that close after June 2025 will still be able to join CVNS but may not be included in project reporting.

IV&V Report

- **Risk 3:** Internal project governance is largely ad-hoc, with decisions to add Agencies largely decided outside of any discernible governance at the project level.

  - **ACJC Response:** ACJC acknowledges this risk as the project is voluntary and is available to any eligible agency that chooses to implement it. ACJC supports outreach and education and works with agency associations, such as APAAC, Sheriff's Association, and AACOP to ensure that all agencies that choose to implement CVNS are accommodated.

- **Risk 4**: Sworn-officer counts can be fluid and largely rely on dated information until project kick-off, creating challenges in planning in support of a key project goal (Sworn Officer count).

  - **ACJC Response:** Sworn officer counts are fluid, but the variance is not significant (<9%). For planning purposes ACJC uses the sworn officer count provided by the Arizona Peace Officer Standards and Training Board.

IV&V Report

- **Bright Spot 1:** ACJC has assigned an experienced resource to support process improvement. ACJC continues to develop its internal Project Management processes.
    - **ACJC Response***:* ACJC is committed to performance improvement. We have tasked a Project Manager with CVNS process improvement.

- **Bright Spot 2:** Agencies are generally positive about their interactions with vendors and happy with the implementation, functionality, and service as a whole.
    - **ACJC Response:** Agency satisfaction is a priority. ACJC regularly meets with the vendors to respond to any issues.

- **Bright Spot 3**: There has been positive feedback on availability of training and responsiveness of vendors.
    - **ACJC Response:** ACJC worked with the vendors to improve training offerings to include both live and on-demand recorded training.

IV&V Report

- **Bright Spot 4:** Feedback surrounding the functionality of both SPIDR Tech (Community Connect) and VINE is largely positive, with few instances of technical issues.
    - **ACJC Response:** ACJC regularly meets with the vendors to respond to any issues. No major technical issues have been raised. Technical issues that do arise are dealt with to agency satisfaction.

- **Bright Spot 5:** Agencies largely appear to understand how to utilize the tools.
    - **ACJC Response:** ACJC chose a solution that could be easily implemented in agency workflows without disruptions or extensive user training. ACJC worked with the vendors to integrate SPIDR Tech (Community Connect) and VINE into one end to end solution.