Crime Victim Notification System

Arizona Criminal Justice Commission

Arizona Criminal Justice Commission

Change Request

April 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

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 Introduction

Overview

On **August 21, 2024**, ADOA ASET approved the original project investment justification (PIJ) to procure the Crime Victim Notification System solution.

- This solution meets 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.

ACJC created an RFP (BPM005579) to solicit creative and innovative proposals. The State Procurement Office awarded the contract to a partnership headed by Equifax.

The original PIJ spanned **7 months** and had development costs of **$5,530,500.00**.

Current Overall Project Health: RED

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Budget		• No cost-overruns or unexpected charges. • Project is underspent due to delays in Milestones 4 and 5.
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 participation by agencies being on a volunteer only basis.
Scope		• 5,489 of 10,647 sworn officers (CVNS "users"), or, 52% of project goal are currently 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, but 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 Change Request Overview

What in the PIJ is changing?

✓ **Timeline**
- End date changing from April 2025 to November 2025.

❏ **Scope**
- No change.

❏ **Budget**
- No change.

What initiated this change?

- Participation in the system is voluntary which creates uncertainty when forecasting.
- Implementation delays due to system migration, board or council council approvals, and extended legal reviews.
- Implementation baseline is currently too short (expected at eight weeks). Actual baseline is averaging twelve weeks.
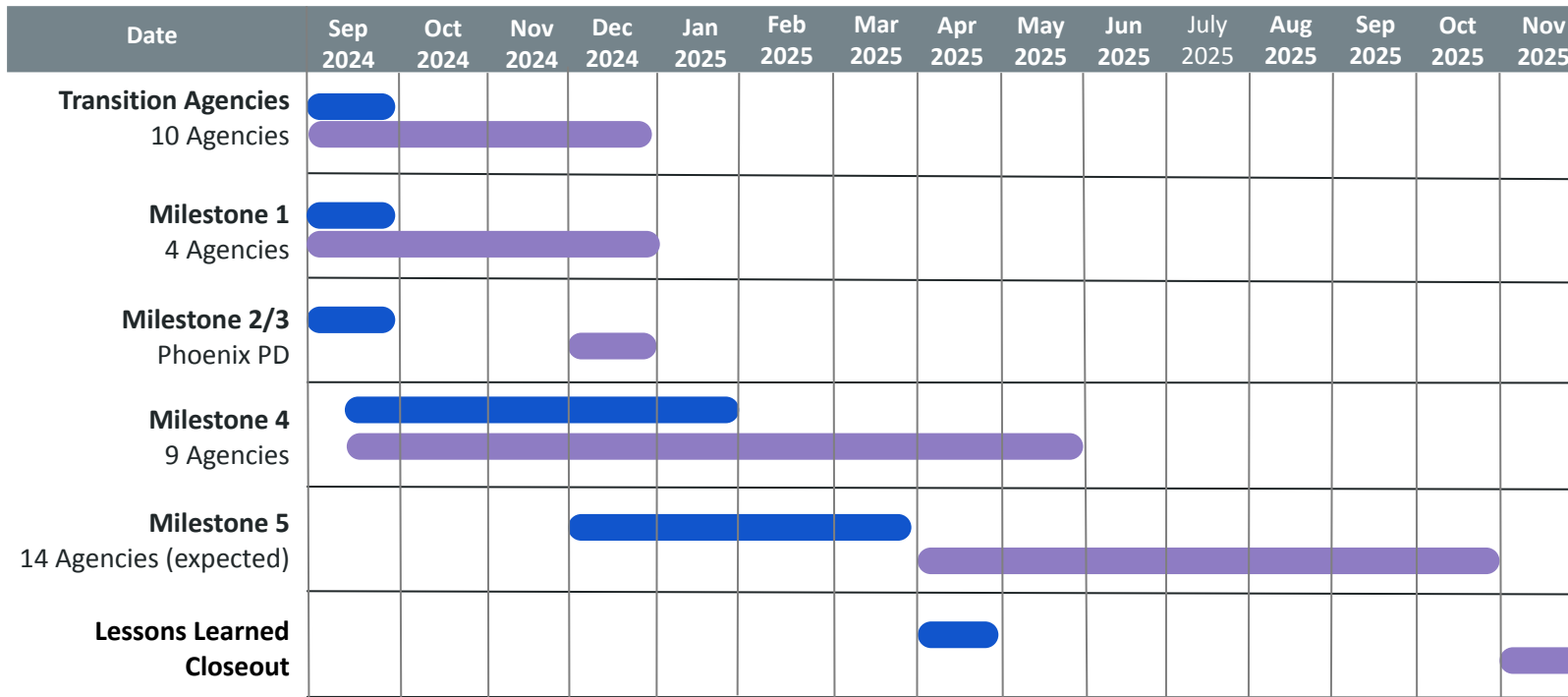
Revised Project Timeline

Milestone Name	Milestone Health	Complete %	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Transition		100%	9/2024	**9/2024**	N/A	**12/2024**
Milestone 1		100%	9/2024	**9/2024**	N/A	**12/2024**
Milestone 2		100%	**9/2024**	9/2024	**12/2024**	**12/2024**
Milestone 3		100%	**9/2024**	9/2024	**12/2024**	**12/2024**
Milestone 4		13%	9/2024	**1/2025**	N/A	**5/2025**
Milestone 5		0%	**12/2024**	3/2025	**3/2025**	**10/2025**
Lessons Learned and Closeout		0%	**4/2025**	**4/2025**	**10/2025**	**11/2025**

IV&V Report

- **Recommendation 1:** Early communication with CAD/RMS owners who are not the opted-in Agency should take place as soon as ownership is identified to avoid delays.

  - **ACJC Response:** *Smaller agencies sometimes contract with regional CAD. ACJC will work with partners to engage these regional providers early in the discovery period.*

- **Recommendation 2:** A more mature risk framework could allow the project management team to proactively mitigate and avoid issues, as well as be leveraged to effectively influence other project stakeholders.

  - **ACJC Response:** *ACJC will continue to analyze risks and issues and develop mitigations with partners, including targeted outreach, messaging on benefits of unified system, and reporting fund solvency to the legislature.*

- **Recommendation 3**: Alignment on the starting point to measure implementation between stakeholders may support shared expectations and planning (Ie. Contract Sign-on date vs. Kick-off).

  - **ACJC Response:** *ACJC and partners have developed new aligned baselines using shared metrics to better track progress.*

IV&V Report

- "The proposed re-baselined plan effectively addresses previous timeline related risks."

- "The extension of the generic net-new implementation timeline from 8 weeks to 12 weeks should mitigate risks associated with Agency related delays."

- "The addition of a deadline for new Agencies to opt-in to be included within the project timeline mitigates the risk of excessive scope-creep nearing project completion."

- "The addition of a column within the project plan identifying the confidence level of a specific Agency opting in supports effective forward planning."

- "The development of the project tracking spreadsheet has increased project transparency, organization, and efficiency, while advancing overall project management maturity immensely.."

- "The expansion of the role of an experienced Project Manager (PM) at ACJC has advanced the overall PM maturity, as well as supported the learning of other resources."

- "The updating and sharing of the project plan on a weekly basis by the Equifax PM has increased transparency and alignment and has been leveraged as a tool by ACJC to support vendor management."

Q & A
Session

Recommended Conditions

ADOA-ASET Conditions

a. 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.

b. 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.

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

b. Move to Approve with Conditions As Presented

c. Move to Approve with Conditions

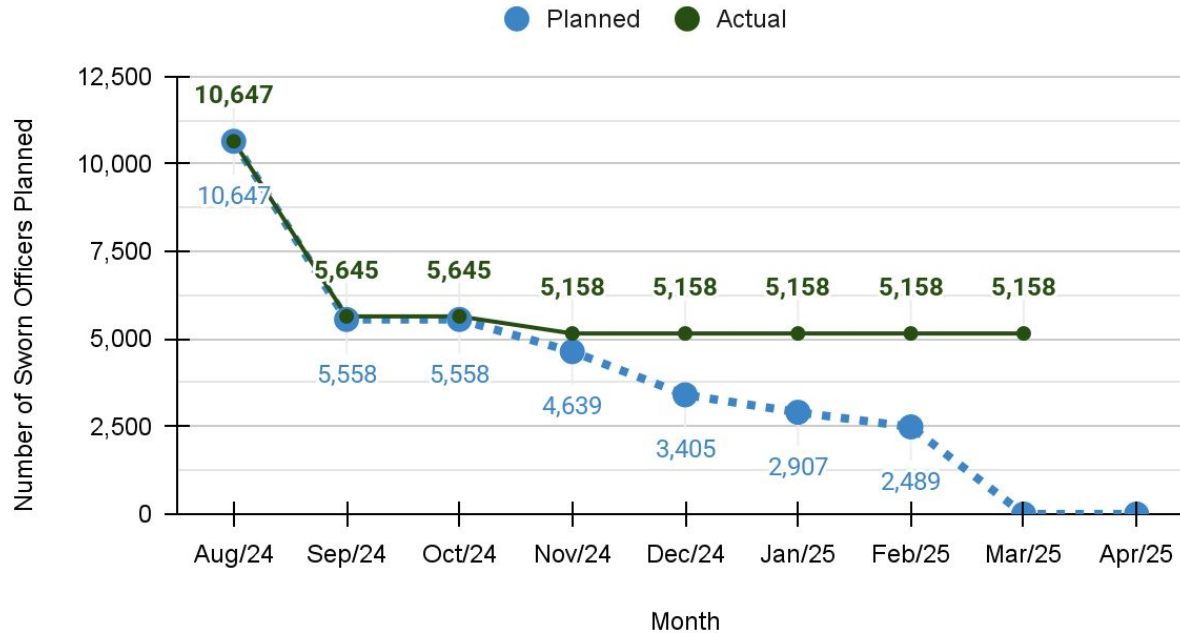   i. Committee May Modify or

    ii. Add Conditions

d. Move To Deny

Relevant Statutes and Rules

Per A.R.S. § 18-101 - Per Administrative Code R2-18-101

Appendix

Project Burndown Chart

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.