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## CJ-UCM Project Charter

### PROJECT NAME

**Criminal Justice Unified Case Management (CJ-UCM) for Pennsylvania Counties**

### PURPOSE

To explore the feasibility of a unified case management system where core offender information is entered one time, from which individual criminal justice departments can access records and add specific department information.

### PROBLEM STATEMENT

Individual silo case management systems exist within the various county departments that work with offenders. Currently the individual systems track the same offender, but oftentimes in an inconsistent way. This results in redundant data entry and tracking of duplicate information, inconsistent entry of data and the need for complicated search capabilities to find aggregate information on an offender. In addition the lack of sharing and transfer of offender data results in additional resource time and delays in timely handling of offender processing.

### SCOPE DEFINITION

The development of the CJ-UCM application will be based on the Microsoft Dynamics CRM 2011 product and will encompass the core functions of jail, adult probation and district attorney office case management systems. This includes the base demographic module with photo and attachment capabilities, reporting, and searching. These components will create the CJ-UCM system's Core Offender framework, with each department representing a module.. The development will further include integrated workflows for receipt of originating and existing Core Offender data when available, Sources of Core Offender Data may include AOPC offender information, Central Booking, and JNET. Export of basic offender transfer data, and export of data for reporting purposes as well as notification and assessment are in scope. Additional modules identified as required may be included as time and budget permits. System hosting options and solutions will be identified and shared as part of the pilot and prototype. **OBJECTIVES**

- Select four Pennsylvania pilot counties for the project
- Conduct three focus group sessions with three follow-up sessions to gather background material for development of unified business requirements
- Develop one business requirements document that encompasses adult probation, district attorney and jail case management and reporting data
- Develop the architectural design document for the unified case management system

- Have Microsoft conduct a review of the architectural design document for further refinement
- Develop the prototype of the unified case management system using Microsoft Dynamics CRM
- Develop and test a plan for data conversion of county data from existing systems into the unified case management system
- Implement a pilot of the CJ-UCM prototype in four counties with at least two departments each
- Evaluate the CJ-UCM prototype for further development, secure hosting options and implementation in additional counties

## DESCRIPTION

The concept of unified case management is to be tested with a prototype designed using the Microsoft CRM Dynamics 2011 application hosted in the County Commissioners Association of Pennsylvania environment. A centralized case management system utilizing NIEM best practices will be developed that contains a single instance of core offender characteristic data serving as the basis on which additional modules will be built for departmental specific needs and requirements. In addition this system will have built-in capabilities for automated data exchange with Pennsylvania's Court System, Department of Corrections, and JNET to enhance officer and public safety. Electronic offender record exchange between participating counties will simplify county to county and interstate transfers. Accurate, complete data will be available for monthly, year-end reporting, and grant reporting that will support outcome based program requirements and identify patterns for increased use of alternative treatment programs.

## REQUIREMENTS

This project must meet the following list of requirements in order to achieve success.

- The solution must be tested in the CCAP IT lab prior to pilot testing
- The solution must be implemented without disruption to current county department operations
- The solution must contain the Core Offender Modules and those identified as required by the project steering committee.
- The solution must meet minimum reporting requirements for ER11 and ER2p

Additional requirements may be added as necessary, with project sponsor approval, as the project moves forward.

## DELIVERABLES

The following deliverables must be met upon the successful completion of CJ-UCM prototype. Any changes to these deliverables must be approved by the project sponsor.

- Project management resources to oversee the successful completion of this project
- Stakeholder responsibility and communication plan
- Comprehensive business requirements document for current and future development
- Fully deployed web based unified criminal justice case management and reporting solution foundation
- Technical documentation for the CJ-UCM
- Test plans developed
- Training and related documentation delivered to pilot county end users

- Evaluation document with pilot results
- Recommendation list for future module development

#### MILESTONES

<b>Summary Milestone Schedule – List key project milestones relative to project start.</b>	
<b>Project Milestone</b>	<b>Target Date</b>
• Project Start	10/01/2011
• Pilot County Finalization	10/1/2011 - 11/30/2011
• Business Requirements, Documentation and Story Boarding Finalization	11/01/2011 - 02/15/2012
• Prototype Development	02/16/2012 – 12/31/2012
• Testing and Training	06/10/2012 – 12/31/2012
• Pilot Implementation	09/27/2012 – 01/31/2012
• Pilot and Prototype Evaluation	02/01/2012 – 02/28/2012
• Future Module Development, Gap Analysis and Funding Identification	03/01/2012 – 03/31/2012

#### COST ESTIMATES BY PHASE

<b>Summary Budget</b>	
<b>Project Phase</b>	<b>Cost</b>
• Planning and Business Requirements	\$ 96,188
• Development and Testing	\$200,624
• Training and Implementation	\$ 96,188
<b>Total</b>	<b>\$393,000</b>

#### AUTHORIZATION

Amended by the Project Sponsor:

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Douglas E. Hill

Date: September 8, 2012

Executive Director, CCAP

## Governance Structure

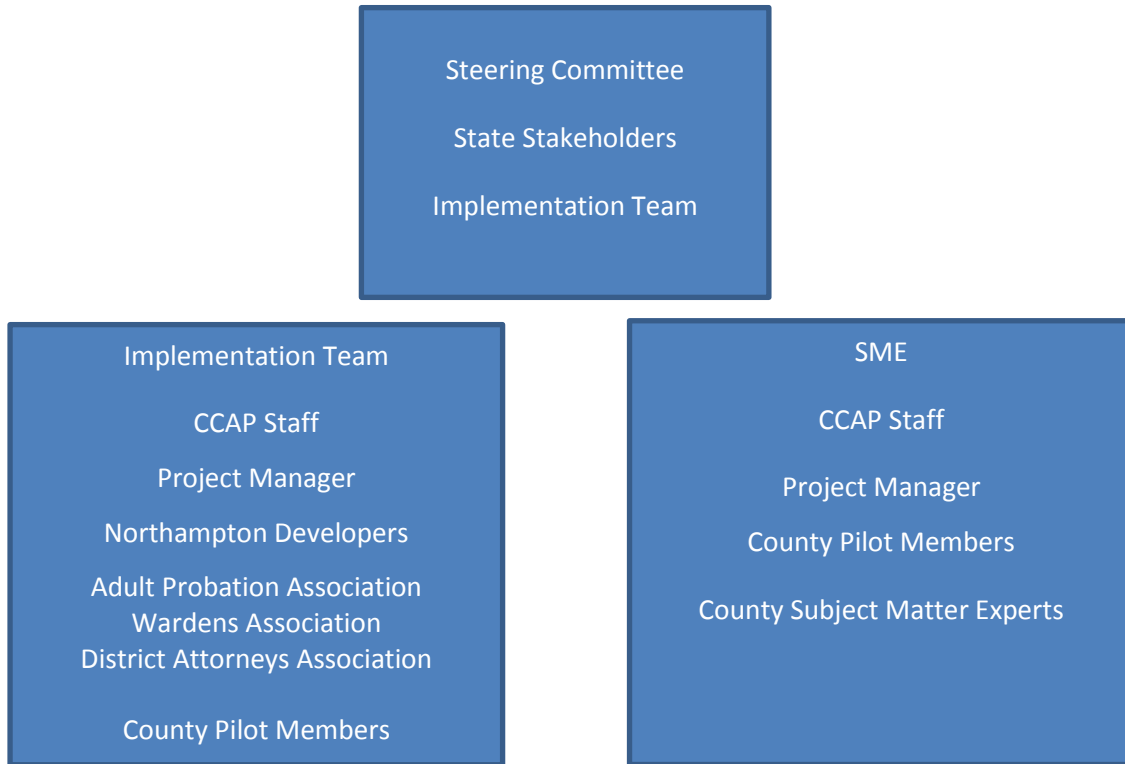
### DEFINITIONS

Steering – This committee consists of state agency stakeholders, the implementation team members and the subject matter experts.

Implementation – This team consists of the pilot county members, CCAP staff, the CCAP Project Manager and a representative from each of the participating department associations.

Subject Matter Experts (SMEs) – This team consists of designated county individuals that work in each of the departments in the pilot (adult probation, jail and district attorneys). These individuals are in addition to the pilot county members. Implementation team members may or may not be in attendance at these meetings. This team also includes CCAP staff, the CCAP Project Manager and pilot county members.

### GOVERNANCE DIAGRAM



### CCAP Staff and PM Responsibilities:

Rita Reynolds will be responsible for project oversight, interaction with state associations and agencies.

Deena Malley and Heather Brown will be responsible for project management

Mark Proper will be responsible for design oversight.