

CJCC Information Sharing and Integration Committee

Information Sharing and Integration Committee Meeting Minutes

November 16, 2005

Annex, First Floor Conference Room

Ann Arbor, MI

2:30 p.m. – 5:00 p.m.

Members Present: David Behen, Troy Bevier, Scott Patton, George Siasoco, Paul Bunten, Scot Cannell, Andy Brush, Jan Nelson, Karen Edman, Steve Hiller, Julie Chaffee, Sheila Blakney, Delphia Simpson

Meeting called to order at 2:30 p.m.

Members were given the following documents:

- CJCC Information and Integration Committee Minutes for October 19, 2005
- Inventory of Information Systems (Draft)
- Client Intake Cover Sheet for Bail (Pretrial Form)
- Matrix for “Best and Worst Things of Integration and No Integration”

I. Approve Minutes

Troy Bevier moved, Scot Cannell seconded, and members approved the previous meeting minutes.

II. Data Systems Inventory

Scott Patton referred members to the most updated version of the data systems inventory. He added that members should review and correct the inventory. Andy Brush clarified that the “key information” category was about what information is captured in this system, which can be broken down to people or incidents. Scott Patton also requested that the columns that lack information still need to be filled. The inventory is a work in progress and will be a standing agenda item.

III. Pretrial Form

Scott Patton referred members to the Pretrial Form. The Board of Commissioners upon the recommendation from the CJCC has established a pretrial services unit. Inmates, entering the jail prior to arraignment, will be interviewed by pretrial services staff on key data points, in order to verify the inmate’s information such as residency and employment. Julie Chaffee clarified that the questions were developed by the magistrates. Verification of information will be done three times and will then be sent to the magistrates so they can make a proper decision on bond setting or flight risk. While the majority of the information is already asked by the booking officer, the difference is that the information is verified later by the pretrial services staff for accuracy.

Scott Patton said the committee needs to address: “Should Information Technology (IT) staff advance with automating the verification list?” The programmers have indicated that automation was doable and not very complex. They gave a conservative timetable of eight weeks. However, they had a lot of process questions such as whether the list would be read-only, and whether access should be given to only the magistrates. These questions were therefore returned to the committee for discussion.

Discussion ensued on whether these process questions should be discussed at a higher policy level. Members also discussed if the form should be made public, if the form needs to be scanned and put into a drive with limited access, if the data needs to be stored in a document with a

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retrievable format, and if the process would reduce redundancies. Julie Chaffee advised not accomplishing automation at this time as the program is still new and under development. Changes may be necessary and will extend the timeline. The legal question of whether it is a public document is still an issue. Joe DeGraff will be compiling the information into an excel spreadsheet and it may be easier to have him work on it first. After which, Community Corrections staff may be able to offer better answers to the process questions that IT has in the development of a more automated system. Members agreed that the automation may indeed be necessary in the future but not at present. Community Corrections will inform the committee when they are ready to automate further in collaboration with IT staff.

IV. Overview

David Behen introduced Peter Dams as the facilitator from Kalamazoo who will be guiding the planning discussion. He noted that systems integration is one of the first priorities. The November and December meetings will be devoted to putting a plan to integrate the county's systems. Peter Dams has previous experience on this type of project with Kalamazoo County. His experience and expertise will be very helpful as the committee lays the county's framework for the next few months.

V. Integration Discussion

Peter Dams shared with the committee examples of his previous justice system consulting work for Kalamazoo County. Peter process mapped both misdemeanor and felony case flow across nine agencies. He synthesized individual process maps into system maps showing case flow across all criminal justice agencies from call for service through adjudication. Forms were identified and the county hired Motorola to help develop a proof of concept for one form as it is used throughout the system. His expertise lies not with the IT side. A relationship map was also created which identified the criminal justice system agencies and their interactions among each other and with the community. He clarified that he is now working as an independent consultant. The notes from this discussion are attached as an appendix section below.

Julie Chaffee commended Peter Dams on his facilitation. She said that there was consensus built on a goal. How does the committee get more buy-in from the CJCC? How does it facilitate discussion with them so they know? David Behen said that the Peter Dams can be invited to speak to the larger group. The committee has been charged with doing the staff work and needs to complete this. The committee can share what it has documented in the meetings for the larger group. Members agreed that integration is important to perform because the county is faced with a "change or die" situation. It is members' jobs is to be efficient. People expect it as county dollars are used. Otherwise mandated services will cost so much that discretionary services become threatened.

Peter Dams noted that the "best" of integration identified benefits for system users. But the committee needs to also identify the benefits for the public, in terms of costs and public safety.

VI. Next Steps

Scott Patton said that George Siasoco will send the minutes out with the discussion from this meeting. He asked members to review and provide comment on items that are still missing. At the next meeting, members will then meet to form goals based on the discussion. Process mapping will be done starting next year.

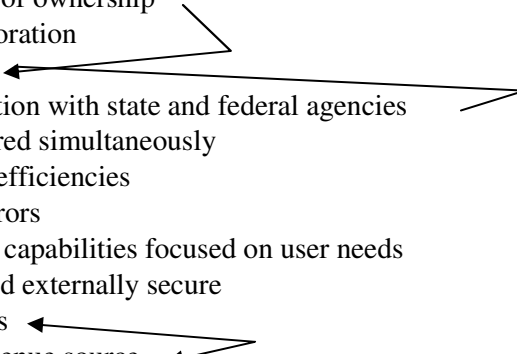
Adjourned at 5:00 p.m.

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Notes from Integration Discussion (This section prepared by Peter Dams)

Facilitator Peter Dams conducted two exercises to help the committee prepare for the December goal setting session. Specifically, he asked members to (1) develop a working definition of “integration” and (2) identify benefits of integration from multiple perspectives.

Develop a working definition of integration (brainstorming list)

- Reduce data entry
 - Reduction of redundant data
 - Electronic access to data by people who need it
 - Same definitions throughout the process
 - Same forms used throughout
 - Like-agencies follow same process
 - Unified understanding of what everybody does
 - Single point of ownership
 - More collaboration
 - Centralized
 - Communication with state and federal agencies
 - Updates shared simultaneously
 - Eliminate inefficiencies
 - Eliminate errors
 - Better query capabilities focused on user needs
 - Internally and externally secure
 - Public access
 - Potential revenue source
 - Reduce cost of doing business
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Members then developed working definitions of integration based on the above brainstorming ideas and volunteered the following draft definitions. **Bold terms** should be considered for the final draft at the December 7 session.

- **Simplified non-redundant data entry** based on **common definitions** allowing for information to be shared in a manner consistent with individual needs.
- Ability to access **secure data** that will reduce inefficiencies throughout the public safety and justice community of interest while **reducing the cost of business**.
- Data from incident to court disposition in one spot with **appropriate people updating and appropriate people accessing**.
- **Storage and availability** of meaningful information focused on end user needs while reducing inefficiencies.
- System integration will allow those who need data to get the data they need when they need it, while maintaining a secure database and **promoting efficiency and cooperation**.

The following additional terms should also be considered:

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- **Good decision making**
- **Simplified access to data**
- **Shared data across agencies and users**
- **Timely** (per “best-worst” exercise)

At the December meeting, the committee will create a final draft.

Benefits of Integration

Facilitator Dams then conducted the “best-worst” exercise. The purpose was to tease out benefits of integration over a wider spectrum than a mere pros-and-cons list would reveal. The below list shows the things the CJCC wants to get, keep, avoid, and get rid off in the process of creating an integrated information system.

	BEST	WORST
INTEGRATION	<ul style="list-style-type: none"> • Consistent, accurate, and <u>timely</u> information available to everybody • Better align processes • Reduce errors • Reduce costs in the long-term • Reduce redundancies in data entry, storage, and work • Increased verification • Common goal • Promotes collaboration • More information • More time thinking- less time searching • Kill less trees • Enhanced public safety 	<ul style="list-style-type: none"> • Information not correct • Information not meaningful • Potential for compromise of secure data • Computer crashes • If no buy-in, not everybody will use the system • Ownership? Who is accountable for data entry? • Possible loss of employment • Change • Less nimble – can’t change as fast • Many people involved in decision-making • More up-front money in the short-term
	↑ GET	↑ AVOID
NO INTEGRATION	↓ KEEP <ul style="list-style-type: none"> • No up-front cost • Systems work well for the individual agencies they were designed for • No change/ no change management • Nimble - quick changes • Less work (on integration) • Data are secure 	↓ GET RID OFF <ul style="list-style-type: none"> • Inability to make timely decision • Liability due to: <ul style="list-style-type: none"> • lack of data • inaccurate data • Cannot collect data to show public the need for change • Don’t have data to show public what we do and how well we do it • Public safety compromised • Inefficient use of staff • Not user-friendly for public users

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The power of this benefit matrix lies in the fact that it will help the committee avoid a myopic focus on just the “best” part of integration. That is, were integration to proceed without recognizing the other cells in the matrix, then items that should be avoided or gotten rid off may not be dealt with directly. As result, those elements may creep into the design of the new system, rendering it less efficient and effective. Items listed as the “worst” aspects of an integrated system can now be used as an “avoidance checklist.”

Issues in Integration

The committee concluded the meeting by briefly identifying potential issues that must be addressed to ensure smooth integration development and acceptance:

- Buy-in from the CJCC. Scott Patton pointed out that the CJCC executive committee would receive a report with the result from the goal-setting sessions. In addition, the CJCC created the Information Sharing and Integration Committee with the purpose to develop a plan for developing an integrated system.
- Buy-in from other county- and non-county agencies
- Buy-in from county board of commissioners
- Buy-in from other municipalities
- Timeline
- Buy-in from public
- Ownership: Who will “own” the integrated system?

This list is not exhaustive and should be revisited and updated periodically. It serves as a reminder that the integration process must address non-technical items throughout the entire phase of system design, development, implementation, and evaluation.

Next steps

Facilitator Dams briefly outlined that at its December meeting, the committee will fine-tune the definition, conduct a gap analysis to develop short-term (2006) integration goals and objectives, outline a tentative timeline, and brainstorm possible key performance indicators.