



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Public Defender
Department No.: 023
For Agenda Of: April 14, 2015
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Raimundo Montes De Oca, Public Defender
Director
Contact Info: Mona Ramirez (805) 568-3490
SUBJECT: Case Management Systems Agreement between County of Santa Barbara and Journal Technologies, Inc. for a Case Management System

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Other Concurrence: General Services, Information and Communications Technology

As for form: Yes

Recommended Actions:

That the Board of Supervisors:

- a. Approve and authorize the Chair to execute a Case Management Systems Agreement with Journal Technologies, Inc. to provide a case management system for the Department of the Public Defender and five years of support for an amount not to exceed \$300,880.68; and
- b. Determine that the above action is not a project under the California Environmental Quality Act (CEQA), pursuant to Sections 15378(b)(4) and 15378(b)(5) of the CEQA Guidelines, because it consists of governmental administrative or fiscal activities that will not result in direct or indirect physical changes in the environment.

Summary Text:

This item is on the Agenda to execute a Case Management Systems Agreement with Journal Technologies, Inc. for an electronic Case Management System (CMS). Currently, the Public Defender's office has adapted a Calendar Management System (software to track case dates and assigned attorney)

to serve in lieu of a Case Management System (software to track case assignments and dates as well as store relevant electronic data and documents with the case as a “paperless” file). The current Calendar Management System is over 15 years old, no longer has space to store relevant case data and is not configurable to integrate with software programs currently in use by other agencies that interface with the Public Defender’s Office. In order to improve the Public Defender’s Office business processes to increase efficiency within the office and in our work with other justice agencies, the Public Defender’s office needs to replace their calendar management system. Journal Technologies, Inc. has been selected to provide the Public Defender’s office with an electronic case management system after a comprehensive review of their program and response to request for quotation.

Background:

The Public Defender Office’s Calendar Management System is roughly 15 years old. In November 2012, the server was out of its lifecycle and was about to “crash.” We requested the County’s Information and Communications Technology (ICT) office to virtualize our server to expand its lifecycle by a year so we could determine whether an upgrade of our current system was possible. We learned we needed a new system, since the original system vendor explicitly stated an upgrade was neither possible nor desirable because they no longer maintained, supported, updated or developed the system. The Public Defender’s Office began its search for a new “Case Management System” (CMS) in November 2012. Fortunately, we have been able to continue using our current Calendar Management System during this time, but we are now almost out of usable space on the CMS server and are unable to add or expand the storage space. However, now even this short-term solution is no longer viable because the virtualized server on which our Calendar Management System operates will no longer be supported by ICT as of July 2015, when the County will be required to upgrade the operating system for its servers, using a version which will not support our server.

The replacement CMS chosen by the Public Defender’s Office was selected after surveying and comparing the systems used by comparable Public Defender Offices in other California counties as well as out-of-state defender offices using the CMS developed by Journal Technologies, Inc. Our evaluation focused on finding a system that would meet our department’s current and future business needs. Journal Technologies, Inc. offers a product that provides our office with increased security for sensitive case data, document and electronic data management, secure access via mobile devices so staff can work out-of-the office, and the ability to integrate with other justice agencies such as the Courts, Probation, the District Attorney, and possibly the Sheriff’s Office. This program is either currently being used, or in the process of being implemented by defender offices in Solano County, Santa Clara County, Imperial County, and Mendocino County. This software vendor also provides this program to prosecutor and defender offices throughout the nation, serving offices in Arizona, Nevada, Montana, Kentucky, Hawaii, Washington, Idaho, Tennessee, Arkansas and Pennsylvania.

The ability to integrate the CMS we have chosen with our justice partners is very important, and we have consulted with our vendor and the vendor currently installing the Superior Court’s case management system to ensure that both systems will integrate in a manner permitting a direct flow of data from one CMS system to the other, reducing the amount of manual data entry that will be required to open a case, and in the future to transmit file information such as court dates and the charging document in each case directly from one office to the other through business processes that each entity will develop. We have ongoing conversations with the Courts so each party is apprised of the manner in

which their respective CMS systems are being implemented. We are also following the same process with our other justice partners so that our system’s document management software will permit us to download and manage data to and from the DA, Probation and Sheriff. As the volume, type and sources of data we receive from our justice partners increases, our new CMS will provide our Department with the capability to meet these changing demands and to continue providing our clients with efficient and effective representation.

We have consulted with our County’s ICT office to ensure our system platform and CMS infrastructure will be compatible with and supportable by our County’s ICT. The system will be hosted by the County’s ICT which will provide secured and controlled access via the internet.

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

The total purchase price of our case management system will not exceed \$300,880.68. The cost of the system software, \$182,080.00, will be financed by reserves set aside in anticipation of the need to upgrade or replace our current case management system. A Budget Revision Request for \$182,080.00 will be submitted at a later date to draw down the funds from reserves to cover the cost of the system software. This will occur after “system acceptance,” which it is estimated will take 9 to 12 months from implementation. Note that the system software cost is funded entirely by reserves; there is no General Fund impact.

The purchase contract also includes an annualized maintenance fee that will be paid to Journal Technologies. The maintenance fee is already part of the Public Defender’s budget, since the amount is comparable to that already budgeted to maintain the office’s current calendar management system. There will be an additional cost to have County ICT host the proposed CMS, which is not a currently budgeted expense since our current calendaring system did not require hosting. We will attempt to absorb as much of this additional cost, projected to be less than \$15,000 per year, in our annual budget.

<u>Funding Source</u>	<u>Fiscal Year</u>	<u>Total One-Time Cost</u>	<u>Annualized On-going Cost</u>	<u>Total Project Cost</u>
Reserves	2015-2016 *	\$182,080.00		
General Fund	2015-2016 *		\$ 21,500.00	
General Fund	2016-2017		\$ 22,575.00	
General Fund	2017-2018		\$ 23,703.75	
General Fund	2018-2019		\$ 24,888.75	
General Fund	2019-2020		\$ 26,133.18	
Other				
Total		\$ 182,080.00	\$ 118,800.68	\$300,880.68

*Timing of initial payment is dependent on “System Acceptance” and may occur in next fiscal year.

Key Contract Risks:

Santa Barbara County’s agreement with Journal Technologies, Inc. carries these identified risks:

Risk	Mitigation
Inter-agency compatibility	We have met with the Contract provider and the Courts and received assurances the two systems are compatible and we will be able to develop an application interface with the Courts. We will continue to meet with the Courts and other justice agencies to ensure the systems in place at those agencies will interface as seamlessly as possible with our CMS.
Training	We have integrated on-site training requirements into the Contract and there will be on-site trainers provided to support all three offices and four days of on-site “administrator” training. We have spoken to other similar sized Public Defender offices who are or have recently implemented the same software program; these offices report being extremely satisfied with the training provided by the vendor.
Conversion of “legacy” data	The case data currently found on our case calendaring system may not reliably transfer onto our new system, and the cost to transfer may be quite high. We have made the decision to not convert legacy data and to operate the old and new systems side-by-side.

Staffing Impacts:

There are no direct staffing impacts associated with the approval of this Journal Technologies Agreement. The proposed case and document management system will assist this department in meeting the challenges posed by the ever increasing use of electronic data in the Courts as well as within the justice agencies.

Special Instructions:

Please retain one fully executed original agreement and a copy of the minute order for pick-up by Public Defender. Please email monaramirez@co.santa-barbara.ca.us when documents are ready.

Attachments:

Case Management Systems Agreement between County of Santa Barbara and Journal Technologies, Inc.
Board Contract Summary

Authored by:

Raimundo Montes De Oca, Public Defender

cc: