

JUS.T.I.S. * Governance Council Meeting Minutes
*Justice Tracking Information System
Thursday, August 19, 2004, 10:00 a.m.
Hall of Justice, 850 Bryant Street, Room 215
San Francisco, California 94103

Attendance

Sheriff	Eileen Hirst	Superior Court	Pat Jeong
Adult Probation	Jahangir Khan	DTIS	Walt Calcagno
District Attorney	Martha Knutzen	DTIS	Yolanda Scheihing
DOSW	Rosario Navarrette	DTIS	Oli Sadler
DOSW	Dorka Keehn	IT PM	Al Corker
MOCJ	Murlene Randle	IT PM	Richard Peck
MOCJ	Agnes Briones	OIS	Bill Roth
Public Defender	Rene Manzo	Coordinator	Paula Itaya

Call to Order

Eileen Hirst, Co-Chair of the Governance Council, called the meeting to order at 10:10 a.m. Eileen requested that all audible electronic devices be deactivated, so as not to sound during the meeting. Eileen noted that no members of the public were present today, although the meeting had been duly announced and posted. She said that as long as there were no public present, it would not be necessary to call for public comment after each agenda item.

Adoption of Agenda - Action Item

Martha Knutzen moved to adopt the Agenda. Murlene Randle seconded the motion, which was approved unanimously by the members. The Agenda was adopted as submitted.

Adoption of Meeting Minutes - June 24, 2004 - Action Item

Murlene moved to adopt as final the draft of Minutes, dated July 13, 2004, of the meeting of June 24, 2004. Jahangir Khan seconded the motion, which was carried by unanimous voice vote. The Minutes were adopted as final.

Executive Sponsor Update - Discussion/Action Item

Murlene presented an update on the status of the current year budget. Murlene said that the requested budget was passed at the amount of \$1.7 million. Funding for the first quarter was released and is available, with the remainder of the budget for the fiscal year held on reserve. To get the remaining funds released, it will be necessary to make a presentation to and get approval from the Finance Committee of the Board of Supervisors. The application for a grant of \$742,108 was

submitted to the Department of Justice (COPS Office), and it is planned that the funds would be used to start the server consolidation project.

Murlene said that, as the Committee on Information Technology (COIT) had suggested, the budgets of JUSTIS, and the Police, Sheriff and DTIS, as to income and spending related to JUSTIS, have been combined. The Mayor's Office of Criminal Justice (MOCJ) would be the Program Manager. Murlene said that MOCJ would continue to use the services of IT PM to assist in program management. She said that close oversight of Project revenue, grants and General Funds, would be maintained by having the invoices paid from one location. Murlene said that this kind of close oversight that had been requested would result in a positive perception of the JUSTIS Project by those outside JUSTIS, and would ultimately benefit JUSTIS.

Murlene said that MOCJ would be meeting with DTIS to determine a mechanism for the transfer of funds. She said that funds would probably be workordered to DTIS for their labor costs incurred by JUSTIS, and other spending and contractual costs would be reviewed directly by MOCJ.

Eileen said that the Sheriff very much supported the consolidation of budgets under MOCJ. She said that the consolidation would benefit both the Sheriff's system and contribute to the goals of JUSTIS. Murlene said that in telephone conversations with Chief Heather Fong regarding the consolidation, she has not been aware of any negativity within the Police Department regarding the consolidation.

Technical Steering Committee (TSC) Update - Discussion/Action Item

Agnes Briones, Chair of the TSC, said that she would present a brief overview of the current status of JUSTIS activities. She said that, in the light of the close association of the new systems of the Police (STAR) and Sheriff (JMS) with JUSTIS, with respect to funding and goals, a protocol will be developed to have staff of those departments included on the TSC. Agnes invited Al Corker to present any additions to the update.

Police Department - Agnes said that field evaluations have been made of the top three bidders. Ballots have been submitted, and a recommendation should be made by next week ratifying one proposal. The recommendation would then go to the command staff and the Police Commission. Al said that, similar to their function with the Sheriff's Department, IT PM has a seat on the Department's Technical Advisory Committee, but they do not vote on whether or not a particular system meets the needs of the department. Al said that department subject matter experts made field visits in the Bay Area to see system demonstrations of the three close-scoring finalists. One system was clearly superior. Ballots went out this week. The selection would then be ratified, the award announced, and final contract negotiations would begin. An award should be made within thirty to forty-five days. A question was asked about the need for the approval of the Police Commission, since future payment would be made by MOCJ. Murlene said that a department would have its own protocols for departmental decisions and approval of work performed for them. She said that the Commission might ratify the recommendations submitted to it by command staff, and added that MOCJ would look for that kind of documentation. "Operational ratification" by the department is customary before the MOCJ would approve any payment.

Sheriff's Department - Agnes said that negotiations are in progress with Motorola for their Jail Management System. Eileen said that a letter of intention to award a contract to Motorola has been sent out. They are in the process of working on compliance issues with the Human Rights Commission. City Attorneys Nicole Chapman and Rebecca Katz are assisting the department with the negotiations.

Agnes said that Walt Calcagno would provide an update on TSC activities involving other department projects:

Adult Probation Department (APD) - Walt said that Jahangir made a presentation regarding a pilot program involving the placement of kiosks in various locations, to provide probationers with additional reporting and payment opportunities. Walt said that the TSC had some questions and requested additional information. Another meeting would take place about the proposal. Jahangir added an update on the contractual questions posed by the TSC. He said that they have met with City Attorney Rosa Sanchez and would be back in contact with her next week for her recommendations. One issue was how best to proceed with the multiple vendors that may be involved. In addition, he added that there were no issues of confidentiality, which would prevent going forward with the project.

District Attorney - DTIS is working with the department and the Damion vendor on the Word templates. The vendor has provided some key word triggers, which would facilitate the application. One setback occurred in that two key personnel of the vendor's staff have been laid off. Martha said that another Constellation person has been assigned. The work is going on slowly, despite the severely reduced departmental staff. They are still working on the charge codes, which is very labor intensive. They had hoped to have completed it this summer, but they are approximately half way through it. They are working after hours on a comp time basis. Martha said that she is grateful to Yolanda Scheihing for the technical assistance of her staff and herself. Martha said that she has no dedicated staff in the department; however, they are slowly getting the software ready for the training period to begin. She said that they are actually testing as they are creating, so that it is slower, but she has confidence that the implementation will go well, with most of the bugs worked out, when that point finally arrives.

Public Defender - Walt said that Rene Manzo has been working closely with the vendor, Enterprise Solutions, on the construction phase of the user interface. The main vendor staff person assigned to the project has been ill. Rene said that he expects the person to be back at work next week. He said that they would be working on a design review of the system and making some adjustments.

Agnes said that the TSC submitted the COPS technology grant application, which is presently being reviewed at the federal level. She said that the grant funds would be used for server consolidation and they should be hearing something in the next couple of weeks.

Domestic Violence - Agnes welcomed Dorka Keehn and Rosario Navarrette of the Department on the Status of Women (DOSW) to make a presentation of their query and reporting document. Rosario thanked department members for their work with the DOSW, and particularly the Justice and Courage Project, in their mission to eradicate domestic violence. She particularly thanked IT PM for their expertise and assistance with technical issues. They have been working with IT PM on the document she will present.

Rosario presented an overview of the department. She said that the Project started when a "domestic violence" murder occurred in 1990, and an examination ensued of the systems which dealt with it. When another murder took place (2000), continued investigation of the systems revealed four areas of problems still not being addressed: The first area is in the coordination and communication of information among agencies. Next, data collection is an essential element. The third issue is access to services, and the fourth is training. It was apparent that the "newly" envisioned JUSTIS system would be the ideal medium to bring resources to bear on the problems of domestic violence in the community. With this realization, the DOSW began to take an active role in the development of "domestic violence modules" in the new case management systems comprising JUSTIS.

With a budget of \$1.7 million, DOSW presently supports twenty-five community programs. The programs are categorized as follows: crisis line, intervention/advocacy, legal assistance, shelter services, transitional/advocacy and prevention education. Some of the non-profit agencies they work with partner with departments in the criminal justice community. State and federal funding contribute to the programs. San Francisco is unique in its diverse population, and diversity is a factor to be considered in the range of programs they support.

Rosario said that in order to be effective as a department and to achieve their goals, they must be armed with information necessary to formulate and guide policy in the community. Policy decisions would then direct funding priorities. For policy formulation and subsequent funding to take place, with the goal of eventual eradication of all domestic violence, it is essential to understand the characteristics of domestic violence in San Francisco. Statistical information is needed, such as the rates of occurrence, the use of weapons, sentences of convicted offenders, types of violent behavior, cultural and demographic factors, and the prevalence and patterns of relationships as seen in elder, spousal and child abuse. Rosario detailed the specific reasons for the need for particular information as outlined above.

The Domestic Violence Query and Reporting Service (DV Q & R) will be available to authorized users via a web browser. As a part of the JUSTIS program, it will be developed according to the applicable standards for JUSTIS projects. The project is designed to build tools to comply and analyze information on domestic violence in San Francisco. It will include definitions of domestic violence data items, pre-designed reports for print or screen, ad hoc inquiries for print or screen, tools for designing reports and queries, and help for designing analytical presentations of information. Rosario said that San Francisco would be one of the first cities in the nation to collect and analyze this type of data in order to make a difference in the outcome of the problem of domestic violence.

Rosario said that the new Police RMS is critical. It will set the tone and direction for a greatly improved response. It will include new capabilities and assemble more detailed information as required by new federal National Incident-Based Reporting System (NIBRS) standards. The NIBRS standards enable queries on many factors heretofore impossible, such as the type of weapon involved, stalking aspects, referrals to service providers, and many aspects of domestic violence. Richard Peck added that the richness of information provided by the detail in the Police RMS is a shift from prior reporting. A greater level of detail is demanded, which is harder to collect, but can be analyzed more extensively. It will add greatly to the JUSTIS integration components. A sample layout for the DV Q & R service was demonstrated. Richard said that it is referred to as a service, not a system, because it "serves up" data into report and query formats that is collected from various systems.

Al said that the DOSW has been courageous and adventurous in their design of reports. They have experimented with the possibilities of data collection, asking for example, if this piece of information were available, how would their goals advance? Al said that the exercise would test the lifecycle of JUSTIS, since the data will be drawn from the repository collected from departmental systems. Al said that the reports could be pre-designed to generate grant funds, improve performance, or substantiate requests for new programs, etc. He said that the work is very innovative and he applauds the creativity demonstrated by the department. Richard said that the implementation of NIBRS standards is going pretty slowly around the country, but some states have increased their efforts to comply, and it is exciting to see San Francisco in the vanguard of activity. Rosario said that Santa Clara and San Diego are two counties that have their own domestic violence system.

Dorka said that all of the learning that has taken place has been a very positive experience. She asked if there is a new timeline for the implementation of the departmental systems from which the domestic violence data would be collected. She noted that some of the previous deadlines have passed. Al said that the strategy has not changed but the time has moved. DTIS has just finished the proof-of-concept of the hub. The POC demonstrated that the information could move back and forth between the applications. The connections have yet to be built. There is a race to get the hub running within this fiscal year. Domestic violence data is similar to a use case in JUSTIS. The information collected is predicted by the question. The "use case" is a test of the system. Al said that the DTIS decision has been made to stay with Oracle. Oracle provides some tools to re-direct the data to the warehouse, which will be one of the proofs of the JUSTIS Project. Al said that the budget's re-arrangement has possibly provided an opportunity and a challenge to acquire additional tools and resources. Al ventured an estimate of six months to have the domestic violence query and reporting system operational.

A question was asked regarding the collection of data. It was noted that misconceptions might occur as to who is actually entering a data element. Rosario said that the Justice and Courage Panel includes a Data Collection Committee, which has the representation of every criminal justice agency. Oli Sadler is a member, as are Elena Simonian of Superior Court and Cynthia Alexis of the District Attorney's Office. When it is discovered that an element is needed, and which system may be able to capture the data, it is hoped that the representative can notify those working on the programming of the case management system to include it.

Richard said that the data needed by DOSW will help inform the design of the Data Warehouse. Al estimated the Warehouse to be ready in one year. Al said that the process models, which describe the relationships that occur between departments in the course of their business, would aid in the interfacing of systems to the Warehouse. It was noted that some departments do not have a separate domestic violence component. Members expressed concern that elements needed or wanted by DOSW may be inadvertently missing from their own systems. Al said that the original system design includes building models to determine what data is in the existing application. Al said that if the models were not constructed, it would not be known what elements are missing. Dorka asked if there would be funding available to add elements at some later time. Al said that most of the information needed is being collected, or is planned to be included. Jahangir added that the two distinct areas of the software and the business process need to be merged. Al said that this describes the work of the process model: every needed piece of business is identified and can be corrected or added in the software design. Al said that the hub cannot be built without the model.

Al invited members to attend a tutorial on business process modeling. Murlene said that a presentation could be scheduled through the TSC, which meets every Thursday. Al said that it is a complex subject and he urged Council members to attend so that they may better understand the process. Murlene said that funding may be an issue, but MOCJ would make every effort to support this important component of the project.

Dorka summarized the concern and anxiety of the DOSW, during the last four years, regarding the continually receding timelines, despite some progress having been made. Members expressed their strong commitment to and affirmation of the DOSW goals and pledged their hard work and support to bring the project to speedy fruition.

Department on the Status of Women (DOSW) - Request for Membership on the Governance Council - Discussion Item

This item is carried over from the last meeting. Eileen had suggested that an update be presented at this meeting of the Council. Dorka asked members if there were any issues or questions regarding DOSW membership on the Council. Dorka said that the DOSW has demonstrated their support of and commitment to the JUSTIS Project, and they want to become further integrated into the Project, so as to help to develop solutions to some of the problems surrounding domestic violence. Eileen said that what is required is an amendment to the Administrative Code, which contains the enabling legislation for JUSTIS. Eileen said that at the last meeting, the issue of funding was raised, since most of the voting members expect to contribute financially to the maintenance of the system.

Rosario said that they are in contact with City Attorney Paula Jesson, who is advising them in the procedure for amending the Code, and has drafted the legislation. Rosario said that according to the City Attorney, a financial commitment is not a requirement in the legislation. Therefore, they are persevering in their effort for membership on the JUSTIS Governance Council. Rosario added that the DOSW budget is very small relative to their mission. They have a grant for their sole staff personnel, Justine McGonagle. She commended the departments for their cooperation with the DOSW, their understanding of the importance of domestic violence issues, and for their work with the Justice and Courage Project. Rosario said that they have contributed resources of their own in working with departments. In addition, they are committed to searching for outside funding on behalf of JUSTIS.

Notwithstanding the above, a discussion took place regarding the possibilities of DOSW funding on behalf of JUSTIS. Dorka said that they are not opposed to a financial commitment, if the Council would help them to gain an increase in their budget. She admitted that funding for an increase in services would have a higher priority. Murlene said that DOSW should apply for a line item for JUSTIS to be placed in their budget, through the City budget process. Eileen said that there is a need for funds for the on-going maintenance of the system. She said that the dollar amount for the yearly support of JUSTIS is unknown at this time. The only model is the present system. A line item of approximately four hundred fifty thousand dollars is an agency's share in this fiscal year of maintaining the Court Management System (CMS). It was noted that once CMS is replaced, departments would be contributing to JUSTIS. Eileen added that if information is the key to obtaining additional services, the DOSW might want to realize that Council voting for adding system components is governed by the resources available to pay for it. Eileen said that it was not a matter of a percentage of the total amount of a department's budget, but whether or not the contribution would be funded by the Mayor's Office, and to what extent. It was noted that there are non-contributing voting agencies; however, members said that those agencies tend not to be "part" of the system, in that they do not send to and receive information from it.

Murlene said that every department is being hurt by the difficult budget climate and must determine their own priorities. It is agreed that the computer system is a priority and must be paid for somehow. Dorka said that the legislation would be submitted next week and said that she is committed to lobbying for funding. Agnes said that before lobbying takes place, the TSC could assist in determining the amount of the line item that could be requested.

New Business

No new business was presented to the Council.

Adjournment

The Police Department, Juvenile Probation and the Emergency Communications Department were not represented at the meeting. The next Council meeting is scheduled for Thursday, September 30, 2004, at 10:00 a.m., in the Adult Probation Conference Room. There being no further business before the Council, Murlene moved to adjourn the meeting. Martha seconded the motion and the meeting was adjourned by unanimous consent at 11:45 a.m.