

INTERSTATE COMMISSION FOR JUVENILES

Technology Committee Meeting Minutes

January 20, 2022
2:00 p.m. ET
Via Zoom



Voting Members in Attendance:

1. Kellianne Torres (IA), Designee, Chair
2. Judy Miller (AR), Designee
3. Jefferson Regis (DC), Commissioner
4. Roy Curtis (ME), Commissioner
5. Jacey Rader (NE), Commissioner

Non-Voting Members in Attendance:

1. Holly Kassube (IL)
2. Nita Wright (IN)
3. Abbie Christian (NE)
4. Kelly Palmateer (NY)
5. Rachel Johnson (NC)
6. Brandon Schimelpfenig (WY)

Members Not in Attendance:

1. Felicia Dauway (SC), Commissioner
2. Gladys Olivares (NV)

National Office Staff in Attendance:

1. MaryLee Underwood, Executive Director
2. Emma Goode, Logistics and Administrative Specialist
3. Jenny Adkins, Operations and Policy Specialist
4. Joe Johnson, Systems Project Manager
5. Amanee Cabbagestalk, Training and Administrative Specialist

Call to Order

Technology Committee Chair Torres (IA) called the meeting to order at 2:00 p.m. ET.

Roll Call

Director Underwood called the roll and a quorum was established.

Agenda

J. Regis (DC) made a motion to approve the agenda. R. Curtis (ME) seconded. The motion carried.

Minutes

J. Miller (AR) made a motion to approve the December 7, 2021 meeting minutes as presented. R. Curtis (ME) seconded. The motion carried.

Discussion

Subcommittee Update: UNITY Enhancements (by Abbie Christian and Holly Kassube)

- A. Christian (NE) updated that the UNITY Enhancements Subcommittee reviewed more than 60 enhancement requests. Of those, duplicates were extracted and merged into a final total of 63 requests. All enhancements were categorized into one of the following functional design areas:
 - User profile management
 - Case type file selector
 - Workflows > TOS
 - Workflows > Returns
 - Event – TOS
 - Reporting
 - Functionally – Design
 - Master Task List
 - Case Documents
- A. Christian (NE) and H. Kassube (IL) presented a high-level overview of the requests that are being recommended as **Phase I Enhancements** from SmartSheet. The **Phase I Enhancements Requests** have been forwarded to the UNITY vendor, Optimum Technology, to obtain a quote for the modification in UNITY for each request. As the quotes are received, the information will be shared with the Technology Committee, which will make recommendations to the Executive Committee.

Subcommittee Update: Reporting & Data Visualization (by Rachel Johnson)

- R. Johnson (NC) updated that the UNITY Reporting & Data Visualization Team did not meet in December due to holidays. The next meeting is January 26, 2022. The team will be reviewing the most recently released reports, including the new juvenile profile reports which were shared during the monthly UNITY workshop.
- R. Johnson (NC) encouraged feedback on the new reports during the development.

Proactively Monitoring Reports to Improve Outcomes

- Chair Torres (IA) shared her plans to use the UNITY Tableau Reports to identify areas of need both individually and by zones, in order to tailor training and provide assistance where needed. She opened the floor for other members to provide input on their plans and/or ideas about using the reports to proactively monitor in their state to improve outcomes.
- R. Johnson (NC) shared she plans to use the reports to promote compliance by providing positive feedback to high-performing areas, and to spot key zones that may require targeted training.
- N. Wright (IN) shared the reports help to identify areas that need “sprucing up”. Oftentimes, the Compact office is not aware of the challenges in certain areas until after the fact. Additionally, the reports will help pin point areas where there appears to be patterns.

- J. Rader (NE) agreed with the use of reports to point assistance in the right direction. A. Nebraska (NE) shared the reports may be used to support proactive approaches to assist locations by sending reminders with time frames.
- H. Kassube (IL) shared the reports will be particularly valuable in bifurcated states that work in multiple offices. The reports will also provide an overview to managers for their Compact office operations and perhaps reveal areas for better operational methods.
- J. Miller (AR), as a model 3 state, shared that the reports assist her to determine where follow-up is required
- R. Curtis (ME), as a model 2 state with a low volume of cases, stated that the weekly reports have been a great tool to share in the field. They serve as a reminder of the ICJ cases and excellent means of communication across the state.
- J. Regis (DC) shared the reports will be used for training with locals.
- B. Schimelpfenig (WY) shared due to a low volume of cases, the problem areas are known; however, the reports will assist in planning for training.
- K. Palmateer (NY) shared the reports will be a good way to compile and share a list of notifications pending, particularly around holiday dates and office closures. Also, she uses the reports to keep up to date on the state UNITY users.

Old Business

Update to Form IX (QPR & Violation Report Versions) Comments

Chair Torres updated that only one comment was received during 30-day comment period for the Form IX (Quarterly Progress Report and Violation Report). The comment was in support of the forms as presented. Because there were no rule-based opposition or comments received for the Technology Committee to consider, the forms are now approved for an effective date of March 1, 2022.

Update to Form II

- Chair Torres updated that a quote was received from the vendor for the changes to the Form II, as approved by the Technology Committee in September 2021. The changes were approved too late to be part of the original UNITY build and release. The Technology Committee decided that the Form II modifications would go into effect at the same time as rule amendments updates.
- Joe Johnson reported that the changes to Form II will require significant changes to UNTIY because it requires changes to workflows. The estimated cost of the modifications will be \$13,580, which includes the following:
 - Updates in UNITY database tables;
 - Updates in impacted UNITY pages (user interface);
 - Addition of new field to capture new information;
 - Remove values / add values to existing dropdown field;
 - Updates to UNITY framework, workflow, task rules & conditions;
 - Updates in UNITY PDF form output;
 - Updates to content alignment, formatting and printed report output;
 - Updates in ICJ website fillable PDF forms (no Spanish forms);
 - Updates to Revision date in impacted forms (Other forms to keep the old revision date); and

- Coordination with ICJ National Office during go-live to ensure smooth transition from old to new form.
- The estimated cost does not include updating the UNITY User Manual.

Future Forms & Rule updates in relationship to UNITY

- Chair Torres noted that when the committee considers future changes to forms and rules, members should be mindful of the impact in UNITY. JIDS was a forms-based program and UNITY is a custom-built data management system, so the impacts of changes are different.
- J. Miller (AR) requested clarification regarding what is included in UNITY impact. Chair Torres clarified it to be both workflows and financial.
- Joe Johnson explained that a change that appears to be simple on a form, affects data tables, processes, and workflows in a data management system. All potential affects must be reviewed and have impacts on the costs to modify.
- Director Underwood updated that the National Office will review the Forms Responsibility Policy for possible recommendations to the Technology Committee in a future meeting.

New Business

UNITY Spotlight

- Chair Torres announced the e-publication data system spotlight series will return. The Commission previously published a “JIDS Spotlight” and many have suggested that it return as a “UNITY Spotlight.” The format and distribution will be similar to the monthly “ICJ Updates” e-newsletter.
- A. Christian (NE) asked if the recipients would be all Talent LMS users or UNITY users only. Director Underwood responded that the concept is in development. One idea is an email to all active UNITY users announcing the new e-newsletter, which would include a link to subscribe. A new email distribution list would be created from the subscribers.
- A. Christian (NE) agreed with the monthly frequency; however, suggested to include an option to send emergency notifications as needed.
- Chair Torres presented two formats of the new e-newsletter for consideration. R. Johnson (NC) liked the one-page, compact version that highlights the major topics and links to more detailed information. Chair Torres asked that members forward any additional thoughts for UNITY Spotlight e-newsletter.

2022 Technology Committee Objectives

- Chair Torres reminded the Technology Committee of the FY 2022 Technology Committee Tasks from the Strategic Plan. The tasks are listed below and she noted the last task is now complete:
 - Provide targeted TTA for UNITY Users
 - Implement system enhancements
 - Launch UNITY reporting components
 - Provide training on the use of dashboards for proactive monitoring
 - Review/amend UNITY security precautions
 - ✓ Update Form IX due to ICJ rules changes effective March 1, 2022.

Adjourn

Chair Torres adjourned the meeting by acclamation without objection at 3:02 p.m. ET.