

# **INTERSTATE COMMISSION FOR JUVENILES**

## *Technology Committee Meeting Minutes*



March 8, 2022  
2:00 p.m. ET  
Via Zoom

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### **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
6. Felicia Dauway (SC), 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)

### **Members Not in Attendance:**

1. Gladys Olivares (NV)
2. Brandon Schimelpfenig (WY)

### **National Office Staff in Attendance:**

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

### **Call to Order**

Technology Committee Chair Torres (IA) called the meeting to order at 2:02 p.m. ET.

### **Roll Call**

Director Underwood called the roll and a quorum was established.

### **Agenda**

**J. Rader (NE) made a motion to approve the agenda. F. Dauway (SC) seconded. The motion carried.**

### **Minutes**

**J. Miller (AR) made a motion to approve the February 8, 2022 meeting minutes as corrected. F. Dauway (SC) seconded. The motion carried.**

## Discussion

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

- Rachel Johnson (NC) updated the Subcommittee met twice in February. She shared the names of all reports for which they are reviewing and updated on modifications to the reports under review. The next group of new reports will be in regards to returns.
- The Subcommittee is working on a timeline to share active reports and provide updates on forthcoming reports.
- Again, looking for suggestions for new reports and updates. To date, a duplicate juvenile report and a report regarding returns via Form VI were suggested.

### Subcommittee: Enhancement Requests – Abbie Christian

- Abbie Christian (NE) reported the Enhancements Subcommittee has returned to a weekly meeting schedule. She recalled the first review of all requests were categorized and narrowed to a top 20 for first group of enhancement requests. The Subcommittee is now reviewing the specifics, intent, and vision for each of those top 20 enhancement requests. The thorough review will provide Optimum Technology the information necessary to prepare a comprehensive quote. Once the quote is received from the vendor, the enhancement requests will be presented to the Technology Committee for recommendations.
- Director Underwood asked if the Subcommittee had a projected timeline to complete their detailed review. A. Christian (NE) replied there is not a specific date. The detailed review is lengthy and the Subcommittee is meeting weekly and reviewing outside of the meeting time to expedite the completion of the review.

### Round Robin on Reporting

- Chair Torres (IA) opened the floor for a round robin discussion related to reporting. She requested that members share:
  - what is working in the reports;
  - what would you like to see continue in future reports; and
  - what else would you like to see in future reports.
- N. Wright (IN) shared the ability to sort information based on how her state operates is very beneficial. She does not usually export to Excel, but often simply forwards the system generated email and/or uses a program similar to Excel which allows her to sort the information.
- J. Rader (NE) supported Nita's comment about making the data work the way you receive it. She enjoys receiving the data on a scheduled basis.
- A. Christian (NE) spoke to the helpfulness of the Maximum Probation/Parole report. She noted that the report currently includes "Closed" cases, and that is likely to be removed as an update for reports.
- R. Johnson (NC) noted that the Subcommittee also recently discussed creation of dashboards, and viewed a sample from ICAOS. A. Christian (NE) asked whether dashboards could be displayed in UNITY. Joe Johnson, Project Manager, responded that there was discussion early on, but it was set aside because of complexity. In brief, it is possible but caution should be exercised.
- J. Regis (DC) noted that Tableau will soon be introducing updates and asked whether ICJ would be impacted and whether training would be provided. J.

Johnson responded that the upgrade is automatic. The most significant upgrade will be related to multi-factor authentication and training will be provided. He added that UNITY will likely be upgraded at some point to require multi-factor authentication, as it is quickly becoming the industry standard.

- K. Palmateer (NY) noted that she finds the Juvenile Profile Report to be very helpful. She requested the addition of a Probation/Parole filter. R. Johnson (NC) noted that the removal of nesting will allow for sorting along those lines.
- H. Kassube (IL) noted that she finds use of filters to be very helpful. She asked whether more than one filter can be applied, and whether filter settings can be saved. J. Johnson responded that one can apply multiple filters and save as a “Custom Saved Report.” Additionally, one can arrange to have such reports sent via email on a scheduled basis.
- H. Kassube (IL) asked a follow-up question regarding layering of filters, as can be done in Excel. J. Johnson agreed to investigate and follow-up.
- N. Wright (IN) asked if a feature similar to one in ICOTS be added that shows the 10 most commonly late personnel. R. Johnson (NC) added that this type of report would only work for states that have set up zones and many Model 3 states do not have zones. J. Johnson responded that it is possible, but is not currently under development and would require creating a custom report for each state.

## **Old Business**

### Form II Update

- Chair Torres reported that the comment period for the Form II ends March 10. Assuming there are no comments, an informational email will be sent March 15 to update the full Commission. The PDF has been finalized and Optimum Technology is on target to complete the changes in UNITY.
- Chair Torres will work with the ICJ National Office staff to create an introduction video to share prior to the effective date of April 20. The Form II training will also be included in the Monthly UNITY Workshop on April 20.

### Bug Fix and UNITY Support Updates - Joe Johnson

- Joe Johnson, Project Manager, provided an update on bug fixes and UNITY Support. Support requests are received via the ICJ Helpdesk. The requests are first reviewed by National Office Staff. Cases that are programmatic are referred to the vendor for support.
- To date, there are 49 open and active support cases with 2 unassigned from Illinois and Kentucky. Currently, there are 13,376 cases in UNITY, the vendor has 32 (less than 1 percent of all cases) outstanding support tickets in the four support categories:
  - 11 case corrections
  - 15 bug fixes
  - 01 login name change
  - 05 check into
- Director Underwood requested an explanation of the difference between “bug fix” and “check into.”

- “Check into”
  - Joe Johnson provided the example of not receiving an email generated in UNITY. First, the vendor will check the UNITY mail server to ensure the email was sent. If sent, the issue is not UNITY and the issue is narrowed to the pathway to the end user and will require the state’s IT department to verify their email server.
- “Bug fix”
  - Joe Johnson provided the example of six (6) cases reported whereby an event did not trigger properly. This indicates a potential programmatic issue and will need to be repaired.
- Director Underwood, summarized that “check into” are issues for the end user, but not an issue with UNITY and “bug fix” is an issue within UNITY.

## **New Business**

### Developing Reporting & Enhancement Timelines

- Chair Torres (IA) updated that she will be meeting with the Subcommittee leaders Rachel Johnson and Abbie Christian to develop a timeline for reports and enhancements.

### Review of Policies Pertaining to Forms and Information System Modifications

- Chair Torres (IA) updated that the Technology Committee will be taking a look at modifications to the Forms and Information Systems Policies. The proposed modifications to the policies will be discussed at a future meeting.

### Travel Identification Form

- Chair Torres (IA) updated that the first Travel ID Form was submitted to the Transportation Security Administration (TSA) for transportation of a 17-year-old juvenile between Iowa and Indiana. It was an opportunity to pilot the new form and overall, the process went smoothly. However, because the form was written to be more general to include ground transportation, the necessary information for airline flights and times was omitted. This information is necessary in order to ensure information gets to the correct personnel at the airport. Stacey Sanders (TSA) reached out directly to Chair Torres to acquire the information. N. Wright (IN) noted one issue was the state generating the form has the ability to enter all data. It would be helpful if UNITY could be adjusted to allow dual entry.
- A. Christian (NE) noted that the necessary information is included on the travel itinerary and could accompany the new form. Also, she noted that making the process easy for the TSA by printing both documents to share with TSA personnel.
- Chair Torres (IA) requested feedback on the best method to update the Commission. H. Kassube (IL) suggested an email blast regarding the new information and update the training when applicable. K. Torres suggested that the information be included in the monthly “ICJ Updates” e-newsletter.
- Chair Torres (IA) agreed to include this topic for discussion at the next meeting. This will allow time for any additional feedback from TSA as usage of the new form begins.
- Joe Johnson, Project Manager, noted the TSA email address is included at the bottom of the new ICJ Form. He suggested educating UNITY users of the email

address when using the form. Additionally, he confirmed the email address to be effective noting that Jenny Adkins tested and received a real time response from TSA within an hour.

- Director Underwood requested that the members begin to add the travel itineraries when the form is used and applauded the Technology Committee for piloting the new form.

#### **Adjourn**

**R. Curtis (ME) made motion to adjourn. F. Dauway (SC) seconded. Chair Torres adjourned the meeting by acclamation without objection at 3:01 p.m. ET.**