

INTERSTATE COMMISSION FOR JUVENILES

Technology Committee Meeting Minutes

April 13, 2021
2:00 p.m. ET
Via WebEx



Voting Members in Attendance:

1. Anne Connor (ID), Designee, Chair
2. Kellianne Torres (IA), Designee, Vice Chair
3. Judy Miller (AR), Designee
4. Michael Farmer (CA), Designee
5. Jacey Rader (NE), Commissioner
6. Traci Marchand (NC), Commissioner
7. Nate Lawson (OH), Commissioner
8. Trissie Casanova (VT), Designee
9. Natalie Dalton (VA), Commissioner

Non-Voting Members in Attendance:

1. Howard Wykes (AZ)
2. Holly Kassube (IL)
3. Nita Wright (IN)
4. Maxine Baggett (MS)
5. Abbie Christian (NE)
6. Kelly Palmateer (NY)
7. Gladys Olivares (NV)
8. Rachel Johnson (NC)
9. Raymundo Gallardo (UT)

Members Not in Attendance:

1. Anna Butler (KY)
2. Brandon Schimelpfenig (WY)

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. Amanee Cabbagestalk, Training and Administrative Specialist

Call to Order

Chair Connor (ID) called the meeting to order at 2:00 p.m. ET.

Roll Call

Director Underwood called the roll and a quorum was established.

Agenda

N. Lawson (OH) made a motion to approve the agenda. T. Marchand (NC) seconded. The motion carried.

Minutes

J. Miller (AR) made a motion to approve the February 9, 2021 meeting minutes presented. K. Torres (IA) seconded. The motion carried.

Discussion

UNITY Updates

- Technology Committee Chair Connor reported that the first sections of the UNITY Training Site were made available to state ICJ Office personnel on April 5 and to field staff on April 12. For security purposes, two emails were sent with information needed for initial log-in. In some states, staff could not access the UNITY Training because the emails were blocked. The issue has been resolved and amendments made to avoid the issue for the final rollout.
- The weekly **UNITY Coordinators' Meetings** continue each Wednesday at 1:00 p.m. ET. On April 8, the meeting was extended to two hours to allow for additional questions arising during the rollout. States may invite other users at their discretion. Additional Q&A sessions may be added if needed.

ICJ Forms

- As part of the transition to UNITY, fourteen (14) ICJ Forms will be updated, as previously approved by the Committee. An email will be issued to the ICJOs on April 16th regarding the revised forms, so that ICJOs may begin using them for training purposes and to update any in-state repositories.
- The ICJ Forms will be posted on the ICJ website the day after JIDS is shut down in preparation for data migration.
- The new Transportation Identification Form will not be posted on the Commission's website. For security purposes, it can only be generated from UNITY.

Go-Live Date

- The Commission can expect an announcement regarding the go-live date and the week of transition on Friday, February 16, following the Executive Committee meeting.

Transition Week – Expectations for Go-Live Preparation

- The "JIDS to UNITY Migration Checklist" posted on the Commission's website has been updated. These preparation items should be addressed to ensure your state's data is clean and ready to migrate.
- The week of transition will run from Wednesday to Wednesday.
- JIDS will be shut off at 5:30 p.m. ET on the Wednesday before the Go-Live Date.
- UNITY will go-live for ICJOs only on the following Monday. ICJOs will have Monday and Tuesday to review active cases in UNITY to correct migration issues.
- As the date approaches, more guidance will be provided.
- Transition Week will end on a Wednesday and UNITY will be live for everyone.

Role of Technology Committee Members

- Chair Connor expressed her appreciation to all those that have contributed over the past three years to move to a new data system. She noted that members have been involved with a wide variety of activities, including an initial survey; two Requests for Proposals (RFP); and countless hours of reviewing, testing, editing, planning, and training by the UNITY Business and Analysis, Reporting, Training, and the User Acceptance Testing Teams.
- Now as the go-live date approaches, the committee members still play important roles as ambassadors. As technology leaders for the Commission, Committee members should complete all of the LMS courses as soon as possible. This will prepare members to help address training and technical questions from your state's users and other state Compact offices.

State Support Center (SmartSheet)

- Chair Connor reminded members to immediately report any issues found by users on the training site. Also, state UNITY Coordinators are responsible for responding to requests from JPOs & JPSs as soon as possible. When the UNITY Coordinator cannot address the question, it should be elevated to the ICJ National Office and/or vendor via the Smart Sheet.
- After the go-live date, users will still continue using the Support Center SmartSheet to request support. Chair Connor offered technical assistance to states needing additional support.

Formal Enhancement Request Process

- Chair Connor reminded members that the Technology Committee designed a formal enhancement request process a few months ago. "Enhancement" means a suggestion for improvement in the next version. The Enhancement Request Form will be posted on the Commission's website in May, when UNITY goes live.
- If an enhancement request comes in through the Support Center, the ICJ National Office will hold on to the request for later discussion. These requests will be reviewed by the Technology Committee after UNITY goes live.
- A. Christian (NE) updated on how the tickets are currently prioritized. If a function is broken or not working as determined, it is prioritized as "Level 1" and should be fixed before the final roll out. If the system *is* working as designed but could be improved by a suggestion, it is prioritized as "Level 2," to be addressed later as an enhancement request for version 2 (V2).

Old Business

Transportation Identification Form

- Chair Connor presented two proposed bulletins for consideration. The bulletins are related to the transportation identification form previously approved in collaboration with the Transportation Security Administration (TSA).

TSA Bulletin: Interstate Compact for Juveniles Alternate Identification

- Chair Connor presented proposed changes to the *TSA Bulletin: Interstate Compact for Juveniles Alternate Identification*, which was discussed in a previous meeting. The audience for the bulletin is TSA personnel.

- T. Casanova (VT) supported a previous suggestion that the form should be used for all ICJ returns (not just juveniles over the age of 18) to allow TSA staff more familiarity with the form.
- M. Farmer (CA) suggested using the form beyond TSA, as it could be helpful for ICJ offices personnel and local authorities.
- J. Miller (AR) opposed mandating the form for all cases.
- Director Underwood advised there is currently not a rule that mandates its use. Therefore, it is considered an optional form.
- N. Dalton (VA) commented that not all states have a photo and supported the proposed language on the form (“unless prohibited by state law”).
- Chair Connor added that the form is valid for the *date of travel only*. If the date of departure changes, the form would need to be updated.
- **N. Dalton (VA) made a motion to forward the draft *TSA Bulletin: Interstate Compact for Juveniles Alternate Identification* to the Transportation Security Administration (TSA) for a response. N. Lawson (OH) second. The motion passed.**

ICJ Training Bulletin: Transportation Identification Form

- Chair Connor presented proposed changes to a draft *ICJ Training Bulletin: Transportation Identification Form*. This bulletin was drafted and discussed in a previous meeting. The audience for the bulletin is state ICJ office personnel.
 - In the “ICJ Transportation Identification” section, the information was amended to mirror the TSA bulletin above.
 - In the “How to Use the Form” section, all ICJ internal positions were updated to include: ICJO, JPO, and JPS and the term “produced” changed to “generated.”
 - Chair Connor asked if the TSA email address referenced in the bulletin could be auto-populated by the system. J. Adkins noted that a task in a row would require a copy and paste as it is not currently in a dropdown. Director Underwood will explore options within UNITY prior to the next discussion.
 - M. Farmer (CA) asked if the email could also be listed on the form itself. J. Adkins noted the form has been approved and was not sure about changes at this juncture. The committee shared thoughts on how and where to add the email address on the form.
 - Director Underwood suggested the committee postpone introduction of the new form and the process until after the UNITY go-live date, noting that it could be hard to educate ICJ personnel about this new form and process during the transition.
- **J. Rader (NE) made a motion to delay the introduction of the ICJ Identification Form and table the ICJ Training Bulletin: Transportation Identification Form discussion and the TSA Identification Form until July or later. K. Torres (IA) seconded. The motion passed.**

New Business

UNITY Technical Assistance Team for Process Support

- Chair Connor proposed an additional training opportunity that could be beneficial to those that may prefer one on one or small group assistance. This support

would be in addition to the Q&A sessions being provided by the ICJ National Office and online training resources.

- Chair Connor opened the floor for volunteers that would be interested in joining her in providing assistance. The support may include walking through processes and/or share resources and tips they have developed.
- Chair Connor reported assistance she provided recently for New Mexico, Nevada, Utah, Tennessee, and the District of Columbia. G. Olivares (NV) echoed that the one-on-one helped her to be more comfortable in UNITY.
- The following five members volunteered:
 1. Anne Connor
 2. Kellianne Torres
 3. Holly Kassube
 4. Kelly Palmateer
 5. Rachel Johnson
- T. Marchand (NC) commended the great work in preparation for roll out. She noted concerns regarding how recent changes to the system impact the pre-go-live training and the importance of avoiding confusion.
- Chair Connor shared experiences by the User Acceptance Testing (UAT) Team, and noted the common initial frustrations.
- Director Underwood added that the work done by the User Acceptance Testing (UAT) Team was important to ensure a smoother transition for all users.
- J. Rader (NE) added that ICJ's experience is similar to what she has experienced in other technology development projects, noting that stabilization should be forthcoming soon.
- A. Christian (NE) added that changes will be made in "batches," which should limit confusion. This strategy was not used during the testing phase.
- H. Kassube (IL) added that attending the weekly Wednesday @ 1:00 p.m. is the greatest way to stay up to date with UNITY and recent changes.

Adjourn

- The next meeting is May 11 @ 2 p.m. ET.
- **N. Lawson (OH) made a motion to adjourn. J. Rader (NE) seconded. Chair Connor adjourned the meeting without objection at 3:24 p.m. ET.**