INTERSTATE COMMISSION FOR JUVENILES

Technology Committee Meeting
Minutes

July 11, 2017
2:00 p.m. EDT

Committee Members in Attendance:
1. Shelley Hagan (WI) Chair
2. Judy Miller (AR) Designee
3. Sherry Jones (MD) Commissioner
4. Daryl Liedecke (TX) Commissioner
5. Natalie Dalton (VA) Commissioner
6. Holly Kassube (IL) Ex officio
7. Maxine Baggett (MS) Ex officio
8. Abbie Christian (NE) Ex officio
9. Joy Swantz (WI) Ex officio

Committee Members Not in Attendance:
1. Michael Farmer (CA) Designee
2. Julie Hawkins (MO) Commissioner
3. Jen Baer (ID) Ex officio

Guests in Attendance:
None

Staff in Attendance:
1. MaryLee Underwood, Executive Director
2. Jennifer Adkins, Project Manager
3. LaVonne Rutten, Administrative and Training Coordinator

Call to Order
Chair Hagan called the meeting to order at 2:01 p.m. EDT.

Roll Call
M. Underwood called the roll and a quorum was established.

Agenda
S. Jones (MD) made a motion to approve the agenda. D. Liedecke (TX) seconded. The motion passed.

Minutes
J. Miller (AR) made a motion to approve the May 18, 2017 meeting minutes as presented. S. Jones (MD) seconded. The motion passed.

Discussion

JIDS Upgrade Update
- J. Adkins updated on the progress of outstanding items from the initial JIDS upgrade.
    - Disabling the native ad hoc routing is a customized feature specific to ICJ. InStream is working with the software developer (FileBound) to modify.
    - The date search issue continues to be investigated for bad data entries.
    - The sandbox update is expected to be completed by the end of the month. The remaining workflow guides will be updated after the sandbox is completed.
- Director Underwood reported on the face-to-face meeting with InStream in Lexington in June wherein the Commission's frustrations with the JIDS upgrade were voiced. The discussions included two recommendations:
    1. InStream will assign more resources to the JIDS project and train additional staff on the complexity of JIDS; and
    2. ICJ should upgrade more frequently to lessen the impact of upgrading across multiple software versions at one time.
- Chair Hagan commented on the frustration of JIDS users last week and requested an update on the log-in issues and the responsiveness of InStream.
- J. Adkins updated on vendor's responses to the two separate JIDS issues that occurred July 6 and 7.
    1. System Speed. The speed is impacted by the application pools. Of the five application pools, two were consuming all the memory. Alerts were sent to Jenny and Chad, both of whom were on vacation. Resolution for the future, InStream will modify the threshold on alerts, add additional email notifications, and increase the nightly maintenance data clean up.
    2. Log-In. The log-in failure was a separate issue. This resulted from the database backup which consumed a larger amount of space on the server and led to the system-wide lock-up. The JIDS update version included enhancements to the database which resulted in additional event logs and index tables. Resolution for the future, InStream will modify the threshold on alerts and increase the backup storage capacity.
- J. Miller (AR) questioned if there was anything that could have been done differently by JIDS users. J. Adkins clarified that alerts are emailed internally to InStream and the national office. Since, additional email notification recipients have been added by both InStream and the national office.
- J. Swantz (WI) suggested implementing an automated email notification to all JIDS users when issues arise. J. Adkins clarified that JIDS cannot auto populate such a merged email. Notifications are generated from the national office through an email distribution to users who have signed up to receive the information.

JIDS Enhancements

Auto-Populate "State" Field
- J. Adkins presented a quote from InStream to auto-populate the "state" field on six forms in seven locations. An additional quote includes auto-populating the Form V from the file details page or allow the required field to be "blank".
- Chair Hagan noted that the Form V could contain reporting instructions from both the sending and receiving states. J. Swantz (WI) endorsed auto-populating the Form V with the receiving state noting the purpose of the Form V to be notification that a juvenile is coming and the receiving state's acceptance.

- S. Jones (MD) commented that Maryland uses the Form V two-fold because a lot of times juveniles transition to the receiving state prior to acceptance and prior to receiving the home evaluation report. It is in their state policy for their locals to enter their contact information on the Form V so the juvenile maintains contact with the supervising officer in the sending state until acceptance by the receiving state. Chair Hagan commented that in that instance the Travel Plan for testing placement would be used rather than Form V.
- H. Kassube (IL) commented on confusion by locals using the Form V because it is generated with the referral packet. Wisconsin and Nebraska noted the Form V is deleted, left blank, or not included in the referral packet when it is not needed.
- The Technology Committee debated removing the Form V from the referral packet workflow. S. Jones (MD) explained her state's policy to use the Form V as a means to maintain contact with the juvenile prior to acceptance and that Maryland would continue to use the form as a part of their state's policy.
- Chair Hagan deferred the topic of omitting the Form V from the referral packet to a future meeting.
- The Technology Committee agreed that five forms qualified to have the "state" field auto-populate with the home/demanding state from the file details page.
- **J. Miller (AR) made a motion to approve the JIDS enhancement that the "state" field auto-populate on the following five forms: (1) Juvenile Rights, (2) Order Setting Hearing for Requisition for Escapee, Absconder, or Accused Delinquent, (3) Order Setting Hearing for the Requisition for a Runaway Juvenile, (4) Petition For Hearing On Requisition For Escapee, Absconder, and Accused Delinquent, and (5) Petition for Hearing on Requisition for Runaway Juvenile. S. Jones (MD) seconded. The motion passed.**

Truncated Fields
- J. Adkins reported that long first and last names cut off in the "name" field on all forms except the Form IA/VI and Final Travel Plan. InStream provided a quote for $652 (or 5 service hours) to modify the name field to be consistent with the Form IA/VI on all the forms.
- **N. Dalton (VA) made a motion to approve InStream to modify the field "name" on all forms except the Form IA/VI to allow more characters for longer names. D. Liedecke (TX) seconded. The motion passed.**

Website Upgrade
- J. Adkins displayed a preview of the updated website. The vendor continues to work on the project and more information will be coming later. The Technology Committee agreed the look is a fresh updated look.
- Chair Hagan suggested that when the updated website is in the testing phase that the link be distributed to the members and those who are interested may test and provide feedback.

Old Business
There was no old business.

New Business
There was no new business.

Adjourn
- **Chair Hagan adjourned the meeting by unanimous consent at 2:46 p.m. EDT.**