UNITY

Uniform Nationwide Interstate Tracking for Youth

INTERSTATE COMMISSION FOR JUVENILES

TRAINING TOOLKIT

2021

Table of Contents

Introduction 3

Phased Rollout of Training Resources 3

UNITY User Manuals 4

UNITY State ICJO Administrator Manual 4

UNITY ICJO/JPS/JPO User Manual 4

Using the UNITY Training Site 4

Juvenile Data 4

Juvenile Profiles 4

Using Scenarios 5

UNITY Counter Accounts 5

Training Partners 5

UNITY Models 5

Model 1 States 5

Model 2 States 6

Model 3 States 6

Information to share with JPSs and JPOs 6

UNITY Training Site Rollout 6

Time Limit and Access 6

Technical Specifications 6

Help and Support 7

Training 7

Feedback 7

Models and Roles 7

Data and Placeholder Documents 7

Updates and Enhancements 7

Training Scenarios 8

ICJO Administration 8

Scenario 1A: New User Account Setup 8

Scenario 1B: Add a contact from User Directory 9

Juvenile Profiles 10

Scenario 2A: Add a New Juvenile to UNITY 10

Travel 11

Scenario 3A: Create a Travel Permit Case 11

Scenario 3B: Event – Delete a Travel Permit 13
Scenario 3C: Event – Change in Arrival or Departure Date 14
Scenario 3D: Event – Request for Sex Offender Registration Requirements 15
Transfer of Supervision 16
Scenario 4A: Transfer of Supervision: Relocation Prior to Acceptance 16
Scenario 4B: TOS Event: Add Court Case 17
Scenario 4C: TOS: Quarterly Progress Report 18
Returns 19
Scenario 5A: Voluntary Return of a Runaway 19
Scenario 5B: Event – Request to Apprehend Juvenile— Holding State Unable to Locate Juvenile 21
Scenario 5C: Event – Juvenile Apprehended, Non-Voluntary Return, Refusal to Sign Form III 22
Website Resources 23

Introduction

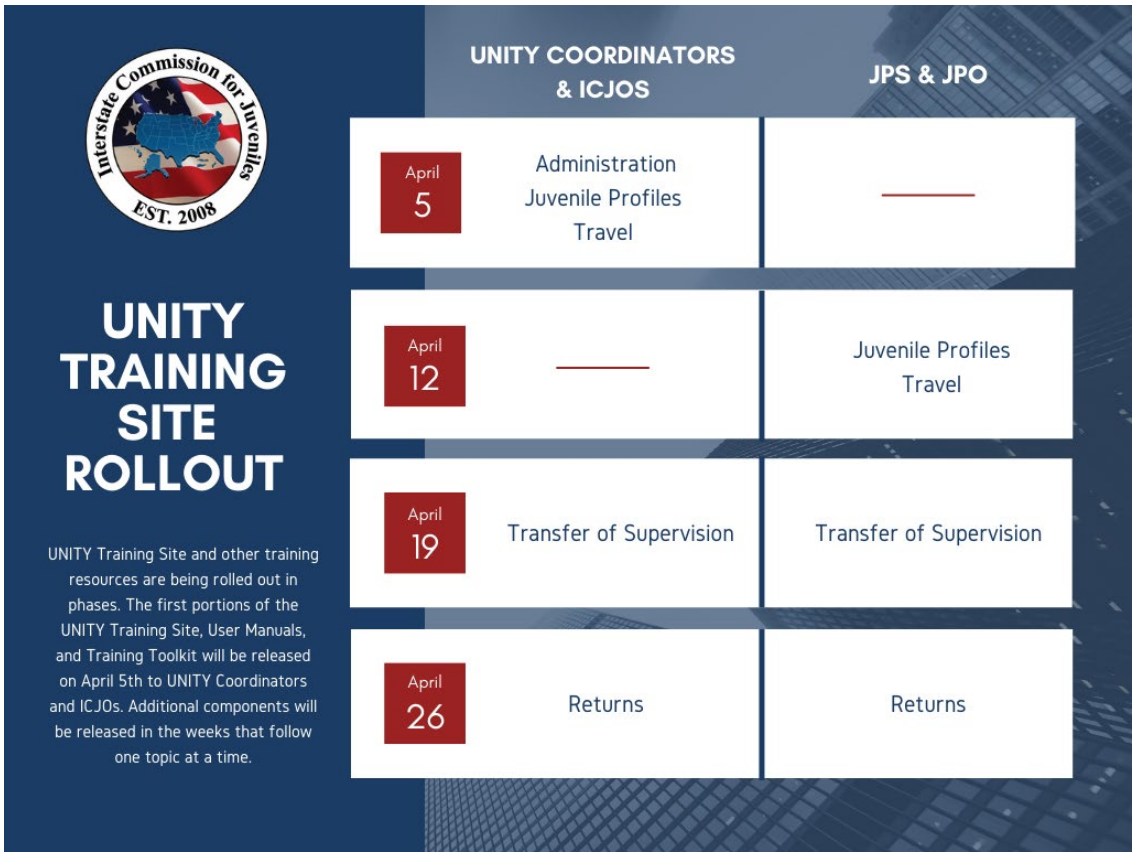
The Interstate Commission for Juveniles (the Commission) is developing a new data system for tracking interstate juvenile movement: The Uniform Nationwide Interstate Tracking for Youth (UNITY) system. The UNITY Training Site is now live! The final transition from JIDS to UNITY will be in May 2021.

Because more than 4,000 users throughout the nation need UNITY Training, the Commission has developed a multi-pronged training strategy. First, the Commission provided a series of On Demand training courses available online at www.ICJ.TalentLMS. The Commission released the UNITY Training Site, User Manuals, and Training Toolkit. All resources are available online.

This Training Toolkit was developed to provide resources and materials to support states who chose to provide instructor-led trainings using the UNITY Training Site. Additional scenarios and resources may be added, based on input from Commission members.

Phased Rollout of Training Resources

UNITY Training Resources are being rolled out in phases. The first portions of the UNITY Training Site, UNITY User Manuals, and UNITY Toolkit were released in early April. During the first week, only UNITY Coordinators and other ICJ staff had access. Additional components are being released in the weeks that follow, one topic at a time. This design is intended to promote progressive learning.



UNITY User Manuals

Two UNITY User Manuals are now available. The *UNITY State ICJO Administrator Manual* and *UNITY ICJO/JPS/JPO User Manual* were developed by Optimum Technologies, the vendor developing UNITY. They will be available to users logged into UNITY (Training or Production Site), in the Resources section.

UNITY State ICJO Administrator Manual

The *UNITY State ICJO Administrator Manual* is intended for State ICJO Coordinators who will have the role as system administrator for their state users in the UNITY system. It will include how to configure zones, create new users, add consents, news items, and resources for their state. This manual will also highlight certain functions in UNITY built specifically for State ICJOs, such as the ICJO Master Task List, as well as the User Directory, which provides more visibility to other state user contacts exclusively for State ICJOs.

UNITY ICJO/JPS/JPO User Manual

The *UNITY ICJO/JPS/JPO User Manual* is intended for all users in the UNITY system who will be creating juveniles, cases, and managing case workflow. These users will include JPO, JPS, and State ICJO roles. All common elements of the UNITY system will be described, including how to login and navigate through the system, menu listing, home page tiles, and updating user profiles. The Master Task List and User Directory pages will be presented from a JPO/JPS perspective. The manual will also include step-by-step instructions on how to create a juvenile, case, and manage task workflow.

Using the UNITY Training Site

The UNITY Training Site is an interactive virtual environment where learners can test new skills without impacting actual juvenile cases. The site will include all 50 states, the District of Columbia, and the U.S. Virgin Islands. It will be available 24/7. There is no set time limit and advance reservations are not required.

Juvenile Data

In order to protect juvenile confidentiality, data will *not* be migrated from JIDS to the Training Site. Furthermore, learners are prohibited from using data regarding real juveniles, especially those subject to the ICJ.

Instead, learners will create and work with fictional juveniles and cases. Sample scenarios are provided in this toolkit. Each ICJO will select which scenarios to use for training purposes, if any. Fictional Placeholder Documents are also provided, so that they may be uploaded as needed. These documents should not be considered complete. They simply serve as PDFs to be uploaded when necessary. Learners may use other fictional names and documents, at their own discretion.

Juvenile Profiles

As part of the training experience, users create corresponding juvenile profiles, cases, and events. States personalize cases by adding fictitious demographics and using Sending State (SS) or Home/Demanding

State (HS/DS) as juvenile's last name (i.e., John Test Kentucky, Demetrius Test Maryland, and Maria Test Illinois). Other fictional names may be used at the learners discretion.

Using Scenarios

In this Toolkit, scenarios are presented for each of the case types (Travel, Transfer of Supervision, and Return). For each case type, the first scenario directs the learner to create a new juvenile profile. That juvenile profile will be used for all related cases and events in that section. You may create additional profiles and scenarios as you see fit. Just be sure to use fictional data.

UNITY Counter Accounts

"Counter accounts" are available to state ICJ offices, so that each state can conduct trainings independently. Each state has a designated counter account to use as the Receiving/Holding State (RS/HS).

Each "counter account" functions as an ICJO Admin Account and act as a Model 3 state (for the sake of simplicity during training). This allows users to work through cases as both the Sending and Receiving State without having to coordinate with another state. Counter accounts are named to make their function clear (i.e., ky-oh-icjo@counter.org).

For Example:

Kentucky and Ohio have been paired for "counter accounts." The Kentucky ICJO staff person can log into their own ICJO account AND their state's counter account, ky-oh-icjo@counter.org.

The "Counter Account" will be set up as follows:

Login Name	ky-oh-icjo@counter.org
First Name	First Name of the "KY UNITY Coordinator"
Last Name	Last Name of the "KY UNITY Coordinator"
User Role	ICJO Admin
Time Zone	Time Zone of "Sending / Home Demanding" State
Email	Email of the "KY UNITY Coordinator"

Training Partners

States may able to conduct trainings in collaboration with a partner state. If states wish to coordinate with another state to work through cases, states may reach out to another state to coordinate such training.

UNITY Models

States will navigate and perform tasks in the Training Site the same way they will the live site.

Model 1 States

Model 1 is the full rollout model. Each state ICJ Office should have at least 2 UNITY users and will authorize one or more supervisor (JPS) and officer (JPO) users from the state's designated zones. Most initial data entry in this model is input by the JPO users who submit cases to the JPS user for review. JPS users are responsible for submitting case information between the JPO and ICJO users. When training and initiating the case from the "Counter Account" the ICJO will need to complete steps that would be completed by a JPO or JPS for the sake of training expediency.

Model 2 States

Model 2 is the limited rollout model. Each state ICJ Office should have at least 2 UNITY users and will authorize one or more supervisor (JPS) users from the state's designated zones who are responsible for all juvenile compact activities for their zone. Most initial data entry in this model is input by the JPS zone users who are responsible for coordinating with officers who do not access UNITY.

Model 3 States

Model 3 is the Compact Office only model. Each state ICJ Office will have at least 2 UNITY users who are responsible for all data entry and management of juvenile compact activities for the state.

Information to share with JPSs and JPOs

This section highlights information some state ICJ Offices are sharing with users, often via email. Thanks to state ICJ offices for sharing your work.

UNITY Training Site Rollout

On April 12, 2021 all registered users were granted access to the UNITY Training Site. The site was developed to be a replica of the actual UNITY site and will function identical to the UNITY site. It was designed for users to be able to put in to practice what they have learned from the training modules completed through the LMS, ICJ.TalentLMS.

The rollout of the UNITY Training Site will occur in phases as follows:

- April 12: Users received two (2) emails to log into the UNITY Training Site; Users will gain access to create and work with the Travel Permit process.
- April 19: Users will gain access to create and work with the Transfer Case process.
- April 26: Users will gain access to create and work with the Return Case process; At this time, all functions will be live through the UNITY Training Site.

Time Limit and Access

The UNITY Training Site will be available 24/7, even after UNITY goes live. Users are encouraged to access the Training Site at any time to practice skills.

Technical Specifications

UNITY can be accessed from any device with a modern browser and internet access. The follow is a list of supported web browsers and versions:

- Microsoft Edge (Version 84 and above)
- Google Chrome (Version 80 and above)
- Mozilla Firefox (Version 78 and above)

Please note: Internet Explorer is not supported as it is no longer being actively developed by Microsoft and does not support new web standards adopted by modern browsers.

Help and Support

If you notice a problem or have an issue while using the UNITY Training Site, please contact your State ICJ Compact Office or view this video for instructions on how to enter the issue into your state's system support center. Each state has its own entry point for system issues and entries are monitored by state ICJ Offices and the ICJ National Office.

Training

All users will have access to the UNITY Training Site regardless of the completion of the training modules through ICJ.TalentLMS. Users are encouraged to complete the UNITY training modules through the LMS, ICJ.TalentLMS prior to practicing on the UNITY Training Site. After watching the video, some users may find it useful to listen to the video (playing in a second browser window) while practicing in the UNITY Training site.

State Compact Offices may offer one-on-one or group trainings to assist users in becoming more efficient within the UNITY system. For more information, contact your state ICJ Office.

Feedback

It is important that you practice on the UNITY Training Site prior to UNITY "go-live" in May. This will give you an opportunity to test out your skills, as well as offer feedback to your UNITY Coordinator on features that could be changed or fine-tuned for more efficient operation. Your feedback is welcome and all suggestions will be brought to the attention of the development team.

Models and Roles

Please ensure you are aware of the rollout method for your state. This will either be Model 1 (full field rollout), Model 2 (partial rollout), or Model 3 (only ICJ Compact Office will use). Your role in ICJ case management will likely remain much the same.

UNITY retains the JIDS roles of JPO, JPS and ICJO.

Data and Placeholder Documents

Please be aware that adding real juvenile documents (probation orders, etc.) is **prohibited on the UNITY Training Site.** In addition, case specific documents should be uploaded as part of a Case Task and should not be uploaded in the Juvenile Documents section, as those documents are visible to all UNITY users, regardless of state or user group. Additionally, any UNITY user can delete documents placed into the Juvenile Documents section.

The Training Committee developed a wide range of sample documents available for uploading to the Training Site. They are available for download from the UNITY Training Toolkit.

Updates and Enhancements

When updates or enhancements are made to UNTY, they will take effect in the UNITY Training Site first. You will have the opportunity to practice on the Training Site and familiarize yourselves with the changes prior to implementing them within the actual UNITY site.

Training Scenarios

ICJO Administration

Scenario 1A: New User Account Setup

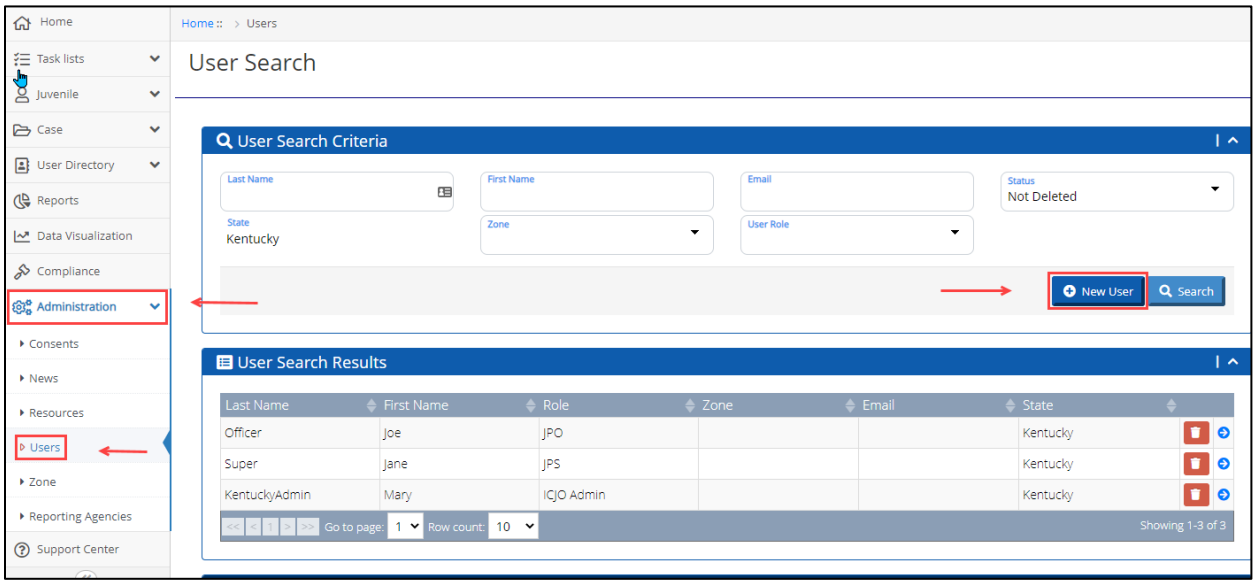
What's happening:

- ❑ A new Juvenile Probation Officer (JPO) was hired and needs access to UNITY.
- ❑ The state ICJ Office (ICJO) will enter their information in UNITY to create a new account.
- ❑ **Note:** Only the Role "ICJO Admin" has the rights to create a new account

What to do:

- ❑ Search to ensure the user does not already have an account.
- ❑ If they do not, create a new user profile using fictional information.

Where to start:



Scenario 1B: Add a contact from User Directory

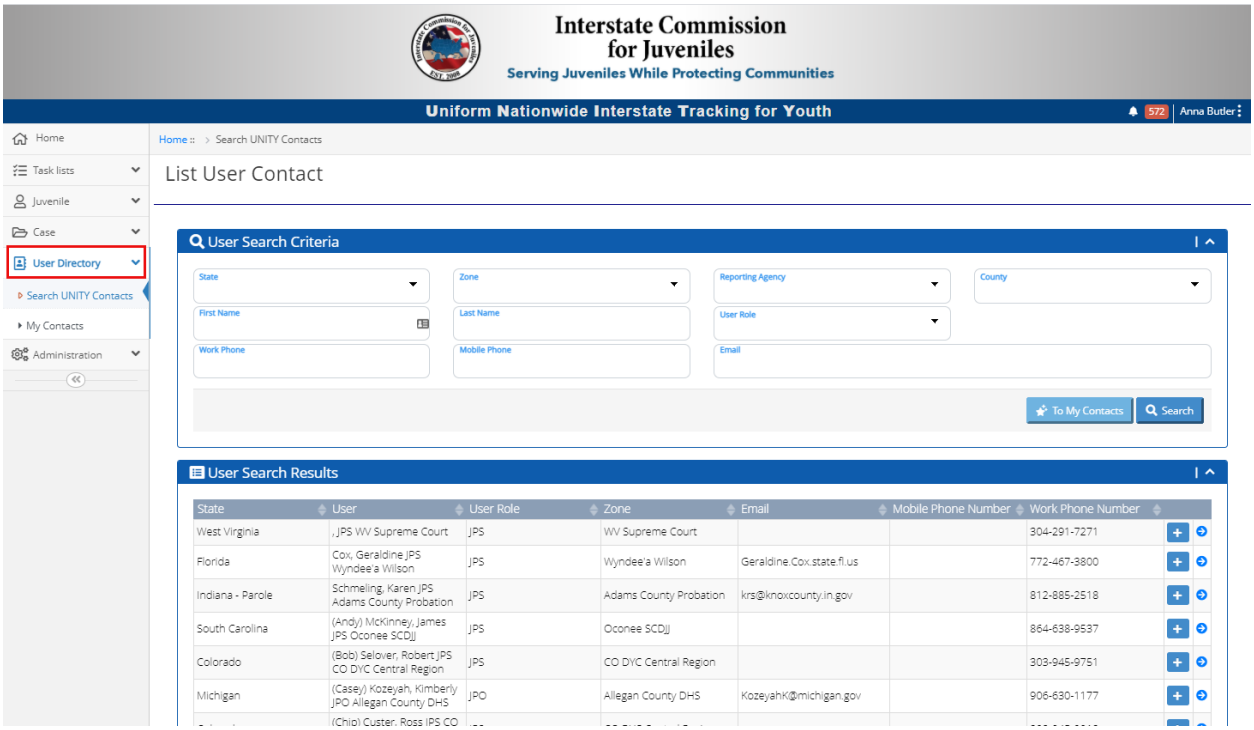
What's happening:

- ❑ A new Juvenile Parole Supervisor (JPS) has been hired.
- ❑ You would like to add her to your UNITY contacts.
- ❑ Note:
  - ICJO users can add any contact from any state to their My Contacts list.
  - JPS and JPO users can only add contacts from their own state.

What to do:

- ❑ Go to the User Directory and search for UNITY users using the search criteria.
- ❑ When the search results appear, select the blue plus sign icon to add the user to your My Contacts list.
- ❑ Go to the "My Contacts" list to review the added user.
- ❑ While in the "My Contacts List" remove them from your contact list by selecting the icon.

Where to start:



Related resource:

- ❑ On Demand Course: **UNITY: User Directory (U-103)** available at https://icj.talentlms.com/

Juvenile Profiles

Scenario 2A: Add a New Juvenile to UNITY

What's happening:

- ❑ A new juvenile, John Test [Insert State Name], has entered your caseload.
- ❑ You need to add the new juvenile to the UNITY system.

What to do:

- ❑ Search to see if John Test [Insert State Name] is already in UNITY.
- ❑ Create a New Juvenile Profile for John Test [Insert State Name].
- ❑ When creating a juvenile profile, enter all known profile information. For training scenarios, use fictional information only.

Where to start:

Related resource:

- ❑ On Demand Courses: **UNITY: Overview (U-100)** and **UNITY: Travel Permit – Model 1 2 & 3 (U-105)** available at https://icj.talentlms.com/

Travel

Scenario 3A: Create a Travel Permit Case

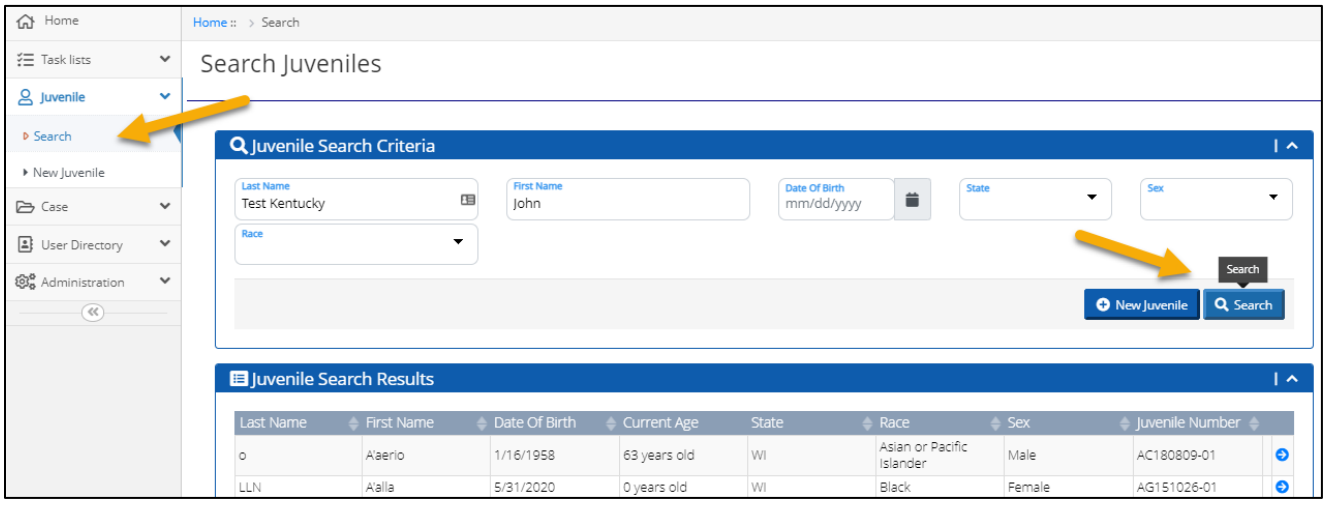
What's happening:

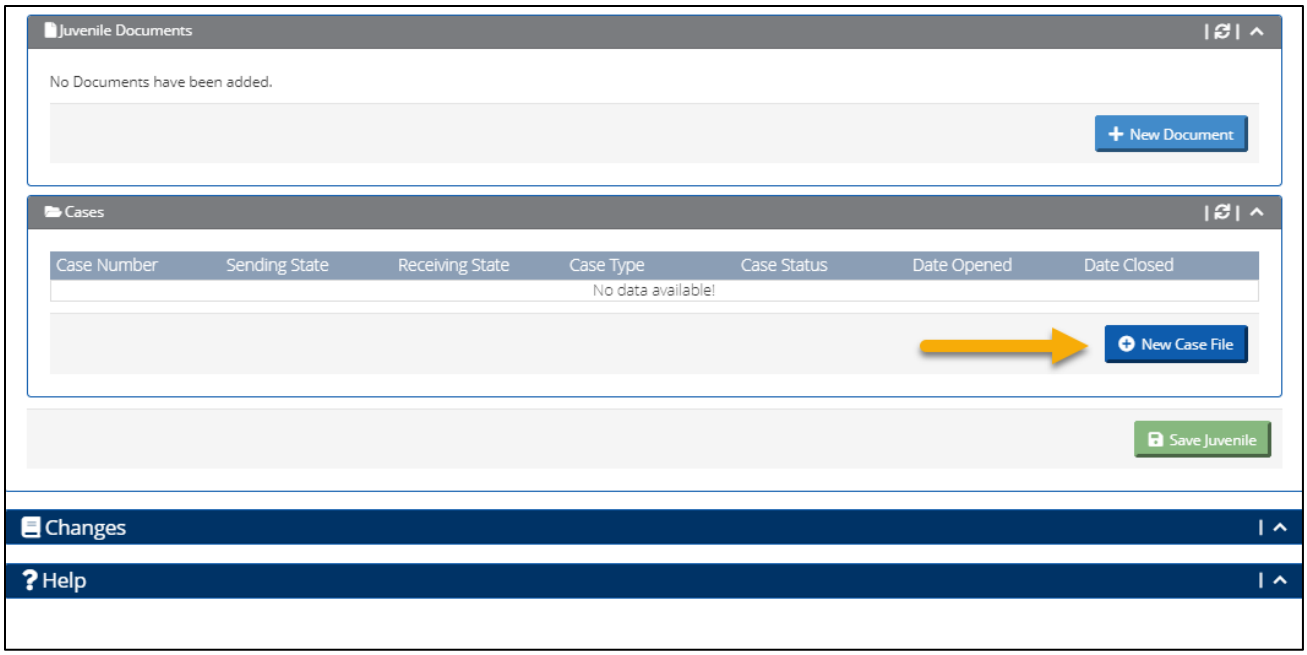
- ❑ JPO requests Travel Permit for John Test [Insert State Name], who is visiting grandparents during summer break.
- ❑ Sending State initiates Travel Permit (visit not to exceed 90 days) for John Test [Insert State Name].

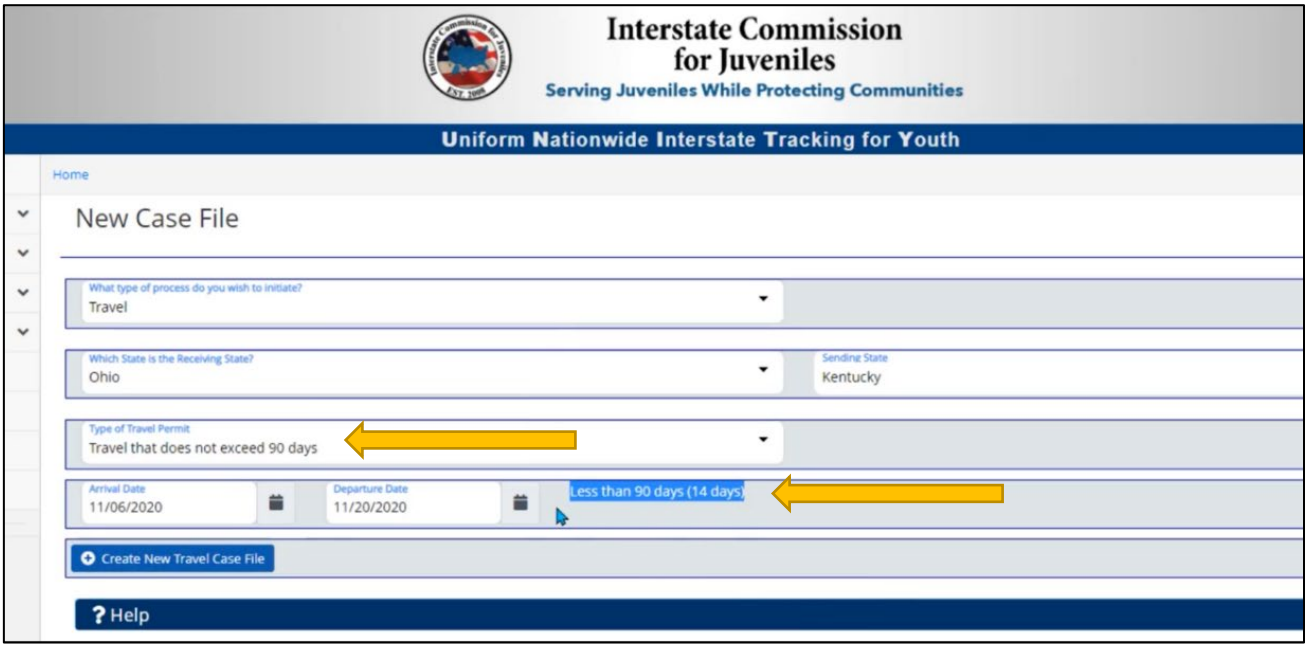
What to do:

- ❑ Search Juveniles for John Test [Insert State Name] to use existing file created under Scenario 2A.
- ❑ Initiate a New Case File > Travel Case > Does Not exceed 90 Days.
- ❑ Process the travel permit to close without any added Events.

Where to start:







Related resource:

- ❑ On Demand Course: **UNITY: Travel Permit- Model 1 2 & 3 (U-105)** available at https://icj.talentlms.com/

Scenario 3B: Event – Delete a Travel Permit

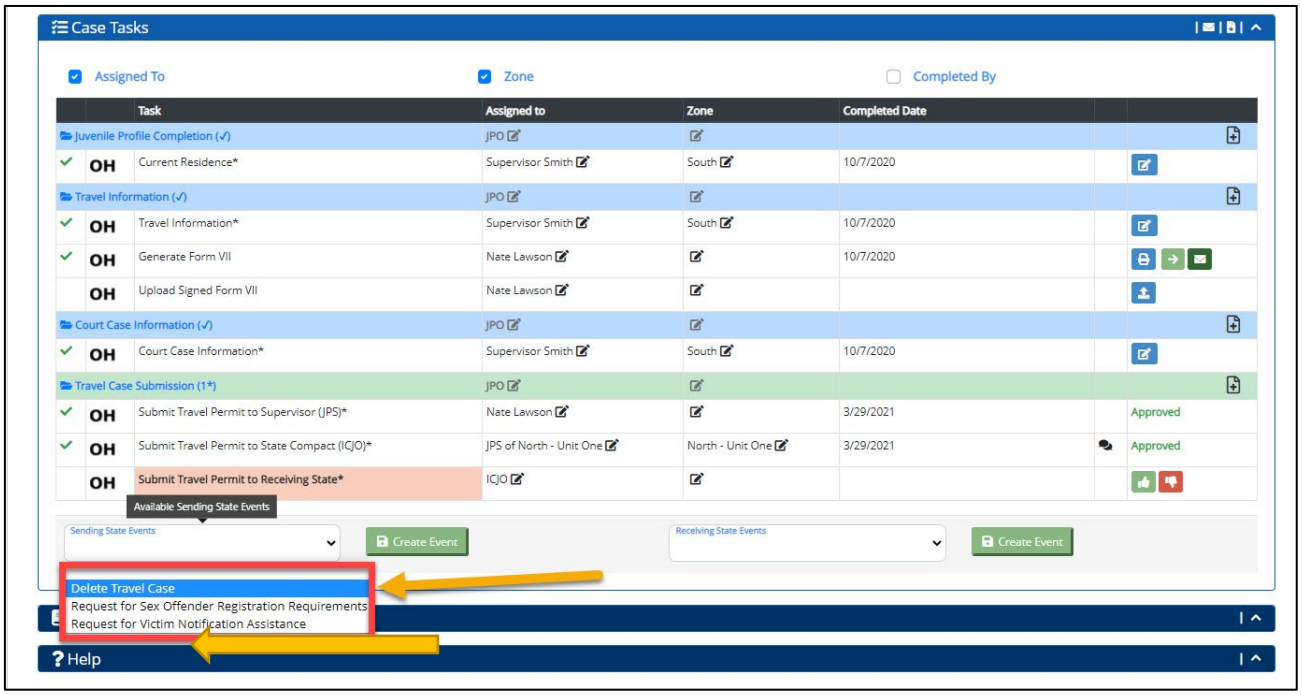
What's happening:

- ❑ Parent informs JPO that John Test [Insert State Name] cannot travel because COVID-19 test is positive and he is very sick.
- ❑ Sending State (SS) has not yet sent the case to Receiving State (RS).

What to do:

- ❑ Beginning with juvenile created in Scenario 3A, process the case from JPO > JPS > SS ICJO.
- ❑ At the SS ICJO state, trigger an event to "Delete" the travel case.
- ❑ Work through the process to finalize the deletion.

Where to start:



Related resource:

- ❑ On Demand Course: **UNITY: Travel Permit Events- Delete & Withdraw Travel Case (U-108)** at https://icj.talentlms.com/

Scenario 3C: Event – Change in Arrival or Departure Date

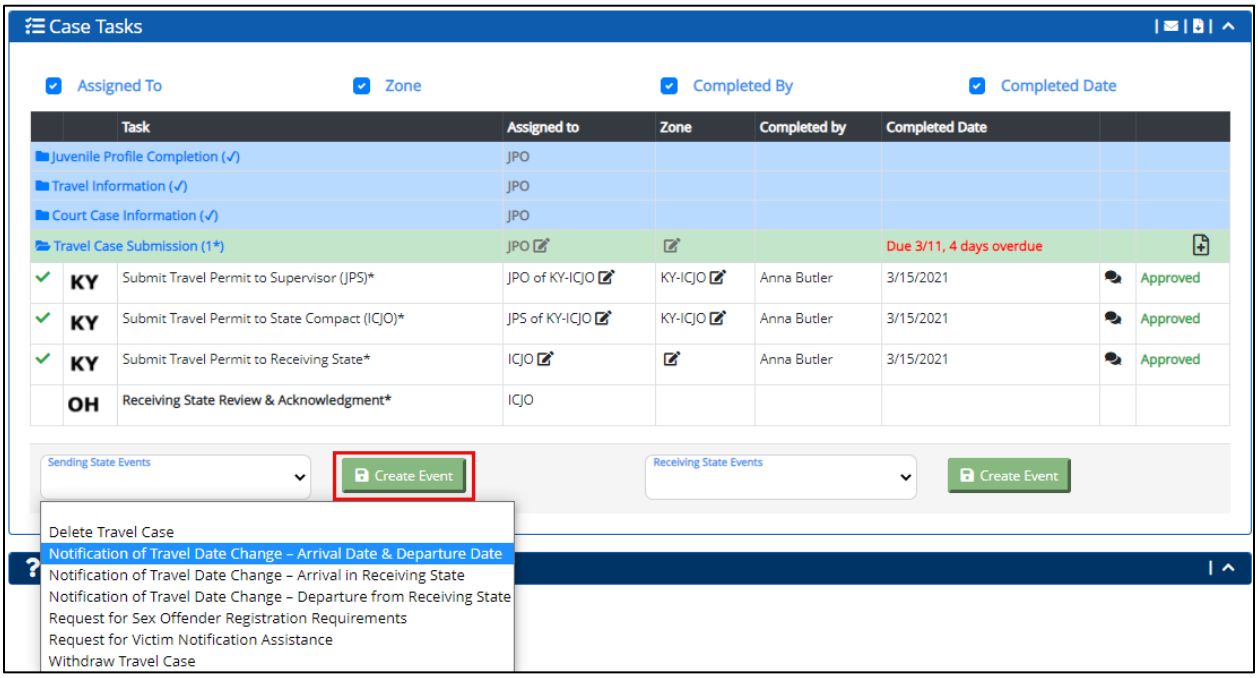
What's happening:

- ❑ JPO requests Travel Permit for John Test [Insert State Name], who has recovered and is visiting grandparents during winter break.
- ❑ After Sending State (SS) initiates Travel Permit (visit not to exceed 90 days) for John Test [Insert State Name], JPO advises that John's departure date has been changed.

What to do:

- ❑ Initiate Travel Case for John Test [Insert State Name] > Does Not exceed 90 Days.
- ❑ Process the case to the Receiving State (RS).
    - JPO will notify RS that there is a date change regarding the arrival and departure date.
- ❑ Trigger the Event "Notification of Travel Date Change – Departure from Receiving State" and process.
- ❑ Complete the process to case closure.

Where to start:



Scenario 3D: Event – Request for Sex Offender Registration Requirements

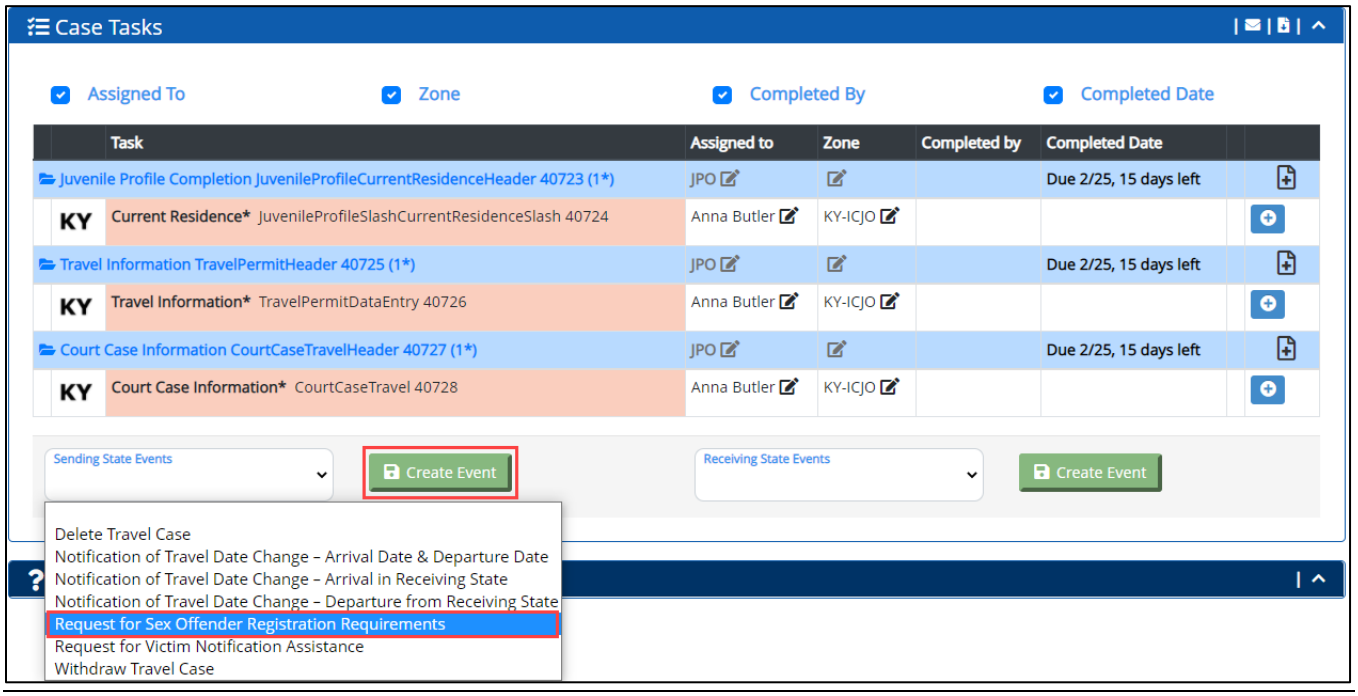
What's happening:

- ❑ A travel permit is requested for John Test [Insert State Name] who will be visiting family in another state and has been adjudicated on a sex-related offense.
- ❑ An "Event - Request for Sex Offender Registration Requirements" must be initiated by the Sending State (SS).

What to do:

- ❑
- ❑ Initiate Travel Case for John Test [Insert State Name] > Does Not exceed 90 Days.
- ❑ Before the Sending State (SS) submits the travel permit to the Receiving State (RS), trigger the "Event - Request for Sex Offender Registration Requirements."
- ❑ Perform 2 processes in order to complete.

Where to start:



Transfer of Supervision

Scenario 4A: Transfer of Supervision: Relocation Prior to Acceptance

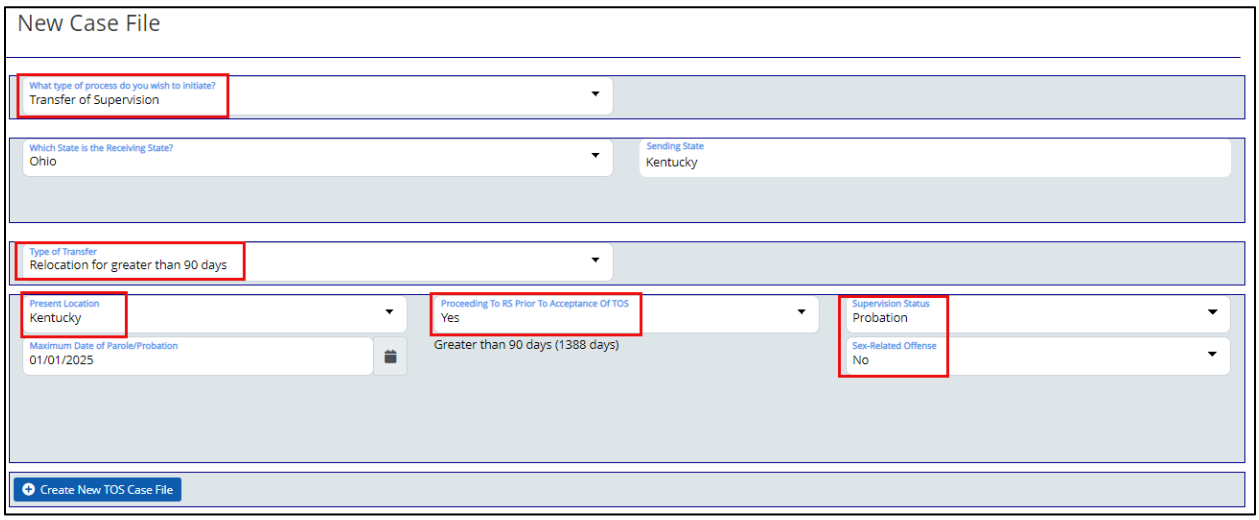
What's happening:

- ❑ Demetrius Test [Insert State Name] is a juvenile probationer with a non-sex related offense. He is relocating to the Receiving State (RS) to live with grandma.
- ❑ The juvenile is currently residing in the Sending State (SS) but will be relocating prior to acceptance of supervision and will need a travel permit.
- ❑ The juvenile's legal guardian is remaining in the Sending State (SS).

What to do:

- ❑ Set up a new Juvenile Profile for Demetrius Test [Insert State Name].
- ❑ Initiate a New Case File
- ❑ Process the Transfer Case until the Sending State (SS) completes the Home Evaluation information task and the first Quarterly Progress Report task is added.

Where to start:



Scenario 4B: TOS Event: Add Court Case

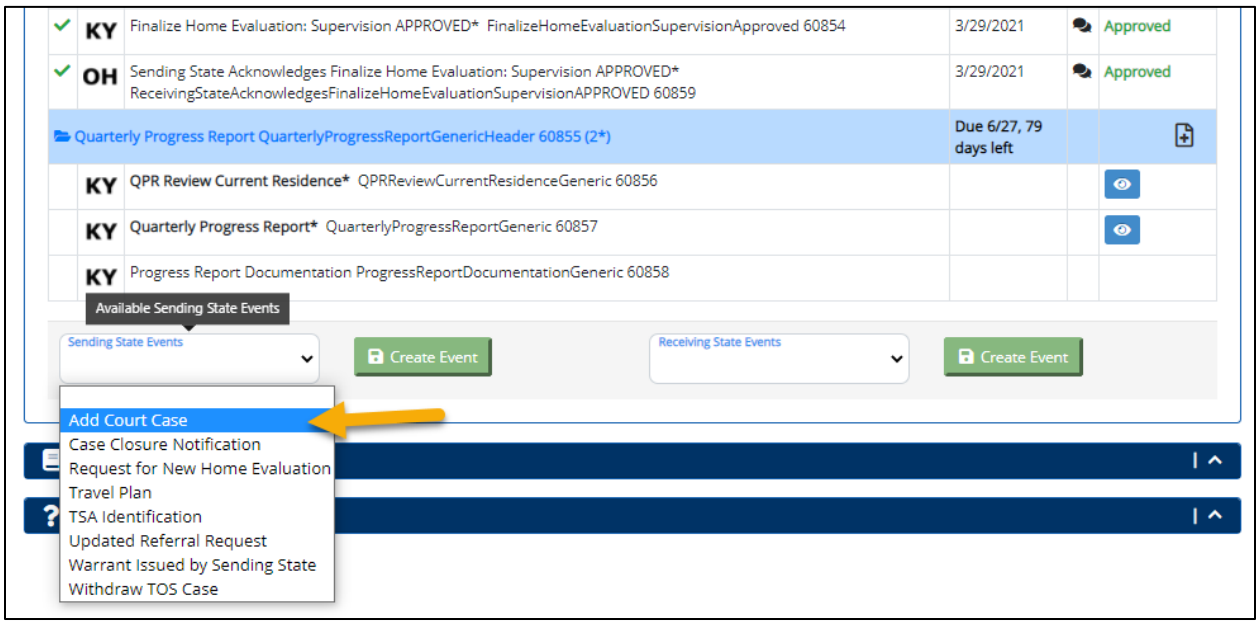
What's happening:

- ❑ A pending case for Demetrius Test [Insert State Name] was resolved in the Sending State which resulted in an extension in supervision.
- ❑ The Maximum Probation Expiration Date changed.

What to do:

- ❑ Use the profile and existing transfer case for Demetrius Test [Insert State Name].
- ❑ Generate the "Add Court Case Event."
- ❑ Upload new Court Case documentation.
- ❑ Follow through to completion of "Receiving State Acknowledges Court Case" step.

Where to start the TOS Event:



Scenario 4C: TOS: Quarterly Progress Report

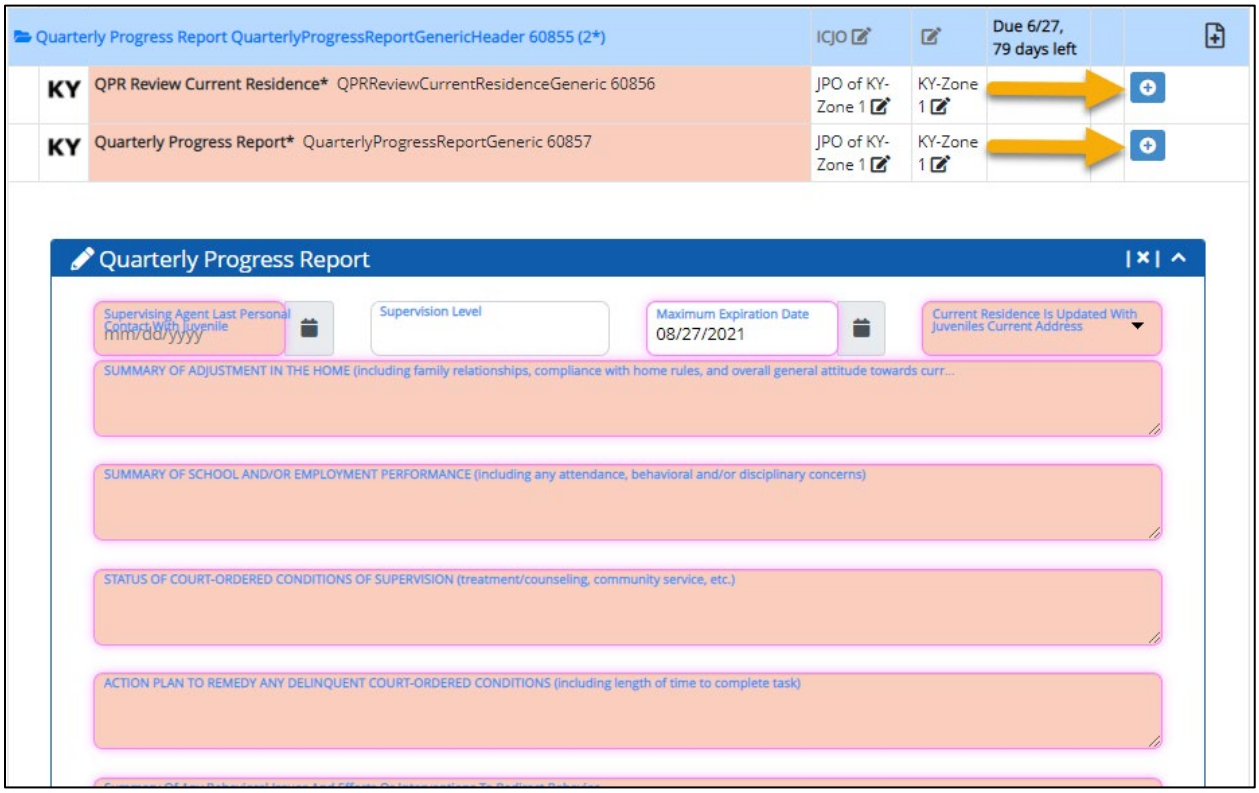
What's happening:

- ❑ A Quarterly Progress Report is due for Demetrius Test [Insert State Name].

What to do:

- ❑ As the Receiving State, open the Transfer case for Demetrius Test [Insert State Name].
- ❑ Expand the Quarterly Progress Report sections, fill out, save, and submit to the Sending State.
- ❑ Follow through to completion of "Sending State Acknowledges QPR" step.

Where to start the Quarterly Progress Report:



Returns

Scenario 5A: Voluntary Return of a Runaway

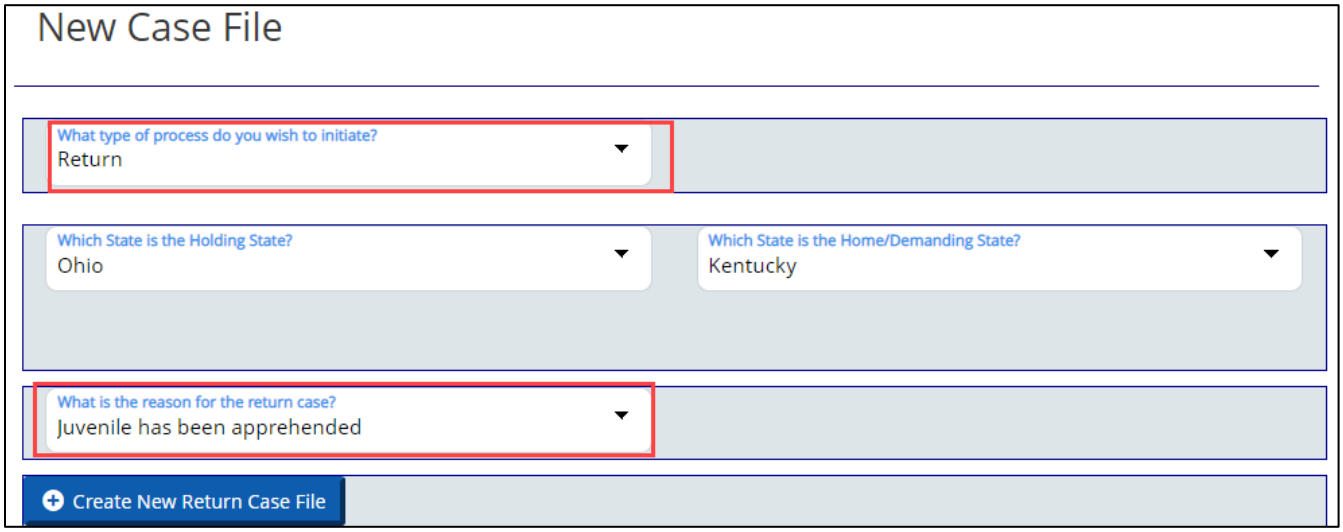
What's happening:

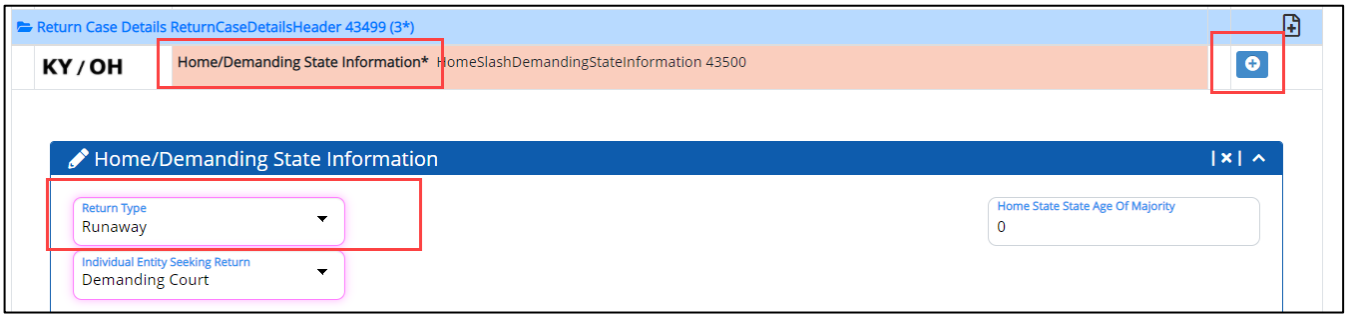
- ❑ Maria Test [Insert State Name], age 14, has been detained as a runaway from another state.
- ❑ Local law enforcement officials notified the state ICJ Office of her detention and the need for return.

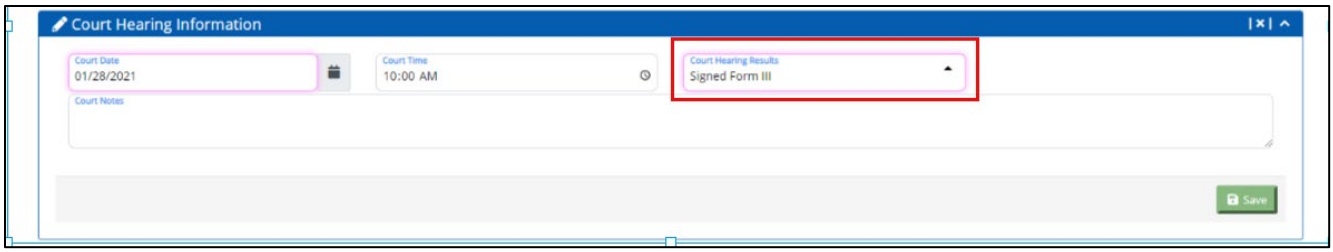
What to do:

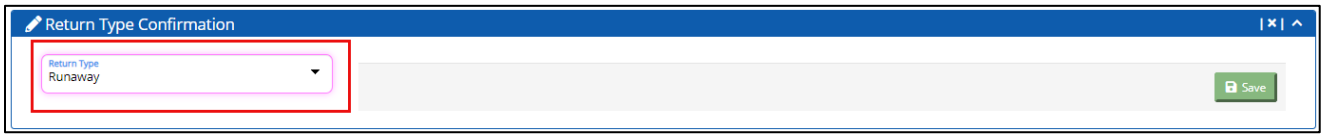
- ❑ Set up a new Juvenile Profile for Maria Test [Insert State Name].
- ❑ Initiate a Return case where the juvenile has been apprehended.
- ❑ The "Home/Demanding Confirmation" Return Type and "Return Type confirmation" is "Runaway"
- ❑ The "Form III Court Hearing Information" is "Signed Form III"
- ❑ Process the Return Case until closed by the "Home / Demanding State."

Where to start the return process:






Court Hearing Information
Court Date
01/28/2021
Court Time
10:00 AM
Court Hearing Results
Signed Form III
Court Notes
Save


Return Type Confirmation
Return Type
Runaway
Save

Scenario 5B: Event – Request to Apprehend Juvenile— Holding State Unable to Locate Juvenile

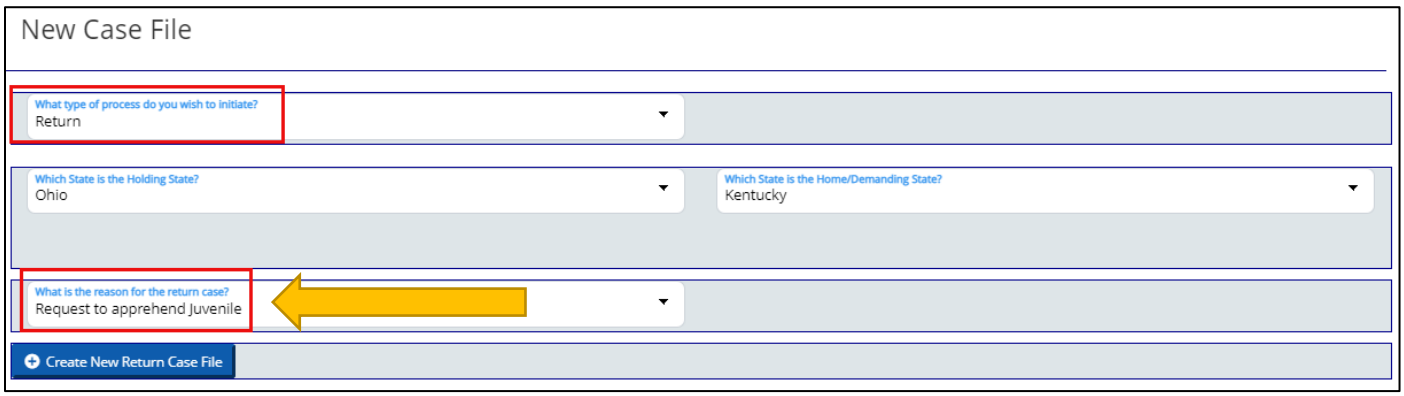
What's happening:

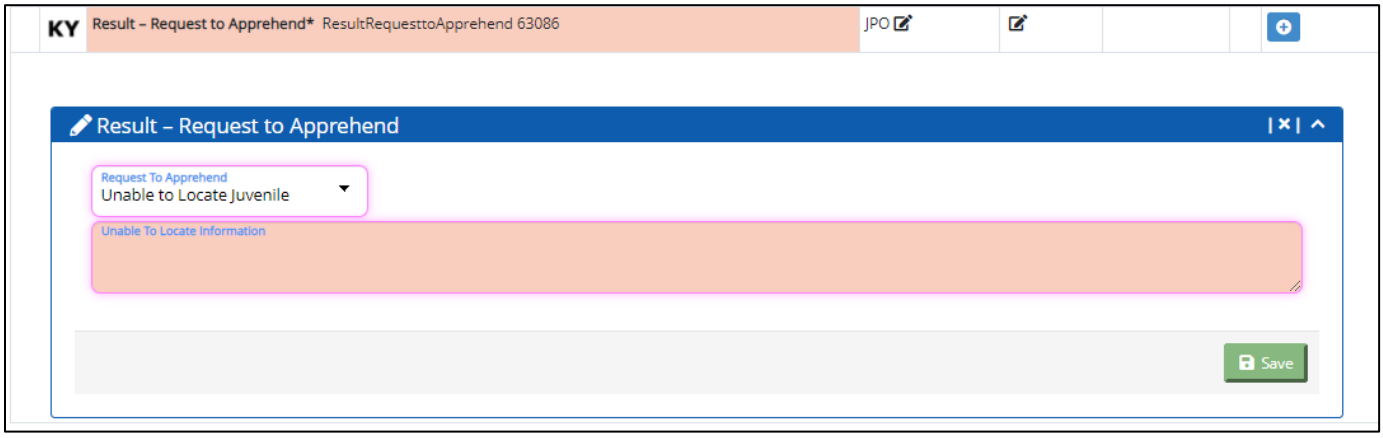
- ❑ Maria Test [Insert State Name] has run away from home again. Her parents have reported her as a runaway to local law enforcement officials.
- ❑ Her parents believe she is at her boyfriend's house in a neighboring state.

What to do:

- ❑ As the Home/Demanding State, begin with juvenile created in Scenario 3A, initiate a Return case "Request to apprehend juvenile."
- ❑ Process the case to close where the Holding State is unable to locate the juvenile.

Where to start:





Scenario 5C: Event – Juvenile Apprehended, Non-Voluntary Return, Refusal to Sign Form III

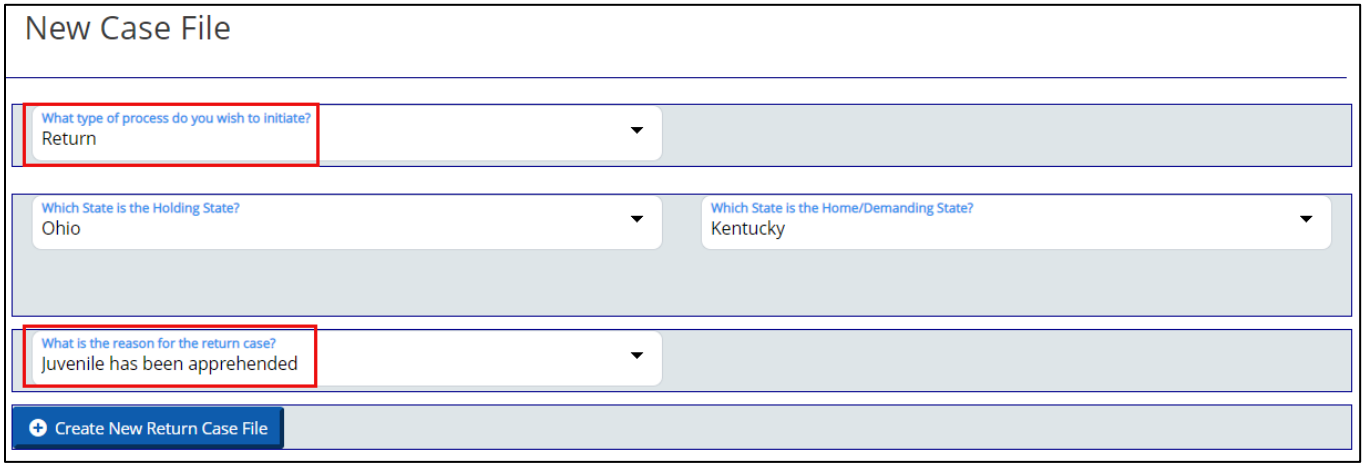
What's happening:

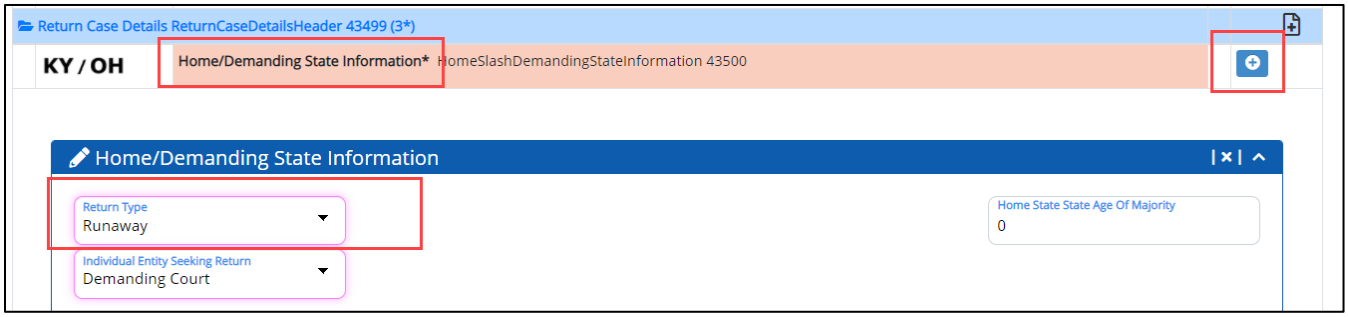
- ❑ Maria Test [Insert State Name] was reported as a runaway, then apprehended by local law enforcement officers at her boyfriend's home in a neighboring state.

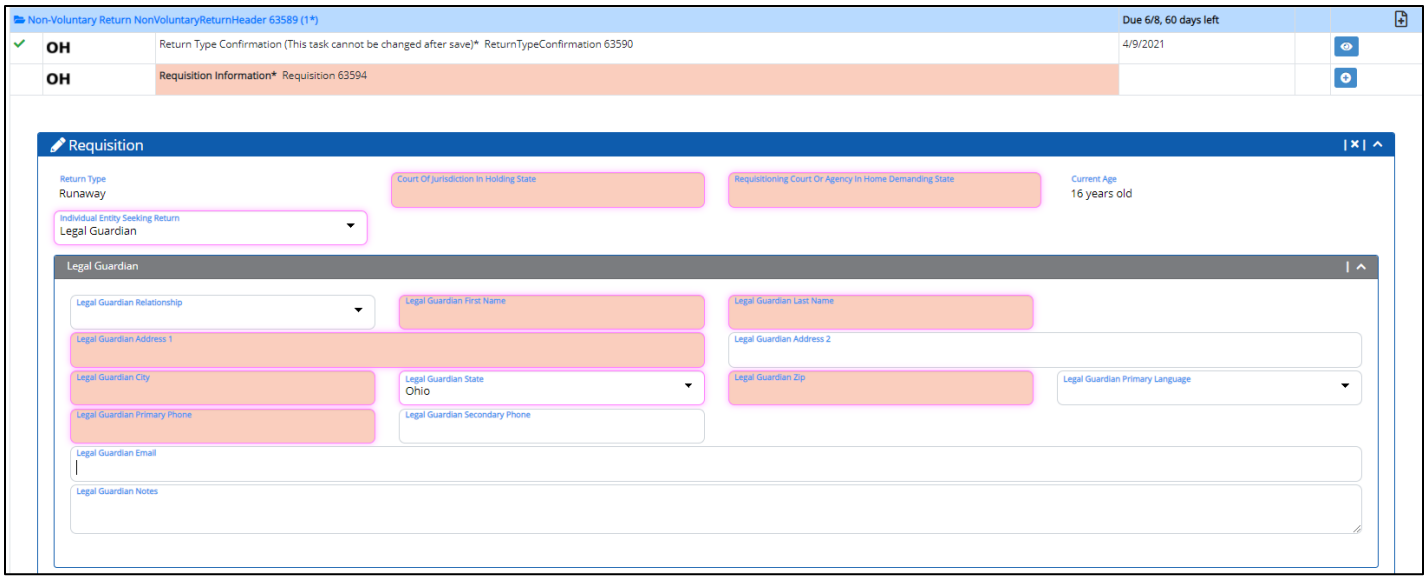
What to do:

- ❑ Beginning with juvenile created in Scenario 3A, initiate a Return case as the Holding State where the juvenile has been apprehended.
- ❑ The "Home/Demanding Confirmation" Return Type and "Return Type confirmation" is "Runaway."
- ❑ The "Form III Court Hearing Information" is "Refusal to Sign Form III."
- ❑ Complete the "Requisition" section.
- ❑ Process the Return Case until closed by the "Home / Demanding State."
- ❑ Process the case to close.
- ❑ This scenario highlights how decisions made control subsequent options presented.

Where to start:







Website Resources

[UNITY Coordinators]

[ICJ Help Center]

[UNITY Manuals]

[Frequently Asked Questions]