



Texas Juvenile Probation Commission

Information Resources Strategic Plan Fiscal Years 1999-2003

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EXECUTIVE SUMMARY

The Management Information Systems division's (MIS) mission is to provide the necessary means to quickly and accurately respond to the agency's information requirements.

MIS's primary strategy is to keep abreast of the latest technologies and to determine their relevance to the agency's information requirements.

MIS's current initiative is the conversion of the agency systems to the accepted state standard. This initiative will provide two major benefits: align the agency with current business trends; and further the exchange of information between TJPC and other agencies, through standardized applications and information formats.

INTRODUCTION / IR VISION

TJPC currently utilizes a local-area network (LAN) with a workstation for each staff member. The system provides staff access to integrated databases, word processing, spreadsheet analysis, electronic mail, scheduling, and communication links to outside sources.

Current ongoing initiatives include the conversion of mission-critical systems, both internal and external, to Year2000 compliance. This project is due to be completed December 31, 1998.

New initiatives include the conversion of the agency's network operating system from Novell NetWare to Microsoft NT Server. This also includes the standardization of the agency's email system to Microsoft Exchange/Outlook groupware platform. Additionally, the agency is standardizing on the Microsoft SQL/Visual Basic client-server database platform. This initiative includes the conversion of all existing database applications from Micro Focus COBOL to the new platform. This project will begin in fiscal year 1999 and is due for completion by the end of fiscal year 2001.

The primary obstacle to the timely, successful completion of these projects has been sufficient staff resources. Historically, the MIS division has been comprised of one to three staff members. This small staff is responsible for system development and maintenance, hardware and software installation, troubleshooting user problems, network administration, and providing Help Desk and training to external users. On numerous occasions, large projects had to be put on hold in order to respond to high-priority requests or reporting requirements from the legislature or other state agencies. TJPC does not have the resources that large agencies do. TJPC cannot assign a team of programmers to a project and still have adequate resources to respond to these high-priority requests. At the same time, TJPC is still expected to respond to requests, complete surveys, develop reports, on the same scale and timeline as these large agencies.

HHS Enterprise Planning

Health and Human Services Consolidated Network (HHSCN)

TJPC currently uses the HHSCN to access the Comptroller, Employees Retirement System, Texas Department of Protective and Regulatory Services, the Internet, and several other legislative related agencies. TJPC maintains a website at <http://www.tjpc.state.tx.us> and an agency email address of info@tjpc.state.tx.us.

Co-Location

Co-location has afforded TJPC several IR benefits. Prior to moving into the Brown-Heatly Building, TJPC did not have ready access to outside technical support staff. Since co-locating to the Brown-Heatly Building, staff from the Texas Rehabilitation Commission have “gone out of their way” to provide TJPC with technical support relating to WAN and Internet access.

HHS Architecture and Standards

TJPC has standardized on the *Microsoft Windows (Windows 95 and Office 97)* platform with current plans to convert from a *NetWare* to a *Windows NT Server* network platform.

Multi-Agency IR Initiatives

The Department of Human Services (DHS) has provided an Eligibility Specialist and computer access to their system, in order to assist local juvenile probation departments in determining Medicaid eligibility and benefits for children in the juvenile justice system.

EXTERNAL/INTERNAL ASSESSMENT

Year 2000 Issues: All workstations are now Year2000 compliant. Completion of the conversion of internal and external systems is scheduled for December 31, 1998 and is on schedule.

Supporting Technologies: In the External Assessment performed for TJPC's Strategic Plan, local juvenile probation departments stated that “Good Customer Service” was TJPC's greatest strength. Included in this “Good Customer Service” is the **CASEWORKER** system. Chief Juvenile Probation Officers rely heavily on its case management and reporting capabilities. However, the same local juvenile probation departments stated , one of TJPC's major weaknesses was “...not enough staff to provided specialized services to local departments.” This lack of

resources includes support staff for **CASEWORKER**. With the increased number of local juvenile probation departments utilizing the **CASEWORKER** system, MIS has experienced an increased demand for technical support. MIS will request an additional staff position to assist in the technical support area in fiscal year 2000. Additionally, MIS will request a programmer/analyst position to assist in TJPC's move toward a client/server architecture.

GOALS, OBJECTIVES, STRATEGIES, and ACTION ITEMS

Agency Goal 1: To work in partnership with local juvenile boards and their local juvenile probation departments to provide a comprehensive range of community based probation services which will ensure public safety, offender accountability, and assistance to offenders in becoming productive, responsible, law-abiding citizens.

Agency Objective 1.1: The successful rate of completion for deferred prosecution and court-ordered probation cases will be 87% by FY 2003, and the rate of recidivism will decrease by FY 2003.

Outcome Measure:

- Referral rate of juvenile offenders for felony offenses per juvenile population.
- Referral rate of juvenile offenders for violent felony offenses per juvenile population.
- One-year rearrest rate.
- One-year rearrest severity rate.
- One-year incarceration rate.

Agency Objective 1.2: The percentage of delinquent referrals diverted from the TYC will be 97% by FY 2003, resulting in a successful rate of completion for intensive services probation and residential placement of 79% by FY 2003.

Outcome Measures:

- Rate of successful completion of intensive services probation.
- Rate of successful completion of residential placements program.
- Number of new commitments to the TYC.
- Percentage of delinquent referrals committed to the TYC.

IR Goal 1: Enhance agency information management system.

IR Objective 1: Expand and improve the use of new technologies.

IR Strategy 1: Improve agency productivity and effectiveness through the use of new office automation systems.

Action Item 1: Install *Microsoft Windows NT Server, Exchange, and SQL Server* by the end of calendar year 1998.

Action Item 2: Convert existing, internal database applications to a client/server model by the end of FY 2001.

Action Item 3: Convert CASEWORKER to a client/server application by the end of FY 2001.

IR Objective 2: Expand and improve the use of CASEWORKER statewide.

IR Strategy 2: Improve the awareness, by the juvenile probation departments, on the benefits of using CASEWORKER as their case management system.

IR Strategy 3: Improve the proficiency level of CASEWORKER users.

Action Item 4: Coordinate with the TJPC Research and Planning Division to implement procedures to ensure the reliability of the information, transmitted to TJPC by the local juvenile probation departments, from the CASEWORKER system.

Action Item 5: Add additional staff position to Help Desk in FY 2000.

Action Item 6: Provide additional opportunities for local probation department personnel to attend CASEWORKER training.

Agency Goal 2: To maintain policies governing purchasing that fosters inclusion of historically under-utilized businesses (HUBS) in the procurement process and increases the agency's use of HUBS.

Agency Objective 2.1: To meet the General Services Commission's (GSC) statewide goals for each applicable procurement category and the overall statewide goal related to purchases from HUBS.

Outcome Measure:

- % Utilization of HUBS in the Professional Services Contracts procurement category.

- % Utilization of HUBS in the Other Services Contracts procurement category.
- % Utilization of HUBS in the Commodities Contracts procurement category.
- % Spent with HUBS.

IR Goal 2: To utilize Qualified Information Systems Vendors who are certified as a HUB where possible.

IR Objective 3: Contact HUB certified vendors first when purchasing hardware or software.

INFORMATION RESOURCES ENVIRONMENT

Organization and Personnel

The Texas Juvenile Probation Commission's Management Information Systems Division employs three full-time employees, a Director (Senior Programmer/Analyst), a Programmer/Analyst, and a Systems Support Specialist. The programmer/analysts provide application systems design, implementation, maintenance, hardware and software installation, network administration, technical assistance, and technology assessment. The system support specialist provides training, curriculum development, documentation, auditing, and technical assistance.

IR Policies and Practices

IR Priorities: Project priorities are established by an Information Systems Steering Committee consisting of the agency's Executive Director, division directors, and the MIS director. These projects are incorporated in the agency's Action Plan.

Operating Systems: TJPC has standardized on the *Windows 95* operating system for user workstations and *Windows NT Workstation* for MIS personnel. The current network operating system is *Novell NetWare 3.12*. Current plans include *the conversion to Windows NT Server*. TJPC's website utilizes *Windows NT Server* and *Microsoft IIS* software.

Development Methodology: All major Information Systems planning is guided by the Information System's Steering Committee. No formal methodology is used. Decisions are arrived at through committee discussions and are documented in the agency's Action Plan.

Quality Assurance Practices: Both Programmer/Analysts are cross-training on the existing systems. The current training schedule requires that they both attend the same training in order to continue the necessary redundancy. Major changes to systems and test results are examined by both to ensure system

integrity and reliability.

Change Control: Systems changes are requested and approved by the system's owner (division head) on specific request forms.

Security: An internal audit and risk assessment was performed in August 1995. All deficiencies have been addressed. Current security procedures:

Each employee has signed an agreement regarding the use of state-owned computer hardware and software and the disclosure of confidential information. Employees have further been instructed that no software can be installed on their individual workstations without approval from the Management Information Systems Division.

The agency's file server remains in a locked room.

System backups are performed daily and stored offsite monthly.

Virus detection software has been installed on the file server and all workstations.

Users are forced to change their passwords every 60 days. Access logs and intruder detection mechanisms have been implemented. Security software locks a workstation after 30 minutes of inactivity, requiring the user to reenter their password to regain access to the system.

Geographical Information Systems (GIS): Not planned in the near future.

Disaster Recovery / Business Continuity Planning: MIS is currently updating its *Contingency Plan for Disaster Recovery*.

Resource Use: Each employee has signed an agreement regarding the appropriate use of state-owned computer hardware and software and the disclosure of confidential information. TJPC does not currently use video communications.

Contract / Consultants: TJPC does not currently contract for Information Resources services.

Training and Continued Education: No written policy exists for determining training needs. However, if particular training is necessary in support of an employee's job function, then the request for approval is sent to agency Training Director and/or the Executive Director. All training and education received by TJPC employees is tracked by the agency's Training Division.

Agency Platforms, Systems, and Telecommunications

TJPC utilizes a Novell *NetWare* local-area network with one file server and 52 workstations. TJPC also maintains a website that provides information about the agency, juvenile justice system, current events, publications, and CASEWORKER updates and FAQs. All workstations use *Windows 95*, *Microsoft Office 97*, and have access to the Internet.

TJPC currently utilizes the telecommunications established in the Brown-Heatly Building. This includes local access to all agencies within the building (TRC, HHSC, ECI, TDoA, and TYC). The HHSCN provides communications with other agencies and the Internet. TJPC uses the Internet for email.

TJPC is a member of the Health and Human Services Consolidated Network (HHSCN). TJPC provides statistical and/or financial information to the Legislative Budget Board, Health and Human Services Commission, Texas Youth Commission, Criminal Justice Division of the Governor's Office, Criminal Justice Policy Council, Texas probation departments, National Center for Juvenile Justice, probation associations, and other states. This information is provided by direct connection, the Internet, or magnetic media.

Agency Platforms, Systems, and Telecommunications					
Agency Platforms and Systems					
CATEGORY	TYPE	OPERATING SYSTEM	DATABASE MGMT. SYSTEM	CAPACITY/ SIZE/COUNT	COMMENTS/ DESCRIPTIVE INFORMATION
Mainframe	N/A				
Minicomputer	N/A				
LAN Servers (Central)	PC	Novell NetWare 3.12	COBOL ISAM	1	
LAN Servers (Remote)	N/A				
LAN Client/Workstations (Central)	PC	Windows 95		52	
LAN Client/Workstations (Remote)	N/A				
WAN Servers	WEB	Windows NT Server		1	

Standalone PC Workstations	PC	Windows 95		5	Laptops
Telecommunications Information					
CATEGORY		TYPE	CAPACITY/ SIZE/COUNT	COMMENTS/ DESCRIPTIVE INFORMATION	
Hubs		3COM		12/6	
Hub Routers & Switches (Remote)		3COM		12/1	
Remote Bandwidth Analog		N/A		N/A	
Remote Bandwidth Digital 56K or less		N/A		N/A	
Remote Bandwidth Digital T1		N/A		N/A	
Remote Bandwidth ISDN (BRI)		N/A		N/A	
DTE/End User Equipment Arrangement		N/A		N/A	
Supported Protocols		TCP/IP, IPX/SPX, NetBEUI		N/A	
Internet Service Provider		DIR		N/A	
Shared Network		N/A		N/A	

Agency Databases

Database Name: **In-House Applications (IHA)**

Database Description: Includes contract financial activity, probation officer certification, and aggregate juvenile statistical activity.

Database System: COBOL ISAM

Est. Physical Storage Requirements: 100MB

Year2000: 001

GIS Data Classification: N/A

Sharing: Portions of this database is shared with the Legislative

Budget Board, Health and Human Services Commission, Texas Youth Commission, Criminal Justice Division of the Governor's Office, Criminal Justice Policy Council, Texas probation departments, National Center for Juvenile Justice, probation associations, and other states. This information is provided by direct connection, the Internet, or magnetic media.

Future: Planned conversion from COBOL ISAM to SQL by the end of FY 2001.

Database Name: **CASEWORKER/4 (CW4)**

Database Description: Detailed case-level data on children referred to local juvenile probation departments. The primary purchase is juvenile tracking and case management. The primary users are the local juvenile probation departments.

Database System: COBOL ISAM

Est. Physical Storage Requirements: Unknown. Data resides on individual local juvenile probation department systems.

Year2000: 002

GIS Data Classification: N/A

Sharing: The data is owned and under the authority of the local juvenile boards. Portions of this data are submitted to TJPC for inclusion in the agency's statistical reporting system. This data is then shared with Legislative Budget Board, Health and Human Services Commission, Texas Youth Commission, Criminal Justice Division of the Governor's Office, Criminal Justice Policy Council, Texas probation departments, National Center for Juvenile Justice, probation associations, and other states. This information is provided magnetic media.

Future: Planned conversion from COBOL ISAM to SQL by the end of FY 2001. Application will be converted to *Microsoft Visual Basic*.

Agency Applications

The following applications are on-line, multi-user, PC-based systems.

Application Name: **CASEWORKER (Juvenile Tracking & Caseload Management System) CW4**

Application

Description: CASEWORKER was developed to provide an easy and concise method of collecting, storing, retrieving, and printing juvenile caseload information by the juvenile probation departments of Texas. A portion of this information is forwarded to the Texas Juvenile Probation Commission for inclusion in the agency's Annual Statistical Report, in order to provide accurate information regarding the magnitude and nature of juvenile activity and the juvenile probation system's ability to respond.

CASEWORKER begins collecting information at intake and continues through detention, disposition, supervision, and placement. CASEWORKER also provides the juvenile probation departments with the ability to: collect and record probation and restitution payments; enter chronological notes; and maintain names and addresses of family members and associates.

CASEWORKER gives the juvenile probation departments the capability to print various reports, including: caseload by department and officer, probation fee and restitution current/delinquent reports, and TJPC statistical reports. A provision to scan the juvenile records and produce ad hoc reports is also included.

Database System: COBOL ISAM

Development

Language: Micro Focus COBOL

Year2000: 002

Sharing: See database description above.

Future: See database description above.

Application Name: **In-House Applications (IHA)**

Application

Description: **Financial Management** - the State Aid Management, Funding Allocation, and Community Corrections systems were designed to allocate, distribute, account, and manage the state aid monies allocated to TJPC. The state aid is distributed to county juvenile probation departments for the purpose of providing juvenile probation and community-based correctional services as enacted by H.B. 1704, 67th Legislature.

Statistical Reporting and Analysis - the various systems that are included in this area were designed to provide TJPC with information regarding the nature and magnitude of juvenile delinquency in Texas, how the juvenile system responded, the specific types of services provided by each juvenile probation department, and special reports on specific crimes and offenders.

Certification/Membership Management - the Juvenile Justice Personnel system was designed to maintain the agency's database of certified juvenile probation and juvenile detention officers. The system also contains information on other designated juvenile personnel for the purpose of producing a state wide directory and in assisting in mailing correspondence.

Database System: COBOL ISAM

Development

Language: Micro Focus COBOL

Year2000: 001

Sharing: See database description above.

Future: See database description above.

Interagency Data Needs

TJPC is discussing the exchange of information with the Texas Youth Commission (TYC). The primary obstacle has been insufficient resources and time, on TJPC's part, in order to accomplish this exchange.

Beginning in calendar year 1999, TJPC will begin collecting detailed case data from all juvenile probation departments in Texas. This data will be used

for statistical modeling in lieu of the current reports that the juvenile probation departments are required to submit to TJPC. This data will also be shared with the Criminal Justice Policy Council. The only obstacle to the collection of this data is the six departments that do not use the CASEWORKER system. They must modify their systems to collect the necessary data items and submit the information in an approved TJPC format.

Texas Juvenile Probation Commission

