Texas Juvenile Justice Department

Juvenile Case Management System (JCMS)

What Departments Should Know About JCMS and How to Get Started with Implementation

Data Coordinator's Regional Conference 2012

What is JCMS?

JCMS is a comprehensive, state-of-the-art, web-based technology solution that creates a robust juvenile justice information and case management system for the common data collection, reporting and management needs of all local juvenile probation departments in the state of Texas. This web-based solution will provide enhanced productivity tools, robust data sharing capabilities, strong security and data integrity and built-in interfaces with other entities involved in the juvenile justice system. JCMS will provide a continuum of information on a juvenile offender that follows the juvenile and will assist local jurisdictions in providing the most effective rehabilitative programs and services tailored to the individual needs of the juvenile.

History of JCMS

JCMS is a collaborative development effort of the Texas Conference of Urban Counties *TechShare* Program involving the Texas Juvenile Justice Department and Dallas and Tarrant counties to cooperatively design and build a system that will meet the needs of local juvenile probation departments statewide. By pooling staffing and financial resources, these partners are leveraging their resources to acquire a system that individually they could not afford to develop…JCMS is a unique example of governments working together with a common goal of helping youth.

JCMS Will Provide Statewide Data Sharing in the Texas Juvenile Justice System

The Texas juvenile justice system currently has 165 independent computer systems collecting juvenile case data in 254 Texas counties, affording little if any sharing of information amongst the counties about juvenile offenders or the programs and services they have been provided. JCMS will provide statewide data sharing between the local juvenile probation departments and other key juvenile justice agencies both across and within jurisdictions to provide true state-wide data sharing for the first time in Texas. The goal is to ensure that all professionals in the juvenile justice system with a need to know have timely access to thorough and complete information on a juvenile offender.

Benefits of JCMS to Families, Counties and Texas

Statewide Information Sharing Between Jurisdictions

- Better outcomes for youth and families by providing more effective programs and services
- More complete data for informed decision making regarding juveniles
- Improved utilization of limited programmatic and treatment resources at the county and state level
- Increased data collection information for state and local policy and decision makers

Enhanced System Productivity Features

- Web-based access provides mobile productivity
- Streamlined workload for probation officers leading to increased face-to-face time with juveniles and their families
- Treatment, programs and services tailored to individual needs of juvenile offenders
- Expected user base: over 10,000 probation, law enforcement, judicial, prosecutorial and other service providers and related staff

How to Get Started with the JCMS Implementation Process

TJJD and the Conference of Urban Counties are diligently working toward the rollout of JCMS statewide. As of 09/21/2012, we have 17 departments representing 25 counties who have fully implemented JCMS to include:

County	Go Live Date	Type	County	Go Live Date	Type
Dallas	03/2011	JCMS Basic	Refugio	05/2012	JCMS Basic
Tarrant	09/2011	TechShare Juvenile	Bandera	07/2012	JCMS Basic
Caldwell	12/2011	JCMS Basic	Coryell	07/2012	JCMS Basic
Lubbock	04/2012	JCMS Basic	Nueces	07/2012	JCMS Basic
Randall	04/2012	JCMS Basic	Bastrop	08/2012	JCMS Basic
San Patricio*	04/2012	JCMS Basic	Somervell	08/2012	JCMS Basic
Comal	05/2012	JCMS Basic	Grayson	09/2012	JCMS Basic
Hays	05/2012	JCMS Basic	Hood	09/2012	JCMS Basic
Galveston	05/2012	JCMS Basic			

* *SanPatricio – 1 Department Representing 6 Counties / Bastrop – 1 Department Representing 4 Counties*

We have an additional 29 departments representing 36 counties who have started the implementation process. Below is some general information necessary for your department to consider as you decide whether or not to express an interest in moving from Caseworker toward implementation to JCMS Basic in the coming months.

Staff Resources. The entire implementation process typically takes between 60-90 days. TJJD recognizes that this is a lengthy process when resources are required to continue with the routine responsibilities. TJJD encourages departments to be aware that there will be some tasks associated with the implementation process that may be taxing, specifically during your department's data conversion process, but we will do everything we can to help minimize the burden on your staff throughout this time. Please ensure that adequate resources are available prior to committing to move forward with the implementation process.

Regional Implementation. TJJD has found that it is increasingly beneficial for 2-3 neighboring departments to come on board with JCMS around the same time for purposes of support, resources and the accessibility of data. TJJD recommends that you communicate with your neighboring counties to determine if this is feasible for your department. If so, please convey to TJJD which counties could be grouped together for the same "go live" date.

JCMS Implementation Checklist. In order to start the implementation process and express your department's interest in moving forward with JCMS, the first necessary step is to complete the JCMS Implementation Checklist (attached). The purpose of this checklist is to gather some initial information regarding your network/infrastructure, VPN connectivity, and recommended minimum workstation requirements. Once you have completed the checklist, please return it back to Kristy Almager via email (Kristy.Almager@tjjd.texas.gov) or fax (512.424.6718) and TJJD will review it accordingly.

JCMS Implementation Planning Meeting. After TJJD has received your completed JCMS Implementation Checklist, TJJD will contact your department to schedule an implementation planning meeting to discuss and review a potential project plan to go live with JCMS Basic. Staff attending should include the Chief Juvenile Probation Officer, Data Coordinator and any other staff member that will be considerably involved in the JCMS implementation process. This meeting is typically held in Austin and lasts approximately one to two hours. During this meeting, TJJD will request that you sign off on several documents to include a Non-Disclosure Agreement, JCMS Questionnaire and Desktop Readiness. A conference call option is available if travel to Austin is not feasible.

CW Backup. Just prior to the implementation planning meeting, Kristy Almager will request a CW backup from your department so that our staff (Laura Marroquin) can complete an initial review and analyze your department's data to see where any cleanup in CW may need to occur.

Training. A few weeks prior to going live with JCMS, approximately 4-6 staff from your department will attend a Train the Trainer for JCMS Basic. This 2-day, intensive training will provide staff adequate training on the use of JCMS Basic in order to return back to the department and train the remaining staff that will be utilizing and using JCMS. TJJD is unable to provide training for the entire department at this time.

If you have questions regarding JCMS or the implementation process or if you would like the JCMS Implementation Checklist electronically, please contact Kristy Almager at 512.424.6710 or Kristy.Almager@tjjd.texas.gov. TJJD remains optimistic regarding the implementation of JCMS Basic statewide and we look forward to hearing from you regarding the ability and desire to move from Caseworker to JCMS Basic.

JCMS Basic / TechShare Juvenile
Implementation Checklist for CW5 Departments

County Name: County Number:

Completed By:

Contact E-Mail:

Phone Number: Extension:

Implementation Readiness Assessment

In an effort to determine the readiness of the department for implementation of JCMS Basic or Techshare Juvenile, please answer the following questions (see subsequent pages for more detail)

1. Has the department initiated and maintained the data clean-up process in Caseworker (as outlined at the 2010 and 2011 Data Coordinator's Conference – see below for more information)?

☐ Yes

☐ No If no, when will this be initiated:

2. Can your department commit adequate staff resources to the implementation efforts (2-3 weeks of focused attention over a 5-8 week period)? Roles: Project Coordinator, Data Mapping, Data Conversion Validation, Technical Connectivity.

☐ Yes Please identify which resources:

Project Coordinator

Data Mapping

Data Conversion Validation

Technical Connectivity

☐ No

3. Training is a key component of the Implementation plan. Can your department commit adequate staff resources to the implementation efforts for training (1-2 days of focused attention)?

☐ Yes Please identify which resources:

☐ No

4. Do the systems in use in your department meet the minimum hardware configuration outlined for the JCMS application?

☐ Yes

☐ No

5. The only browsers currently supported for use with the system are Internet Explorer (v.7 & 8) or Firefox (v.3.5+). Does your department support either of these products as your primary browser?

☐ Yes

☐ No

6. For the IT Department: Can the County of Department network support the establishment of a Virtual Private Network (VPN) connection to the secure environment?

☐ Yes If yes, you will need to answer the additional network questions at the end.

☐ No

In order to help determine which version of the system (JCMS Basic or Techshare Juvenile) is better for your Department, please answer the following questions.

1. How many staff members in your Department will use the system?

2. What agencies outside your department are presently using CW5?

3. Are you using any software other than CW5 to report from or use your data? (If so, please identify the software you are using)

☐ Yes Specify:

☐ No

4. Does your department have any interfaces to other systems or "bolt on" applications that use the CW5 data?

☐ Yes Specify:

☐ No

Network Infrastructure Readiness Assessment

The JCMS application is only accessible via a secured connection established between each county and the hosted JCMS Basic and Techshare Juvenile environments. The preferred secured connection is a site to site virtual private network (VPN) connection.

Two site to site VPN connections are established one time between the county network and the hosted environments (one to the JCMS Production Environment and one to the JCMS Staging (test) environment), enabling authorized computers on the county network the ability to access the system before go live for testing and data validation activities and after go live, for Production.

JCMS Basic and Techshare Juvenile are data intensive applications which require sufficient network bandwidth to provide users an acceptable level of performance. The amount of bandwidth needed for a county depends on the number of users concurrently using the system as well as the amount of other traffic sharing the bandwidth.

In an effort to ascertain the capabilities of the County/JPD to establish the secure connection, please have the appropriate personnel answer the below questions. (Note: These questions are typically best answered by the people responsible for the installation, maintenance, and support of your technical environment, including your network services and connectivity)

Completed By:

Contact E-Mail:

Phone Number: Extension (If applicable):

1. What type of Internet Connectivity do you have?

☐ No Internet Connection ☐ T3 Line

☐ Dial Up ☐ Satellite

☐ Cable / DSL ☐ Fiber

☐ T1 Line ☐ Other: (specify)

2. What is the bandwidth (relative speed) of your connection to the internet?

☐ Modem / Dial Up (56 Kb/s) ☐ ADSL Lite (1.5 Mb/s)

☐ T1 (1.544 Mb/s) ☐ T3 / DS3 (44.736 Mb/s)

☐ Cable (Specify ISP Cap): ☐ DSL (Specify ISP Cap):

☐ Fiber (Specify ISP Cap): ☐ Satellite (Specify ISP Cap):

☐ Other (Specify):

3. From how many locations and what locations will users access JCMS?

4. Does each of the locations have a Firewall (network hardware or software) or do they connect to a central firewall?

☐ Yes

☐ No

If central firewall, do you have access and permissions to modify this resource?

☐Yes

☐No

5. If the answer to question 4 was no, does the County have a firewall that provides services to the Juvenile Department?

☐ Yes

☐ No

☐ N/A

6. Does the firewall support Site-to-Site IPSec VPN tunneling protocols?

☐ Yes

☐ No

7. Is your site capable of establishing said VPN tunnels using Public IPs (i.e. Public-to-Public tunnel setup)?

☐ Yes

☐ No

8. Please specify the following information:

Firewall Information:

Manufacture:

Model:

Network information:

Public IP of edge device:

Public Network Address Translation (NAT) IP for tunnel:

Public Network Address Translation (NAT) Subnet Mask:

VPN Tunnel Transform Set:

If you have any specific network policies dictating which settings to use for the transform set on the VPN tunnel please check the appropriate boxes below. If you do not, please specify your preference from to below choices:

Phase 1:

Hash:	☐ MD5	☐ SHA1	
Encryption:	☐ DES	☐ 3DES	☐ AES
Lifetime:	☐ 28800	☐ 86400	
Diffie-Hellman Group	☐ 1	☐ 2	☐ 5

Phase 2:

Hash:	☐ MD5	☐ SHA1	
Encryption:	☐ DES	☐ 3DES	☐ AES
Lifetime:	☐ 28800	☐ 86400	
Perfect Forward Secrecy	☐ Yes	☐ No	(*If Yes, select DGH for phase 2*)
Diffie-Hellman Group	☐ 1	☐ 2	☐ 5

JCMS Implementation Checklist for CW5 Counties

CW5 Administration

- Archive Folders: The minimum age eligible to be archived is 18.
- Note: If you supervise TYC parolees you would want to archive at age 19.
- Identify all user defined fields that are no longer used in your department and inactivate the codes.
- Create a list of all user defined fields that need to be kept.
- Update your codes list in CW5: Codes that are no longer used need to be inactivated.

CW5 Reports

- Current Fee Status: This report should be current juveniles who have a balance.
- CSR Current Status: This report should be current juveniles who have a CSR balance.
- Pending Actions List: Identify all past due records and close them out.
- Comprehensive Folder Edit Report (CFE): This report is run before submitting your monthly extract. Clean-up all errors and warnings.
- Need to Pay Victim: If your department disburses or keeps track of disbursements to the victim in CW5 you need to make sure all victims on list are current. This report needs to be cleaned up before conversion.

Important Change

- Hourly Income will not be converted to JCMS. From this point forward do not use hourly income in CW5.
- Hourly Income is used on the Financial Income and Employment Income.

JCMS USERS & ROLES

- All active and inactive users in CW5 will need to be set up. This includes Officers, Attorneys, Judges, and anyone who has received/posted payments.
- Identify all Users in CW5 and their Role in JCMS (Example: Probation Officer, Fees Clerk, Administrators).

JCMS Disposition Mapping to DPS Disposition Codes

- Review all Dispositions in CW5 and inactivate duplicate codes.
- A spreadsheet will be sent to counties with their CW5 dispositions mapped to DPS dispositions. This will need to be reviewed and submitted back with changes. We will work with counties on this task.

Attorney Names

All attorneys should be converted to the following format: Last Name,First Name (example: Smith,John – note no space after comma).