

File No. 180302

Committee Item No. 2

Board Item No. \_\_\_\_\_

### COMMITTEE/BOARD OF SUPERVISORS

#### AGENDA PACKET CONTENTS LIST

Committee: Budget & Finance Committee

Date April 12, 2018

Board of Supervisors Meeting

Date \_\_\_\_\_

#### Cmte Board

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- Budget and Legislative Analyst Report
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- Introduction Form
- Department/Agency Cover Letter and/or Report
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- Grant Information Form
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- Contract/Agreement
- Form 126 – Ethics Commission
- Award Letter
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- Public Correspondence

OTHER (Use back side if additional space is needed)

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Completed by: Linda Wong Date April 6, 2018

Completed by: Linda Wong Date \_\_\_\_\_



*Protecting the Community, Serving Justice and  
Changing Lives*

Karen L. Fletcher  
Chief Adult Probation Officer

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March 20, 2018

Honorable Supervisor Malia Cohen  
Budget and Finance Committee Chair  
Board of Supervisors  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco, CA 94102

Linda Wong, Clerk  
Board of Supervisors  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco, CA 94102

RE: Release of Budget and Finance Committee Reserve

I respectfully request that the reserve in the amount of \$876,948 for the Community Corrections Probation Case Management System (CCP MMS) be released and scheduled to be heard before the Budget and Finance Committee. The reserve in the amount of \$876,948 was placed on reserve for this project by the Budget Committee during the FY2016-17 budget hearings pending a detailed plan for the final development of the database.

The CCP CMS will replace the current 15 year old Case Management System residing on an operating system that is no longer supported. The CCP CMS will allow the Adult Probation Department to meet operational and supervisory needs, improve efficiencies, and provide criminal justice data. The goals of the CCP CMS are to:

**Automate and integrate behavior management systems into the Case Management Database**

- Eliminate redundancies in data entry, reduce manual and paper processes
- Integration of risk assessments, case supervision contacts as well as case plans and assessments into the Case Management System
- Establish an automated and integrated matrix system for rewards and responses and case contact standards

**Improve Reporting**

- Enhanced information accessibility
- Enable robust statistical analysis and research

**Enhance Tracking**

- Track and manage incidents and work load distribution

Should you have any questions regarding this request, please contact Diane Lim at (415)553-1058 or Diane.Lim@sfgov.org.

Sincerely,

Karen L. Fletcher  
Chief Adult Probation Officer

<p><b>Item 2</b> <b>File 18-0302</b></p>	<p><b>Department:</b> <b>Adult Probation Department</b></p>
<p><b>EXECUTIVE SUMMARY</b></p>	
<p><b>Legislative Objectives</b></p>	
<ul style="list-style-type: none"> <li>• The requested hearing is for the release of \$876,948 on Budget and Finance Committee reserve to fund the Adult Probation Department’s Community Corrections Probation Case Management System in FY 2016-17.</li> </ul>	
<p><b>Key Points</b></p>	
<ul style="list-style-type: none"> <li>• The Adult Probation Department (Adult Probation) has used the same case management system since 2003. Their 15 year old system runs on an outdated operating system which is no longer supported by the vendor. As a result, Adult Probation’s current system is unable to meet their operational and supervisory needs, and further is unable to exchange criminal justice data.</li> <li>• The Committee on Information Technology (COIT) recommended \$3,500,000 for replacement of Adult Probation’s case management system in 2016. The Board of Supervisors placed \$876,948 in the Adult Probation Department’s FY 2016-17 budget on Budget and Finance Committee reserve until the Department could submit a detailed plan on the development of the new case management system.</li> <li>• The Department selected Tribridge Holding LLC through a competitive Request for Proposals (RFP) process issued on February 24, 2017 to develop, license, and maintain the replacement case management system. Adult Probation and Tribridge entered into an agreement effective February 23, 2018.</li> <li>• The reserve balance requested is needed to fund the purchase of products and services from Tribridge Holding, LLC, the selected contractor. Costs include software licensing, maintenance and support, and professional services for project implementation.</li> </ul>	
<p><b>Fiscal Impact</b></p>	
<ul style="list-style-type: none"> <li>• The agreement between Adult Probation and Tribridge to develop, license, and maintain the new case management system is not-to-exceed \$3,500,000. Sources of funds to pay for these costs total \$3,536,848, including \$951,948 in General Fund, previously appropriated by the Board of Supervisors (including the requested \$876,948 on Budget and Finance Committee Reserve), and \$2,584,900 in other funds, previously appropriated by the Board of Supervisors. The case management system budget of \$3,500,000 is \$36,848 less than total funding of \$3,536,848 for the case management system. Therefore, the Budget and Legislative Analyst recommends reducing the request for release of \$876,948 on reserve by \$36,848, and approving the release of \$840,100.</li> </ul>	
<p><b>Recommendation</b></p>	
<ul style="list-style-type: none"> <li>• Approve the release of \$840,100, and retain \$36,848 on reserve to be closed out at the end of FY 2017-18.</li> </ul>	

**MANDATE STATEMENT**

City Administrative Code Section 3.3(e) states that the Budget and Finance Committee of the Board of Supervisors has jurisdiction over the City's budget and may reserve proposed expenditures to be released at a later date subject to Board of Supervisors approval. The practice of the Board of Supervisors is for the Budget and Finance Committee to approve release of funds placed on reserve by the Committee, without further Board of Supervisors approval.

**BACKGROUND**

The Adult Probation Department (Adult Probation) has used the same case management system (CMS) since 2003. Their 15 year old system runs on an outdated operating system which is no longer supported by the vendor. As a result, Adult Probation's current system is unable to meet their operational and supervisory needs, and further is unable to exchange criminal justice data. The Committee on Information Technology (COIT) recommended \$3,500,000 for replacement of Adult Probation's case management system in 2016.

The Board of Supervisors placed \$876,948 in the Adult Probation Department's FY 2016-17 budget on Budget and Finance Committee reserve until the Department could submit a detailed plan on the development of the new case management system.

**DETAILS OF PROPOSED LEGISLATION**

The Adult Probation Department is requesting release of \$876,948 placed on Budget and Finance Committee reserve, pending submission of a detailed plan on the development of the new case management system.

The Department selected Tribridge Holding LLC through a competitive Request for Proposals (RFP) process issued on February 24, 2017. The selected contractor, Tribridge Holding LLC (Tribridge), was the highest qualified scorer pursuant to the RFP, and Adult Probation and Tribridge entered into an agreement effective February 23, 2018.

According to Ms. Diane Lim, Adult Probation's Director of Finance and Administrative Services, their current case management system, CTAG, was implemented in 2003 and no longer meets the department's needs. The new system will improve upon the shortcomings of CTAG which include inability to integrate with other key Adult Probation software, lack of mobile applications, and lack of automated notification systems. Under the current CMS, deputy probation officers must enter duplicate data into multiple systems and take notes by hand which are later transferred into the case management system. Furthermore, deputy probation officers must develop individual systems for tracking key dates for case contacts and court reports, and ensure that sentencing recommendations are consistent with laws and policies. These short comings create inefficiencies for the department and increase the risk that sentencing recommendations are inconsistent with law or Adult Probation policies and procedures. The new case management system includes additional functionality such as improved reporting with statistical analysis capabilities and enhanced tracking capabilities.

**FISCAL IMPACT**

The agreement between Adult Probation and Tribridge to develop, license, and maintain the new case management system is not-to-exceed \$3,500,000, as shown in Table 1 below. The total project costs are consistent with COIT recommendations.

**Table 1: Summary of Project Costs**

<b>Item</b>	<b>Cost</b>
Perpetual Licensed Software	\$381,007
Licensed Software Maintenance	377,500
Licensed Software Support	144,000
Professional Services Deliverables	2,570,999
As needed services	26,494
<b>Total</b>	<b>\$3,500,000</b>

Sources of funds to pay for the costs of the case management system software license, development, and maintenance under the agreement between Adult Probation Department and Tribridge, totaling \$3,536,848, are shown in Table 2 below. Sources of funds include \$951,948 in General Fund, previously appropriated by the Board of Supervisors (including the requested \$876,948 on Budget and Finance Committee Reserve), and \$2,584,900 in other funds, previously appropriated by the Board of Supervisors.

**Table 2: Adult Probation CMS Funding**

<b>Fund Type</b>	
<b>General Funds</b>	
Reserve for CMS	\$ 876,948
IT Administration	75,000
<b>GF Total</b>	<b>\$ 951,948</b>
<b>Additional Funding Sources</b>	
JUSTIS Funds	\$ 243,900
AB109 Realignment Funds	141,000
SB678 Project Funds	2,200,000
<b>Additional Funds Total</b>	<b>\$ 2,584,900</b>
<b>Total Project Funds</b>	<b>\$ 3,536,848</b>

As noted in Table 1 above, the case management system budget is \$3,500,000, which is \$36,848 less than total funding of \$3,536,848 for the case management system. Therefore, the Budget and Legislative Analyst recommends reducing the request for release of \$876,948 on reserve by \$36,848, and approving the release of \$840,100.

**RECOMMENDATION**

Approve the release of \$840,100, and retain \$36,848 on reserve to be closed out at the end of FY 2017-18.

