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COUNTY OF SAN DIEGO

AGENDA ITEM

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DATE: **May 06, 2025**

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TO: Board of Supervisors

SUBJECT
SHERIFF - REQUEST TO ISSUE A COMPETITIVE SOLICITATION FOR A JAIL REENTRY CASE MANAGEMENT APPLICATION (DISTRICTS: ALL)

OVERVIEW
The San Diego County Sheriff's Office (Sheriff) Reentry Services Division (RSD) uses evidence-based practices to provide effective and efficient services while maintaining high standards of public safety. RSD's existing case management system, Offender360 (O360), has been in use since 2014. It was designed for Internet Explorer which makes it technologically obsolete, and no longer able to meet RSD's needs. Reentry Services requires a highly scalable, flexible, and customizable product that can provide the usability Correctional Counselors need along with the data analysis to further the division's evidence-based focus. There is a critical need to replace this outdated system with a solution capable of meeting contemporary system requirements.

Today's action requests the County of San Diego Board of Supervisors to authorize a competitive solicitation to replace O360 with a Jail Reentry Case Management Application to be deployed in the Government Cloud (GovCloud). This design will be more secure and agile for implementing technological advancements, providing exceptional system resilience, and meeting the region's public safety needs today and in the future. Within a safe and expandable GovCloud infrastructure, the system will optimize case management procedures, enhance program tracking and guarantee adherence to legal and regulatory requirements.

RECOMMENDATION
SHERIFF
In accordance with Board Policy A-87, Competitive Procurement, and Section 401, Article XXIII of the County Administrative Code, authorize the Director, Department of Purchasing and Contracting, to issue a competitive solicitation for a cloud-native Jail Reentry Case Management Application, including deployment of provisional systems as necessary for demonstration and evaluation, and upon successful negotiations and determination of a fair and reasonable price, award a contract for a Jail Reentry Case Management Application for up to one year and four one-year option periods and up to an additional six months if needed, subject to the availability of funds and a need for the services, and to amend the contracts as needed to reflect changes to requirements, services and/or funding, subject to approval of the Sheriff.

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EQUITY IMPACT STATEMENT
In seeking a modern and flexible case management system for reentry services that increases equity for incarcerated persons the San Diego Sheriff's Office is focusing on just and equitable access for the reentry population, that includes individuals from San Diego County's BIPOC communities. Successful reentry and reintegration allow individuals to remain contributing members of their communities. Jail Reentry Case Management Application will support Reentry Services Correctional Counselors, deputies, and other relevant stakeholders in managing incarcerated person services, tracking progress, creating, and managing reentry plans, and ensuring compliance with federal and state regulations such as Criminal Justice Information Services (CJIS), Health Insurance Portability and Accountability Act (HIPAA), and Federal Risk and Authorization Management Program (FedRAMP).

SUSTAINABILITY IMPACT STATEMENT
Due to the unique detention and reentry environment, it is critical to have a Case Management Application that allows for accurate, detailed, and accessible records. This request furthers the County's Sustainability Goal of providing just and equitable access to County services. Incarcerated persons need access to quality case management to include tracking and referral to educational and psychosocial intervention programs while in custody. Access to quality programs is vital for incarcerated persons to be successful when they return to society. The Sheriff's reentry programs can provide meaningful experiences and credentials, which are beneficial for employment opportunities upon release.

FISCAL IMPACT
There is no fiscal impact associated with today's requested action to issue a competitive solicitation. The contracts are anticipated to be awarded in September 2025. Funds for this request are included in the Fiscal Years 2025-27 CAO Recommended Operational Plan for the Sheriff's Office. The funding source is California Department of Health Care Services Providing Access and Transforming Health (PATH) Justice-Involved Capacity Building Program funds. There will be no change in net General Fund cost and no additional staff years.

BUSINESS IMPACT STATEMENT
N/A

ADVISORY BOARD STATEMENT
N/A

BACKGROUND
Public Safety Realignment enacted by the State of California in October 2011 made fundamental and long-term changes in state and county responsibilities for managing individuals in custody more effectively and efficiently while maintaining high standards of public safety. The capacity to consistently provide and effectively measure holistic evidence-based treatment was deemed crucial to ensuring a high level of care for those reentering the community.

On September 24, 2013 (2), the Board of Supervisors authorized the Department of Purchasing and Contracting to issue a competitive solicitation for an Evidence-Based Practices System for

data collection and reporting. On January 29, 2014, the San Diego County Sheriff's Office (Sheriff) procured Offender 360 (O360) to ensure compliance with government and regulatory standards, and to provide the best evidence-based services. The system collected, shared, and analyzed program data, to provide information on outcomes for reentry services by the individual, population and program agency. Initially, O360 supported the operational needs for Reentry Services Division (RSD) Correctional Counselors to manage cases for individuals in custody and any data related to those services.

On May 10, 2022 (3), the Board of Supervisors approved action to pursue and accept Providing Access and Transforming Health (PATH) Justice-Involved Capacity Building Program funds to support efforts for health care and social service data interoperability and integration efforts, and for justice-involved populations. Sheriff's RSD is looking to procure a cloud-native system using PATH funds to support the Medi-Cal Transformation initiative. This new case management system will significantly enhance reentry planning and post-release care coordination by having the capacity to integrate with the existing Electronic Health Record (EHR) system. It will allow our existing healthcare vendors to provide Medi-Cal enrollment status, which will be automatically streamlined through the EHR into the new case management system. Additionally, Medi-Cal enrollees with conditions qualifying for Enhanced Care Management (ECM) will be automatically flagged, notifying the new case management system of the need for Pre-Release Care Manager (PRCM) assignments. The new case management system will assist PRCMs to securely share Health Risk Assessments (HRAs) and Reentry Case Plans, covering critical services such as primary care, behavioral health, substance use treatment, and housing support. This system will be instrumental in meeting Medical Transformation initiative requirements while improving care coordination for our justice-involved population.

This cloud-native system will also enhance customer service and boost overall efficiency, replacing the present on-premises environment. Successful deployment of a new Jail Reentry Case Management Application (CMA) will support Correctional Counselors, deputies, and other stakeholders in managing services for incarcerated individuals, tracking progress, creating and managing reentry plans, and ensuring compliance with federal and state regulations to include CJIS, HIPAA, and FedRAMP.

RSD has contractors and other county partners who provide services in custody as well. The new application will track information for programs and the individual staff member to include security clearances, dates, times, specific facility areas visited, and the evidence-based curriculum they are using. It will make tracking program services and outcomes efficient and accurate and allow for expanded analysis for individual program outcomes.

As in the community, Sheriff's populations of focus can change over time. The Jail Reentry CMA will be innovative and flexible enough to shift primary focus participants and track new variables RSD is asked to address. Easy to create reports, an ability to flag special populations and track program participation will be critical considerations as well while procuring the new system. Cloud-native solutions will offer RSD real-time data and analytics and satisfy both present and future demands.

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LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN
This request supports the Equity and Justice Strategic Initiatives in the County of San Diego's 2025-2030 Strategic Plan by taking steps to ensure efficient delivery and referral to Reentry Services programs for individuals who are currently in San Diego County jails. Programs such as these are essential to decreasing the rate of return to custody, contributing to the successful reunification of families, and having a direct impact on reducing future involvement with the justice system.

Respectfully submitted,

KELLY MARTINEZ
Sheriff

ATTACHMENT
N/A