



COUNTY OF SAN DIEGO

AGENDA ITEM

BOARD OF SUPERVISORS

NORA VARGAS
First District

JOEL ANDERSON
Second District

TERRA LAWSON-REMER
Third District

NATHAN FLETCHER
Fourth District

JIM DESMOND
Fifth District

DATE: April 26, 2022

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TO: Board of Supervisors

SUBJECT

PROBATION – AUTHORITY TO EXTEND CONTRACT WITH AXIALLON, INC (FORMERLY CLEAR WAVE SOFTWARE) FOR THE MAINTENANCE AND SUPPORT OF THE PROBATION CASE MANAGEMENT SYSTEM (DISTRICTS: ALL)

OVERVIEW

The San Diego County Probation Department (Probation) manages electronic criminal justice case files using the Probation Case Management System (PCMS). Probation officers use PCMS to monitor client case plan progress, initiate and review referrals to services, and to make operational decisions regarding the supervision of adults and youth supervised by Probation.

On June 20, 2000 (16), the Board of Supervisors approved a negotiated procurement of the Probation Case Management System (PCMS), and in June 2003, Probation contracted with Clear Wave Software (now Axiallon, Inc) for the development and implementation of, and system support for, PCMS. On May 21, 2019 (4), the Board approved the extension of Probation's contract with Axiallon through June 30, 2022. Probation is seeking approval to continue the contract with Axiallon for an additional term of two (2) years and a one (1) option year to facilitate continued system availability without disruption. During the first renewal year, Probation will perform a market scan to determine if there are more cost effective and modern case management systems which could assist Probation in transforming its juvenile justice approach and adult supervision model to foster positive outcomes for Probation clients.

This request is to authorize the Director, Department of Purchasing and Contracting, to amend and extend the contract with Axiallon for two (2) additional years with one (1) option year, through June 30, 2025. This amendment will allow for continued enhancements and support of PCMS.

RECOMMENDATION(S)

CHIEF ADMINISTRATIVE OFFICER

1. Authorize the Director, Department of Purchasing and Contracting to amend and extend the contract with Axiallon, Inc for two (2) years with one (1) option year and up to an additional six (6) months if needed, subject to the availability of funds and a need for the services,

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and to amend the contract as needed to reflect changes to services and funding, subject to the approval of the Chief Probation Officer.

EQUITY IMPACT STATEMENT

Probation Case Management System (PCMS) is a software program used by authorized Probation staff and stakeholders to access youth and adult client data. The software is instrumental in tracking client needs and services, with the goal of reducing recidivism and rehabilitating clients. PCMS is used to analyze client data on an individual and aggregate basis. PCMS provides data to allow for more thorough case management choices and referral services for clients. Participation and outcome data is collected and analyzed by sub-populations to continually inform Probation operations to ensure equitable case management and outcomes for all individuals regardless of race, gender, ethnicity, or geography.

FISCAL IMPACT

If approved, this request will result in total costs and revenue of \$1.27 million. First year costs, estimated at \$1,274,334 will be included in the Fiscal Year 2022-23 CAO Recommended Operational Plan for the Probation Department. The funding source is existing General Purpose Revenue. Subsequent year costs and revenues will be included in future year Operational Plans for the Probation Department. 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

The Probation Case Management System (PCMS) is a Criminal Justice Information System that contains electronic case files and involves multiple interfaces. It is the Probation Department's integrated solution to manage Probation cases and to provide quick and easy access to vital case information to authorized sworn and non-sworn staff, contracted stakeholders and clinicians.

On June 17, 2003 (13), the Board authorized Clear Wave Software (now Axiallon) to develop, implement, and support the PCMS system. On May 1, 2020, the Director of Purchasing and Contracting executed the current contract with Axiallon. Today's requested action would provide for ongoing maintenance of system operations, system upgrades, interfaces, and future enhancements to PCMS utilizing the latest technology platforms. Future enhancements will be developed in support of County initiatives and/or Statewide legislative changes.

System enhancements in PCMS over the years, such as developing a mobile application and adding a youth risk and needs assessment tool and tracking console, have helped ensure needs-based support for clients. The system also includes a directory that is accessible by certain community service providers who have a need to communicate vital information about probation

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clients receiving their services. The two-way communication channel available through PCMS optimizes officer and community provider time and cultivates better support for probation clients.

In summary, the recommendation for extending this contract is supported due to the vendor's unique knowledge, skill, and ability; standardization of its interfacing systems to ensure maintenance, repair, and interoperability; and continuity to ensure retention of its operational efficiency and unique critical knowledge.

Today's request will authorize the Department of Purchasing and Contracting to extend its current sole source contract with Axiallon for continued enhancements and support of PCMS and related systems.

LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN

Today's proposed actions support the Empower, Equity and Justice initiatives of the County of San Diego's 2022-2027 Strategic Plan. Utilizing the aspects of these initiatives and implementing related goals into the functions and upgrades of PCMS ensures more equitable decisions are made to reduce recidivism and provide resources and support towards restoring clients and their families.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Helen N. Robbins-Meyer". Below the signature, the word "FOR" is written in blue ink.

HELEN N. ROBBINS-MEYER
Chief Administrative Officer

ATTACHMENTS

N/A