

DATE: September 30, 2014

TO: Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

FROM: Mike Hafemann, Superintendent, Milwaukee County House of Correction (HOC)

SUBJECT: Informational Report, from the Superintendent, House of Correction,  
Providing an Update on the Jail Management System Innovation Project

Issue

When funds were awarded for a new Jail Management System (JMS) for both the Sheriff's Office and House of Correction, it was stipulated that the HOC provide an update to Finance, Personnel & Audit on or before the October 2014 cycle.

Discussion

Attached is the report which summarizes the progress Milwaukee County's Information Management Services Division (IMSD) has made with the Sheriff's Office and HOC on implementation of a new Jail Management system with ProPhoenix.

Recommendation

This is an informational report unless otherwise directed by the Chairwoman or Committee.

Fiscal Effect

A fiscal note form was not developed for this informational report.

Respectfully Submitted,



Michael Hafemann, Superintendent  
Milwaukee County House of Correction

cc: County Executive Chris Abele  
Raisa Koltun, County Executive's Office  
Kelly Bablitch, County Board  
Don Tyler, Director, DAS  
Josh Fudge, Fiscal & Budget Administrator, DAS  
Steve Cady, Fiscal & Budget Analyst, County Board  
Janelle Jensen, Committee Clerk-Finance, County Board Staff

## **Informational Report on New Jail Management System (JMS)    September 30, 2014**

### **Overview**

This is an information only update on behalf of the House of Correction (HOC), Milwaukee County Sheriff's Office (MCSO) and the Information Management Services Division (IMSD) on the Innovation Fund project to implement a new shared Jail Management System (JMS). This project will replace the legacy Mainframe CJIS system, which no longer meets the ever changing needs of the departments, with a web-based solution.

IMSD is providing project oversight on this vendor-led effort to ensure the business requirements of both the HOC and MCSO departments are met. This effort will improve customer service, enhance operational efficiency, and reduce taxpayer costs for service.

The new JMS will replace an outdated system that uses mainframe computer technology, vastly improving the HOC's and MCSO's abilities to track inmates, collect data, and generate reports. It will also move the County closer to eliminating outdated and extremely expensive mainframe computer technology.

### **Progress Toward Implementation**

IMSD met with both HOC and MCSO administrative staff to agree on a joint project effort between the two agencies, with project oversight provided by IMSD.

The Jail Management Replacement project intake request form was submitted to the IMSD Technology Review board and a high-level technical and architecture review conducted to ensure compliance with current county technical standards.

IMSD conducted an initial high-level solution review to ensure major system functionality aligned with the needs of the departments.

Currently, IMSD is working with the HOC and MCSO to develop a high-level project plan and Statement of Work, which will clearly define the tasks and deliverables for this large effort.

We anticipate starting the process to identify and reconcile business requirements within the next 30 days. A high-level implementation schedule should be available soon thereafter.

### **Improvements in Service Realized**

Improvements in service will not be realized until the project is fully implemented. Once implemented, the new solution will provide:

- real-time access to accurate information
- data capture necessary for evidence based decision making
- streamlined booking and intake

- full integration with other critical public safety systems
- elimination of several manual processes
- system enhancements that will lead to improved officer safety

### **Operating Budget Impacts**

It is projected that this project will be completed within the defined \$1,165,000 budget. Operating budget reductions will not be realized until this project is complete.

The new system will create many efficiencies going forward in Booking, Dorms, and Inmate Accounts. The HOC's submission for the Innovation fund estimated staff time savings from using the new system at \$450,251 per year for the HOC alone.

It is projected that staff savings will more than recover the annual maintenance costs for the JMS. The maintenance cost quoted was \$88,500 for the HOC or \$120,500 with the jail.

### **Other Considerations**

After the new jail management system is installed, mainframe costs will be reduced. This project "knocks down another domino" in the effort to eliminate the mainframe system. To give an idea of these costs, mainframe charges are allocated by IMSD per User ID, and the HOC paid \$644,165 for the use of mainframe in 2013.