County of Sonoma
Program/Position Change Request (PCR)

Department	Department Contact	Oracle Planning PCR #(s)
Sheriff's Office	Connie Newton	

Summary of Requested Change(s)

The requested change would add 2.0 FTE information technology positions to implement, manage, and support the new case management system in the Sheriff's Detention Division (also referred to as a Jail Management System) and the new County Integrated Justice System hub. The specific positions being requested are 1.0 FTE Sheriff's Office Department Information System Specialist II (DISS) who will support implementation design, testing, and customization, and then provide ongoing support for the system that operates 24/7, supporting the care and custody of incarcerated persons. The second position is 1.0 FTE Sheriff's Office Programmer Analyst who will perform the programming functions related to system implementation and then provide support for ongoing data exchange, reporting, and other system programming needs.

Please see the position detail form for additional information related to position changes.

Fiscal Summary			
Expenditures	**FY 25-26**	**FY 26-27**	**FY27-28**
Ongoing Expenses	$ 458,857	$ 472,623	$ 486,801
One-Time Expenses	$ 6,000		
Total Expenditures	**$ 464,857**	**$ 472,623**	**$ 486,801**
Funding Sources			
General Fund	$ 464,857	$ 472,623	$ 486,801
State/Federal			
Fees/Other			
FEMA Reimbursement			
Insurance Reimbursement			
Fund Balance* (Not GF)			

☐ Position Requested is time limited (if this is a request to extend a time-limited position that ends on or before June 30 of the current fiscal year, please see the Annual Budget Instructions and contact your CAO analyst for additional details.

State the duration of Time-Limited Position Request:

Narrative Explanation of Fiscal Impacts

This request is a general fund request. The work being performed by these new positions is required to maintain existing services. The expenses above reflect the costs of the two positions (DISS -$212,082, Programmer - $230,775), the County interfund charges for a FTE ($8,000 each), and one-time costs for computers ($3,000 each). MADF has established office space in their administrative area, so no costs are needed for workstations. A 3% increase has been added for FY 26-27 and FY 27-28.

☒ **Please check to confirm General Services and Information Services have been consulted regarding space needs and costs associated with your request have been included in the fiscal impacts above.**

Description of need and/or business case for request

After 40 years, the County of Sonoma Information Systems Department (ISD) will discontinue support for their outdated Integrated Justice System (IJS), a technologically vast system used by all the County's Justice Partners. IJS serves as the Sheriff's Office case management system for all operations related to the County's jails and as the Central Warrant System. With the discontinuance of IJS support, the Sheriff's Office will no longer be able to use this system and will need to contract with a third-party vendor to provide a new case management system, often referred to as a jail management system (JMS). This technology change has been approved by the Board of Supervisors. A replacement for the Central Warrant System may be discussed in a future item after a thorough review and analysis of alternative options.

The new JMS will replace IJS in managing all data aspects of jail operations in an adult detention facility. The JMS serves as the sole record of the individuals housed in the Main Adult Detention Facility or North County Detention Facility and captures critical data such as booking, housing, classification, safety, health, sentencing information, and various staff activities. New programs and initiatives such as Safety Net and Cal-AIM, have substantial data reporting requirements that require JMS support. The JMS will not only store all critical information for jail operations but will also support numerous interfaces and data exchanges with multiple vendors and Justice Partners. These interfaces and data exchanges are crucial to keeping the jail operational and compliant with local, state and federal regulations and help protect inmates in the County of Sonoma's jails. In addition, other Justice Partners, like the District Attorney, Public Defender, municipal law enforcement agencies, and Probation rely on certain specific jail data as well. As detailed in reports to the Board of Supervisors, the elimination of IJS and implementation of a JMS will transition support responsibilities away from County ISD to the Sheriff Technical Services Unit (Sheriff's IT). Sheriff's IT staff will now be required to implement and support the JMS. County ISD currently supports end user Tier 1-3 support including helpdesk troubleshooting for any and all IJS user connectivity issues. County ISD also provides all server infrastructure, hosting, and custom program modifications that are required. During JMS system acceptances and indefinitely thereafter, Sheriff's IT will now be responsible for all end-user helpdesk support including onsite and on-call support 24 hours a day to ensure staff have uninterrupted access to the new JMS system. Sheriff's IT will also serve as the primary point of contact for the new JMS and liaison for all other vendors that require data exchanges with the new system to ensure seamless operations and integrations.

The Sheriff's Technical Services Bureau (Sheriff's IT) consists of 7.0 FTE who support 150+ Sheriff's specific software applications, nearly 700 computers, and 73 servers. Sheriff's IT work is especially challenging because of the need for 24/7 support, the number of varying technologies (ranging from body worn cameras, finger print identification devices, and building security systems to application software systems and databases like Coroner records, property and evidence management, and Civil processes), and adhering to strict state and federal data security regulations. Sheriff's software systems support critical, emergency response operations, 24 hours a day, every day. Certain updates, such as the updates for computers in highly secure networks like 9-1-1 dispatching and patrol vehicles, require IT staff to securely and physically access each device to ensure security compliance, consuming numerous hours of personnel time.

Due to mandated reporting requirements, a need for transparency, and ever-changing technology needs, this Bureau is already working at full capacity supporting previously approved and deployed technology and programs and there is always a backlog of projects in the queue waiting for Sheriff's IT availability. In addition, support of existing Disaster Recovery and Continuity of Operations Plans involving server backups and system redundancy, established system maintenance, and general system support occupy a significant amount of existing staff time.

Adding the new workload associated with a JMS will require additional technical staff as these responsibilities shift from County ISD to the Sheriff's Office.

At this time, 2.0 FTE are being requested to support the JMS implementation. Based on feedback from other similar sized jails using this Jail Management System, it is anticipated that a 3rd position will be needed for ongoing support after the new JMS is "Live." Once the JMS is close to functional, the additional support needs will be reevaluated. The two positions being requested at this time are as follows:

Programmer Analyst: The unique skillset of a Sheriff's Office Programmer Analyst will be required to build complex reporting and integrations with all existing and future vendors and Justice Partners. Integrations that currently exist and will need to be recreated include Summit Commissary (the contracted meal service provider), Video Visitation (provided by ViaPath), the Electronic Medical Records System (provided by WellPath), LiveScan fingerprint system (provided by Thales), Body Scanner (provided by Smart Security Solutions), law enforcement records managements system (provided by Central Square), and Sonoma County Sheriff's Office Public Arrest Data in addition to integrations with other criminal justice partners or replacement IJS technologies. For example, when a person is booked into the facility after arrest, the fingerprints are electronically transmitted to the Department of Justice, the booking photos are transferred to the JMS, and pre-booking and probable cause forms from law enforcement officers are integrated with the Booking intake forms. Then an electronic medical record system will report critical safety and care information while special dietary and medical housing needs are also noted in the JMS to safeguard inmate health. Also during the time a person is in the County of Sonoma's custody, inmate educational data and program completion information is shared with approved educational partners. When an inmate is released, this information is shared with the Victim Information and Notification Everyday (VINE) notification system to inform victims. These are just a few examples of the data exchanges that are part of JMS. New integrations will also be needed for Cal-AIM data tracking and reporting, to fulfil the new state mandated program to assist with a continuity of medical care for inmates leaving jail custody. Ongoing updates and maintenance will continue in perpetuity as dictated by ever changing technology, compliance standards, reporting requirements, software and system updates, and federal and state regulations.

Information Systems Specialist: The JMS will require Sheriff's IT Department Information System Specialists (DISSs) to assist in all technical support activities for all systems operated by the Sheriff's Office which directly integrate with the new JMS. The DISS will provide end user technical support including helpdesk troubleshooting for all user connectivity issues, previously provided by ISD in the IJS system. The DISS will coordinate testing and troubleshooting during implementation. During the initial phases of the project, DISS Staff will work closely with the JMS vendor, Sheriff's Office Programmer Analyst and Sheriff's Office Department Information Systems Coordinator to ensure a successful outcome. As mentioned earlier, it is anticipated that prior to user acceptance, an additional DISS will be required as the primary task shifts to end user support. Ensuring that all end users have uninterrupted access to the system is critical for a 24x7x365 operation dedicated to the care and custody of individuals. Due to the critical nature of jail operations, technical issues will need to be addressed immediately, requiring a robust 24-hour IT support model.

Description of how the request will meet the need and/or business case described above

Adding a Sheriff's Office Programmer Analyst and Sheriff's Office Department Information System Specialist will replace resources previously provided by County Information Systems Department (ISD) and give the Sheriff's Technical Services Unit the capacity required to accommodate the new workload associated with a new Jail Management System.

Without additional staffing resources the Sheriff's Office will be unable accommodate the needs of a new Jail Management System and critical departmental operations will be unsupportable. The County is exposed to

significant liability by not properly supporting the functions that allow the jail to operate in an efficient, safe manner.

Description of the alternatives that were analyzed

Alternatives are very limited. County of Sonoma Information System Department (ISD) has notified the Sheriff's Office they will no longer support the current case management system used to manage the County Jail or assist in supporting the new case management system, as described in the IJS project scope.

The Sheriff's Office must find an alternative solution to provide this critical support and will work with the JMS vendor on implementing a new JMS. This solution will require additional staffing resources that the Sheriff Technical Services Bureau currently does not have. The JMS vendor requires that agencies provide their own local information technology staff to provide technical support and build and maintain critical data exchange interfaces with other jail systems.

Additional staffing, previously provided by County ISD, will be required to support and operate a new and critical 24x7x365 system.

1.0 FTE Sheriff's Office Programmer Analyst and 1.0 FTE Sheriff's Office Department Information System Specialist (DISS) represent the minimum resources required to build integrations and support this new system prior to go live. It is anticipated that an additional 1.0 FTE Sheriff's Office Department Information System Specialist (DISS) will be critical to support all end user needs 24x7x365 prior to go live and indefinitely thereafter.

If request supports mandated services, please provide a justification

California Government Code Section 26605 states "the sheriff shall take charge of and be the sole and exclusive authority to keep the county jail." The Office of the Sheriff and its employees derive their responsibilities and authority from approximately 28 different California Statutes. Operation of the jail and the custody and care of incarcerated persons are governed among others, by Title 15 of the California Code of Regulations and is subject to standards established by various authorities.

Managing a Correctional Facility is a 24x7x365 operation, heavily regulated at federal, state and local levels. All aspects including staffing, facility conditions, safety, nutrition, medical care, and rehabilitation programs make the task incredibly complex. Additional staffing resources are required to meet and maintain mandated services related to the care and custody of individuals.

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Strategic Plan Alignment

If applicable, please indicate which Strategic Plan **GOAL and OBJECTIVE** (e.g., RESJ 1.1) will be furthered by this project.

- Link to the Strategic Plan: *https://socostrategicplan.org/*
- *Strategic Plan 1 Pager*

Pillar: Resilient Infrastructure.

Goal: Invest in capital systems to ensure continuity of operations and disaster response.

Objective: Strengthen critical communications infrastructure, interoperability, and information technology tools relied upon during disasters.

Pillar: Organizational Excellence

Goal: Strengthen operational effectiveness, fiscal reliability, and accountability.

Objective: Establish a master list of technology needs that support operational/service improvements by mid-2022, identify enterprise solutions, and develop fiscal strategies to fund and implement improvements.

Racial Equity and Social Justice

In December of 2020, the Sonoma County Board of Supervisors approved utilizing the Racial Equity Tool Kit, which is designed to apply an equity lens on new policies, service delivery and investments/funding allocations. As such, please respond to the questions below.

1. *How does your project align with or leverage other Countywide initiatives to advance racial equity?* It is expected that this project will align with the racial equity initiatives through the County's hiring processes.
2. *What specific racial and/or economic inequities in Sonoma County does this project intend to address/reduce?* None.
   a. *Indicate the racial and/or economic inequities experienced by Sonoma County residents that could be addressed via this allocation. (Please include the data source(s) and community indicator(s) that you referred to in identifying racial and/or economic inequities.)* None.
3. *Will the project have impacts in specific geographic areas (neighborhoods, areas, or regions)? What are the racial demographics of those living in the area?* No. Work related to Administration.
4. *Who are the most affected community members who are concerned with or have experience related to this issue/project? How will you involve these community members in the development and implementation of this project?* N/A. Work related to Administration.
5. *Does the estimated project budget and timeline include sufficient resources and time to ensure accessibility, i.e. translation, interpretation, outreach. Etc.?* N/A.
6. *How will the Department document and evaluate the project's impact on communities of color and low-income communities?* N/A.

7. *What additional disaggregated demographic data will your Department need to collect, track, and evaluate to inform future decisions, and/or develop mitigation practices to respond to unintended impacts of the project in communities of color?* None.

Is your project included in the County's 5-year Capital Project Plan?

If so, please indicate which project.

N/A

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Instructions: Please complete the following for each position change being requested. HR does not need to approve time-limited extensions/conversions if there is no change to job class, duties or scope of work.

Classification Title(s)

1.0 FTE Sheriff's Office Programmer Analyst (Job Class 0173).
1.0 FTE Sheriff's Office Department Information System Specialist (DISS) (Job Class 0159).

Description of primary duties/responsibilities

1.0 FTE Sheriff's Office Programmer Analyst (Job Class 0173).
This position will have the following duties:
1. The position will recreate and provide ongoing support for programming interfaces previously enabled with the soon to be retired County Information Systems Department Integrated Justice System (IJS) and now to be developed in a new Sheriff's Office Jail Management System. These interfaces include Summit Commissary, Viapath Video Visitation, Wellpath Electronic Medical Record System, Thales LiveScan, Body Scanner, Victim Information and Notification Everyday (VINE), and Sonoma County Sheriff's Office Public Arrest Data.
2. This position will develop and configure new programming interfaces to be used by the new Jail Management System. New interfaces will include new State mandated regulations for California Advancing and Innovating Medi-Cal (Cal-AIM). These new state regulations will have significant data collection and reporting requirements that are still under development by the State of California.
3. This position will be responsible for maintaining databases and extracting data for any and all reporting functions required by the Sheriff's Office, Partner Agencies and ever changing local, state and federal regulations.

1.0 FTE Sheriff's Office Department Information System Specialist II (DISS) (Job Class 0159).
This position will have the following duties:
1. The position will be the first point of contact for all end users who encounter issues including resolving login problems and maintaining user connectivity for a new 24x7x365 system.
2. This position will be responsible for all end-user helpdesk support including onsite and on-call support 24 hours a day to ensure Sheriff's Office staff can access the new system.
3. The position will serve as the primary point of contact for the new Jail Management System and liaison for all other vendors that require data exchanges with the new system to ensure seamless operations and integrations.
4. The position will work directly with the Jail Management System vendor to escalate and resolve any relevant and outstanding issues.
5. This position will quickly and efficiently resolve issues to ensure the system operates smoothly and is fully functional at all times.

Reporting Structure and Span of Control

Both positions will be housed in the existing Sheriff's Office Technical Services Bureau and report directly to the Senior Department Information Systems Manager. The Programmer Analyst will be assigned to the Programming Unit while the Department Information Systems Specialist II will be assigned to the Information Technology Unit. The positions will have no direct subordinates as noted in the job classifications. Both positions will be located physically at the Main Adult Detention Facility in order to provide the fastest possible response time to outstanding issues or tasks.

Description of impact upon existing positions

Additional workload demanded by a new Jail Management System (JMS) will be spread across the new staff requested in this PCR, resulting in no impact to existing positions.

If you are doing an add/delete, how is the work of the deleted position being absorbed? *Please describe how the body of work of the deleted position is being absorbed. Is the deleted position currently vacant?*
Description of any compaction issues?

N/A

Justification discussing why existing vacant position cannot be used in-lieu of a new position

Existing vacant positions do not exist. Current roles and responsibilities will be shifted from County ISD to the Sheriff's Technical Services Bureau. Also the job classification needed for providing direct end-user technical support (Department Information System Specialist II) is different than the Information System Department Programmer Analyst job classification due to the change in tasks and responsibilities.

Please include with your PCR the [Position-Change-Request-Summary Excel spreadsheet](), your current organizational chart, and a proposed organizational chart highlighting the position(s) being requested.