REQUEST FOR INFORMATION – JUVENILE CASE MANAGEMENT SYSTEM

Response to Questions Regarding Request for Information
RFI # 180.1-14-001

Updated May 1, 2014

1. **Can the time for response be extended?**

   Response: The time for response has been extended to May 7, 2014 by 5 p.m. central time.

2. **Who is your current juvenile case management system vendor?**

   Response: The court is currently using Juvenile Case Management System (JCMS) by Case Management Systems, Inc., located in Boise Idaho.

3. **Can we get more clarification and examples regarding some items in Appendix 1 of the RFI?**

   Response: Please see attached chart.

4. **Is a vendor required to respond to the RFI in order to participate in a related Request for Proposal process downstream?**

   Response: You do not need to respond to the RFI in order to participate in the related RFP process. The RFI is only to help us understand the potential cost range for a future project. We understand that these are broad estimates based on generally described functionality and, as such, responses to the RFI will not be used for any part of the RFP process or considered in the vendor selection phase.

REQUEST FOR INFORMATION:
NORTH DAKOTA JUVENILE COURT CASE MANAGEMENT SYSTEM

CLARIFICATION AND EXAMPLES OF APPENDIX 1. MANAGE JUVENILE SERVICES BUSINESS
CAPABILITIES

Manage Juvenile Services Business Capabilities			
Level 1	Level 2	Level 3	Level 4
1. Initiate Juvenile Referral/ Intake	1.1 Enter Intake Information/ Create Case File	Import from DHS, Other Agencies	
		Export to Odyssey	
		School Information	
		Role of Person in a Case	
	1.2 Maintain Party/ Participant Data	Parents, Siblings and Relationships	Security-related alert
			Address - Street, P.O. Box
			Phone
			Email
		Victim(s)	
		Attorney	
		Service Provider(s)	
		Juvenile's Address/ Phone/ Email	Notify Clerk
		Interpreter Needed	Notify of Interpreter Need
		Tribal Representative/ ICWA Coordinator	
	1.3 Assign Officer/ Staff to Case	Determine Juvenile Officer for Family of Juvenile	
		Transfer Referral	Determine Residency
			Determine if ICWA Applies
	1.4 Take Appropriate Action/ Staffing	Diversion	
		Informal Adjustment	
		Refer to State Attorney	Drug Court Referral

		Take No Action	
	1.5 Generate Documents/ Notices		
2. Maintain Juvenile Case History	2.1 Maintain Juvenile Register of Actions	Attach Documents to Case	
		Facilitate Record Retention/ Destruction	Expungement
			Reach Majority
			Role of Person in a Case
		Notify Agencies of Actions	
		Relate Charges to Dispositions	Referral charge
			Filed Charge
			Adjudication Charges
	2.2 Track Results of Juvenile Officer Hearings/ Decisions	Create Restitution Obligation	
		Dismiss	
		Program Referrals	
	2.3 Record Court Actions	Import from Odyssey	
		Create Restitution and Other Obligations	
	2.4 Enter Private Juvenile Contacts/ Case Notes	Internal	Type of Contacts
			Search Case Notes
		External Sources	
3. Schedule Juvenile Events and Resources	3.1 Maintain Calendar of Juvenile Events	Make Appointments with Juveniles	
		Program Appointments	
		Track Internal Deadlines	Create Notifications and Ticklers
		Request Transport	
		Request Interpreter	
		Attorney	Send Case Documents
4. Juvenile Court Recommendations	4.1 Prepare on Own Initiative	List Reasonable Efforts	
	4.2 SA Requests		

5. Perform Assessment	5.1 Evaluate Risk of Juvenile	Populate Assessment Tool with System Data	
		Import Assessment Data	
		Develop Case Plan	
		Reassess Risk	
	5.2 Conduct Ongoing Staffing		
6. Indigence Application	6.1 Eligibility for Indigent Counsel	Notify Eligibility for Indigent Counsel	
		Notify Parents	
7. Supervise Juvenile	7.1 Refer Juveniles to Treatment Providers		
	7.2 Schedule Appointments/ Public Service		
	7.3 Track Drug Court Activities		
	7.4 Monitor Compliance with Conditions of Diversion, Informal Adjustment, Restitution	Tickle Reminders	
		Manage Violations	Document Minor
			Document Moderate
			Document Serious
		Receive Notice of Compliance	
		Receipt Restitution	Disburse Restitution
			Notify Clerk
		Receipt Fines	Notify Treasurer's Office
	7.5 Perform Drug Testing	Record Results	
		Attach Lab Results	
	7.6 Maintain Electronic Monitoring	Review Results of EM	Categories of Results
		EM Reports	
	7.7 Send Victim Survey		
	7.8 Report Dispositions	DOT	
		School	
		Law Enforcement	Release Property
		DHS?	

8. Manage Juvenile Treatment Providers and Programs	8.1 Maintain Information on Treatment Providers		
	8.2 Evaluate Performance of Treatment Providers		
9. Manage Juvenile Officer Workload	9.1 Mange Juvenile Officer Work	Rotate Assignments/ Cross Training	
		Maintain Physical File Tracking	
		Audit Cases	Individual file
			Unit
		Time Standards - YASI, Reassessment, Closures	
	9.2 Customized Task Lists		
10. Handle Case Closure	10.1 Send Probation Survey		
	10.2 Close out Probation Case	Check Completion of Programs	Notify Police of Informal
		Close Out YASI	
	10.3 Mask Cases/ Expunction		
11. Measure Juvenile Services Performance	11.1 Measure Juvenile Case Performance	Measure Recidivism	Offenses While on Probation
			Technical Violations
			Minor Offenses
			By Officer
		Measure Wellness	
		Measure Safety	
		Measure Timeliness	Time between Phases
			Time to Disposition
		Measure Due Process	Petition
			Informal
		Services Required vs Petitions	
		Victim and Probation Survey Results	

	11.2 Manage Juvenile CMS Setup and Performance		
12. Adapt to Changing Business Environment	12.1 Modify Work Procedures to Respond to Changed Events and Conditions		
	12.2 Change Work Roles of Juvenile Officers and Staff		
	12.3 Use the Case State to Trigger Actions		