

**DEPARTMENT:** Probation

**BY:** Gail Neal  
**PHONE:** 966-3612

**RECOMMENDED ACTION AND JUSTIFICATION:  
BACKGROUND AND HISTORY OF BOARD ACTIONS:**

See attached memorandum

**ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION**

Financial Impact? ( X ) Yes ( ) No Current FY Cost \$15,000 - \$75212.75 Annual Recurring Cost: \$8,157.75  
Budgeted In Current FY? ( ) Yes ( ) No ( X ) Partially Funded

Amount in Budget: \$10,000 List Attachments, number pages consecutively \_\_\_\_\_  
Additional Funding Needed: \$65,212.75 Memorandum \_\_\_\_\_

Source: \_\_\_\_\_  
Internal Transfer \_\_\_\_\_  
Unanticipated Revenue \_\_\_\_\_ 4/5's vote  
Transfer Between Funds X 4/5's vote  
Contingency \_\_\_\_\_ 4/5's vote  
( X ) General ( ) Other \_\_\_\_\_

**CLERK'S USE ONLY:**

Res. No.: 07-1080 Ord. No. \_\_\_\_\_  
Vote - Ayes: 5 Noes: \_\_\_\_\_  
Absent: \_\_\_\_\_

1 Approved  
(s) Minute Order Attached ( ) No Action Necessary

**COUNTY ADMINISTRATIVE OFFICER:**

\_\_\_\_\_ Requested Action Recommended  
\_\_\_\_\_ No Opinion  
Comments: \_\_\_\_\_

The foregoing instrument is a correct copy of the original on file in this office.

Date: \_\_\_\_\_  
Attest: MARGIE WILLIAMS, Clerk of the Board  
County of Mariposa, State of California

By: \_\_\_\_\_  
Deputy

CAO: \_\_\_\_\_

**BUDGET ACTION FORM**

FUND	DEPT/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
001	0224-533	0160	Deputy Probation Officer I/II			\$10,000
001	0224-533	06	Case Management System		\$75,213	
001	0104-414	1090	GENERAL CONTINGENCY			\$65,213
				<b>TOTAL</b>	\$75,213	\$75,213

TRANSFER BETWEEN FUNDS						
				<b>TOTALS</b>	\$0	\$0

ACTION REQUESTED: (Check all that apply)

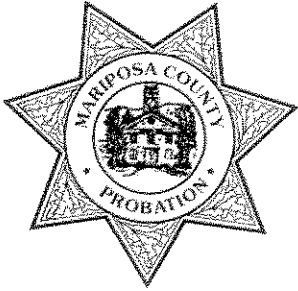
- Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget , or appropriating Reserve for Contingencies;
- Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

JUSTIFICATION: To purchase a case management system.

DEPT HEAD SIGNATURE Mary B. Hedden DATE 3-27-07  
 APPROVED BY RES NO. 07-108 CLERK mmj DATE 3-22-07

PROBATION

AUDITOR'S USE ONLY BA #
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## COUNTY OF MARIPOSA PROBATION DEPARTMENT

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Gail A. Neal, Chief

### MEMORANDUM

**Date:** March 26, 2007  
**To:** Members of the Board of Supervisors  
**Cc:** Rick Benson, CAO  
**From:** Gail Neal, Chief Probation Officer *gn*  
**RE:** Request for Purchase of Case Management Software Program

Authorize the Chair of the Board to sign a contract for the purchase of a software program between New Dawn Technologies and Mariposa County Probation to replace the existing system which is no longer supported by a company.

In 2001 the Probation Department purchased a new software case management program, through Synovation, with grant funds provided by the State of California. Approximately \$90,000 was spent on the program which included juvenile and adult components as well as juvenile hall tracking and accounts receivable. Unfortunately, the vendor of the program went bankrupt before we even received the financial portion or an updated adult case management portion of the system. We currently are using a system that is not maintained and is, at present, failing.

The Probation Department continues to use the program in its current fashion. The program tracks documents filed, court appearances, field activities, notes, case status, officer assignments, photographs, in essence, all records associated with the juvenile and adult cases.

Our problem is two-fold when the current system ceases to work. The records maintained within the system will be lost without the ability to recover. Since all case notes are maintained electronically, there would be no record of case activity during the life of the probation case. I have spoken to Rick Peresan of Data Processing, and he has stated that the cost and skills required to obtain the information needed to maintain the system is beyond his staff's level of knowledge. In essence, it would require someone with sophisticated programming knowledge.

The second problem would be the sheer volume of hours necessary to maintain the system by manual means. Currently, the officers record numerous entries into the system. If the system would return to one of manual case tracking (which in today's automated society in and of itself seems ludicrous) the workload would increase tremendously. Over the years the probation department has increased in size ever so slightly and more recently, the department has even lost one and a half probation officers and is scheduled to lose another 1/2 position in the coming months due to the loss of a grant. The department has been able to maintain production level because of automation. To add manual case management on top of the loss of

officers would result in the probation officers being desk officers. Field visits would be at a minimum, if at all. The other option would be the addition of support staff. However, as you know, that would result in an ongoing expense rather than a one time expense.

One of the options noted was to use the JALANS system which was initially purchased in the mid 1990's. Unfortunately, over the years it has become apparent that the JALANS system, both in program and support, has been inadequate. There would be numerous staff hours necessary to convert records to the JALANS system only to return to the board in the near future and again request a usable case management system. Upon reviewing a demonstration of JALANS, it was apparent that the company is still in a "creation" mode. Further, an update of the JALANS system would cost close to, if not as much, as a different system.

The County has not had to purchase a case management system for the Probation Department since 1991 when JALANS was initially purchased to use as a county-wide judicial computer system. Therefore, I would request that the board strongly consider the purchase of a new case management system for the Probation Department. The ongoing maintenance cost has already been budgeted for prior programs and thus, would not be a significant increase, if an increase at all, in future budgets.

The current system crashed in January 2007, but was able to repair itself. The system again crashed two weeks ago, but required repair by Data Processing. Unfortunately, the current repair may not be effective. If it is, it is only a temporary fix.

New Dawn Technologies has provided a demonstration and quote for a system which would allow for case management. The quote for 10 users is \$69,212.75. New Dawn has offered a five year payment plan which would be through Well's Fargo Bank. Due to the late notice, the company was not able to provide the bank's interest rates for the multi-year payment plan. There are at least two known probation departments in California using New Dawn. In addition, approximately \$6,000 would be needed for a new server

The Probation Department also looked into another program which is being utilized by several California probation agencies. That company is AutoMon. Although we were unable to get a formal quote at short notice, the company said the "ball park" figure is around \$185,000. This would include server, system application, database, enterprise license, data conversion, training, and updates/technical support. The "enterprise" license allows for unlimited number of terminals for growth over the years. Updates and technical support is approximately \$18,000 per year. Training would be on site and computer based. AutoMon's program would include Adult, Juvenile, Juvenile Hall, and Accounting.



# COUNTY of MARIPOSA

P.O. Box 784, Mariposa, CA 95338 (209) 966-3222

JANET BIBBY, CHAIR  
LYLE TURPIN, VICE CHAIR  
BRAD ABORN  
DIANNE A. FRITZ  
BOB PICKARD

DISTRICT III  
DISTRICT II  
DISTRICT I  
DISTRICT IV  
DISTRICT V



## MARIPOSA COUNTY BOARD OF SUPERVISORS

### MINUTE ORDER

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TO: GAIL NEAL, Chief Probation Officer

FROM: MARGIE WILLIAMS, Clerk of the Board *MW*

SUBJECT: Chair Bibby advised that an off-agenda request was received from the Probation Department for the purchase of a case management software program to replace an existing system

RESOLUTION 07-108 *a*

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA

ADOPTED THIS Order on March 27, 2007

#### ACTION AND VOTE:

Chair Bibby advised that an off-agenda request was received from the Probation Department for the purchase of a case management software program to replace an existing system. Rick Benson, County Administrative Officer, and Thomas P. Guarino, County Counsel, advised of the process for handling an off-agenda request. Gail Neal, Chief Probation Officer, clarified that the software system was not operating on Monday when she asked for this item to be considered today; however, it is operating this morning, but she does not know how long it will run. Rick Benson advised that this matter was brought to his attention on Monday afternoon and the agenda was posted last Thursday. Chair Bibby noted that she received the information this morning at 8:45 a.m., and she will ask for a recess to review the materials that were submitted for the request. There was no public input. (M)Fritz, (S)Aborn, the Board took action waiving the requirement for 72 hours agenda noticing and placing the request for the software purchase on this agenda, finding that this request was not known about at the time the agenda was posted and it is a matter of urgency for the operation of the Probation Department/Ayes: Unanimous.

**9:21 a.m.** Recess for the Board members to review the material that was submitted for the request.

**9:52 a.m.** Discussion was held relative to the request for the purchase of a software program to replace the existing system in the Probation Department. Chair Bibby noted that a budget action form was distributed, and that the information on the request is available in the public review agenda binder. Gail Neal presented her request and reviewed the history of the case management program for the department; and she advised of the systems that are currently available. Rick Peresan, Technical Services Director, provided technical information on the status of the operation of the current system and the history of failures; and he advised that he feels that it will fail again today or tomorrow and he will recommend that the system be turned off at that point; and he advised of the risk of not being able to recover the information when the system fails. It was noted that the recommendation is to transfer the data manually versus the additional purchase of software for the transfer. Discussion was held relative to the purchase of the recommended systems and

options for financing. Rick Benson recommended that direction be given to staff to look at financing options. It was noted that repairs to the existing system are not viable – the company went bankrupt and is not longer in business and there is no one to maintain the software. Rick Peresan added that parts are not available from the manufacturer and the source codes for the programming are not available. Supervisor Bibby asked for clarification concerning the status of salary savings in the department; and she noted that there needs to be a finding for waiver of the formal bid process. There was no public input. County Counsel advised of his preliminary review of the contract; and he noted that there are provisions that he would normally recommend be negotiated out of the contract such as interest on late payments and travel outside of the per diem. However, this is an urgency item. He reviewed the contracting provisions and bid requirements and findings that need to be made to waive the formal bid process, including the finding that the emergency is such that the normal bid process could not be followed. (M)Fritz, (S)Turpin, Res. 07-108a was adopted waiving the formal bid process for the purchase of the case management system software from New Dawn Technologies, with the findings as stated by County Counsel; approving the budget action for \$75,213; and authorizing the Chair to sign the contract for the purchase, with the option of looking at a payment plan. Further discussion was held. Ayes: Unanimous.

Cc: Chris Ebie, Auditor

File