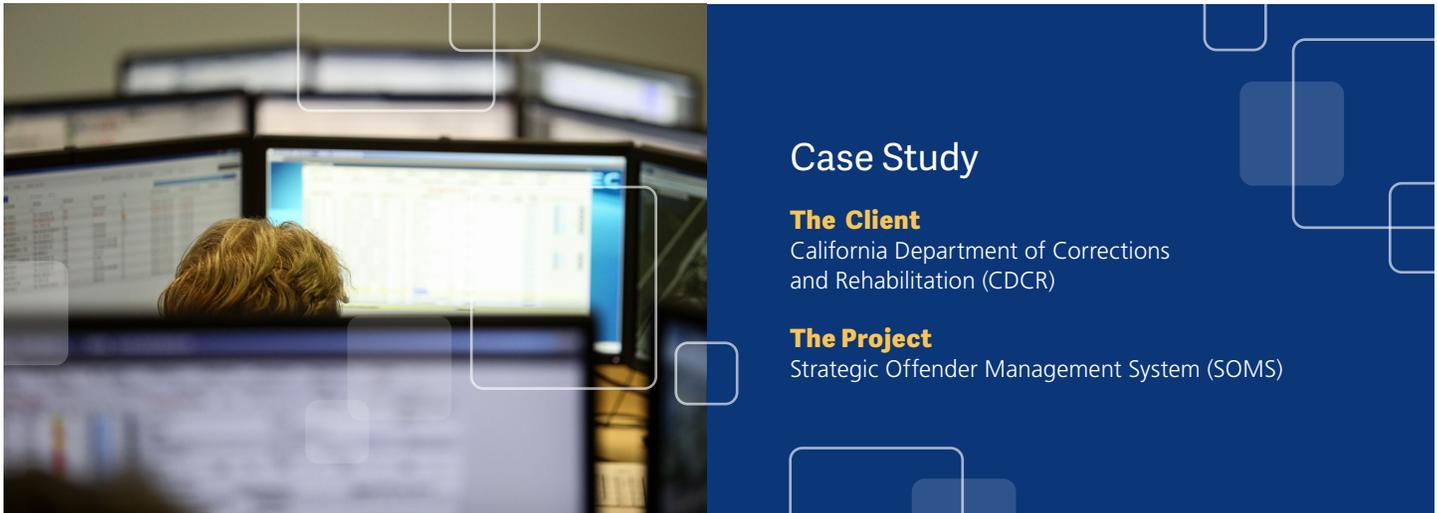


Assisting California's Efforts to Integrate, Streamline, and Continuously Improve Offender Management Systems and Operations



Case Study

The Client

California Department of Corrections and Rehabilitation (CDCR)

The Project

Strategic Offender Management System (SOMS)

The Opportunity

In 2009, the CDCR officially launched the multi-year SOMS project to transition all adult and juvenile offender management processes for institutions and parole from over 50 legacy systems to a single integrated offender management system. At the time, many of CDCR's management processes were paper-based, manual, and labor-intensive; as such, the SOMS implementation, which automated many of those inefficient manual processes, also involved a significant change management effort. The solution included the modification and implementation of the Electronic Offender Management Information System (eOMIS) and an Electronic Records Management System (ERMS).

Public Consulting Group (PCG) has been a trusted partner of CDCR's SOMS program since the very start, providing procurement services, then transitioning to testing support, eventually evolving to provide project management, business analysis, training, and deployment support. When the SOMS program needed to transition to operations mode in 2018 and 2019, CDCR called upon PCG to assist in the transition to a multi-vendor solution by providing project management support. PCG continues to provide operational support to CDCR today. More recently, CDCR's business needs have increased significantly with the passage of senate bills focused on sentence calculation and gender issues.

The Solution

PCG continues to be a member of the CDCR's multi-vendor support team that provides deep program knowledge, an understanding of how state funding, policy and projects work, and the ability to respond quickly to program and policy changes. In this capacity, PCG provides project management, business analysts, business rules development, testing, training, and application development support to the SOMS program.

Key deliverables PCG has helped to provide to the CDCR and the SOMS program to date include:



New system functionality for tracking offender grievances in 2020 and new modules for Property and Risk Needs assessments in 2021



Development of a new web-based offender sentence calculation solution (CalcIT) that includes implementation of CDCR's new sentence calculation methodology

The Result

With the completion of these projects and the ongoing nature of the SOMS program, the CDCR is now able to:



Improve the user experience so individuals can easily access integrated, high-quality offender management data when they need it, where they need it, at all stages of the offender's life cycle



Maintain effective, open communication and engagement with program stakeholders



Identify and implement process improvements more efficiently to scale



Respond quickly to program and policy changes

Upon its completion (production roll-out scheduled for the Spring of 2021), CalcIT will automate the calculation of offender release dates. Currently, this is a semi-manual process that takes Case Records staff anywhere from 20 minutes to hours for a single offender. CalcIT will reduce the calculation time to just seconds for each offender. Expected benefits of CalcIT include consistent application of California's complex sentencing policies, increased efficiency and accuracy of calculations, reduction in labor-intensive, time-consuming processes, and improved user experience for Case Records staff.

Reflecting on PCG's involvement in the CDCR's SOMS program, SOMS Program Director Edmond Blagdon commented:



“Public Consulting Group (PCG) has been an integral part of the Strategic Offender Management System (SOMS) at the California Department of Corrections and Rehabilitation (CDCR) for quite some time now. With the inception of SOMS back in 2007, PCG core team members were hired to lead the Feasibility Study Report (FSR) and pull together the various packages to get us all the way through awarding the project to our System Integrator. PCG supplied key project management support to not only help with getting the initial SOMS functionality deployed, but also played a key role in the Quality Assurance (QA) arm of the Software Development Life Cycle (SDLC) processes which helped ensure we got quality software deployed to all of our 57,000 end users. Almost 11 years later, PCG continues to support us in new endeavors where we are looking for the expertise required to get new technologies deployed.”

*- Edmond Blagdon,
SOMS Program Director, CDCR*

To learn more about PCG's technology consulting services, and successful engagements like the SOMS program, contact us today.



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