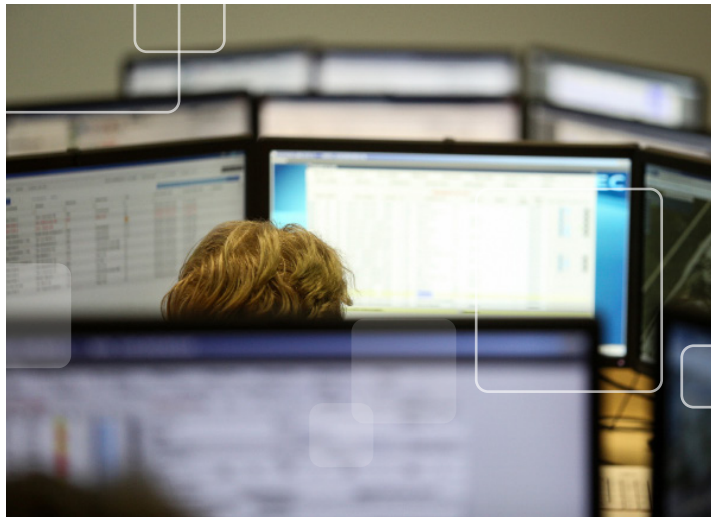


Assisting California's Efforts to Integrate, Streamline, and Continuously Improve Offender Management Systems and Operations



Case Study

The Client
California Department of Corrections and Rehabilitation

The Project
Strategic Offender Management System

The Opportunity

In 2009, the California Department of Corrections and Rehabilitation (CDCR) officially launched the multi-year Strategic Offender Management System (SOMS) project to transition all adult 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.

Further, when the SOMS project transitioned from system customization and implementation to the SOMS program which included daily operations addressing mandated business requirements, such as sentence calculation and gender identity, CDCR selected trusted partner Public Consulting Group (PCG) to ensure success of the developing program.

The Solution

With support from PCG over the initial SOMS project lifecycle, CDCR was able to modify, customize, and implement the Electronic Offender Management Information System (eOMIS) and an electronic records management system (ERMS). Throughout the evolution of the SOMS program, PCG provided procurement and project management services which ultimately has included testing, organizational change management, business analysis, training, and deployment support services. This partnership continues to thrive as the CDCR and PCG partnership have successfully met every challenge placed before them.

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



New system functionality for tracking offender grievances in 2020 and new modules for property 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, 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, and 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

The PCG team continues to play a significant role in the development of a new release of CalcIT, CDCR's automated offender release date sentence calculator. Calculating a single offender release date is a complex semi-manual process that takes case records analysts anywhere from 20 minutes to multiple hours to complete. With CalcIT, case records analysts will have a tool that will complete the same calculation in a few seconds! CalcIT offers staff consistent application of California's complex sentencing rules, increased efficiency and accuracy of calculations, reduced labor-intensive manual processes, and improved the user experience for case records staff. After being initially implemented in the spring of 2021 with great success, the CalcIT project was extended with the modification and enhancement of business rules to support changes in California's calculation methodology with an anticipated rollout in 2024.

Reflecting on PCG's involvement in CDCR's SOMS program, EIS Deputy 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 13 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, EIS Deputy Director

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



916-398-0089



services@pcgus.com



www.publicconsultinggroup.com