

2009 Innovations Awards Program APPLICATION

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ID # (assigned by CSG): 09-S-35TN

Please provide the following information, adding space as necessary:

State: Tennessee

Assign Program Category (applicant): Criminal Justice

1. Program Name: Tennessee's Integrated Criminal Justice Portal (ICJP)
2. Administering Agency: Administrative Office of the Courts
3. Contact Person (Name and Title): Fausto Vega, Project Manager
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8. Web site Address: <http://www.tennesseeanytime.org/tncrim/>
9. Please provide a two-sentence description of the program.
Tennessee's Integrated Criminal Justice Portal (ICJP) is an innovative solution combining key information from six discrete databases into a single secure site. Data points from Tennessee's driver's license, vehicle title and registration, sex offender registry, offender management system, orders of protection, and wanted persons databases can now be searched and cross-referenced by law enforcement officials across Tennessee.
10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 2, 2009 to be considered.
The Integrated Criminal Justice Portal (ICJP) was launched and operational in July 2006.
11. Why was the program created? What problem[s] or issue[s] was it designed to address?
Dissemination of criminal justice information was a significant challenge in Tennessee. With 95 counties and a non-unified court system, criminal justice information was scattered across various state and local agencies causing redundancy, inefficiency and inaccuracy. Criminal justice and law enforcement users needed to access a variety of systems to identify individuals, conduct criminal and pre-trial investigations, determine current location of probationers and parolees, and obtain driver history and vehicle registration information. Prior

to this initiative, obtaining information from these systems required phone calls, paper requests, emails and/or faxes, all of which generate operating costs for both the requesting and servicing agency.

12. Describe the specific activities and operations of the program in chronological order.

The Integrated Criminal Justice (ICJ) program started as a grassroots gathering of criminal justice professionals who recognized the need to coordinate efforts and improve information sharing within the criminal justice system. The ICJ program began with the receipt of a \$25,000 planning grant from the National Governors' Association (NGA) in September 2000. The purpose of this grant was to facilitate strategic planning for integrated criminal justice information systems in the state arena. The State of Tennessee formed the ICJ Steering Committee and the committee drafted the comprehensive plan for statewide-integrated criminal justice information sharing. Participants included upper management from a number of State agencies including the Tennessee Bureau of Investigation, Administrative Office of the Court, District Attorneys General Conference, District Public Defenders Conference, Department of Safety, Department of Revenue, Department of Correction, Board of Probation and Parole, the State's Chief Information Officer, and others.

In November 2001 the State of Tennessee applied for and was awarded a \$1 million grant for Justice Information Technology Integration implementation and the grant period was for two years starting September 30, 2003. Through careful fund management, the ICJ Steering Committee received a grant extension through June 30, 2006.

During this time, the ICJ Team conducted business process review interviews in 17 counties, within 70 agencies and with 176 personnel. The ICJ Team published the "As-Is" Model for Tennessee's justice information exchange. The "As-Is" Model conveys existing criminal justice processes, information flows, data exchanges, and opportunities to share information and identifies potential barriers to integration within the following processes: Incident & Investigation, Warrant Processing, Arrest & Booking, General Sessions Court, Circuit or Criminal Court, Probation, Correction, and Parole.

In 2004, the ICJ Steering Committee proposed a web portal as a means to disseminate data from multiple agencies through a single secure point of entry. Five state agencies volunteered to provide access to real-time data residing in their respective data systems. The agencies were: Department of Safety, providing driver photographs and license information; Department of Revenue, providing vehicle title and registration information; Department of Correction, providing offender information, including mug shots with photographs of scars, marks and tattoos; Board of Probation and Parole (through the Department of Correction's database), providing information related to probationers and parolees; and the Tennessee Bureau of Investigation (TBI) with information, and photographs related to registered sex offenders.

By July 2006 the web portal was completed and ready for use. The Tennessee Legislature formalized the work of the ICJ Steering Committee through the Integrated Criminal Justice Act of 2006.

13. Why is the program a new and creative approach or method?

The ICJ Steering Committee creatively used technology to completely redefine communication and interaction between primary Tennessee agencies and their data. The Tennessee Bureau of Investigation (TBI), the Department of Corrections, the Dept. of Safety and the Dept. of Revenue all maintain independent databases housing a wide range of data sets that play critical roles in law enforcement.

Unfortunately, the old process for requesting information contained in the databases required law enforcement officials to make separate requests of each agency every time information was needed. Requests, frequently paper-based, often took days to fulfill. In law enforcement, an information delay can mean the difference between life and death for an unsuspecting officer pulling over a violent offender, or for a kidnapping victim who's being driven out of state by a repeat offender. The ICJP provides officers and administrators a single web-based source for immediate access to real-time data from all six data sources. The wide-ranging data sets are not only accessible 24/7 from a standard web browser, they are fully integrated and can be cross-referenced.

Another creative approach is how it revolutionizes the process of identifying "connections" or associations that can lead to convictions. The cross-referencing of highly diverse data sets helps law enforcement officers make connections that were previously impossible. For example, a police officer making a traffic stop can use the system to search for information related to the driver's license or license plate and research and review names, aliases, convictions, scars, marks and tattoos for any individual found in the car. The data provided by the system is strengthened by the inclusion of photos when available.

The impact of the portal is apparent in the portal's almost immediate insertion into the everyday life of law enforcement and administration personnel. The ICJP has become a core business tool that is used continuously and habitually.

14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

The ICJ Web Portal, from design to implementation, was a 24-month project; with a total cost of \$200,000.

15. What are the program's annual operational costs?

The ICJP project plan had an aggressive timeframe allowing the project to take advantage of significant funding readily available through U.S. Department of Justice. The Administrative Office of the Courts outlined a plan in which Department of Justice funding would cover the costs associated with the design and development of the core infrastructure and integration with the initial four primary agency databases. The project plan was devised to maximize available funding available by spending extra time and resources early on to design and develop a scalable architecture comprised of loosely coupled elements. The additional time and resources spent upfront allowed for additional data sets to be easily added at minimal costs. The plan was forward thinking in that it also outlined a funding mechanism for ongoing maintenance and additional development. Understanding the portal's long-term sustainability could not rely upon federal grants, continuing funding is secured by spreading costs across all users. Very reasonable and manageable subscription fees (\$7.50 per user per

year) help ensure the portal will continue to evolve and thrive.

16. How is the program funded?

Recurring state appropriations allow the application to be expanded as well as minimal subscription fees (\$7.50 per user per year) to cover maintenance costs.

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.

No. However, the Tennessee Legislature formalized the work of the ICJ Steering Committee through the Integrated Criminal Justice Act of 2006.

18. What equipment, technology and software are used to operate and administer this program?

Since the program can be accessed through a typical web browser, users only need a computer with internet access to connect and utilize the service.

19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.

Yes.

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20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?

Yes, other states such as Alabama, Nebraska, Kansas, Wyoming and Pennsylvania have similar programs of varying degrees. Some states warehouse their data in a central repository unlike Tennessee's program where each agency owns and maintains their own database.

21. Has the program been fully implemented? If NO, what actions remain to be taken?

The ICJ Web Portal was fully implemented in July 2006. It takes advantage of a scalable architecture, web-server technology and Extensible Markup Language (XML) that has enabled the portal to be expanded in the future years.

22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.

The ICJ Web Portal enhances the ability to positively identify criminals, facilitates easy access to information by state, county, federal, local law enforcement and criminal justice agencies, and bolsters cross-agency information sharing. Additionally, it promotes increased web-based transmission and retrieval of information, facilitates integration and information

sharing with state and local criminal justice agencies, and improves the safety and security of Tennessee's citizens with a single point of access to useful criminal justice data.

Within weeks of implementation, success stories began to filter in from across the state. Information retrieved from the ICJ Web Portal has assisted agencies in solving a broad range of crimes, both those that have occurred recently and those that have been open for some time. The following testimonials provide a view into some of the benefits realized from this effort.

The ICJ Web Portal was instrumental in solving a double homicide. The investigating officer wrote: "On January 7th, 2007 the Knoxville Police Department began its investigation into the double murder of Channon Christian and Christopher Newsom. From the outset, the number of suspects, witnesses, and people of interest grew at an almost exponential rate. Had it not been for the ability of investigators to quickly compile lineups, departmental BOLOs [Be on the Lookout], and inter-agency (DEA, ATF, FBI) communiqués that contained the vital statistics and photos of the myriad people involved, the identification and apprehension of all the subjects that participated or had direct knowledge of the events would have been almost insurmountable. There has been an overwhelming interest in and requests for additional access to the Criminal justice portal from both inside our agency and from other agencies. Thank you for the time and effort you have invested into bringing this tool to law enforcement."

The Belle Meade Police Department recounted the following, "Just wanted to tell you that we obtained valuable information last night using the program. Midnight shift arrested a young man for breaking into cars. While interviewing him, I ran him through the program and found where an entry in TOMIS [Department of Correction's Tennessee Offender Management Information System] had been made several years ago.... Utilizing the Portal, the police discovered the defendant's incarceration history. The police informed the defendant that they were aware of his history and the defendant gave the police some very useful and accurate information that solved several car burglaries" and "We have had another positive result from the program. We used [the portal]... in a multi-agency investigation to identify and track down a parolee who was involved in a major car burglary spree [and] stolen credits [cards], etc. Information that proved to be invaluable: DL photograph, the ease in locating his current address from parole information, parole officer contact information and most important, his contact information while in prison. The contact information revealed that a car being used in a felony belonged to his wife and that information was quickly cross referenced with his current address as listed on the TOMIS site. I tell you, this is a nice tool!"

Citizens of the state of Tennessee have also benefited from the implementation of the ICJ Web Portal. As a result of rapid dissemination of criminal justice information and the ability to more rapidly solve crimes, public safety has been enhanced significantly.

23. How has the program grown and/or changed since its inception?

The ICJ Web Portal has had tremendous growth and success. When the portal was implemented in 2006 it had 358 users. By February 2009, access to the portal had exploded with 5,139 users. New requests for access are received regularly.

Additionally, new databases have been added to the portal to provide further access to criminal justice information to create a unified single access point for data. These databases include TBI TN Orders of Protection and TN Wanted Persons.

This criminal justice tool has changed from a good application for law enforcement to have, to a tool that they must have and is part of their toolset for doing their day-to-day investigations and other law enforcement responsibilities.

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

The main goal to achieve if a state wishes to adopt and implement this program is get agency commitment to share their information. The technical aspect of implementing such a program is easy in comparison.

2009 Innovations Awards Program Program Categories and Subcategories

Use these as guidelines to determine the appropriate Program Category for your state's submission and list that program category on page one of this application. Choose only one.

Infrastructure and Economic Development

- Business/Commerce
- Economic Development
- Transportation

Government Operations

- Administration
- Elections
- Public Information
- Revenue

Health & Human Services

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

Human Resources/Education

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

Natural Resources

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

Public Safety/Corrections

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

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CSG Innovations Awards 2009
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Contact:

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This application is also available at www.csg.org, in the Programs section.

Deadline: March 23, 2009