



**UNITY 2021:  
IS YOUR STATE READY?**

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SYSTEMS PROJECT MANAGER  
ICJ NATIONAL OFFICE

— **ABBIE CHRISTIAN** —  
NEBRASKA DEPUTY COMPACT ADMINISTRATOR/  
UNITY COORDINATOR  
UNITY BUSINESS ANALYSIS TEAM LEADER

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**IS YOUR STATE READY?**

- Graphical Representation
- Identification
- Communication
- Planning & Education
- Ensure Success at State & National Level
- Q & A

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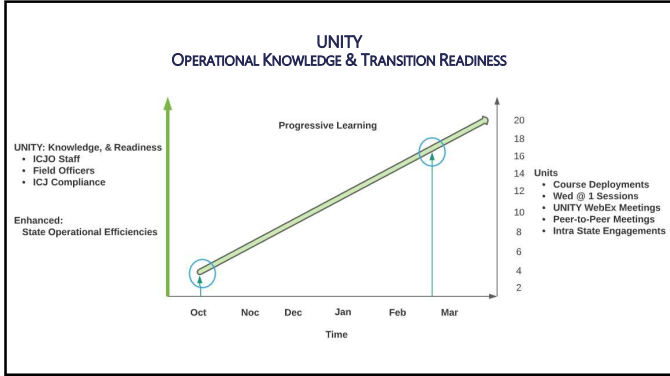
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- IDENTIFICATION**
- **Operational Documents, Policy & Procedures**
  - State Workflow & Operational Gaps
  - Field Officer Operational Questions
  - Key State Field Operational Specialists
    - Case, Knowledge, UNITY
  - Operational Peer Wisdom

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**COMMUNICATION**

- Communication Strategy / Plan
- State Officials & Field Officers
- Peer-to-peer ICJO-Coordinator Network
- Operational Peer Wisdom

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**COMMUNICATION**

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COMMUNICATION

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Illinois Operational Peer Wisdom

Communication



- Attending State Committee Meetings to Update State Councils
  - UNITY
  - Learning Management System
  - E.G. Juvenile Judges Committee
- Shared SmartSheet List With All County Supervisors to Ensure Field Officers are Registered and On the List

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PLANNING & EDUCATION

- Planning
  - Pre Go-live
  - Go-live
  - Post Go-live
- Education
- Operational Peer Wisdom

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### PLANNING & EDUCATION

- Planning
- Education
  - Progressive Micro Learning – LMS On Demand System
  - The Why: Communication & Expectations
  - Ongoing Ed Maintenance
    - Training Committee – Get Involved
- Operational Peer Wisdom

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### Idaho Operational Peer Wisdom

#### Planning & Education

- Identified 44 Probation Chiefs
- Monthly Educational Sessions
  - Rules
  - UNITY: Forms > Data
  - LMS On-demand "ICJ In Action"




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### SUCCESS AT STATE LEVEL & SUCCESS AT NATIONAL LEVEL

- Success: Mnemonic Concept Anchor
  - DMAIC (SMART)
- Operational Peer Wisdom




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SUCCESS AT STATE LEVEL & SUCCESS AT NATIONAL LEVEL

DMAIC

- Define & Document
- Measure
- Analyze
- Improve
- Communication & Control




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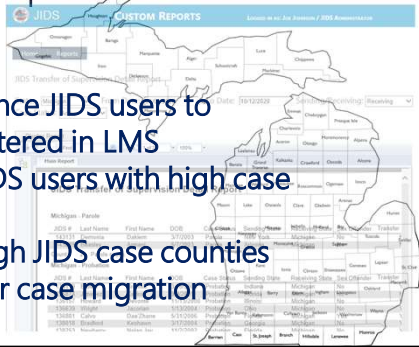
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Michigan Operational Peer Wisdom

Analysis

- Cross reference JIDS users to ensure registered in LMS
- Identified JIDS users with high case counts
- Identified high JIDS case counties
- Preparing for case migration




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2020 Annual Business Meeting

Q & A

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**2020 Annual Business Meeting**

## UNITY 2021: STRATEGIES & TIMELINE FOR SUCCESSFUL TRANSITION

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### STRATEGIES & TIMELINE FOR A SUCCESSFUL TRANSITION

- Graphical Representation
- Oct
- Nov
- Dec
- Jan
- Feb
- Q & A

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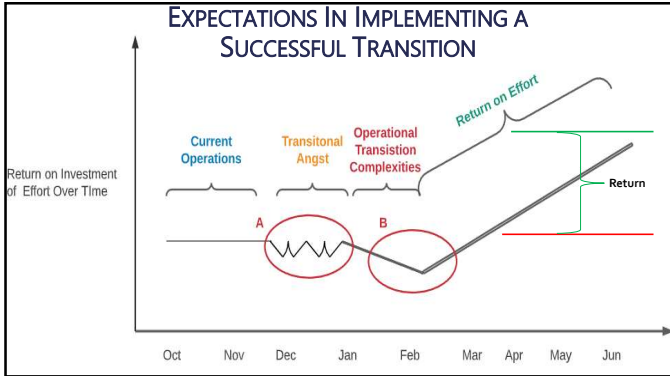
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**OCT 2020 - FEB 2021**

- LMS – On Demand System
- Open Forums
- Additional Resources

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- DMAIC Approach
- ICJO-Coordinators

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**OCTOBER 2020**

- LMS – On Demand System
  - UNITY Overview
  - Travel Permit: M1, M2, M3
- Open Forums
  - (3) Wed @ 1:00 EST for ICJO-Coordinators
- Additional Resources
  - ABM

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**OCTOBER 2020**

**DMAIC Approach**

- **Define/Document:** Start
  - State: Operational Policy & Procedures
  - Workflow & Data Collection
  - Define & Document the Gaps
- **Measure & Analyze:** Start
  - JIDS Case Volume
  - Policy, Procedures, & Workflow

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OCTOBER 2020

- **ICJO-Coordinators**
  - Review your state learners progress & address any issues or questions
  - Solicitate operational questions from state officers.
  - Identify state field operational specialists
  - Develop peer-to-peer state relationships
  - Identify state zones & officers that have unique volume and case types

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NOVEMBER 2020

- **LMS – On Demand System**
  - Travel Permit: Residential Treatment
  - Juvenile Management
  - Use Profile Management
- **Open Forums**
  - (3) Wed @ 1:00 EST for ICJO-Coordinators
- **Additional Resources**
  - IT Technology Requirements Letter

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NOVEMBER 2020

- **DMAIC Approach**
  - **Define/Document: Completed**
    - State: Operational Policy & Procedures
    - Workflow & Data Collection
    - Define & Document the Gaps
  - **Measure & Analyze: Completed**
    - JIDS Case Volume & By Case Type
    - Policy, Procedures, & Workflow
  - **Improve: Start**
    - Items you have on your "DMAIC" list

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NOVEMBER 2020

- ICJO-Coordinators
  - Start the identification process for JIDS data migration "Data Smoothing" personnel
  - Identify JIDS active case review personnel
  - Review LMS progress
  - Continue OCT work

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DECEMBER 2020

- LMS – On Demand System
  - Understanding the TOS Scenarios
  - Understanding the Return Scenarios
  - Master Task List
- Open Forums [ Broaden your Q & A ]
  - (3) Wed @ 1:00 EST for ICJO-Coordinators
    - Bring your state field officer questions
- Additional Resources

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DECEMBER 2020

- DMAIC Approach
  - Define/Document: **Completed**
  - Measure & Analyze: **Completed**
  - Improve: **Completed** "DMA" Items
  - Communication & Control: **Start**
    - Plan out your January Roadmap

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DECEMBER 2020

- **ICJO-Coordinators**
  - JIDS Data Cleansing
    - Travel, Returns, Transfer of Supervision (TOS)
      - Scrutinize closely
      - Work with case officers
    - Dec 1 Tuesday > Dec 18 Friday
    - Tips & Tricks for Thorough Review
  - Identified & selected "Data Smoothing" state personnel regarding JIDS migration data to assist on the go-live data smoothing process & JIDS case review

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JANUARY 2021

- **LMS – On Demand System**
  - TOS Case Process
  - Return Case Process
- **Open Forums**
  - (4) Wed @ 1:00 EST for ICJO-Coordinators
  - (2) Pre-Golive preparedness WebEx
    - ICJO-Coordinator + Identified Data Smoothing Personnel
- **Additional Resources**
  - Excel template for tracking open migration cases

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JANUARY 2021

- **ICJO-Coordinators**
  - **Week 1**
    - Engage your communication plan & webinars
    - LMS reviews
    - New forms release
  - **Week 2**
    - ICJO-Coordinator + Data Migration Personnel
    - Case Managers ID Cases that will drop off in Feb
  - **Week 3**
    - LMS reviews
  - **Week 4**
    - JIDS Data Audit + Case Migration Tracking Sheet
    - ICJO-Coordinator + Data Migration Personnel

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**FEBRUARY 2021**

- **LMS – On Demand System**
  - ICJ In Action Courses
  - UNITY Courses e.g. Reporting
- **Open Forums**
  - (3) Wed @ 1:00 EST for ICJO-Coordinators

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**FEBRUARY 2021 GO-LIVE**

- Wednesday — JIDS stops
- Thursday } Optimum
- Friday } JIDS Active Case
- Sat } To
- Sun } UNITY Migration
- Monday } Migration Data Review
- Tuesday } & Smoothing
- Wednesday } UNITY
- Thursday } Go-live
- Friday }

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**FEBRUARY 2021 GO-LIVE**

- **Wednesday - Friday**
  - 7:30 am – 8:00 pm open WebEx
    - Optimum, Joe, BA Team Member(s)
  - **Support Process**
    - FO > ICJO > 1<sup>ST</sup> Support Link / 2<sup>ND</sup> WebEx
    - L1 – Critical: I am down & unable to work
    - L2 – Important: I can work around but need a solution
    - L3 – Inconvenienced: I can wait
    - L4 – Version enhancement request

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**FEBRUARY 2021 POST GO-LIVE**

Post Go-live Week 2, Week 3 & Succeeding Weeks

**Support & Triage Process**

- Field Officer > *ICJO-Coordinator* > ICJ-National Office
- ICJO-Coordinator > ICJ-National Office
  - Triage SmartSheet link
    - Technical Issues

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**ICJO COORDINATOR  
TO-DO LIST**

<https://www.juvenilecompact.org/unity>

ICJO Coordinator Check List				
Month	To Do	Started	Completed	ICJO-Coordinator Notes
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				

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Q & A

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