

Robert P. Astorino  
County Executive

Department of Probation

Rocco A. Pozzi  
Commissioner

**15475**

DATE: November 16, 2010

TO: The Board of Acquisition and Contract

FROM: Rocco A. Pozzi  
Commissioner of Probation

Marguerite Beirne  
Chief Information Officer

**RE: Resolution authorizing the County of Westchester to enter into an agreement with Anytransactions, Inc. ("Anytransactions") whereby Anytransactions will provide its Self Reporting (SR) product "AnyTrax" to perform regular check-ins and automated interviews for lower-risk clients of the Department of Probation**

Transmitted herewith is a resolution requesting authority for the County of Westchester to enter into an agreement with AnyTransactions, Inc. ("AnyTransactions") whereby AnyTransactions will provide their AnyTrax Self Reporting (SR) product to perform regular check-ins and automated interviews of lower-risk clients of the Department of Probation. Using any telephone as a "virtual kiosk", AnyTrax SR streamlines supervision of low risk clients with periodic check-ins and interviews (daily/weekly/monthly/quarterly), utilizing customized protocols for interview questions, schedules, reminders and grace periods.

The proposed agreement will commence January 1, 2011 and end on December 31, 2011, for an amount of \$40,000. AnyTransactions will bill the Department of Probation quarterly, in advance, at a fixed price of \$10,000 per quarter, on a calendar year term.

The objective of this agreement is to provide remote supervision and interviews of low-risk probationers, thereby freeing up staff time to concentrate on higher risk clients. The ability of AnyTrax voice recognition technology to confirm a probationer's identity or expose impersonations along with the system's capacity to utilize customized

Administrative Office

protocols for questions and clearly record and store probationers answers for any length of time that the Department chooses, are the reasons the Department can replace human oversight of administrative cases with this product. Goals of the project include utilizing AnyTrax at full capacity and transition all 1,500 administrative/low-level cases to the AnyTrax system and to use AnyTrax's capabilities with other types of caseloads, in order to remove some of the rote aspects of probation supervision from probation officers, to further allow them to concentrate on apprehension, remediation and containment of criminals.

The Department of Probation will monitor the effectiveness of the program by reviewing probationer compliance through the AnyTrax monitoring system and through quarterly reports that will document the number of cases set up on and removed from the system, the number of "exceptions" (responses that prompt follow-up by probation officers), instances of equipment malfunction or user difficulty operating the system and the responsiveness of AnyTransactions to resolve the technical problems reported.

The objective of this agreement is to provide remote supervision and interviews of low-risk probationers, thereby freeing up staff time to concentrate on higher risk clients. The ability of AnyTrax voice recognition technology to confirm a probationer's identity or expose impersonations along with the system's capacity to utilize customized protocols of questions and clearly record and store probationer answers as long as the Department chooses, are the reasons the Department can replace human oversight of administrative cases with this product.

In 2010, the department enrolled 698 new cases, discharged 576 cases and reactivated 707 cases. As of November 10<sup>th</sup>, there were 1,098 probationers enrolled in AnyTrax. Goals of the project include utilizing AnyTrax full capacity and transition all administrative/low-level cases to the AnyTrax system and to use AnyTrax capabilities with other types of caseloads to remove some of the rote aspects of probation supervision from probation officers, in order to further allow them to concentrate on apprehension, remediation and containment of criminals.

This agreement simultaneously promotes the public safety of the citizens of Westchester County and saves taxpayer money, by enabling the Department to efficiently hold low-risk probationers accountable to the requirements of their probation sentences while reducing the number of man hours devoted to low-risk administrative caseloads. The efficiency of the call-in AnyTrax system reduces the number of probation officers assigned to the administrative caseload unit from three to two. Department experience has shown that the percentage of sentence non-compliance by low-level offenders is extremely low, especially compared to higher level criminals. Taxpayer dollars are thereby more effectively spent protecting public safety by concentrating supervision resources on high risk clients who exhibit both a greater potential for violating their terms of probation and a greater probability for committing more dangerous or damaging offenses when resuming illegal activity.

Because the reporting system prior to AnyTrax relied primarily on correspondence through the mail, much more paper was used in that arrangement. The AnyTrax system eliminates much of that paperwork (letters and envelopes) by replacing it with communication through telephone, computer and digital platforms. A significant reduction in paper usage serves the environmental interests of Westchester County's residents.

If this resolution were not approved and the Anytrax program was eliminated, the Department would resume the labor intensive, inefficient practice of mail reporting, whereby probationers report weekly or monthly by mail to the Department. Every letter, in this instance, would have to be opened and reviewed by a probation officer. The time expenditure would result in an officer being removed from a higher risk unit to supervise a low-risk administrative caseload, which will negatively impact public safety. The AnyTrax system is more efficient than placing a probation officer on a low-risk administrative caseload because, through AnyTrax, probation officers only respond to "exception" prompts, i.e., negative indicators as opposed to reviewing all responses, which would be the case if the Department reverted back to the mail-in system. Time and money is better spent protecting the public by continuing the use of the AnyTrax (SR) system, enabling our current human resources to concentrate on the intensive supervision of higher risk probationers. Additionally, significantly more paper is consumed by the past practice of mail reporting which negatively impacts the preservation of the natural environment.

A resolution of even date exempting this procurement from the requirements of the Westchester County Procurement Policy pursuant to section 3(a)xxi is also before your Honorable Board.

Attached for your approval is an appropriate resolution.

Attachment

## RESOLUTION

Upon a communication from the Commissioner of Probation and the Chief Information Officer, Department of Information Technology, be it hereby

**RESOLVED**, that the County of Westchester is authorized to enter into an agreement with AnyTransactions, Inc. ("AnyTransactions") whereby AnyTransactions will provide its AnyTrax Self Reporting (SR) product to perform regular check-ins and automated interviews for lower-risk clients of the Department of Probation; and be it further

**RESOLVED**, that the proposed agreement will commence January 1, 2011 and end on December 31, 2011, for an amount of \$40,000, payable quarterly; and be it further

**RESOLVED** that this Agreement is subject to County appropriations; and be it further

**RESOLVED** that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

**RESOLVED**, that the County Executive or his authorized designee is hereby authorized to execute the above agreement on behalf of the County of Westchester; and to take all other action necessary to effectuate the purposes hereof.

Account to be charged/credited

| Fund | Agency | Major Program,<br>Program & Phase<br>Or Unit | Object/<br>Sub<br>Object | Trust<br>Account | Activity | Dollars  |
|------|--------|--|--------------------------|------------------|----------|----------|
| 101  | 39     | 1000   | 4380                     |                  |          | \$20,000 |
| 263  | 39     | 073K   | 4380                     | T073             |          | \$20,000 |
|      |        |  |                          |                  |          |          |
|      |        |  |                          |                  |          |          |

Budget Funding Years(2011)) Start Date 01/01/2011  
(must match resolution)

End Date 12/31/2011

Tax Dollars \$20,000

State Aid \_\_\_\_\_

Federal Aid \_\_\_\_\_

Other \$20,000 (Bail Surcharge)

\$40,000

(must match resolution)

APPROVED BOARD OF ACQUISITION & CONTRACT - 12-9-2010 - JUMARY VIEIRA, SECRETARY