

Robert P. Astorino
County Executive

Department of Probation

Rocco A. Pozzi
Commissioner

37107

DATE: November 21, 2013

TO: The Board of Acquisition and Contract

FROM: Rocco A. Pozzi
Commissioner of Probation

John B. McCaffrey
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 for the year 2014

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.

In accordance with the County's Procurement Policy, the Department of Probation solicited quotes from 3 vendors for an SR product that would assist the Department in tracking its Administrative caseload unit. 3M Electronic Monitoring did not respond to the solicitation. The Department's current vendor, AnyTransactions, Inc., DBA AnyTrax, responded with a quote of \$40,000 for its AnyTrax system, which includes the use of software technology called Voiceprint Exception Resolution which drastically cuts down on the number of exceptions the Department's officers need to handle on a monthly basis. Sentinel Offender Services, LLC. responded with a price of \$38,000 annually, but failed to meet the County's specification in that their system does

Administrative Office

not include any software similar to Voiceprint Exception Resolution software provided by AnyTrax. Therefore, the Department recommends awarding this contract to AnyTrax. The proposed agreement with AnyTrax will commence January 1, 2014 and end on December 31, 2014, 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 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 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 2013, the department enrolled 953 new cases in AnyTrax, discharged and/or transferred 814 cases. As of 11/21/2013, there were 1186 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 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.

Attached for your approval is an appropriate resolution.

Attachment

APPROVED BOARD OF ACQUISITION & CONTRACT - 12/19/2013 - JOMARY VIEIRA, SECRETARY

RESOLUTION

Upon a communication from the Commissioner of Probation and the Chief Information Officer, 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 system along with its Voiceprint Exception Resolution software 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, 2014 and end on December 31, 2014, for an amount of \$40,000, payable monthly in equal installments; 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, Program & Phase Or Unit	Object/ Sub Object	Trust Account	Activity	Dollars
101	39	1000	4380			\$40,000

Budget Funding Years 2014
(must match resolution)

Start Date 01/01/2014

End Date 12/31/2014

Tax Dollars \$40,000.00

State Aid _____

Federal Aid _____

Other _____

\$40,000
(must match resolution)