



A GOVERNMENT TECHNOLOGY CASE STUDY

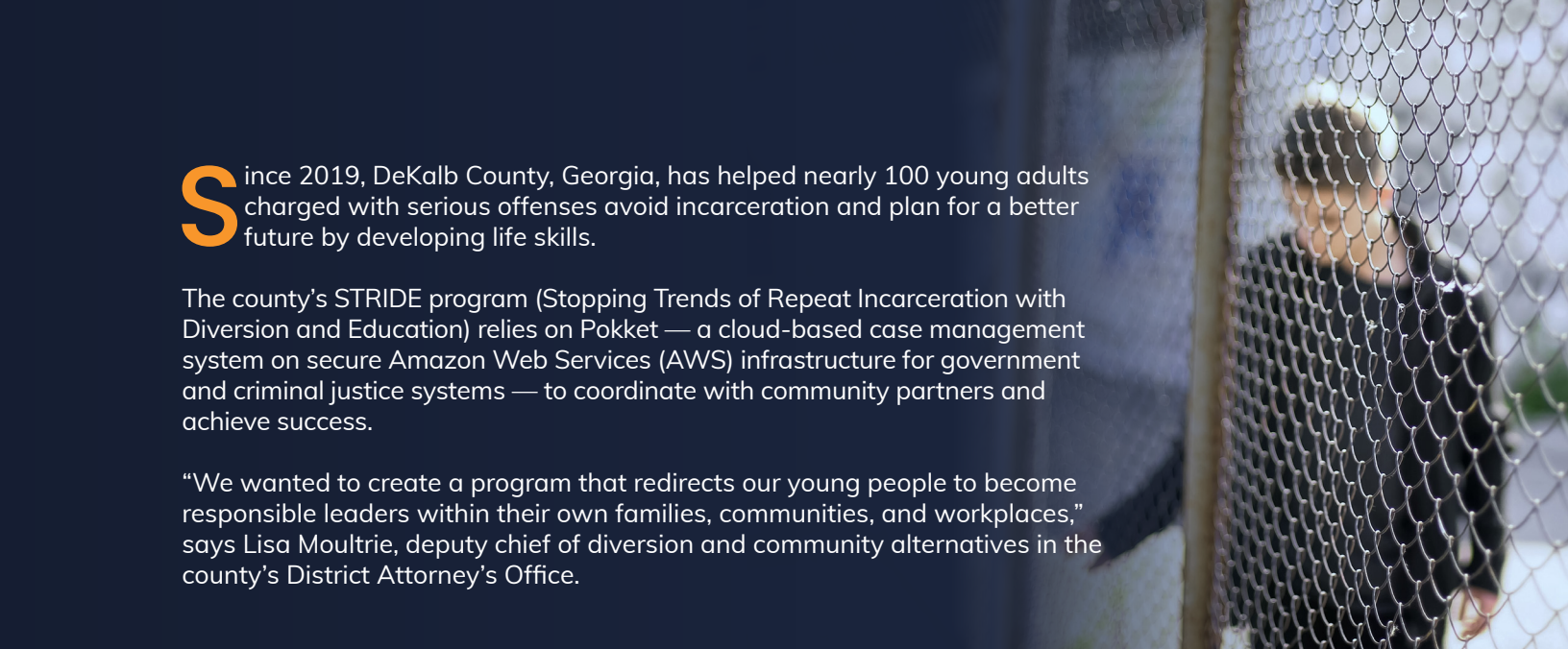


How a Georgia county uses the cloud to help young adults in the justice system

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A photograph of a person, possibly a young adult, standing behind a chain-link fence. The person is wearing a dark jacket and a light-colored cap. The background is slightly blurred, showing an outdoor setting.

Since 2019, DeKalb County, Georgia, has helped nearly 100 young adults charged with serious offenses avoid incarceration and plan for a better future by developing life skills.

The county's STRIDE program (Stopping Trends of Repeat Incarceration with Diversion and Education) relies on Pokket — a cloud-based case management system on secure Amazon Web Services (AWS) infrastructure for government and criminal justice systems — to coordinate with community partners and achieve success.

"We wanted to create a program that redirects our young people to become responsible leaders within their own families, communities, and workplaces," says Lisa Moultrie, deputy chief of diversion and community alternatives in the county's District Attorney's Office.

How the STRIDE program works

STRIDE works with individuals ages 17 to 24 who have had prior contact with the justice system or are facing felony charges, to help steer them away from re-offending.

The program places participants into cohorts of about two dozen of their peers. The young adults work with case managers to develop personalized plans for the next 14 to 18 months. "Their plans are not just what the criminal justice system requires of them but what they want from themselves," Moultrie says. "That level of input increases buy-in because they have a say in how they accomplish that goal."

Participants can receive community services, including counseling, behavioral therapy, housing, and workforce training. Coordinating these services with community partners is critical, but because STRIDE partners include criminal justice, medical, social services, and faith-based organizations, ensuring appropriate privacy and compliance with both CJIS and HIPAA regulations presented a challenge. Many of these organizations are unfamiliar with these standards or don't want to risk violating participants' privacy.

"We're highly protective of participants' privacy," Moultrie says. If arrest information is inadvertently disclosed, for example, "it's very difficult to un-ring that bell."

STRIDE coordinators wanted participants to have access to — and take ownership of — their records, communicate with case managers, document required activities, and coordinate services with community partners.

"We want participants to take charge of their own futures," Moultrie says. "This is about their future lives, and they need to know how to interact with government agencies, companies, and employers in a real-world way."

Cloud-enabled information exchange

To meet these needs, the DA's office implemented the Pokket cloud-based case management system from Acivilate. Designed for reentry and probation supervision, the system is especially well-suited for STRIDE's needs.

"In essence, Pokket is information exchange disguised as a case management system," says Jacob Baird, director of agency relations at Acivilate and a former law enforcement officer who specialized in restorative practices.

With a web-based interface, Pokket allows participants to complete required check-ins and other diversion activities using their phone's GPS capabilities instead of an ankle monitor. They can also communicate directly with case managers and service providers and report their completion of required activities.

Case managers use Pokket to track each participant's progress, send them messages, and coordinate services with community providers. Having all this information in one place helps provide continuity of care if a case manager is unavailable.

Clients control what information gets shared with STRIDE's four major community partners. All data is encrypted in transit and at rest, and Acivilate's use of



the AWS Cloud ensures that personal information is protected with the same levels of security as other criminal justice data. These protections ensure that Pokket and the organizations that use it comply with HIPAA and CJIS guidelines.

“The information is stored securely in the same place as other criminal justice data — the AWS GovCloud,” Baird says. “The DA’s office can go to these partner organizations and say they can share information, relieving their liability and protecting the privacy of individuals who are receiving services.”

Building trust with an interface

The privacy safeguards help participants develop a comfort level with using Pokket. “It’s highly important to be able to reassure them that the highest standards are being maintained,” Moultrie says. “Otherwise, they wouldn’t use the platform.”

Pokket’s interface was designed to look similar for both case managers and participants. “In other criminal justice agency applications, things go into their file, but participants don’t have access to that file,” Moultrie says. “Pokket enhances trust by enabling that type of transparency and holding participants accountable for their own file.”

That idea of ownership is reinforced from the first day of orientation, when STRIDE participants receive training on how to use Pokket to communicate with case managers and community partners. But the first thing they do is upload a photo of themselves — one that’s not their arrest mugshot. “We don’t want to associate their mugshots with their participant files,” Moultrie says.

Proven results

Pokket has now helped streamline recordkeeping and information sharing for four cohorts of participants. “Tying all these pieces together has created a true continuity of care for participants,” Baird says. “STRIDE

The privacy safeguards help participants develop a comfort level with using the application — otherwise, they likely wouldn’t use it.

participants get the opportunity to serve themselves and build social habits they can use for the rest of their lives.”

The biggest challenge has been making sure all communications take place on the platform, according to Moultrie, who repeats the mantra, “If it’s not in Pokket, it didn’t happen.”

“It’s important for the service we’re providing to our participants and to demonstrate accountability,” she says.

STRIDE continues to build community partnerships to provide more services to participants. Pokket’s ability to aggregate information from individual case records within the limits permitted by CJIS and HIPAA also allows STRIDE coordinators to “improve the program with metrics and better serve the next cohort,” Moultrie says. “That information allows us to prove the impact we’re having on recidivism. Policymakers want to see that as they’re determining continued funding for these programs.”

Those metrics show the program works, with year-over-year increases in completion rates. When participants leave the program, a majority have become employed, started college, or received a certificate from a workforce training program.

“Restorative justice is the wave of the future,” Baird says. “It’s exciting to see these systems coming to life.”

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Acivilate, Inc.'s Pokket is a Criminal Justice Information Systems (CJIS) and Health Insurance Portability Accountability Act (HIPAA) compliant systemic information sharing platform intuitively disguised as a case management system. Originally designed for probation and reentry supervision, Pokket allows for the synchronization of human services delivery with the administration of government processes. Much more than a case management platform, it is a generational advance on other management systems because it was designed to consider participants (the individuals seeking services) as equal partners in their recovery. **acivilate.com**