



Data Management System

DIMS Apps – The good, bad and new

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DIMS 15 demo on App and the case mgmt. system

Vivek Jha

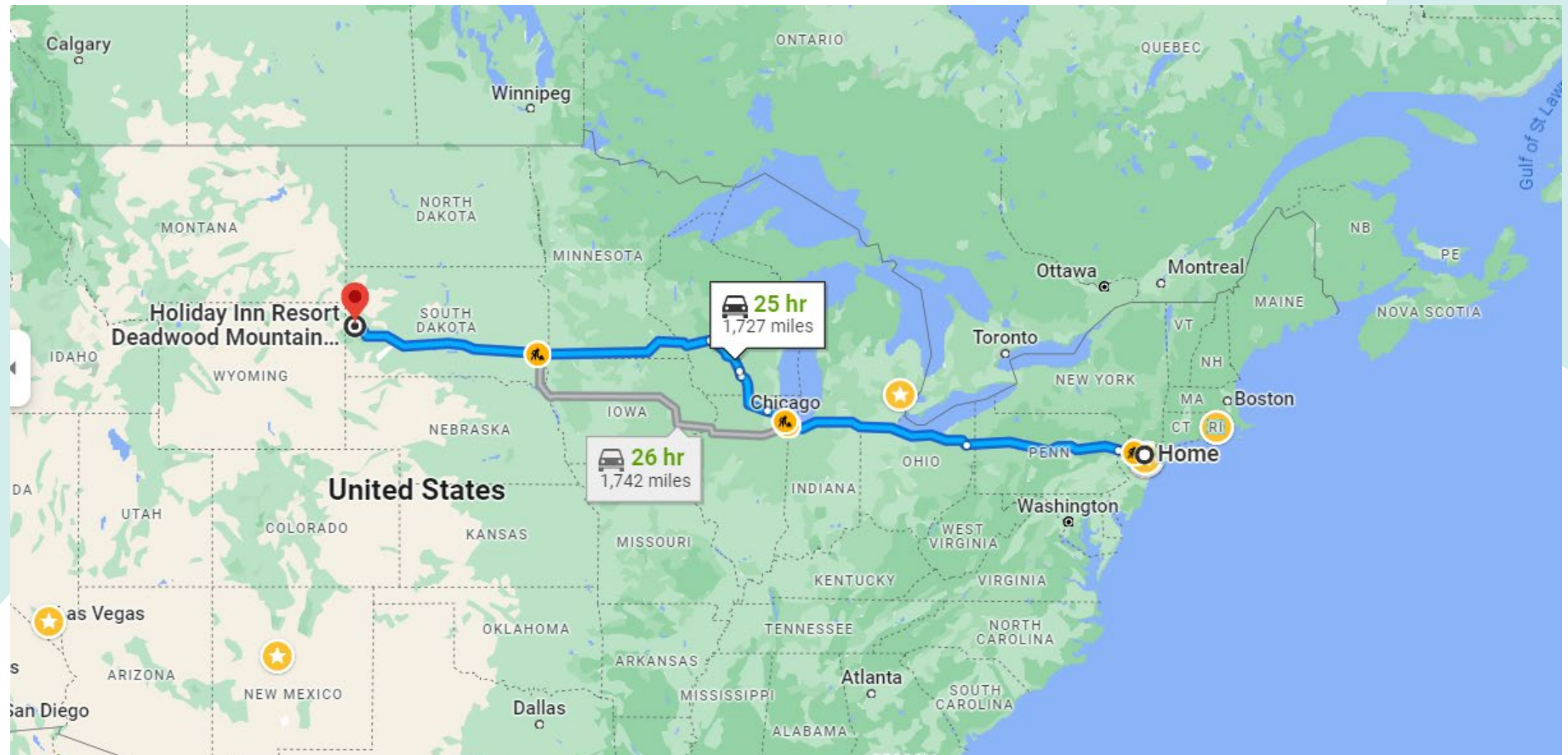
Key Takeaways

Resolution of issues – Participant app

Resolution of the issues – nFORM Staff app

Next 4 months plans

I am here for you – this is the beginning



We are in this together

What we are trying to do is cutting edge in the treatment court world

Some of the attempts like OSSA have never been tried at scale

Yes, things will not work sometimes but nothing in the beginning does

Issues and concerns with participant app

Clients getting logged out form the app

How do clients log into the app

Why were clients getting logged out – Older version vs newer versions

How do we prevent clients from getting logged out

New versions of the app and future releases

App functionalities and issues

Sending tasks – current and future tasks

Client receiving notifications and text messages

Self check-in

My participants do not have phone or money

- Provide android phone
- Unlimited text and talk nationwide
 - 15GB data
- Mobile device management
 - Month to month billing
- AOC and Noreen will facilitate this for the programs

Inaccuracies in accounting

- Accounting data comes from Odyssey
 - Duplicate issue – Same client has multiple party Ids in Odyssey
 - Last 6 weeks, worked on bringing in accounting data into DIMS app
- We are only pulling data from the single case number mentioned in DIMS.
- We are working on getting data for all cases associated with participant

Help videos on how to use the DIMS app

- Help video on how to use the DIMS App
- Video will be shared with Shelby and the same will be communicated with everyone

nFORM app issues reported

Does not show data for employment or current address

Ability to view QR code of participant

Ability to view UA results, enter journal notes

Notifications of check-ins

When should I get notified when someone does not check-in on time

How should I get notified about it

What should be the frequency of notification

24x7 monitoring and behavior change

- Constant monitoring does not bring about behavior change
 - Privacy and ethics
 - Trust and relationship building
- Empowerment and self-responsibility
 - Effectiveness

Instead of 24x7 monitoring, we should

- Limited monitoring with regular check-ins
 - Support systems
 - Counseling
 - Skill-building
 - Incentivizing positive behavior

Encourage individuals
to take ownership of
their rehabilitation

Behavior change is a complex process

- Empower them to make positive choices for themselves
 - Foster trust
 - Respect individuals' rights
 - Holistic approach

What's next

Regular updates on the app to give you more functionality

More interactions with the case officers to ensure that the app make sense for them

More training

Reach out

Questions

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