Request:
This request is for a Guardianship Monitoring and Tracking System.

Summary of Proposed Solution:
The Administrative Office of the Courts (AOC) would build a software solution for guardianship cases to aid the Guardianship Monitoring and Support Initiative to achieve the following goals:

1. To provide the courts information that verifies the location of an adult subject to guardianship; confirms the physical, emotional, and financial well-being of adults subject to guardianship; and supports the court's determination regarding the continued appropriateness of guardianships or the option for less restrictive alternatives.
2. To strengthen the integrity and reliability of guardianship data and increase the court's capacity to track and monitor guardianships cases.
3. To engage with lay guardians to enhance their knowledge of court rules and processes and improve their understanding of the duties and powers entrusted to them by the court

Sizing:
The following estimate is based upon the best available information and does not include cost or effort estimates for on-going maintenance of the enhancement.

This request would be accomplished by AOC's internal resources. The system(s) affected by the change would be: Guardianship Tracking & Monitoring. If this request is recommended by the court level user group, it will proceed to the JISC for authorization.

AOC estimates that this project would take 18 months to complete at an estimated cost of roughly $1,500,000*. This is an estimate of the duration of the project from the date work would begin on the project until final implementation.

Business Impacts:
This change will enable the Guardianship Monitoring and Support Initiative (GMSI) to achieve the following:

- Enable the program to deliver and implement a statewide technology-based solution for tracking and monitoring guardianship cases.
- Adopt a technology-based guardianship monitoring and tracking solution by the Washington State's Superior Courts.
- Enable the analysis of data from the technology-based solution regarding non-compliance, delinquent guardianships, active guardianships, report due dates, and other required data points.
- Achieve a measurable decline of noncompliant guardianship cases due to the pro-active tracking and monitoring of the cases.
- Increase the use of least restrictive alternatives in guardianship cases including other protective arrangements.

Proposed Solution:
AOC proposes to develop and make available to the Washington State's Superior Courts, a tracking and monitoring program supported by a technology-based solution for guardianship cases that facilitates the consistent tracking and monitoring practices as defined by the GMSI program.

*ISD staff costs average $84 per hour. Contractor staff generally costs $120 - $150 per hour- include these costs if applicable

Assumptions:

- Staff resources to manage the project, collect requirements, design, develop, and test the desired technology-based solution will be made available
- Funding is available for the project
- Development will not begin until processes and requirements are completed and approved
- An options analysis will need to be undertaken to determine the approach whether to build or buy or refactor an existing solution.
- Project management will be required
- Training and operational support will be provided for the end-users by the GMSI program
- Scope will be analyzed and negotiated based on the vision, feasibility of the desired features, availability of funding, resources, and technology dependencies
- A pilot event is desired to proof the solution and processes
- Data contained or created in the technology-based solution is not expected to write back to the source case management systems used by the Superior Courts
- Data contained and created in the technology-based solution will be kept secured and confidential
- An iterative approach will be needed to build the desired capabilities or features

Risks:

This project entails the following risks:

- The program has been in discussion about developing a technology-based solution to support the tracking and monitoring of guardianship cases since November of 2021 and expectations were set for a finished product by early 2023. At the time of writing this document (September 2022), decisions are still pending regarding the business requirements, workflow processes, and technology-based solution specifications. Time will be needed to develop the vision, scope, design, elicit, and document the requirements, undertake an options analysis, and estimate the cost for developing a technology-based solution and its support over time.
    - Mitigation: Facilitate and complete envisioning, scoping, and high-level business requirements definition activities to submit a formal ITG request.
- The scope (which is still being determined) of the desired technology solution may be too large.
    - Mitigation: A phased or iterative approach should be considered.
- Availability of AOC resources to define requirements, build and test the application is at an all-time low due to recruitment challenges, retirements, and departures. At the writing of this document, there are no available business analysts, project managers, and development resources available.
    - Mitigation: Submit a formal ITG request to get in the queue and prioritization processes.
- Availability of funds for developing the technology-based solution has not been fully contemplated. Appropriation for one FTE was provided in 2021. While the position was filled, costing and level of effort information regarding the desired technology-based solution was not apparent.
    - Mitigation: Submit ITG and request a detailed options analysis to discover costs.
- Developing a technology-based solution will take too long.

- Mitigation: The goals and objectives of the program are numerous and complex. To help expedite development of a solution, reduction of the scope and requirements or an iterative approach will be required.

Not doing this project entails the following risks:

If the request is declined, the GMSI program will:

- Not be able to deliver and implement a statewide technology-based solution for tracking and monitoring guardianship cases
- Not be able to analyze non-compliance, delinquent guardianships, active guardianships, report due dates, and other required data points
- Not be able to effectively reduce the number of noncompliant guardianship cases
- Will have to resort to inefficient manual processes to track and monitor guardianship cases