



OFFICE OF CIO & DIRECTOR
WILLIAM E. JONES

DeKalb County Government
3630 Camp Circle, Suite 201 | Decatur, GA 30032 | 404.371.6210

TO: Jovan Hooper, Procurement Manager
FROM: Felecia A. Green, Deputy CIO
SUBJECT: Rescind JustWare Award to Journal Technologies
DATE: April 14, 2025

We are formally requesting that the contract awarded to Journal Technologies as a sole source provider for probation case management software (Agenda Item 2023-0431) be rescinded, in alignment with the request from the State Court of DeKalb County, including the Chief Judge and the Chief Probation Officer. Upon further evaluation, the Court leadership has determined that the awarded solution does not meet the long-term operational and integration needs of the Court. After careful consideration, the Court has identified Odyssey E-Supervision as the preferred solution, as it aligns more closely with their requirements for functionality, efficiency, and future scalability.

The Department of Information Technology concurs with the Court's recommendation to proceed with Odyssey E-Supervision. DoIT is already providing support for the Odyssey platform and adopting E-Supervision will align with our strategy to streamline and consolidate applications. This approach will reduce the number of systems we maintain, enhance operational efficiency, and support a more integrated solution for the Court's needs.

Attachments: Memo from State Court
Copy of JustWare Agenda Item

cc: William Jones



STATE COURT OF DEKALB COUNTY

DEKALB COUNTY COURTHOUSE
556 N. MCDONOUGH STREET
SUITE 3230
DECATUR, GEORGIA 30030-3356

CHAMBERS OF
MIKE JACOBS
CHIEF JUDGE

TELEPHONE: 404-371-2300

February 4, 2025

William E. Jones, Chief Information Officer
Department of Innovation & Technology, DeKalb County Government
Manuel J. Maloof Center
1300 Commerce Drive, 6th Floor
Decatur, Georgia 30030

RE: Electronic Probation Case Management System for the Probation Department of the State Court of DeKalb County

Dear Mr. Jones:

I write to you in my role as Chief Judge of the State Court of DeKalb County to express my support for Chief Adult Probation Officer Jumaane Davis' decision to select a different electronic probation case management system for his department. This system would replace a system presently utilized by the Probation Department of the State Court of DeKalb County. The existing electronic probation case management system is known as "E-Probation," supplied by Journal Technologies. The alternative system selected by Chief Davis is known as "Enterprise Supervision," supplied by Tyler Technologies.

Chief Davis has decided that Tyler Technologies' "Enterprise Supervision" system is better attuned to the needs of his department because, among other things, that system better integrates with other electronic case management systems utilized by the Probation Department of the State Court of DeKalb County and the Clerk of the State Court of DeKalb County that are supplied by the same vendor. I concur with Chief Davis' view. I have attached a letter from Chief Davis further explaining the basis for his decision. To the extent that you would like to discuss this matter with me directly, please feel free to reach out through my judicial assistant, Tamika Thompson, tnthompson@dekalbcountyga.gov.

Sincerely,

A handwritten signature in black ink that reads "Mike Jacobs". The signature is fluid and cursive, with a long horizontal line extending from the end.

MIKE JACOBS, Chief Judge
State Court of DeKalb County

Attachment



DeKalb County State Court Probation Office

556 North McDonough Street
Administrative Tower
Third Floor, Suite 300
Decatur, Georgia 30030
Main: (404) 371-2822; Fax: (404) 371-2595

Jumaane H. Davis, Chief Adult Probation Officer

Gloria F. Hardy, Asst. Chief Adult Probation Officer

January 12, 2025

To: Felicia Green, Deputy CIO

In February 2023, the BOC approved an award for Journal Technologies E-Probation to former Chief Adult Probation Officer, Willie Hopkins and the DeKalb County State Court Probation Department. Former Chief Adult Probation Officer, Willie Hopkins retired December 31, 2023 of which current Chief Adult Probation Officer, Jumaane Davis was appointed the following month on January 26, 2024. Since that time, Chief Davis has evaluated the current case management system, Justware and E-Probation, serviced by Journal Technologies along with other probation case management systems from other vendors. As of December 2024, through a careful vetting process that included in-person and virtual meetings, Chief Davis has concluded that a different vendor, Tyler Technologies provides the best, case management system for the DeKalb County State Court Probation Department. Tyler Technologies "Enterprise Supervision" provides the department a chance to successfully supervise probation cases into the future that keeps up with the rigor of holding probationers accountable and keeping the citizens of DeKalb County, Georgia safe. Tyler Technologies "Enterprise Supervision" case management system helps officers in tracking probationers whereabouts through internal and external technology services using cell phones, laptops etc. Enterprise Supervision also has the convenience of having an in-house payment mechanism for probationers instead of having to outsource to a different company. Enterprise Supervision will also help to maintain accurate, accountable financial records for auditing purposes within DeKalb County Government and the State of Georgia. Tyler Technologies currently services the DeKalb County Sheriff's Office, DeKalb County State and Superior Courts case management system in Odyssey that can integrate with their Enterprise Supervision probation case management systems. Tyler Technologies Enterprise Supervision case management system is also currently being used by the Bibb County State Court Probation. Chief Davis and his team visited with Bibb County State Court Probation who gave an excellent grade and demonstrated some of the capabilities and functions of how it has benefited their agency over the past 10 years.

The above reasons is why Chief Adult Probation Officer, Jumaane Davis has decided to choose a different vendor from Journal Technologies "E-Probation" to Tyler Technologies "Enterprise Supervision." This decision was spearheaded by Chief Davis and authorized, approved and supported by State Court Clerk, Kimberly Brock, State Court Judge, Alvin Wong and Chief State Court Judge, Mike Jacobs.

Yours In Service,

Jumaane H. Davis

Jumaane H. Davis

Chief Adult Probation Officer

Cell: (404) 849-8108

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jhdavis@dekalbcountyga.gov