



How a Social Services Organization Works With Current and Former Offenders to Reduce Crime

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PW 18



**Limitless possibilities.
Real results.**

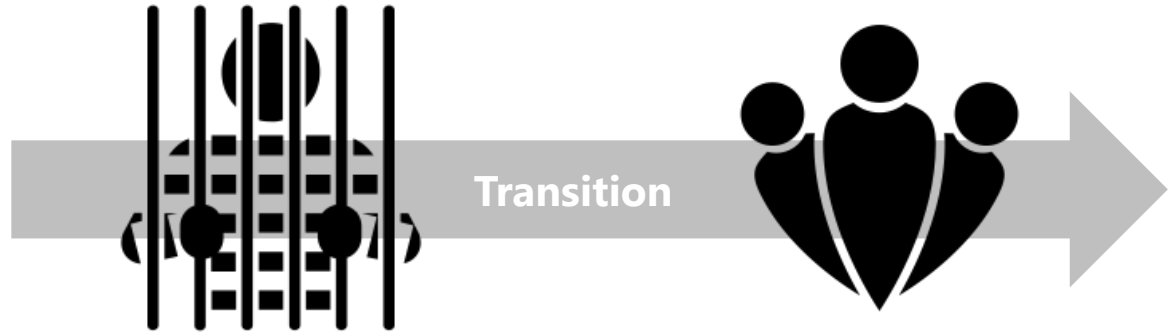
ACSO: Create Another Chance

- ACSO was established in 1983 as a small independent volunteer agency for ex-prisoners
- In 2018, we are the largest not-for-profit in Australia, delivering innovative- and evidence-based prisoner rehabilitation programs
- Services are targeted at +15,000 high risk, complex offenders per year
- Locations across Victoria, New South Wales & Queensland (Australian Eastern Seaboard)
- Revenue of \$40m+ per year
- 400+ employees



ACSO: Ending the Cycle of Crime

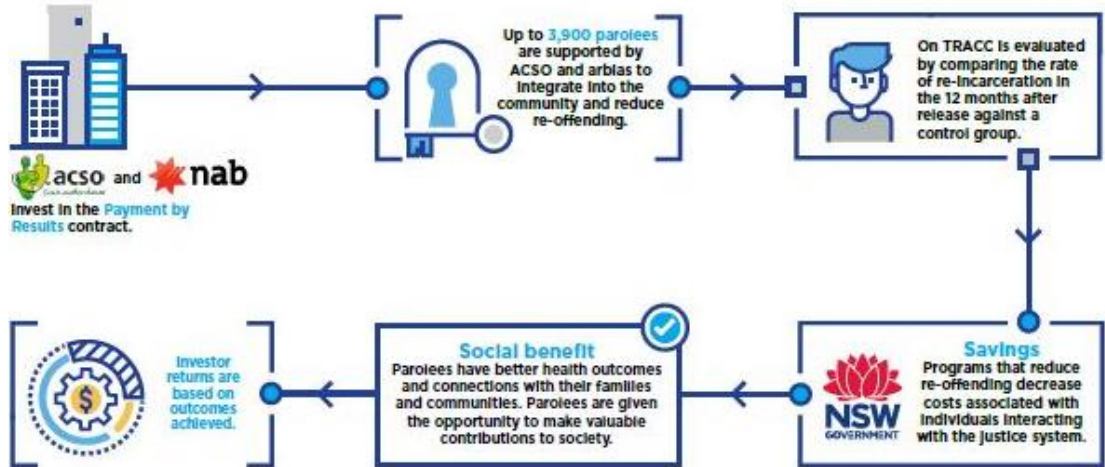
- Established by **Stan McCormack**: a former offender who wanted to set up a halfway house for ex-prisoners
- Our Mission: ***"We help people transition from prison, assist them in the community, stop them from re-offending and intervene to divert others from committing crime"***



ACSO and Pega 7: Innovating Community Safety

- First and only 'non prison' Social Impact Bond to stop high risk offenders from returning to prison
- Pega 7 'branded' as OSCA CMS
- Integrated technology for case workers: real time, mobile data collection analysis and reporting

On TRACC Social Impact Investment
Helping parolees re-integrate into the community,
and reduce cycles of offending



ACSO: Operating Environment



You Want Risk? I'll Give You Risk...



**“Critical Market Failure”
=
Transfer of Risk**

“The Not for Profit sector is facing an efficiency dilemma and hundreds of charities should merge or disappear altogether because too many of them are wasting valuable resources competing with each other”

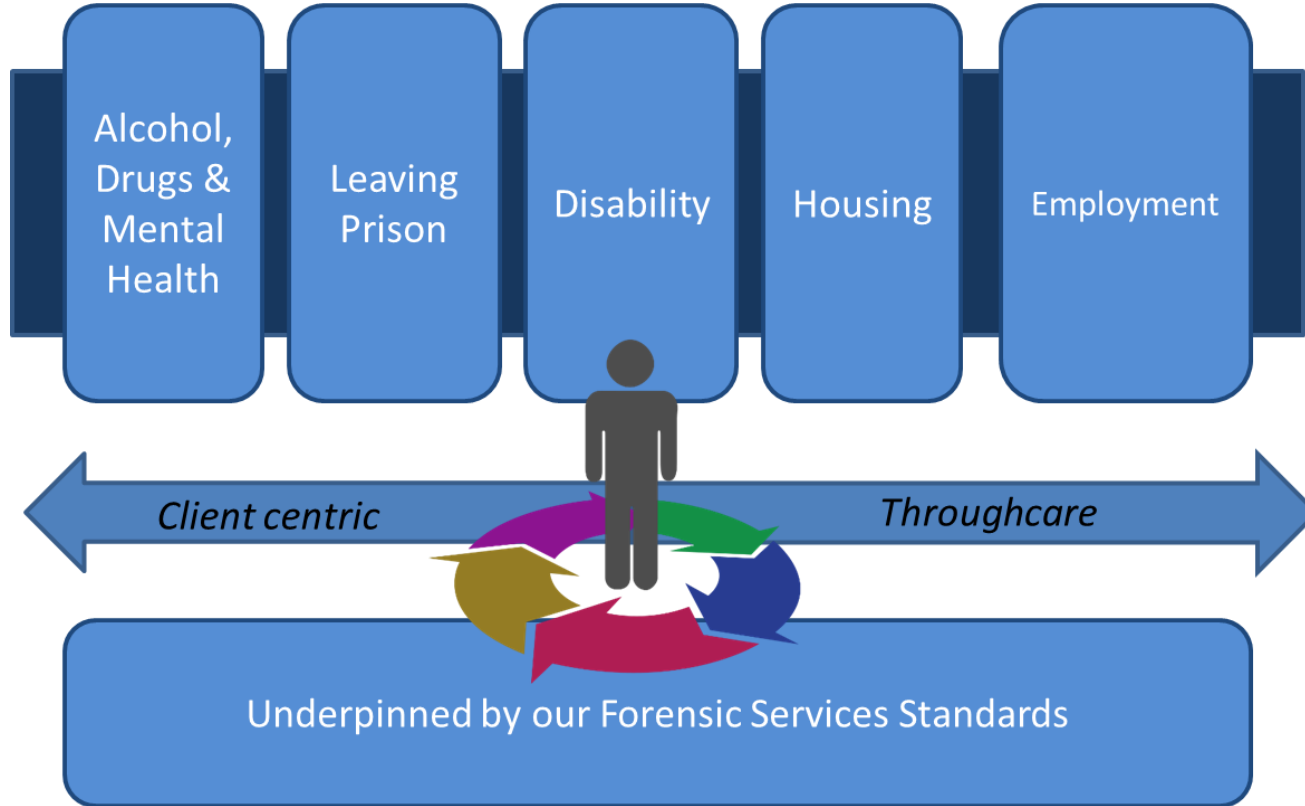


**Risk of harm to community
and employees**



**‘Catastrophic’ offences
=
Chaotic policy environment**

The Business, It's Information and OSCA Goals

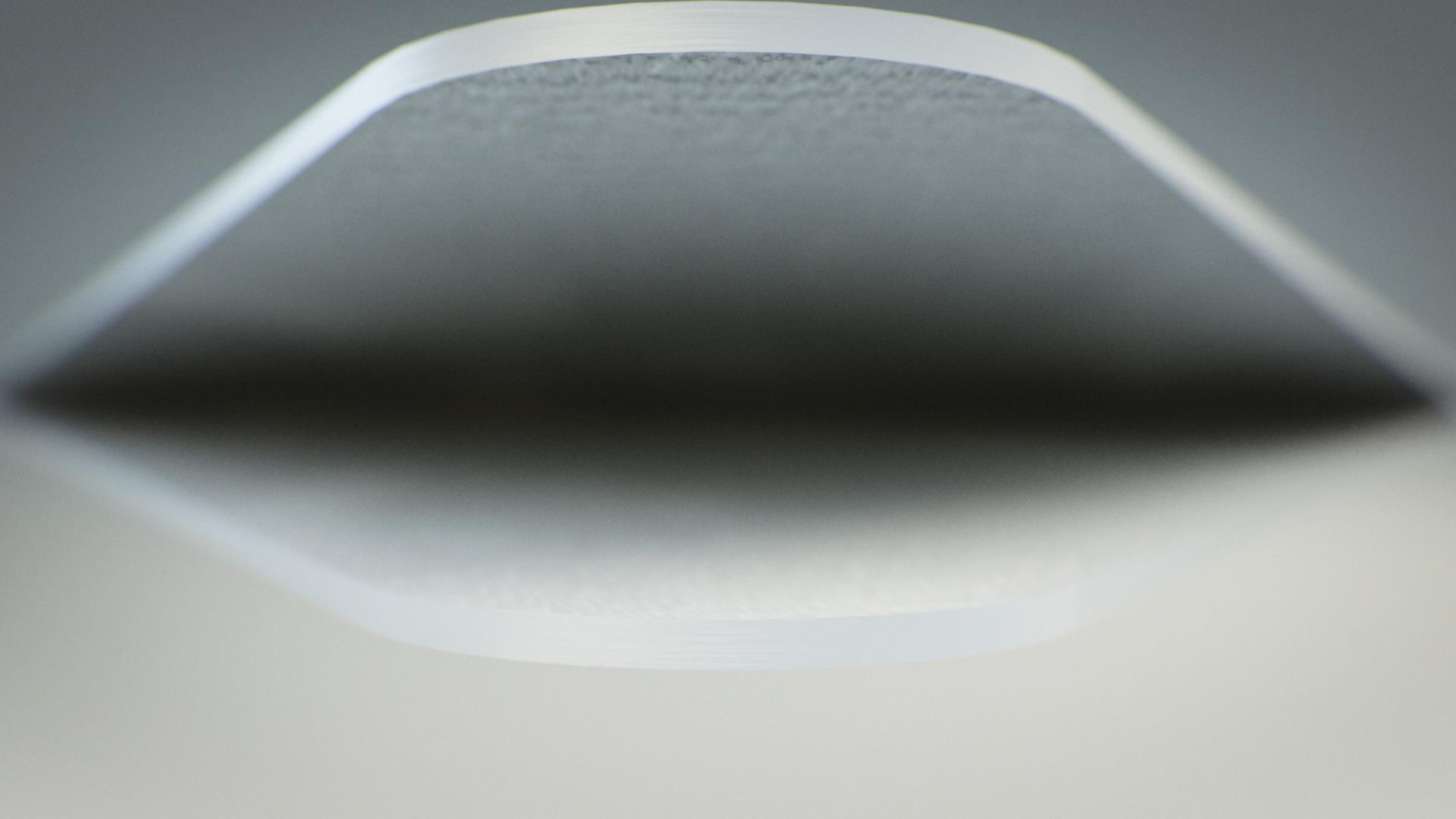


The Business, It's Information and OSCA Goals



End mass incarceration

Getting Stakeholders on Board



Why Did We Choose Pega?

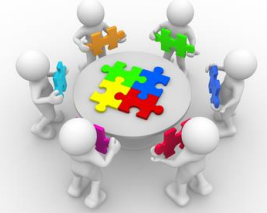
I need a change!



Operations



IT: Focus on BA's (not Developers)



```
public class ew1 extends HttpServlet {  
    private final static BASE_DIR = "tmp/";  
  
    public void doGet(HttpServletRequest request, HttpServletResponse response)  
        throws ServletException, IOException {  
        String filename = request.getParameter("fn");  
        if ((filename.indexOf(".") != -1) && !filename.startsWith(".")) {  
            File pdfReport = new File(BASE_DIR + filename);  
            response.setContentType("application/octet-stream");  
            response.setContentLength(pdfReport.length());  
            response.setHeader("Content-Disposition", "attachment; filename=\"" + pdfReport.getName() + "\"");  
  
            FileInputStream input = new FileInputStream(pdfReport);  
            ServletOutputStream output = response.getOutputStream();  
            try {  
                int readLen = 0;  
                byte[] buffer = new byte[1024];  
                while ((readLen = input.read(buffer)) > 0) {  
                    output.write(buffer, 0, readLen);  
                }  
            } finally {  
                input.close();  
            }  
        } else {  
            PrintWriter out = response.getWriter();  
            out.println("Access Denied.");  
        }  
    }  
  
    public void doPost(HttpServletRequest request, HttpServletResponse response)  
        throws ServletException, IOException {  
        doGet(request, response);  
    }  
}
```

No code

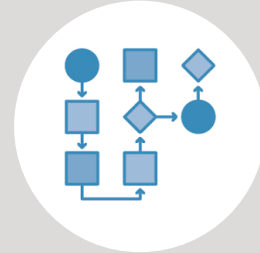
Case Workflow



Client Relationship Management



Business Process Management

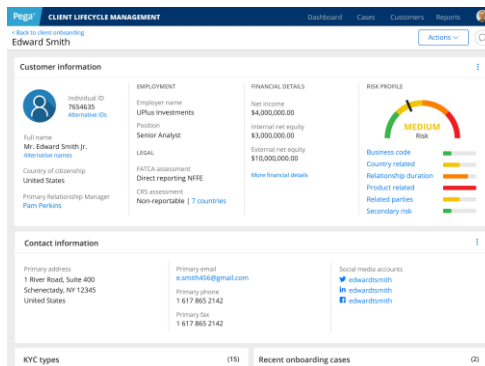


Integrated end to end

What It's Meant for ACSO



Efficient workflows:
Lockstep processing



Single client view



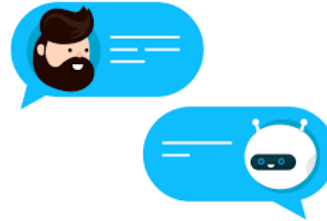
Rapid deployment



We are closer to our customers than ever
before: we get pitched for business

What's Next?

- Obviously migrate all legacy program types: build data
- Utilise Decisioning / Predictive Analytics: find what works best for maximising client outcomes
- AI and Machine Learning: Chatbots; Automating repetitive functions, etc.





PEGA[®]

Build for Change[®]