



## Protocol Global Solutions Case Study

# Case Management Application provides multi-tiered deliverables to State Department of Corrections.

### KEY PROJECT DELIVERABLES

- IVR Low Supervision Check In Line
- Web-based Case Management System
- Interfacing of Databases between Protocol and the State
- 24/7 Presence to other agencies and the community
- Automated processing of all Holds/Releases
- 100% Interfaced Electronic Monitoring and Violation Processing with equipment vendor into Protocol system
- Referral/Audit/Billing processes for Service Providers, Mental Health Providers, and County Jails
- Community Transition/ Halfway House Referral and Tracking system
- NCIC Terminal for 24 hour processing of all Name and Fingerprint Hits
- Offender Fee Collection
- Real Time Reporting available 24/7 for any data needed
- Protocol Pager Monitoring Program

### Project Scope

Services performed for 16,000 cases utilizing a Web-based Case Management application, IVR Telephone Reporting System, Data Entry services and Fee Collections.

Protocol provides 24 hour assistance to Department of Corrections personnel and offenders utilizing 150 trained and background checked operators. Protocol centralizes data for this Agency by allowing parole officers to dictate case contacts, leave messages, and requests warrants to operators 24/7. This eliminates data processing by officers and provides real time case management information. Protocol also interfaced an IVR telephone reporting system that allows offender to do daily, weekly, and monthly check ins. The operators are available 24/7 to decipher IVR exceptions, receive general calls from the offenders, and any movement needed for electronic monitoring. All information received by the 24 hour facility is relayed real time to the Officers to include exceptions and messages to name a few as well as any other data captured by the facility. Additional services provided to the Department of Corrections by Protocol also include: Referral processes for Service Providers, Mental Health Providers and Halfway House placement, Warrant processing, Level of Supervision Inventory system, Caseload Compliance, Automated Documents, Sex Offender Registry, NCIC Terminal at facility monitored 24/7 for Name and Fingerprint Hits, Monitor County Jail Placement and length of stay for Technical Parole Violator Billing and a Protocol Pager Monitoring Program for Homeless Offenders.

### System Approach

The implementation of our services for the Department of Corrections was part of a multi-phase process. Protocol worked with the Agency to design and create an outline for the software that would be used and IVR line options. In addition, there was also a script created to determine how our live operators would handle any/all call scenarios that were received. The next phase was the development of the software and IVR line which was developed and met within the requested timeframe. After development completion we ran through multiple tests of both the software and IVR and sample phone calls to be sure we were ready to fully launch the project. The final phase consisted of both Statewide Training of all Officers and staff, as well as internal training of all operators at Protocol. Once completed the roll-out on both sides was highly successful and completed within all deadlines set.

Throughout the entire above listed process and for continued projects after the roll-out, Protocol has a dedicated Account Manager that coordinates all efforts, timelines, training and meetings. The Account Manager is sure to keep all parties,





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including the Agency, IT Personnel, Protocol Operations, and any other designated party, up to date at all times and continually provides updated versions of documents, timelines, and other necessary information. In addition, the Account Manager will also develop training materials and outlines to be utilized and referenced by any and all agencies involved with the project. The Account Manager will also be available for travel to the Agency to provide on-site training and to attend meetings as needed and/or requested by the Agency.

#### Results and Benefits

For the Department of Corrections there was no charge for any development or ongoing development of their Web-based system that Protocol developed and continues to maintain. This has been a major benefit to the Agency to be able to custom create a system that handles all of their needs and continue adding to it each year without budget concerns for programming and programming time. All deadlines were met and have continued to be met for each new project we continue to complete for this Agency.

In addition, our services are partially paid by offender fee collections which we handle and maintain all within Protocol. Fee collection covers 40% of our invoice with the other 60% coming from general revenue by the Agency. Protocol does cover all costs of remittance envelopes provided to the offenders to send in payment and also all transaction fees. The Agency did have the option to be 100% fee collection based for payment but declined and decided on the 40% ratio instead.

The Agency has also implemented a complete referral, auditing and billing system on the Protocol web-based system for all Service Providers, Mental Health Providers and County Jail Technical Parole Violators. The State has seen a big reduction in funding paid out to these vendors resulting in more State funds available to be allocated elsewhere.

Since starting service with Protocol, the Agency has been able to pull all of their data into one centralized database. Increased productivity has been a noticeable difference within their Officers, this has been proven through the ability to take on higher caseloads and a greater percentage of Officers reaching their monthly compliance requirements which are tracked on the Protocol system. Officers also have the additional benefit of accessing the system at any time via PDA or cellular laptop and also by calling into a live operator 24/7 for any assistance needed.



To discover how Protocol can add value to your customer relationships, call 1-888-251-1854 or visit [www.ProtocolCorrections.com](http://www.ProtocolCorrections.com).

