



Protocol Global Solutions Case Study

Enhanced Supervision for Community Corrections

CHALLENGE

- Current 9 to 5 program limits productivity with increased paperwork, double data entry, limited stats access and data retrieval.

SOLUTION

- Creation of AMS and CWISE case management systems allows 24/7 data input and management, fields case communications, multi-tier reporting, electronic tracking, and eliminates agent handling of inbound/outbound calls.

RESULTS

- Parole Officers are in the field full time.
- Program is economically expanded to 24/7.
- 100% offender tracking.
- 100% accountability at the Offender, Parole Officer, and Supervisor levels.
- Significant reduction in data entry time and paperwork.
- States able to place higher percentage of offenders on supervision.
- Lower staff turnover, increased job satisfaction.

Since 1994 Protocol has automated and provided 24-hour services for offenders on electronic monitoring, curfew, and regular parole. Protocol currently monitors over 50,000 offenders in 20 states providing electronic monitoring, curfew monitoring, fee collection, case management, and communication liaison for parole officers and parolees.

Protocol focuses on agencies that need 24-hour supervision of clients on electronic monitoring and parole. Protocol manages all electronic monitoring violations, curfews, offender calls, officer contacts and any other communications regarding an offender's case. This delivers to officers and their management the opportunity to manage on a case by case basis. At the same time, this allows centralization of data and the application of agency policies and procedures.

Protocol also specializes in tracking attendance at mandatory programs such as school, aftercare, and court dates. Protocol has 170 trained correctional specialists working the 24 hour data center collecting information that is created by Community Corrections' Agencies. This allows agencies the option to enter data via the internet, contact the data center directly via phone or fax for increased efficiencies allowing for higher caseloads without additional work.

Protocol maintains a 125 seat, corrections specific data center. The center has multiple authorized key access entry and exit points, closed circuit cameras and all inbound and outbound calls are recorded and stored for 5 years. The datacenter plant security features include gas fire suppression, redundant air conditioning system, elevated floor, dual UPS system, and a myriad of security cameras and alarms in the secured computer room. Natural gas and diesel generators provide ongoing power in case of an extended electrical outage. Protocol utilizes multiple internet providers and long-distance telephone providers to mitigate the occurrence of a communication outage. Protocol's datacenter has a secure network environment using Cisco and PIX firewalls supporting packet filtering and web-based traffic monitoring. The network includes an isolated subnet for production systems and an enterprise anti-virus solution. Protocol maintains all hardware in a secure, climate controlled data center.

Below please find the uniquely bundled services offered by Protocol for our government agencies:

- Integrated Web Based and Live Operator Case Management System
- Real Time Data Entry Service
- Approved Movement for Offenders with Verification
- Outbound Attendance Verification
- Interactive Voice Response Systems
- Fee Collections
- System Integration
- Full Service GPS Monitoring
- Full Service RF Monitoring
- 24-Hour Dispatch
- Warrant Issuance

To discover how Protocol can add value to your customer relationships, call 1-888-251-1854 or visit www.ProtocolCorrections.com.

protocol

GOVERNMENT SOLUTIONS
Saving agencies time and money

