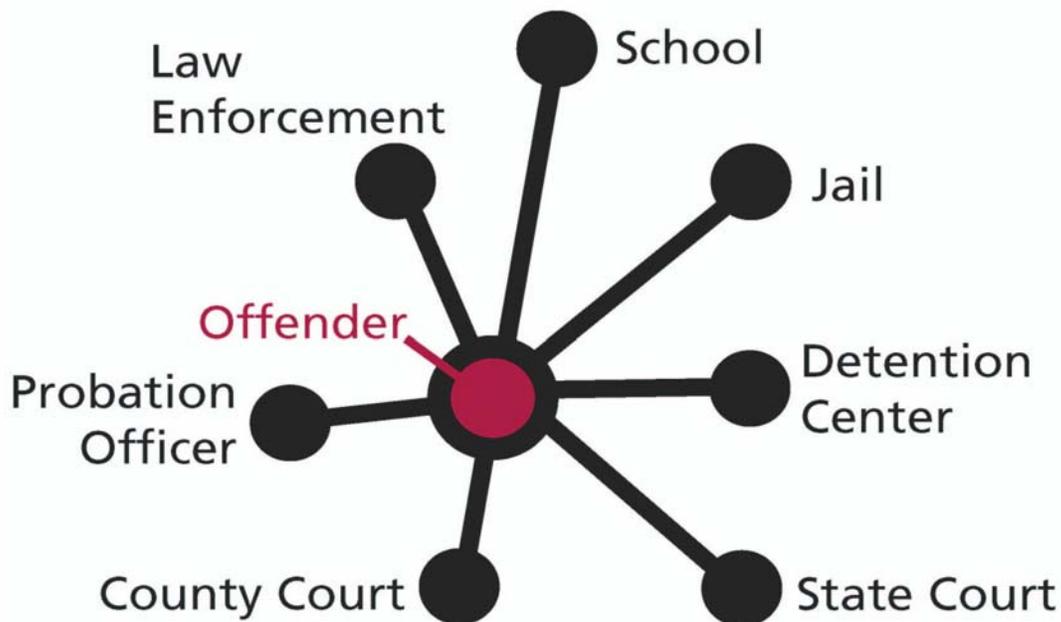




***Make Better Decisions With Better
Access To The Information***



**Court Probation
Facility Management
Juvenile Assessment
Day Treatment**

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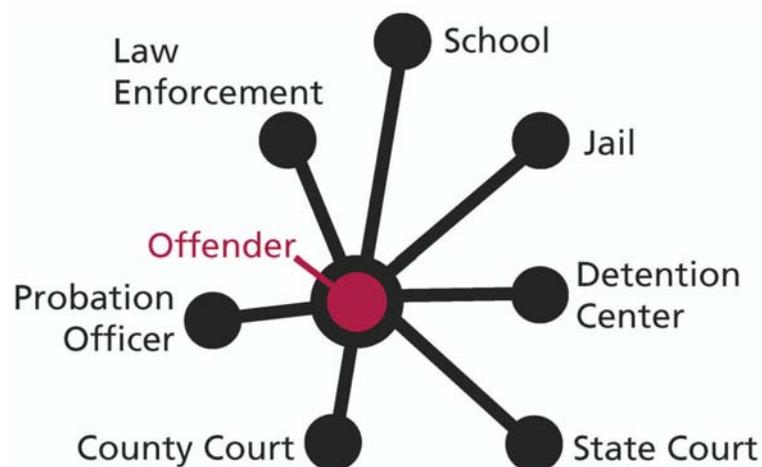


Mission

To be a primary and effective resource for criminal justice professionals effecting positive change in the lives of offenders and their families, accountability to victims, and protection of the public.

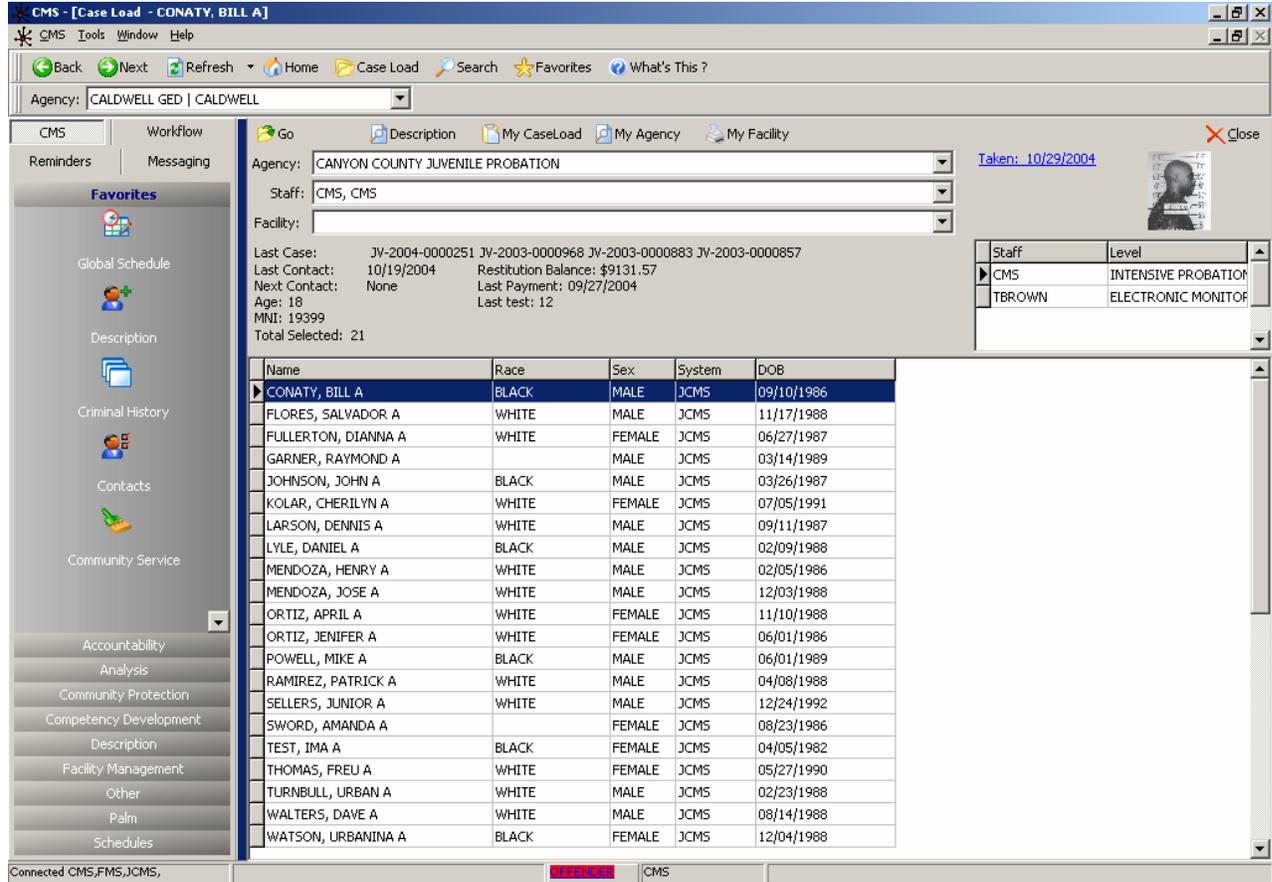
Overview

Case Management Systems (CMS) provides a complete probation case management and facility management solution to criminal justice professionals across the United States. Its software products track information of an offender throughout the criminal justice system – allowing better communication within individual offices and across physical and agency boundaries. Agencies benefiting from information sharing include schools, law enforcement agencies, courts, detention centers, jails, and probation departments. By reducing paperwork and improving communication among these authorities, CMS products make it easier to keep tabs on the details while enabling staff to focus on the people -- ensuring that nothing and “nobody” slips between the cracks



Screen Shots

At a Glance, line staff and supervisors can keep abreast of who's in custody in which facility, and which jurisdiction (including adult or juvenile) is supervising which offender:



The screenshot shows the CMS Case Load interface for CONATY, BILL A. The interface includes a sidebar with navigation options such as Reminders, Workflow, and Favorites. The main area displays case details for CANYON COUNTY JUVENILE PROBATION, including a list of staff members and their levels.

Name	Race	Sex	System	DOB
CONATY, BILL A	BLACK	MALE	JCMS	09/10/1986
FLORES, SALVADOR A	WHITE	MALE	JCMS	11/17/1988
FULLERTON, DIANNA A	WHITE	FEMALE	JCMS	06/27/1987
GARNER, RAYMOND A		MALE	JCMS	03/14/1989
JOHNSON, JOHN A	BLACK	MALE	JCMS	03/26/1987
KOLAR, CHERILYN A	WHITE	FEMALE	JCMS	07/05/1991
LARSON, DENNIS A	WHITE	MALE	JCMS	09/11/1987
LYLE, DANIEL A	BLACK	MALE	JCMS	02/09/1988
MENDOZA, HENRY A	WHITE	MALE	JCMS	02/05/1986
MENDOZA, JOSE A	WHITE	MALE	JCMS	12/03/1988
ORTIZ, APRIL A	WHITE	FEMALE	JCMS	11/10/1988
ORTIZ, JENIFER A	WHITE	FEMALE	JCMS	06/01/1986
POWELL, MIKE A	BLACK	MALE	JCMS	06/01/1989
RAMIREZ, PATRICK A	WHITE	MALE	JCMS	04/08/1988
SELLERS, JUNIOR A	WHITE	MALE	JCMS	12/24/1992
SWORD, AMANDA A		FEMALE	JCMS	08/23/1986
TEST, IMA A	BLACK	FEMALE	JCMS	04/05/1982
THOMAS, FREU A	WHITE	FEMALE	JCMS	05/27/1990
TURNBULL, URBAN A	WHITE	MALE	JCMS	02/23/1988
WALTERS, DAVE A	WHITE	MALE	JCMS	08/14/1988
WATSON, URBANINA A	BLACK	FEMALE	JCMS	12/04/1988

Case Management Systems organizes the data for the users so that you can find exactly what you are looking for. Using a format similar to MS Outlook, the organization of the screen facilitates maneuvering effortlessly throughout the application. In addition, users can specify their own list of "Favorites" so that they can customize their own screens and find exactly what they are looking for.

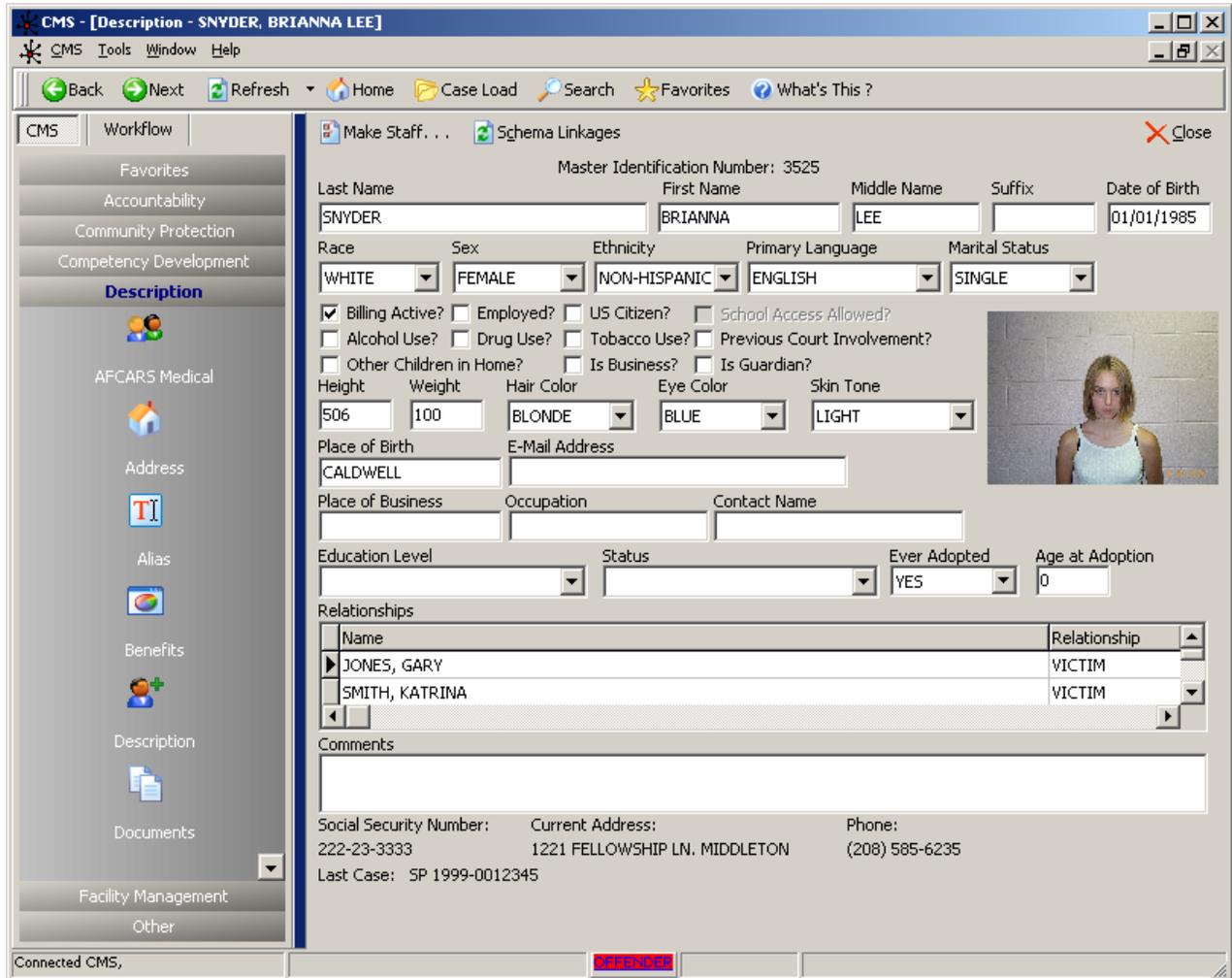
Navigating throughout an application has never been so easy. At any given point in the application, it should never take a user more than one-to-two mouse clicks (or one-to-two taps on the keyboard using hot-keys) to get where they need to go.

A glance at the CMS Navigator section (left side of screen) shows access to the numerous CMS screens, important Reminders, Workflow templates, and instant Messaging. These tools broaden the scope of what a staff member can keep track of and manage. Also, the red flag in the middle bottom of the screen provides visual warning sign that there is something significant about the individual in focus: either an outstanding warrant or an officer safety issue.

With so much information at your finger-tips, criminal justice professionals make better decision with better access to the information.

Demographics:

Make the offender demographics easy to find and read:



The screenshot shows the CMS application interface for offender Brianna Lee Snyder. The window title is "CMS - [Description - SNYDER, BRIANNA LEE]". The interface includes a navigation menu on the left with options like "Favorites", "Accountability", "Community Protection", "Competency Development", "Description" (selected), "AFCARS Medical", "Address", "Alias", "Benefits", "Description", "Documents", "Facility Management", and "Other". The main content area displays the offender's details:

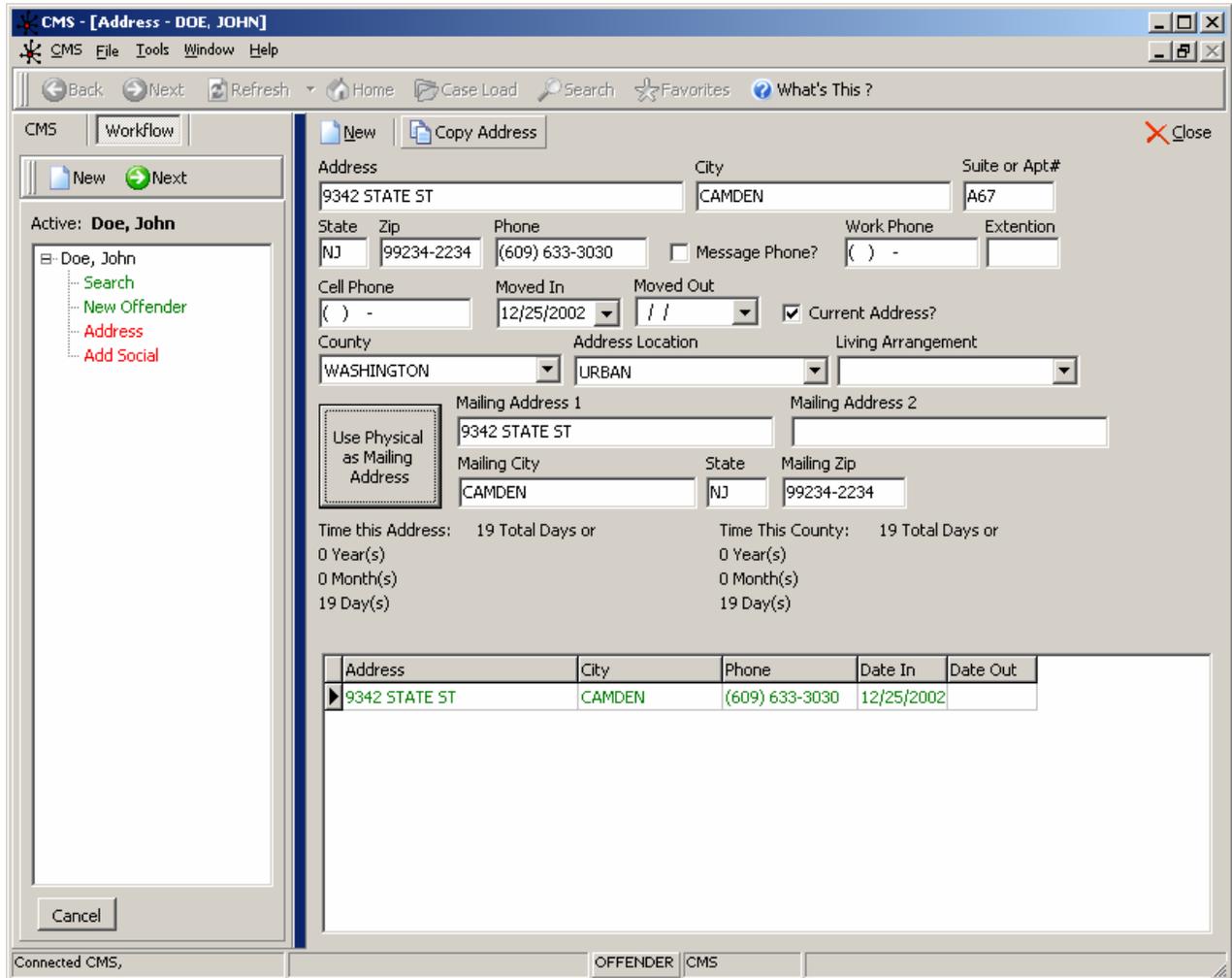
- Master Identification Number: 3525
- Last Name: SNYDER, First Name: BRIANNA, Middle Name: LEE, Suffix: , Date of Birth: 01/01/1985
- Race: WHITE, Sex: FEMALE, Ethnicity: NON-HISPANIC, Primary Language: ENGLISH, Marital Status: SINGLE
- Checkboxes: Billing Active? (checked), Employed? (unchecked), US Citizen? (unchecked), School Access Allowed? (unchecked), Alcohol Use? (unchecked), Drug Use? (unchecked), Tobacco Use? (unchecked), Previous Court Involvement? (unchecked), Other Children in Home? (unchecked), Is Business? (unchecked), Is Guardian? (unchecked)
- Physical Attributes: Height: 506, Weight: 100, Hair Color: BLONDE, Eye Color: BLUE, Skin Tone: LIGHT
- Place of Birth: CALDWELL, E-Mail Address: (empty)
- Place of Business: (empty), Occupation: (empty), Contact Name: (empty)
- Education Level: (empty), Status: (empty), Ever Adopted: YES, Age at Adoption: 0
- Relationships Table:

Name	Relationship
JONES, GARY	VICTIM
SMITH, KATRINA	VICTIM
- Comments: (empty text area)
- Social Security Number: 222-23-3333, Current Address: 1221 FELLOWSHIP LN. MIDDLETON, Phone: (208) 585-6235, Last Case: SP 1999-0012345

The CMS application is about information sharing and providing information to those who need it to make the best possible decisions. Through the use of automatic email notifications your department can facilitate even better communication with your school organizations, law enforcement community or other entities working with the same offenders. Some examples of how jurisdictions have made use of the email notifications: 1) Input of a warrant triggers the software to send an email notification to all the school resource officers (law enforcement) notifying them of the existence of the warrant; 2) When an offender is “booked” into a facility, the software automatically sends an email notification to the probation officer assigned to the case. Simultaneously, the software can send an email to the principal of the school that the offender is supposed to be attending; 3) When an offender gets a “write-up” of a sexual nature, while in-custody in your detention center, the software can send an automatic email to the superintendent of the facility and simultaneously to the District Attorney’s office. These are just a couple of examples of the many possibilities about how CMS facilitates better communication.

Workflows:

Implement and enforce policy via our Workflow tools.



The screenshot shows the CMS software interface with a workflow for adding a new offender address. The form includes the following fields and data:

- Address:** 9342 STATE ST
- City:** CAMDEN
- Suite or Apt#:** A67
- State:** NJ
- Zip:** 99234-2234
- Phone:** (609) 633-3030
- Work Phone:** () -
- Extention:**
- Cell Phone:** () -
- Moved In:** 12/25/2002
- Moved Out:** / /
- Current Address?:**
- County:** WASHINGTON
- Address Location:** URBAN
- Living Arrangement:**
- Mailing Address 1:** 9342 STATE ST
- Mailing Address 2:**
- Mailing City:** CAMDEN
- Mailing State:** NJ
- Mailing Zip:** 99234-2234
- Time this Address:** 19 Total Days or 0 Year(s), 0 Month(s), 19 Day(s)
- Time This County:** 19 Total Days or 0 Year(s), 0 Month(s), 19 Day(s)

Address	City	Phone	Date In	Date Out
▶ 9342 STATE ST	CAMDEN	(609) 633-3030	12/25/2002	

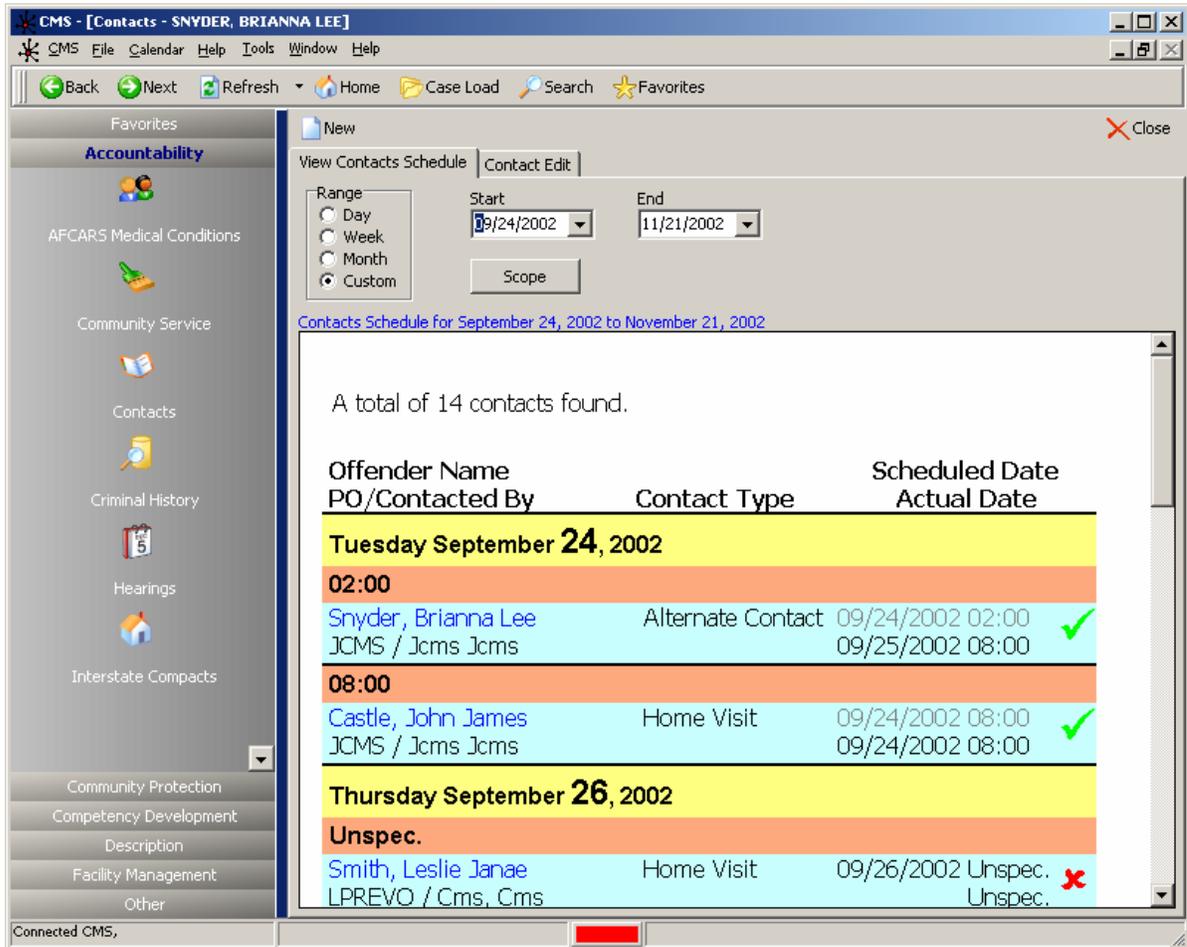
Workflows were created so that policy could be implemented via your case management tool by enforcing that specific data elements are required when entering new information. For example, in the above screen shot, the workflow is stepping the user through the screens necessary when putting a new offender.

Workflows may be established for just about any scenario that requires information on a series of screens be entered. Examples include entering a new offender, booking an offender into your secure facility, or perhaps a workflow could be established for a supervisor verifying that all the necessary information is in place.

Workflow customization is considered one of the most significant leaps forward since the advent of automated case management Systems. Now you can enforce policy relative to your staff completing their day-to-day activity.

Handheld Computers:

Make contact with the offenders you supervise:



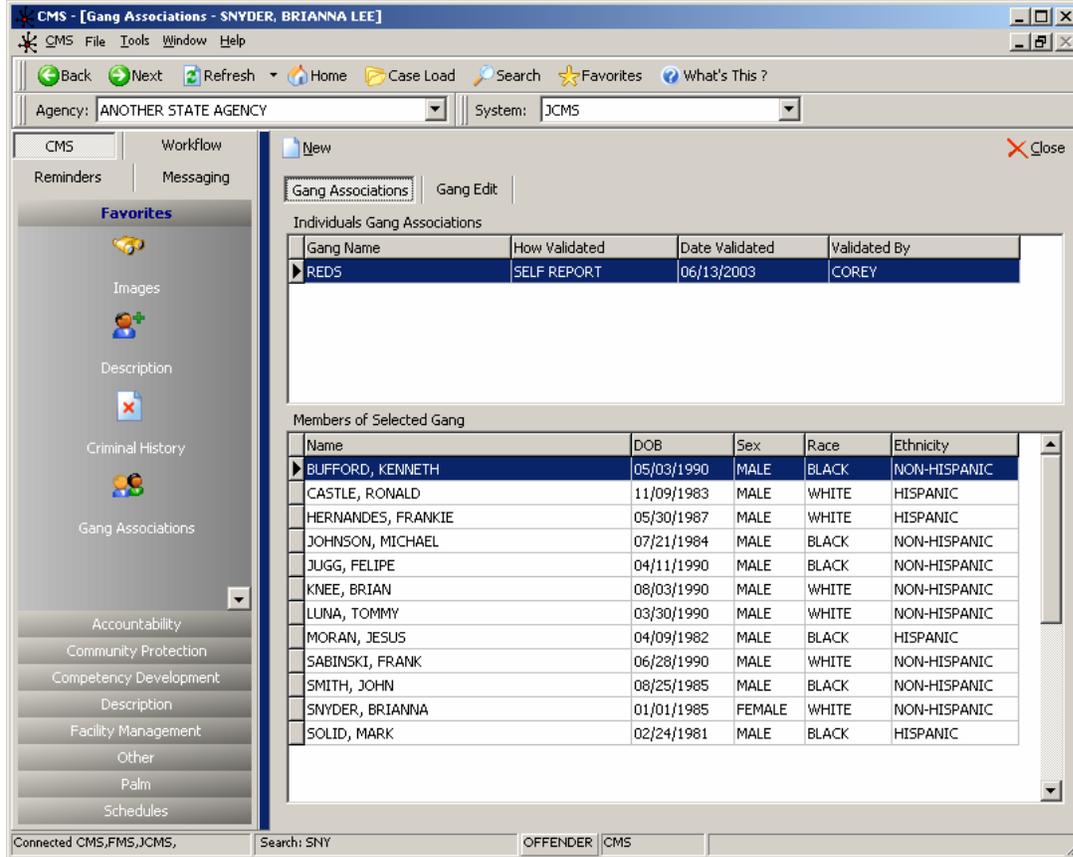
The screenshot shows the CMS software interface for 'Contacts - SNYDER, BRIANNA LEE'. The interface includes a navigation menu on the left with categories like 'Accountability', 'AFCARS Medical Conditions', 'Community Service', 'Contacts', 'Criminal History', 'Hearings', 'Interstate Compacts', 'Community Protection', 'Competency Development', 'Description', 'Facility Management', and 'Other'. The main window displays a 'Contacts Schedule' for the period from September 24, 2002, to November 21, 2002. A summary states 'A total of 14 contacts found.' Below this is a table with columns for 'Offender Name PO/Contacted By', 'Contact Type', 'Scheduled Date', and 'Actual Date'. The table lists several contacts, including Brianna Lee Snyder and John James Castle, with their respective contact types and dates. Some entries have green checkmarks, while one entry for Leslie Janae Smith has a red 'X'.

Offender Name PO/Contacted By	Contact Type	Scheduled Date	Actual Date
Tuesday September 24, 2002			
02:00			
Snyder, Brianna Lee JCMS / Jcms Jcms	Alternate Contact	09/24/2002 02:00	09/25/2002 08:00 ✓
08:00			
Castle, John James JCMS / Jcms Jcms	Home Visit	09/24/2002 08:00	09/24/2002 08:00 ✓
Thursday September 26, 2002			
Unspec.			
Smith, Leslie Janae LPREVO / Cms, Cms	Home Visit	09/26/2002 Unspec.	Unspec. ✗

Our software integrates the use of handheld computers so that case managers can update their information when and wherever they happen to be.



Gangs:



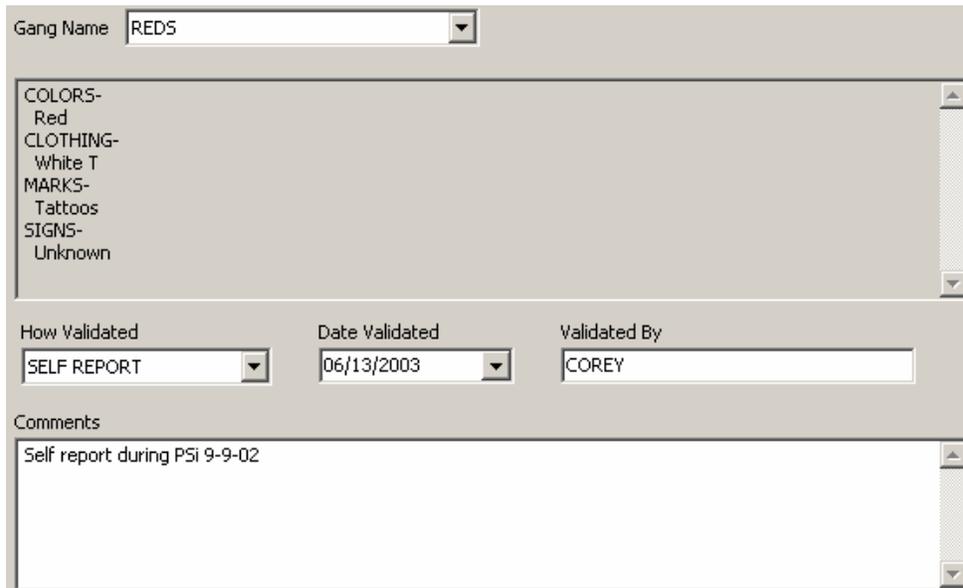
The screenshot shows the CMS software interface. The main window is titled 'CMS - [Gang Associations - SNYDER, BRIANNA LEE]'. The interface includes a menu bar (CMS, File, Tools, Window, Help) and a toolbar with navigation buttons (Back, Next, Refresh, Home, Case Load, Search, Favorites, What's This?). The 'Agency' is set to 'ANOTHER STATE AGENCY' and the 'System' is 'JCMS'. The left sidebar contains various navigation options, with 'Gang Associations' selected. The main content area shows the 'Gang Associations' window with two tabs: 'Gang Associations' and 'Gang Edit'. The 'Gang Associations' tab displays a table of 'Individuals Gang Associations' with columns: Gang Name, How Validated, Date Validated, and Validated By. The 'REDS' gang is selected, and its members are listed in a table below.

Gang Name	How Validated	Date Validated	Validated By
REDS	SELF REPORT	06/13/2003	COREY

Name	DOB	Sex	Race	Ethnicity
BUFFORD, KENNETH	05/03/1990	MALE	BLACK	NON-HISPANIC
CASTLE, RONALD	11/09/1983	MALE	WHITE	HISPANIC
HERNANDES, FRANKIE	05/30/1987	MALE	WHITE	HISPANIC
JOHNSON, MICHAEL	07/21/1984	MALE	BLACK	NON-HISPANIC
JUGG, FELIPE	04/11/1990	MALE	BLACK	NON-HISPANIC
KNEE, BRIAN	08/03/1990	MALE	WHITE	NON-HISPANIC
LUNA, TOMMY	03/30/1990	MALE	WHITE	NON-HISPANIC
MORAN, JESUS	04/09/1982	MALE	BLACK	HISPANIC
SABINSKI, FRANK	06/28/1990	MALE	WHITE	NON-HISPANIC
SMITH, JOHN	08/25/1985	MALE	BLACK	NON-HISPANIC
SNYDER, BRIANNA	01/01/1985	FEMALE	WHITE	NON-HISPANIC
SOLID, MARK	02/24/1981	MALE	BLACK	HISPANIC

In the screen depicted above, a list of all the persons whom are associated with the 'Reds' are displayed.

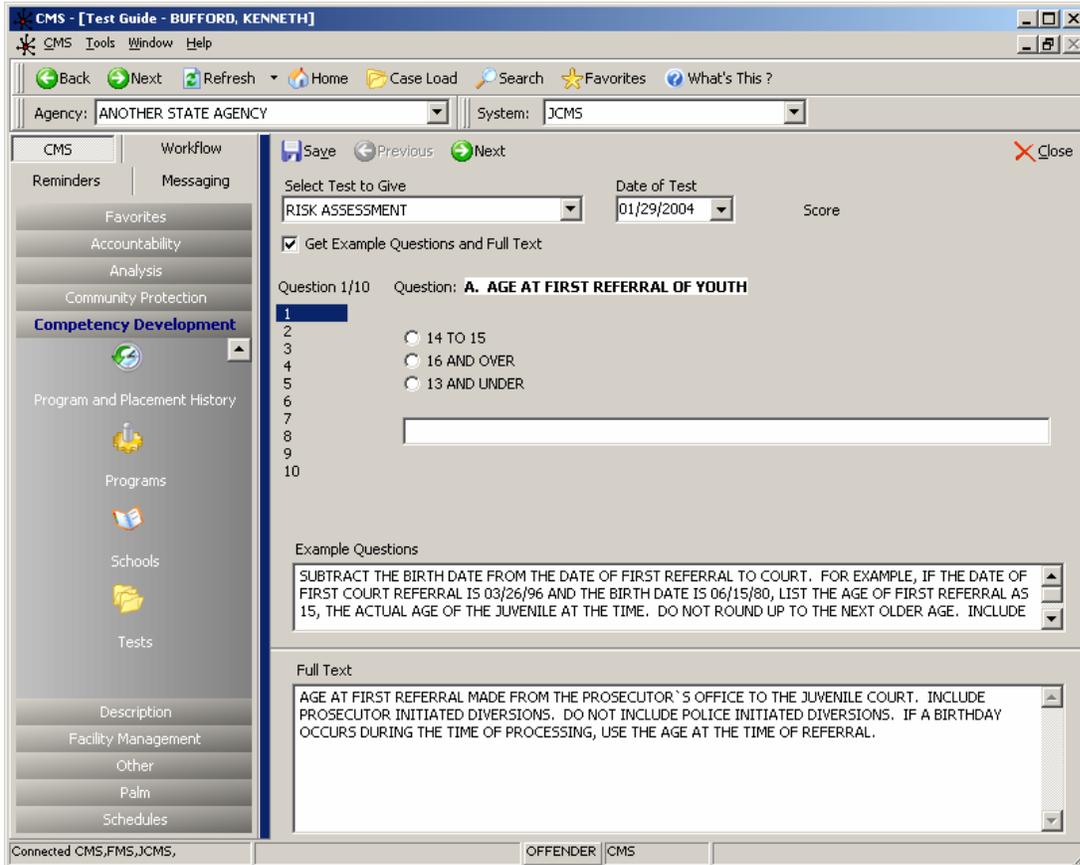
Within the close confines of a facility, it is important to know as much as possible about the offenders you deal with. Gang associations could be one of the most important. The software allows you to track information relative to specific individuals or gang associations in general.



The screenshot shows the 'Gang Edit' window for the 'REDS' gang. The 'Gang Name' is set to 'REDS'. The window displays a list of characteristics for the gang, including 'COLORS- Red', 'CLOTHING- White T', 'MARKS- Tattoos', and 'SIGNS- Unknown'. Below this, the validation information is shown: 'How Validated' is 'SELF REPORT', 'Date Validated' is '06/13/2003', and 'Validated By' is 'COREY'. A 'Comments' field contains the text 'Self report during PSI 9-9-02'.

Risk Assessment:

CMS seamlessly integrates risk, needs and placement assessment tools, and helps you decide which resources are most appropriate to the individual circumstance. “The success of a comprehensive continuum of interventions and sanctions depends on proper identification of specific types of offenders for placement in the various levels of intervention.”¹



The screenshot shows the CMS interface for a Risk Assessment. The window title is "CMS - [Test Guide - BUFFORD, KENNETH]". The navigation bar includes "Back", "Next", "Refresh", "Home", "Case Load", "Search", "Favorites", and "What's This?". The "Agency" is set to "ANOTHER STATE AGENCY" and the "System" is "JCMS".

The main content area is titled "Select Test to Give" and shows "RISK ASSESSMENT" selected. The "Date of Test" is "01/29/2004". There is a "Score" field and a checkbox for "Get Example Questions and Full Text".

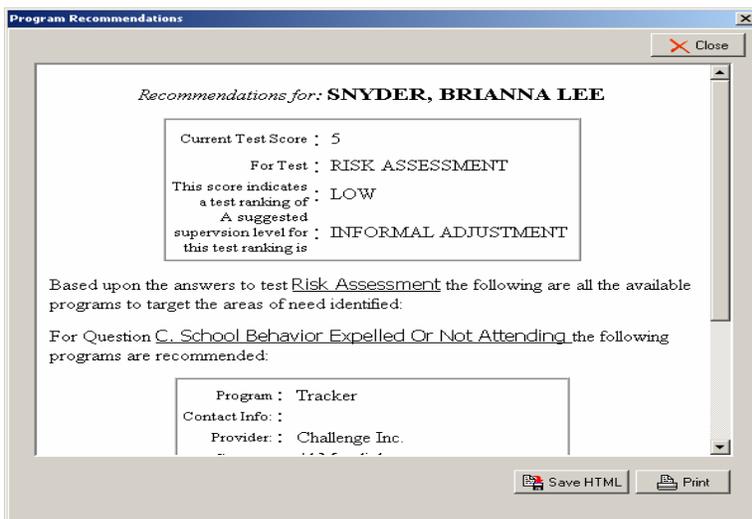
The question displayed is "Question 1/10 Question: A. AGE AT FIRST REFERRAL OF YOUTH". The options are:

- 14 TO 15
- 16 AND OVER
- 13 AND UNDER

 There is a text input field for the answer.

Below the question are sections for "Example Questions" and "Full Text". The "Full Text" section contains the following text:

AGE AT FIRST REFERRAL MADE FROM THE PROSECUTOR'S OFFICE TO THE JUVENILE COURT. INCLUDE PROSECUTOR INITIATED DIVERSIONS. DO NOT INCLUDE POLICE INITIATED DIVERSIONS. IF A BIRTHDAY OCCURS DURING THE TIME OF PROCESSING, USE THE AGE AT THE TIME OF REFERRAL.



The screenshot shows the "Program Recommendations" window. The title is "Program Recommendations" and it has a "Close" button.

The content is as follows:

Recommendations for: **SNYDER, BRIANNA LEE**

Current Test Score : 5
 For Test : RISK ASSESSMENT
 This score indicates a test ranking of : LOW
 A suggested supervision level for : INFORMAL ADJUSTMENT
 this test ranking is

Based upon the answers to test Risk Assessment the following are all the available programs to target the areas of need identified:

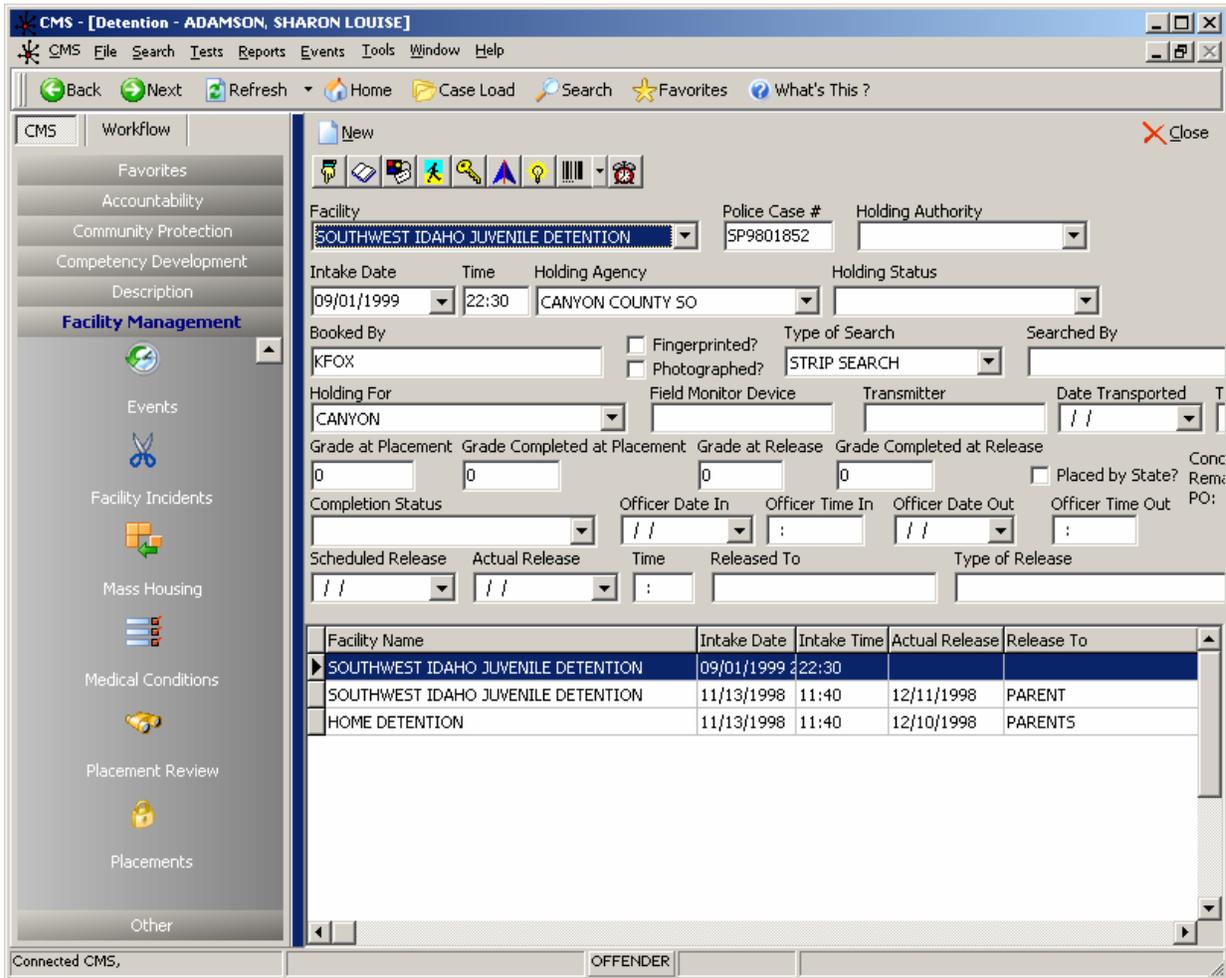
For Question C. School Behavior Expelled Or Not Attending the following programs are recommended:

Program : Tracker
 Contact Info :
 Provider : Challenge Inc.

 At the bottom, there are "Save HTML" and "Print" buttons.

¹James C. Howell, ed. "Guide for Implementing the Comprehensive Strategy for Serious, Violent, and Chronic Juvenile Offenders" (Office of Juvenile Justice and Delinquency Prevention, 1995) p.189

Facility Management:



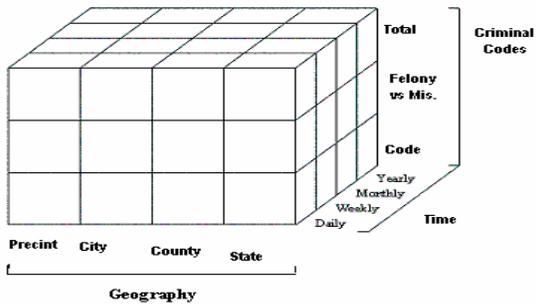
Facility Name	Intake Date	Intake Time	Actual Release	Release To
SOUTHWEST IDAHO JUVENILE DETENTION	09/01/1999	22:30		
SOUTHWEST IDAHO JUVENILE DETENTION	11/13/1998	11:40	12/11/1998	PARENT
HOME DETENTION	11/13/1998	11:40	12/10/1998	PARENTS

The use of handheld computers has recently expanded to utilizing barcode readers. All offender movements in a facility are managed using the handheld computers. This new technology makes more efficient use of staff time all the while reducing liability concerns produced from erroneous data entry.



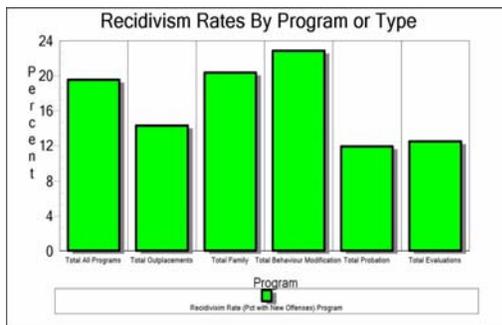
Multi-Dimensional Analysis

Case Management Systems built the CMS product upon a true relational Oracle database. Because of our database platform, and the data structure, Case Management Systems can make use of the sophisticated Oracle On-line Analytical Processing (OLAP) tools that perform multi-dimensional analysis.

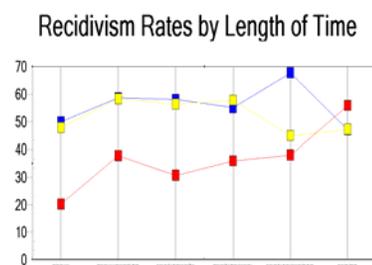
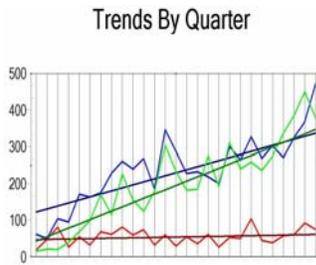
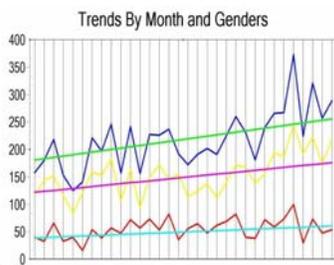


OLAP is a category of software technology that enables analysts, supervisors and administrators to gain insight into the bigger picture via a multi-dimensional model. A multi-dimensional model is a group of data cells arranged by dimensions of the data. Typical dimensions would be time, measures (such as recidivism), gender, race, ethnicity, crimes, geography, etc.

The objective of multi-dimensional analysis is for administrators to gain insight into the meaning of data contained in the database. Some examples may be trend analysis over sequential time periods, slicing subsets of the day-to-day operations, drill-down to deeper levels of consolidation, or rotation to new dimensional comparisons.



Evaluate how effective the different types of programs are in curbing recidivism. With an accurate picture of exactly what is happening after an offender participates in programs you are funding, you can make responsible decisions about where to allocate money in your budgets – and where not to.



Case Management Systems can help jurisdictions develop this type of analysis complete with some “what-if” scenarios and strategy-setting aides to ascertain what impact, if any, their approach toward corrections is actually having. Ultimately, it is now possible to measure the effectiveness of a jurisdiction relative to their mission statement.



Case Studies

NORTH DAKOTA

NORTH DAKOTA SUPREME COURT - The North Dakota Supreme Court implemented CMS in December 1999. The application is managed on a single server with users connecting over a WAN from various places around the state. The North Dakota Supreme court implemented CMS with a site license and has since accumulated over 75,000 names in the application and nearly 100 staff. Probation officers throughout the state of North Dakota can easily find, update and use information on offenders from any part of the state at any time. Contact Kurt Schmit, IT Director, North Dakota Supreme Court, 701-328-4220, kschmit@ndcourts.org.

OKLAHOMA

OKLAHOMA CITY MUNICIPAL COURT - Oklahoma City Municipal Court implemented CMS in December of 2000. At first, the probation staff of the municipal court only had access to their own database. However, several interfaces to other systems have subsequently been added. Currently, the 19 staff members listed in the database has access to the nearly 5000 names listed in their database. However, with the click of the mouse, the CMS application can query two external systems: ACES (OKC Municipal Courts), or the JOLTS (State of Oklahoma Juvenile Online Tracking System) and retrieve the desired information from either database and make it part of their own. Additionally, an unattended interface monitors new and updated information in CMS and forwards that information to the JOLTS system so that the criminal justice community in Oklahoma is better informed. Contact Mike Baskin, Management Specialist, 405-297-2542, mike.baskin@ci.okc.ok.us or Lashawn Thompson, Chief PO, 405-297-2636, lashawn.thompson@ci.okc.ok.us.

IDAHO

NEZ PERCE COUNTY - When Nez Perce County, Idaho implemented CMS for all of its departments, the county also purchased licenses for law enforcement officials and school personnel. Currently the juvenile probation unit, adult misdemeanor probation, Lewiston Police Department, Prosecutor's office, and school officials all have access to the various pieces of information. The application makes it possible for the director of Court Services to decide who gets to what type of information based upon their security roles. The information sharing has further enhanced the relationships among the probation department, detention center, local police departments, and school districts. When everyone is on the same page, enhanced communication is the result. Currently, the probation staff carries hand-held computers that provide the necessary information for them in the field. Future plans include law enforcement - school resource officers to carry the same type of hand-held computers that will enhance their communication even further. Contact John Triplett, Court Services Director, 208-799-3176, JohnTriplett@co.nezperce.id.us.

CANYON COUNTY - Canyon County, Idaho has been CMS client since 1998. Initially, Canyon County implemented the software for the juvenile probation office and the juvenile detention center. Over the years as the software expanded, the prosecuting attorney's office was added, then law enforcement, and finally the school personnel. Now, Canyon County has a thorough information sharing system that provides the appropriate information to the right parties that even includes the Treasure Valley Gang Task Force. Canyon County probation/detention however, has complete control over who gets to see what in the software package. On average, Canyon County maintains an average case load of nearly 700 offenders throughout the year. Additionally, the South West Idaho Juvenile Detention Center maintains a 90 bed



facility with approximate daily population of 60 offenders. Since inception, the database in Canyon County has accumulated over 29,000 names in master names index of the system, and 19 agencies are listed in the database. Contact Doug Brown, Chief Probation Officer, 208-454-7427, dbrown@canyoncounty.org or Steve Jett, Detention Director, 208-454-7353, sjett@canyoncounty.org for additional information.

KANSAS

WYANDOTTE COMMUNITY CORRECTIONS - Wyandotte Community Corrections in Kansas City implemented CMS for the Adult and Juvenile Probation departments. The software has become an information resource for those departments, District Attorney's office, detention center, and pre-trial release. Future plans include expanding the sharing information with law enforcement, intake center, and other appropriate agencies. Since implementation Dec. 2001, Wyandotte has accumulated nearly 7000 names in the master index and approximately 60+ staff from three different departments constantly uses the system. Contact Phil Lockman, Director Community Corrections, 913-573-4180, plockman@wycokck.org.

COLORADO

JEFFERSON COUNTY JUVENILE ASSESSMENT CENTER - The juvenile assessment Center, in a suburb of Denver, uses CMS to keep track of all the information on offenders coming and going through their facility. The information system is crucial for them to make decisions about what to do with the offenders they receive on a daily basis. Additionally, the CMS application has an interface to the Colorado JIS system and it pumps information to that system without any user intervention on a daily basis so that all the appropriate parties/persons have access to the information they need. The assessment center has accumulated over 32,000 names in the last year and has 40 staff members listed in the system. Contact Jeff McDonald, Director, 303-271-4568, jeffm@jeffcojac.org.

ARAPAHOE COUNTY JUVENILE ASSESSMENT CENTER - The juvenile assessment center, located in the heart of Denver, uses CMS to keep track of offenders from 26 municipalities, 4 counties, several schools, the courts, probation offices and detention centers. The CMS System is a vital component of the unique relationship Arapahoe County enjoys with surrounding jurisdictions. The Assessment Center facilitates cooperation and communication among agencies by being the single point of entry into the system, streamlining the service delivery system, and providing courts and communities with better tools and information. In less than a year, the Assessment Center has accumulated over 9000 names in the system, which is used by 34 staff members. Contact Andy Lutz, Director, 720-874-3382, wlutz@co.arapahoe.co.us.

NEW MEXICO

SAN JUAN COUNTY JUVENILE ASSESSMENT CENTER, JUVENILE DETENTION - The juvenile assessment center located in the four corners of northwest New Mexico uses CMS to evaluate each offender entering the juvenile justice system. After the offender enters the criminal justice system, San Juan County Juvenile Detention continues to use CMS to maintain the daily information necessary to maintain the facility as a whole. Additionally, the CMS application is utilized in the neighboring jurisdiction juvenile detention center as well so that everyone that needs to know what is going on does. The assessment center and juvenile detention center came on-line in January of 2004 and has used CMS since its inception. Contact Traci Sutherland, Division of Juvenile Services, 505-324-5809, tsutherland@sjcounty.net.



Benefits/Features

Benefits:

- Make better decisions with better information
- Allow the handheld barcode scanner to record date/time of events
- Intuitive user interface
- Improve interagency communication
- Decision Support Analysis - multi-dimensional analytical tools that help management make more effective decisions
- Implement the containment model using technology

Features:

- Merge data from the CMS application into word processing documents
- Visual Ad-hoc query tool
- Automate existing risk/needs tools into software
- Track property, behavior incidents, visitors, court hearings, etc.
- Customize your screen layout by security group
- Interface with other information management systems via a multi-tiered architecture.

