



COUNTY OF HUMBOLDT

For the meeting of: 12/8/2020

File #: 20-1480

To: Board of Supervisors

From: Probation

Agenda Section: Consent

SUBJECT:

Agreement with Fieldware, LLC for Automated Telephone Reporting and Automated Notification Services

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the Agreement with Fieldware, LLC for Automated Telephone Reporting and Automated Notification services; and
2. Direct the Clerk of the Board to return two original of the fully executed agreement to Humboldt County Probation Department Attn: Elisha Hardison.

SOURCE OF FUNDING:

1100-235 Probation - General Fund

DISCUSSION:

In July 2012 Humboldt County Probation first contracted with Fieldware, LLC to provide OffenderLink™, a proprietary automated supervision management service. OffenderLink™ provides low- and moderate-risk adult offenders with the opportunity to call into the service in order to meet their Probation supervision requirement. This has also been beneficial to the Probation Department by allowing officers to focus on more high-risk cases during times when the probationer-to-officer ratio was higher than the 50:1 Probationer to Probation Officer caseload recommended by the American Probation and Parole Association (APPA).

Nightly, a list of probationers on eligible caseloads (low to moderate risk) is pushed electronically to Fieldware, LLC. In order for a probationer to actually be eligible for this service, however, their Probation Officer must also register them with OffenderLink™. This ensures that no offender who requires in-person supervision is ever automatically assigned to this service. Once registered, Fieldware sends out a letter designed by Probation explaining the service and reporting requirements. Should the probationer fail to report, the probationer will receive a letter, again designed by the Probation Department, and the account is flagged in OffenderLink™ as out of compliance and requiring officer resolution.

In addition to the automation of low-risk probationer reporting 24 hours/day 7 days/week, OffenderLink™ also provides real-time client compliance statistics which further assists Probation Officers covering low and moderate risk caseloads to better manage their workload and ensure that probationers are reporting regularly and are meeting the terms of their probation. Staff estimates at this time that there are roughly 400 probationers registered with OffenderLink™, but that number has been as high as 700 in the 4 years that Probation has been using OffenderLink™.

FINANCIAL IMPACT:

Fieldware will charge the agency a \$4 service fee per month per enrolled client for the use of OffenderLink™. As an additional service option, Fieldware will charge the agency monthly a \$2 service fee per month, per enrolled client for the use of OffenderLink™ ATR and ANS for all clients not assigned to the call-in program. There is a minimum fee for \$2,500 per month. This minimum monthly fee covers the first 625 enrollments in the telephone reporting program but can also be used to cover a combination of call-in clients and non-call in clients at the rates detailed above. Humboldt County Probation has fewer than 625 enrolled probationers which makes the monthly charge \$2,500 or \$30,000 annually. This contract will be paid out of the main Probation General Fund account 1100-235.

STRATEGIC FRAMEWORK:

This action supports your Board's Strategic Framework by providing community-appropriate levels of service .

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board may opt not to approve this agreement however that is not recommended. This service agreement allows Probation to make the most of available resources by making sure that probationers at higher risk to recidivate are assigned to Probation Officers with smaller caseloads.

ATTACHMENTS:

1. Fieldware Contract

PREVIOUS ACTION/REFERRAL:

Board Order No.: C-17

Meeting of: June 14, 2016

File No.: Click or tap here to enter text.