

EXHIBITS

- **CSRA in the Media**
- **Corrections Software Solutions (CSS)**
- **SmartPhone Supervision App**
- **CSS Web Check-In Service**
- **CSRA Client Services Website**

USNEWS (/news/best-states) BEST STATES

[Egeorgia%2Farticles%2F2018-04-15%2Fthe-man-behind-georgias-largest-private-probation-company%3Fsrc=us](https://www.usnews.com/news/best-states/georgia/articles/2018-04-15/the-man-behind-georgias-largest-private-probation-company)
[s%2F2018-04-15%2Fthe-man-behind-georgias-largest-private-probation-company%3Fsrc=usn_tw&text=The%2F](https://www.usnews.com/news/best-states/georgia/articles/2018-04-15/the-man-behind-georgias-largest-private-probation-company%3Fsrc=usn_tw&text=The%2F)
[articles%2F2018-04-15%2Fthe-man-behind-georgias-largest-private-probation-company%3Fsrc=usn_rd](https://www.usnews.com/news/best-states/georgia/articles/2018-04-15/the-man-behind-georgias-largest-private-probation-company%3Fsrc=usn_rd)

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The Man Behind Georgia's Largest Private Probation Company

The man behind Georgia's largest private probation company.

April 15, 2018, at 12:02 a.m.

f (https://w

AP

DAMON CLINE, The Augusta Chronicle

AUGUSTA, Ga. (AP) — Mike Popplewell had no idea he'd be running a private probation company — let alone [Georgia \(/news/best-states/georgia\)](/news/best-states/georgia)'s largest — when he took job as a rank-and-file state probation officer nearly four decades ago.

His CSRA Probation Services, which this year celebrates its 20th anniversary, now has more than 150 employees at 33 offices around the state. The 60-year-old south Augusta-reared businessman also has become something of a consultant to the growing national industry, which supervises misdemeanor probationers for courts in nearly a dozen states.

"I never dreamed I'd be flying all over the country helping other companies," Popplewell said. "I always thought I'd just be the local guy with a local business."

And for most of the company's history, "local" is all it was. But the for-profit probation industry's implosion in Georgia in recent years because of contested practices by large national companies — most notably [California \(/news/best-states/california\)](/news/best-states/california)-based Sentinel Offender Services — has landed CSRA Probation Services state court contracts in roughly one-third of Georgia's 159 counties.



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Ad

Popplewell acquired Sentinel's former operations after it pulled out of Georgia in 2017, one of four acquisitions since 2014, including Providence Community Corrections, a [Tennessee \(/news/best-states/tennessee\)](#) firm once owned by one of the nation's largest health care companies.

Sentinel was successfully sued by several indigent probationers jailed for not paying the company's monthly supervision and monitoring fees, most famously by an unemployed Augusta man who fell behind on more than \$1,000 in fines and fees stemming from shoplifting a \$2 can of beer from a convenience store.

Since the crackdown on what private-probation critics call predatory practices through state legislation in 2015, the number of companies has fallen from nearly 40 to 22 — all of which are small and mid-size Georgia-based companies such as Popplewell's.

Popplewell said he considered eliminating the "CSRA" from his company name to reflect its larger footprint, but he said he didn't want to lose the "ethics and integrity" the name has built during the past 20 years.

"I have what I think is the most unique perspective in the industry, and that is customer service," Popplewell said. "A customer is someone who receives services and pays for them. Our probationers are customers. For the most part, we are dealing with regular people just like me and you."

With one in nearly 16 adults on probation, Georgia has the nation's largest probation population and is quadruple the national average; partly because the state treats all infractions — including traffic tickets — as misdemeanors that can carry fines of up to \$1,000 and one year in jail.

The state began outsourcing misdemeanor probation in the 1990s as a way to cut costs — incarceration costs taxpayers roughly \$50 a day per inmate — and focus its manpower on felony probationers. The "offender-funded" probation system gives people more time to pay off tickets and avoid jail time, but enables private companies to assess monthly fees and charges for drug testing, electronic monitoring and other mandates. Popplewell's company's basic supervision fee is \$35 a month.

Profit motive is what led to abuses against indigent probationers by companies such as Sentinel, said industry critic and Augusta attorney Jack Long, who represented several Sentinel plaintiffs.

"I will say that Mike Popplewell operates a private probation company that is a lot better than Sentinel, and that he does not rough-handle the people on probation," he said. "But I will also say that I do not believe courts should outsource part of the judicial branch to a private company."

9/14/2018 A 2014 study by New York (The Man Behind Georgia's Largest Private Probation Company | Georgia News | US News) based Human Rights Watch estimated Georgia's private probation fees at \$40 million.

Popplewell said his company's primary goal is getting people to successfully complete the terms of their probation, which he said happens roughly 85 percent of the time.

"We're not dealing with murders and rapists," said Popplewell, who earned a degree in psychology from Augusta University. "These are people who have never been in trouble before and they'll never be in trouble again. They're embarrassed they made a dumb mistake and they learn their lesson."

At the other end of the spectrum, he said, are people who willfully disregard the terms of their sentences.

"There is a group of people that will never succeed on probation," he said. "These are people who would not make it if Jesus Christ was their probation officer."

If Popplewell seems more attuned to challenges low-income probationers face, it's because he used to be poor himself. The Glenn Hills High School graduate grew up in a trailer park off Milledgeville Road, the son of a construction worker with a third-grade education.

"I've been blessed to live a life I never thought I'd have," he said. "I see my job as a mission — I really do. I know it sounds corny, but I do believe in helping people because where I grew up, I just saw so many people go to prison or get killed."

Popplewell started the company in 1997 after 18 years as a state probation officer working in the Thomson-based Toombs Judicial Circuit. Today his company contracts with that circuit and 170 courts around the state, which have the option of outsourcing misdemeanor probation or operating in-house departments. Popplewell said he is currently negotiating contracts with 10 courts.

Richmond County created an in-house department after problems with Sentinel in 2016, though other courts in the Augusta Judicial Circuit, including Burke and Columbia counties use CSRA Probation Services.

"Our experience with CSRA Probation Services has been a good one," said Augusta Superior Court Chief Judge Carl C. Brown Jr. "They have been in a contract with us, and we renewed the contract based in part on their performance and our sanctification."

Popplewell said the most common probation violation is repeated failure to report to a probation officer. He said his company makes it easy for people to report without having to take time off work through a smartphone app that enables them to videoconference with their officer and make payments online.

"The single most important element to successful probation is communication," he said. "Even though there's a perception through media attention that people are getting thrown in jail left and right for not paying their fees, the reality is more warrants are issued for failure to report than any other reason."

Popplewell's office in Evans, like his others across the state, displays resource material for people in need of help finding a job, seeking substance abuse counseling or help obtaining their GED.

"We want to help people get their lives on track," he said. "The probation officer and the probationer are looking for the same thing: to get through this as quickly and easily as possible."

Information from: The Augusta Chronicle , <http://www.augustachronicle.com>

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Probation company changing probation industry through technology

JULY 25, 2017 | KAREN BROTHERTON



EVANS, GA, July 24, 2017 — CSRA Probation Services President and CEO Mike Popplewell is determined to help overcome the challenges of the private probation industry and help probationers succeed in life. One way he is making sure that happens is through his company's smartphone app, Community Supervision.

The Community Supervision app makes communication between low-risk probationers and their probation officers faster and easier. The app allows the probation officer to ask a preset list of standard questions to the offenders. The officer will be able to know the probationers exact location through maps, and to verify their identity, the app records their photos and voices.

"Technology is becoming more and more integral in our world, and criminal justice is no exception," Popplewell said. "I think criminal justice has lagged behind the rest of the country and the rest of the world, but we are quickly starting to realize the benefits of using technology."

One of the most common reasons probationers end up in front of the judge is because they can't make assigned appointments. By using the app, probationers who don't have a car, or can't drive a car because of a suspended license, are able to successfully complete their probation without a hassle. The app has a calendar, as well, so both the officer and probationer can see upcoming counseling or appointments.

"After 37 years as a probation officer, I have found that helping people succeed in life equates to higher success rates in their probation. Making a difference in the lives of our probationers is important to me," Popplewell said.

Community Supervision is available on Android and Apple devices for free. For more information on CSRA Probation Services, visit their website, csraprobation.com.

CSRA Probation Services is a state regulated company committed to providing professional, ethical and diligent services to the courts, clients, and citizens of Georgia. Founded in 1997 by Mike Popplewell, who began his career as a state probation officer in 1980, CSRA Probation Services Inc. is headquartered in Evans, Georgia.

This entry was posted in New / Expanding Business, The Local Buzz, Today's Buzz by Karen Brotherton. Bookmark the permalink.

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NEW DOWNTOWN VISITOR CENTER OFFERS LOCALS, VISITORS TASTE OF AUGUSTA

Goodshy's

Milestones

Something's Brewing in Augusta: Changes in State Laws Could Bring More Craft Breweries to City

Two Augusta Firms Make 'Inc. 5000' List of Fastest-Growing Private Companies in America

Georgia Goodwills Win Top Honor for 4th Consecutive Year

Established in 1892

The True Citizen

2017-03-01 / For The Record

CSRA Probation acquires Sentinel

From Staff Reports



Mike Popplewell

CSRA Probation Services Inc. has acquired Sentinel Offender Services probation offices and contracts in the state of Georgia. According to Mike Popplewell, President CSRA Probation Services, "Sentinel reached out to us because of our excellent reputation in the industry. We are happy to bring these contracts under our name and provide the quality services we are known for. This effectively takes Sentinel out of the probation supervision business entirely."

The purchase includes 11 offices and more than 50 contracts in Georgia. Approximately 80 jobs will be transferred from Sentinel to CSRA Probation Services. Popplewell says there are no plans to close any offices at this time.

"Our focus is on facilitating offender success," Popplewell says. "We want to make a positive difference in people's lives. Helping probationers address their challenges, providing guidance, making referrals and treating every customer the way we would like to be treated is the mindset at our company."

CSRA Probation Services, which is a state-regulated company, was founded in 1997 by Popplewell. It is the largest private court services company in the state of Georgia in terms of locations and contracts. Sentinel is the fourth company CSRA Probation Services has acquired since 2010. They have been providing services to Burke County for approximately 16 years.

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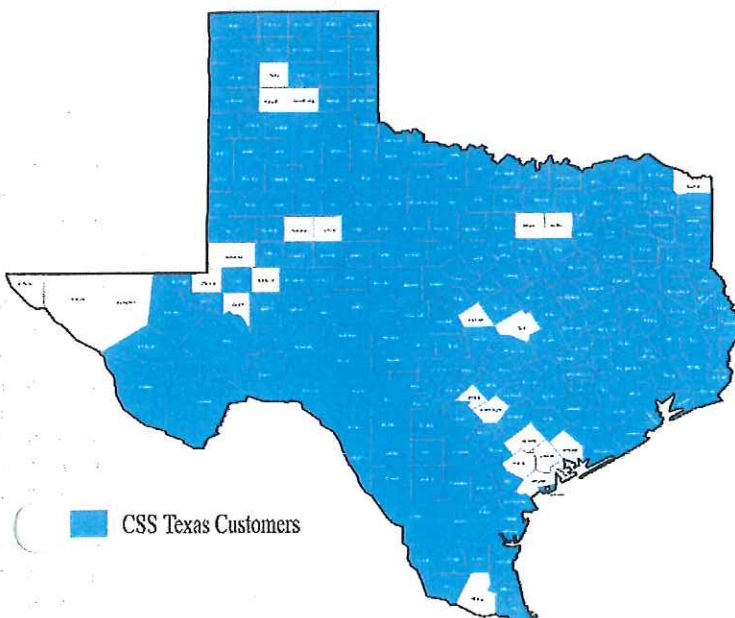
THE CHOICE FOR CASE MANAGEMENT SOFTWARE FOR THE CSCD

With twenty years of proven success delivering a customized software solution for 86% of the adult probation departments in Texas, Corrections Software Solutions (CSS) has the technical knowledge, market expertise, experience and resources to improve your workflow, while streamlining and strengthening your internal operations.

If your department is not receiving full funding for CSTS, does not receive application upgrades, new features, unlimited support and training, or if you are having operation and accountability issues, please give us a chance to work with your department. Find out what 108 out of 122 probation departments utilize for their case management needs in Texas.

NEW AND RECENT FEATURES

- CSS TRAS – Integrated into the case management system and uploaded to the State.
- CSS Mobile – Your officer's can access their cases thru any smartphone or mobile device.
- CSS Intrastate Transfer – Use the <import> button to eliminate the need for data entry of any case received from a CSS Customer. No more data entry on Intrastate Transfers!
- Web Reporting / Credit Card Payments – Probationers can report via internet, as well as make payments. If a probationer web reports, their report is automatically entered in chronological notes.
- CSS Texting – Using CSS Appointments, an appointment reminder can be texted to the probationer's cell phone.
- CSS Email – Send your probationers batch emails instead of batch letters thru the mail.
- Time Credits – Automatically handle the requirements of H.B. 1205.
- CSS Signatures – Electronically sign your letters and legal documents



OTHER BENEFITS

- Cloud Hosting – Get to your software from anywhere
- Google Mapping – Street view and route addresses
- CSTS – Auto creation, uploads and training at no extra charge
- Training – Departmental training at no extra charge
- Support – Continual customer support at no extra charge
- Updates – At no extra charge
- Upgrades – At no extra charge
- New Features – At no extra charge

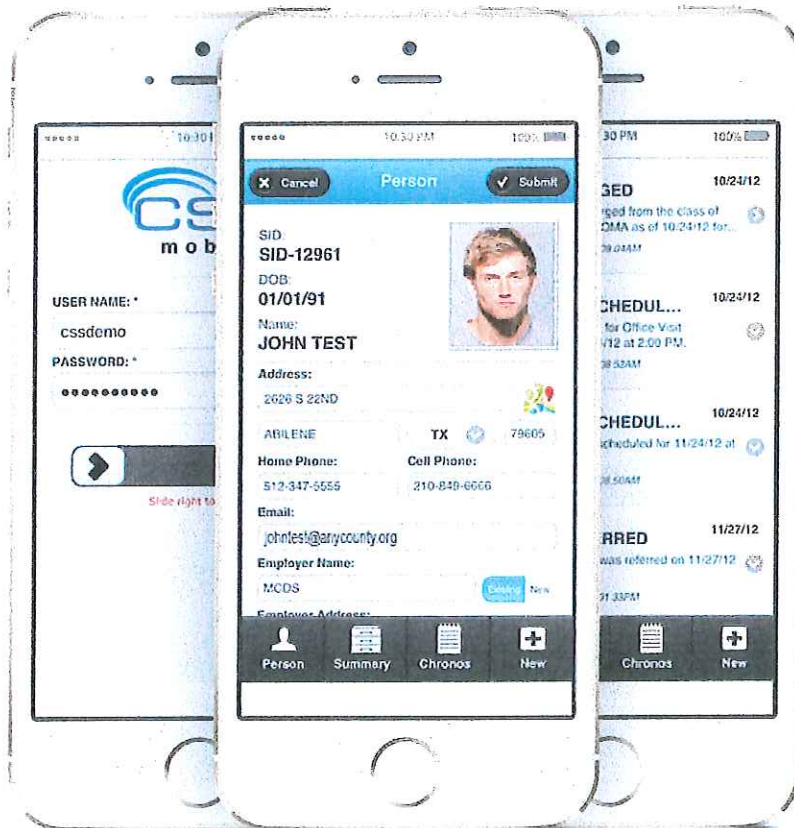


CSS MOBILE

Would your officers benefit from the ability to access their cases from the field? Or in the courtroom? Without the need for a bulky laptop or Wi-Fi connection? CSS Mobile is here. The ability to view and update the data such as address, chronologicals, and contacts is available.

Via any smart device, the user can access the CSS Mobile database and retrieve pertinent case file information such as:

- Offender Pictures
- Offender Address/Employer/Contact Information
- Case File Information such as Charge, Level/Degree, Probation Dates
- Chronologicals
- Warrant Status
- Conditions such as Search and Seizure, No Firearms, No Contact Order
- Community Service Balance
- Financial Balance and Delinquencies
- Appointments





CSS CASE TRACKING

The CSS Case Tracking module allows for a central point of entry for all case information. With our product design we utilize today's technology to gain easy access to everything case related such as Legal Documents, Scanned Images, Chronologicals, Assessment Tools and much more. The ability to text message or email the defendant exists directly from the CSS Person Screen. Our integrated Documents Module allows the user to never have to retype the defendant's name again. Our Scanning module uses twain compatible printers and allows the user to scan directly to the case file instead of to a central scanner or the desktop. Our financial module integrates with the credit card provider of choice. We handle the fully integrated process from receipting, check writing, financial data transfer with other agencies to bank reconciliations. The auto-built chronological feature allows the officer to update data fields such as transfers, drug testing, terminations, and address changes all while CSS is creating chronos for this information in the background. Duplicate entry of data and chronologicals eliminated!

Key benefits are UNLIMITED upgrades, training, customizations and support. Did we mention UNLIMITED AND FREE?

ADDITIONAL FEATURES

Dashboard Interactive Menu ● Web Reporting ● Text Messaging Service to Defendants
 Legal Documents Generator ● Appointment Reminders Texting ● Direct Scanning of Documents
 Victim Restitution Module ● Client Check-In Module ● Data Sharing with Other Agencies
 Case Alerts for Conditions, Alerts, Assessments Due, Drug Tests Due ● Auto Built Chronologicals
 Integration with Google Mapping ● Batch Emailing Delinquencies ● Drug Court Phases
 Batch Menu for posting Chronologicals, Class Completions, Counseling Hours Attended/FTR

The screenshot shows a web browser window titled "12343546 - Case Tracking - Internet Explorer". The main content area is titled "PERSON" and displays the following information:

- Name:** JOHN TEST
- Status:** 1
- Officer:** ARTERBERRY, SHALON
- Cause:** 12343546
- SID / PID:** SID-7092 / 1701234051
- TRN:** TRN0018513*A001

Navigation buttons include GOTO, PREVIOUS, NEXT, HELP, MAIN MENU, CASE ALERTS, NEW, SUBMIT, and CANCEL.

A left-hand menu lists various categories such as Person, Demographic, Offense, Status, Conditions, Drug Testing, CSR, Files, Victim Restitution, Summary, Chronologicals, Appointments, History, Staff, Sex Offender, Specialty Courts, CSCD Screen, CSIS, Victim Letters, Notes, and Issue Receipt.

The main profile area includes fields for Middle, Suffix, Gang, No GANG, and a "Same" checkbox. It also displays contact information: Home Phone 12347-5555, Cell Phone 210-849-6666, Opt-Out checkbox, and Email johnfest@.

A "REFERENCES" table is visible:

NAME	RELATION	NAME	STATUS	REP
ANDY TEST	BROTHER	MCDS	1	Y2S

Buttons for "New" and "Edit" are located below the references table.

A "Case Tracking" dropdown menu is open, listing various document types and actions:

- Consent / Request Forms
- Compliance Letters
- Miscellaneous Letters
- Transfer Letters
- CSR Letters
- Class Letters
- Sex Offender Forms
- Facility Packets/Orders
- Legal Documents
- Archived Documents
- Scanned Documents
- Datasheet
- Datasheet - All Actives
- Financial
- Financial w/ Transactions
- Financial w/ Trans All Actives
- OV Report Form
- Drug Test Transactions
- Appointment Slip
- CSR Transactions
- CSR Transactions All Actives
- Victims Listing
- History Screen Print
- Print Screen



CSS DASHBOARD

All your important statistics at your fingertips. Set your favorite widgets to be in a detailed or summary view to fit your specific workflow. Easy to read widgets - blue contain data, while widgets in white are inactive for the day. It's now faster than ever to access important cases using the full screen view of the dashboard. Instant access to arrests made overnight on your caseload, flash notices issued, and alerts set. You can customize your screen order, print each widget and save your settings for your preferred view!

We have incorporated the dashboard into a super functional Main Menu system. From the dashboard you have immediate access to any module within CSS. No need to switch screens or move between modules to access reports, case lookups, or databases. Search the system within seconds for any DL, SSN, gang name, address, etc.

With our spotlight search engine we will point you to the report, document, or screen name that contains your search word or phrase. So whether you are trying to find the screen for entering time credits, the report showing T.C. earned, or the legal document dealing with T.C., the spotlight search will find this information in seconds.

ADDITIONAL FEATURES

Access your Appointments and link your personal calendar to the Defendant Scheduler ● Standard State Reports Available
 Training Hours for Officers and Reports ● Batch Routines for Updating Chronologicals, Completion of Programs, Counseling, CSR
 Shared Data with Other Agencies ● Mobile Application ● Client Web Access ● Spotlight Search Engine for finding Functions
 Web Reporting / Check-In ● Modules for tracking non-probation clients with Chronologicals, Financials, CSR

The screenshot shows the CSS Dashboard interface. At the top, it displays 'CSS MAIN MENU (RANDALL) - Internet Explorer' and 'Demo-cscd'. The user is logged in as 'RANDALL'. The dashboard features several key metrics:

- New Cases**: 0 (Last 5 Days)
- Appointments Scheduled**: 2
- Cases Needing Risk Needs**: 4
- Alerts**: 0
- Arrests**: 0
- Warrants**: 0
- Cases Expiring**: 3
- Flash Notices**: 0

The 'Cases Expiring' widget includes a search bar and a table with the following data:

SID	NAME	CAUSE	DATE
03141428	CASTRO, PHEZ ARIADDO	14PTD16	08/06/14
03218597	FAUSTOLES, MICHELE RENIE	14PTD16	07/28/14
SID-5710	HARRISON, AARON KYLE	14PTD17	07/31/14

Showing 1 to 3 of 3 entries

At the bottom left, there is a calendar for July 2014.



CSS WEB REPORTING

With the continued demands of supervising more offenders with less staff why not automate those mail-in report forms? Or have those minimum offenders report online on the non face-to-face months?

Clients can now report online via the CSS Web Reporting application. They can also report from their phone/smart device using the Mobile version.

Each department can customize their reporting question templates, set certain offenders to utilize certain templates based on sex offender questions, domestic violence questions etc. The client must answer all questions chosen by the department. In addition to updating all questions, the user has the ability to type in any "comments" which are directly emailed to the officer. The department will also set certain questions to "sensitive questions". If those questions have an unfavorable response, the Officer for the case immediately receives an email.

The client also has access to their case information before proceeding to the questions section. This includes Next Appointment, Officer Name and Contact, Balance/Delinquent for Fees, CSR Balance and Date Last Worked, plus any Conditions or Classes needed.

After a successful report, the web report chronological is created and the contacts file for web report is updated. Auto updating the contacts allows the Officer to focus on those clients that have not made the required contact for the month.

If the department utilizes credit card payments, click on the "Proceed to Payment Website" to immediately post their payment with pre-filled information, including amount due, cause # and name.

The screenshot shows a web browser window with the URL www.cssreporting.com. The page title is "Account Details". The browser's address bar shows several tabs: "Arson Cloud Chris", "CJIS Booking XML Schem...", "County Links", "csot login", "Dev Server", "Dev SyncZilla", "SVNSyncZilla", and "SyncZilla".

The main content area contains the following form elements:

- Question 5: "Our records show you are \$ 447.00 delinquent in your court ordered payments. Will you be making a payment today?" with radio buttons for "Yes" and "No".
- Question 6: "Do you have 2 references with a complete address and phone number different from below?" with radio buttons for "Yes" and "No".
- Reference Information Table:

Reference Name	JACK DEMO	Phone	325-643-3715
Address	113 NORTH 2ND STREET	State	TEXAS
City	BROWNWOOD	Zipcode	76001
Reference Name	SUSIE DEMO	Phone	940-347-1366
Address	316 N LAMAR	State	TEXAS
City	AUSTIN	Zipcode	70703
- Comments: A text input field labeled "Comments".
- Certification: A checkbox with the text "I hereby certify that the above statements are true and correct to the best of my knowledge."
- Radio buttons for reporting options:
 - Complete Web Reporting Only - No Payment
 - Complete Web Reporting & Proceed to Payment Website
 - Proceed to Payment Website - No Report
- Submit Button: A blue button labeled "SUBMIT".



CSS CLIENT WEB ACCESS

What if your clients had access to a website via a computer, phone or tablet where they could view:

- Officer Name and Phone
- Next Appointment
- Financial Delinquent and Balance Due
- Last Payment Received and Amount
- CSR Balance and Last Worked Date
- Conditions and Classes Needed

Allow your clients to access the CSS Client Web Access account to retrieve up to date information about their case. All clients can be set up for view only access, report only, pay only, or report and pay access. For those clients allowed to report online read the CSS Web Reporting flyer for more information.

With the client having the ability to retrieve their next appointment online in addition to the auto text message CSS sends, there should never be a missed appointment again!

The screenshot shows a web browser window with the URL <https://www.cssre.com>. The page title is "Account Details". The browser's address bar shows several tabs: Arson Cloud Chris, CBS Booking XML Schem..., County Links, csot login, Dev Server, Dev SyncZilla, SVN SyncZilla, and SyncZilla.

The main content of the page is as follows:

Welcome JOE DEMO
 Next Appt Date/Time: 08/29/14 02:00PM
 Officer: Kristi Austin
 Officer Phone: 940-627-3894 /Ext 223

Cause CR125455-12

Fee Type	Balance	Delinquent	CSR Hours	Balance	Last Worked	Conditions
PROBATION FEE	4580.00	20.00	250.00	244.00	07/15/14	DWI EDUCATION
COURT COST	154.50	72.00				ALCOHOL EVALUATION
RESTITUTION	80.00	0.00				
TRANS FEE	0.00	0.00				
	4814.50	92.00				

Last Payment Date: 07/29/14

Cause CR5456456-13

Fee Type	Balance	Delinquent	CSR Hours	Balance	Last Worked	Conditions
COURT COST	200.00	30.00				LIFESKILLS
CRIMESTOPPERS	0.00	0.00				
ATTORNEY FEE	325.00	325.00				
	525.00	355.00				



CASE MANAGEMENT SOFTWARE AND SERVICE FOR THE CALIFORNIA PROBATION DEPARTMENT

With twenty years of proven success delivering customized software to Probation Departments in Texas, Corrections Software Solutions (CSS) has developed an application for the California market. We are committed to providing the same outstanding service and product that has driven our success since 1993.

Our technical knowledge, expertise and resources can help improve workflow while streamlining and strengthening your operations. Our ongoing customer support and training is above and beyond and we will work tirelessly to stay ahead of the competition. With a 70% return rate on our surveys and a 99% approval rating our customers say it all!

APPLICATION FEATURES AND REPORTS

- Supervision plans with Case type driven templates, CPOC juvenile Case plan and CPOC additional Case plan
- Petitions, Show Cause Hearings, Eligibility Reports, PSI and other legal documents created in seconds
- Integrated appointment calendar for office visits/court/field/personal schedules accessible by all users
- CSS Mobile – Your Officer can access their cases thru any smartphone or mobile device
- Web Reporting / Credit Card Payments – Probationers can report via internet and make payments. If a probationer web reports, their report is automatically entered in chronological notes
- CSS Texting – Using CSS Appointments, an appointment reminder can be texted to the probationer's cell phone.
- CSS Email – Send your probationers batch emails instead of batch letters through the mail
- CSS Signatures – Electronically sign your letters, legal documents
- Paperless office capability in order to save departments money in paper and storage
- Penalty assessment calculations and breakout for fines, fees, and penalties including traffic fine breakouts per base fine







- CPOC Annual Survey
- CPOC Re-alignment Data
- SB678 Quarterly
- JCPSS and JCPF
- DOJ Monthly Report
- Cloud Hosting – Get to your software from anywhere
- Google Mapping – Street View and route addresses
- Training – Continual departmental training at no extra charge.
- Support – Continual customer support at no extra charge
- New Features – At no extra charge



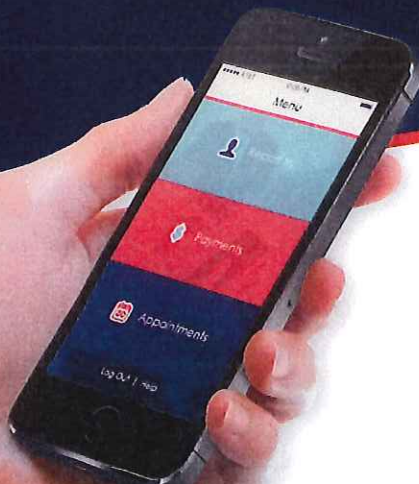
SUPERVISION
SMARTPHONE APP

Success!

-  **Increase Offender ~~Accountability~~**
-  **Increase Offender Compliance**
-  **Increase Offender Convenience**
-  **Increase Agency Cost Savings**

FEATURES:

- Native iOS and Android APP
- Customizable question and answer interaction
- Automated photo and voice registry for identity confirmation
- Integrated calendaring and reporting notifications
- Reminders / communications via SMS Text Messaging
- Geo-Location Tracking
- Online payments
- Can be fully integrated with 2-way data flow between offender and OMS
- Industry standard and secure communication protocols
- Open ended platform can be integrated with 3rd party databases



SUPERVISION
SMARTPHONE APP

SMARTPHONE SUPERVISION APPLICATIONS, LLC
MICHAEL POPPLEWELL

mpopplewell@csraprobation.com

706-833-0113



Corrections Software Client Web Access

<https://www.cssreporting.com>

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Client Web Access Application


Go to <https://www.cssreporting.com>. After a successful log in, the client will be able to see selected information, answer a questionnaire, and/or submit a credit card payment.

Client Information

- View Fee Balances
- View Last Payment Date
- View Next Appointment Date and Time
- View Officer Information
- View CSR Information
- View Open Conditions
- Email Officer

Welcome JOE PROBATIONER

Next Appt Date/Time: 07/14/17 02:00PM
Office Visit

Officer: Bridgette Comeaux 
Officer's Phone: 512-555-1212
Last Web/Mail Report: 06/07/17

PLEASE REMEMBER TO INCLUDE THE \$1 TRANSACTION FEE

*Fees with a negative delinquent amount are paid off/0.00

Cause 12345

Fee Type	Balance	Delinquent	CSR Hours	Balance	Last Modified	Conditions
PROBATION FEE	2000.00	720.00	120.00	113.00	06/01/17	COMPUTER MONITORING DRUG OFFENDER EDUCATION NO CONTACT ORDER

Last Payment

*Fees with a negative delinquent amount are paid off/0.00

Cause 98765

Fee Type	Balance	Delinquent	CSR Hours	Balance	Last Modified	Conditions
PROBATION FEE	2000.00	120.00	50.00	48.00	05/20/17	

Last Payment

Questionnaire

The client is presented with questions designed by the department that are required in order to complete a web report. The questions on the questionnaire may be customized for each department. In addition to the default questionnaire template, other questionnaire templates are available for specific caseloads such as low risk and transfer out cases. Below is an example of the default questionnaire:

1. Have you been arrested since your last contact with your probation officer? Yes/No Please Explain
2. Has your address changed from the information below? Yes/No
3. Has your phone number(s) or email address changed from the information below? Yes/No
4. Has your employer changed from the information below? Yes/No
5. Our records show you are \$ XXX.XX (auto fills) delinquent in your court ordered payments. Will you be making a payment today? Yes/No
6. Do you have 2 references with a complete address and phone number different from below? Yes/No

If the client answers with Activity, more follow-up questions will be displayed.

QUESTIONNAIRE

1. Have you been arrested since your last contact with your probation officer? Yes No
2. Has your address changed from the information below? Yes No
- Address 316 N LAMAR State TEXAS
City AUSTIN Zipcode 78703
Move Date
3. Has your phone number(s) or email address changed from the information below? Yes No
- Home Phone 512-347-1386 Email RANDALL@CORRECTIONS SOFTWARE.COM
Cell Phone 512-347-1310
4. Has your employer changed from the information below? Yes No
- Employer Name MCDONALDS Phone 512-876-2345
Address 6511 FRANCIS State TEXAS
City AUSTIN Zipcode 78703
Hire Date 07/01/11 Wages 10PH
Supervisor RONALD MCDONALD
5. Our records show you are \$ 2,150.00 delinquent in your court ordered payments. Will you be making a payment today? Yes No
6. Do you have 2 references with a complete address and phone number different from below? Yes No
- Reference Name JOE SCHMO Phone 210-874-3214
Address 6930 CLEARWATER State TEXAS
City SAN ANTONIO Zipcode 78239
Reference Name MARY MOLLY Phone 512-876-1234
Address 9876 ELM ST State TEXAS
City AUSTIN Zipcode 78749

Comments

I hereby certify that the above statements are true and correct to the best of my knowledge.

Submit Answers and/or Proceed to Make Payment

Located at the bottom of the page are the submit options. Depending on the client's web report status as determined on the Person Screen in Case Tracking, the client will see different submit options. If the client is set to "PAYMENTS WITH REPORTING", there will be three submit options:

Complete Web Reporting Only - No Payment

Submit answers and create chrono

Complete Web Reporting & Proceed to Payment Website

Submit answers, create chrono, enter payment amount, redirect to payment gateway

Proceed to Payment Website - No Report

Enter payment amount and redirect to payment gateway.

Complete Web Reporting Only - No Payment

Complete Web Reporting & Proceed to Payment Website

Proceed to Payment Website - No Report

If the client is set to "PAYMENTS NO REPORTING", there will be no questionnaire and instead a MAKE PAYMENT button will display that when clicked will prompt for a payment amount and redirect the client to the payment gateway.



Make a Payment

When making a payment, the client will be prompted for an amount to apply to each of his/her cases. Upon clicking the 'Proceed to Process Payment' button, the client will be redirected to the payment gateway to complete payment.

employer changed from the information below? YES NO

Payment Amount

Cause	Balance	Delinquent	Amount
PTBS1001	1050.00	1050.00	
PTBS1002	1100.00	1100.00	

**Example from Certified Payments*

Certified Payments

This transaction is being processed by Certified Payments. If you would like more information about Certified Payments, visit the [Certified Payments Website](#).

Please choose one of the following payment methods:

Invoice Information

Invoice Item	Amount
Cause Number: PTBS1001	\$15.00
Cause Number: PTBS1002	\$59.00
Subtotal:	\$44.00
Convenience Fee:	\$11.89
Total:	\$55.89

Payment Information

*Bold fields are required.

Card Number

Expiration Date

Security Code

First Name Middle Name

Last Name Name Suffix

Billing Address (continued)

City State

Country Postal Code

Telephone Email

Legal Notice

Certified Payments provides a service for consumers and businesses to make payments via their credit card for various types of services and taxes. By utilizing Certified Payments, you, the cardholder, are subject to the following terms and conditions. By submitting your payment through Certified Payments, you are agreeing to the terms and conditions listed in the Legal Notices link below. Please read all terms and conditions carefully.

[Certified Payments Legal Notices](#)
[Certified Payments Privacy Statement](#)

Client Web Access Registration

<https://www.cssreporting.com> will display the following:

LOGIN

USERNAME: *

PASSWORD: *

pink easyrig

Type the two words:

Keep me logged in

Log In

Not registered yet? | Lost Password? | Lost Activation?

Click on 'Not Registered Yet?'

NEW ACCOUNT

USERNAME: *

rjones

PASSWORD: * (min. 8 chars, 1 num, 1 unique char)

CONFIRM PASSWORD: *

COUNTY OF PRODUCTION: * Select County

WEB REPORTING ID: *

DATE OF BIRTH (MM/DD/YYYY): *

EMAIL: *

SECURITY QUESTION: *

SECURITY ANSWER: *

Rec. livala

Type the two words:

Register

Already registered? | Lost Password? | Lost Activation?

To complete registration, the client will need the **WEB REPORTING ID** as assigned on the Person Screen in Case Tracking. Along with the ID, the client must enter the same **Date of Birth** that is entered on the Demographic Screen of Case Tracking, along with the county associated with the client.

The system has two email validation options to be determined by each department:

- only allow registration if the email address entered at registration matches the email entered on the Person Screen in Case Tracking
- update the email field on the Person Screen in Case Tracking if it was previously blank with the email entered during registration

The client will create a unique User Name and enter a Password and Security Question answer.

Upon successful registration, the client will see a banner at the top of the screen indicating that a confirmation email was sent to the email address entered.



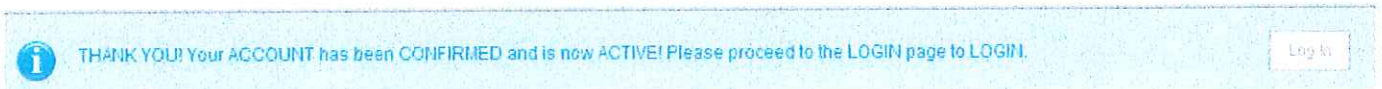
The email will be from 'Account Confirmation' with a subject of 'Account Confirmation' and contain a link to complete the registration.

Hello USERNAME,

To complete your registration process, please click on the link below to confirm and activate your account.

<https://www.cssreporting.com/cas/login/account-activation.php?aid=d9c0c1814229c9d7f78a7e860ff9791c82a22dba>

After clicking on the link it will display a confirmation message and allow the client to log in.



Client Web Access Process

1. Configure Web Reporting options on the Person Screen in Case Tracking.
2. Client receives document with web reporting instructions including the Web Reporting ID as assigned on the Person Screen in Case Tracking.
3. Client proceeds to <https://www.cssreporting.com> and clicks on 'Not Registered Yet?' to begin registration.
4. Client logs into account after successful registration.
5. Client can answer the questionnaire and submit web report and/or submit a payment through the payment gateway.
6. A chronological for "Web Report" will be written to the case file with details of the client's answers to the questionnaire. A contact of Web Report will be added to the Contact Window in Case Tracking.
7. Any payment made will be included on the statement from the payment gateway the department is using. If the department is utilizing CSS as the credit card provider, any payment made will automatically post to the client's account overnight.

Client Web Access Case Tracking Integration

A client's access to the website will be configured from the Person Screen in Case Tracking by any user with *Web Reporting Clearance*. Client Web Access options include: Not Allowed, Payments No Reporting, Payments with Reporting, Reporting No Payments, and View Only.

Payments No Reporting will allow the client to see limited information make a payment. View Only will allow the client to view what is owed and the next appointment date and time.



The screenshot shows a window titled "WEB CLIENT ACCESS" with a blue header bar containing "UPDATE" and "CANCEL" buttons. Below the header is a form with the following fields:

Allow Web Reporting	PAYMENTS WITH REPORTING
Web Reporting ID	1805535647A
Question Template	DEFAULT

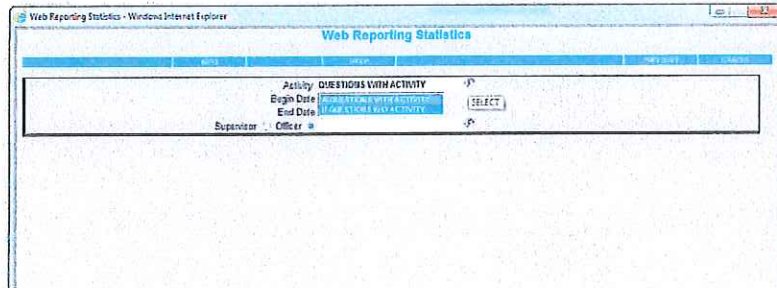
Below the form is a button labeled "Get User Registration Info". To the left of the form is a small icon of a green cross on a white background.

The Web Client Access Window will display the client's access status, as well as the Web Reporting ID, which is a unique number assigned by the system to each client. This Web Reporting ID will be necessary, along with the client's date of birth to register for a username and password on the website.

CSS Reports

Web Reporting Activity

This report will select web reports for a time range and show what activity, if any, was noted on each question. Activity would be a client answering 'Yes' to a question such as 'Have you had a change of address'. This allows the client to see people that submitted a report but had no new activity to report, or to see only those people with new activity to report.



Excel spreadsheet showing the results of the Web Reporting Activity report. The data is as follows:

SID	Name	Officer	Web Report Date	Q1	Q2	Q3	Q4	Q5	Q6	Comments
12345678	PROBATIONER, JOE	MD	06/01/17	N	N	N	Y			On 5/17/17, a payment of \$442.10 was made to Case No. 12345. It was check #123. I do not believe this payment has updated in the amount owed status. Payment of \$500.00 (that includes \$2.00 processing fee) will be submitted
65432178	SMITH, JOHN	RRG	05/31/17	N	Y	N	N			Birthday is coming up. Have asked for family's help. Starting to catch up again
9638521	JONES, JANE	LK	05/31/17	N	N	N	Y			
9638521	JONES, JANE	LK	05/31/17	N	N	N	Y			
7418523	MCGILL, JIMMY	MD	05/31/17	N	N	N	Y			This is the check in for the month of may I almost forgot and also on June 12 for our meeting i didn't get a time I'm guessing any time while y'all are open i will go i just asked off so I will be there!
37916452	ROW, JANE	RRG	05/29/17	N	Y	N	N			

Web Access Listing

This report will list all defendants who are set up for web reporting and what type of access each has been given.

Client Web Access Demo

To access a demo of the website and view a sample case, go to <https://www.cssreporting.com>.

Enter User Name: cssdemo

Enter Password: County@123 (password is case sensitive)

CSRA PROBATION SERVICES, INC.

NEW WEBSITE

Helping.You.Succeed.

www.CSRAclients.com

CLIENT SERVICES

See other options below

[CLICK HERE TO MAKE A PAYMENT](#)

SERVICES



TIPS FOR SUCCESS



PAYMENTS



LOCATIONS

[EMPLOYMENT - FREQUENTLY ASKED QUESTIONS](#)

[CLICK HERE TO MAKE A PAYMENT](#)

[LOCATIONS - CSRAPROBATION.COM](#)

TIPS FOR SUCCESS

[EMPLOYMENT SEARCH](#)

[FREQUENTLY ASKED QUESTIONS](#)

CSRA PROBATION SERVICES, INC.



"Providing professional, ethical, and diligent service to the court, the offender, and the community."

ANY CORRESPONDENCE OR INFORMATION REGARDING A CLIENT PRESENTLY ON PROBATION SHOULD BE OBTAINED BY CONTACTING THE PROBATION OFFICER ASSIGNED TO THE CASE VIA PHONE OR IN PERSON.

- AUGUSTA
- AUSTELL
- BAINBRIDGE
- BLACKSHEAR
- BLAIRSVILLE
- BRUNSWICK
- CLEVELAND
- CONYERS
- CORDELE
- CORNELIA
- COVINGTON
- DOUGLAS
- DOUGLASVILLE
- DUNWOODY
- EVANS
- FORSYTH
- JACKSON COUNTY
- JEFFERSON, GA.

- JESUP
- LAWRENCEVILLE
- JEFFERSON COUNTY
- LOUISVILLE GA
- NEWNAN
- ROME
- SANDERSVILLE
- STATESBORO
- THOMASVILLE
- THOMSON
- WARNER ROBBINS
- WASHINGTON
- WATKINSVILLE
- WAYCROSS
- WAYNESBORO
- WINDER
- WOODBINE

TOLL FREE PHONE PAYMENTS:

888-604-7888

(you will need your PIN)