



CSRA PROBATION SERVICES, INC.

December 7, 2018

Ms. Lisa Kelly
City of Hogansville
400 East Main Street
Hogansville, Georgia 30230

Re: Provision of Probation Services for the Hogansville Municipal Court

Dear Ms. Kelly:

CSRA Probation Services, Inc. respectfully submits our response to your request for proposal for the Provision of Probation Services for the City of Hogansville Municipal Court.

In 2017 I began a proud association with CSRA Probation Services and our President and Owner Michael Popplewell. I have known Mike for over 20 years and have long appreciated his dedication and knowledge of our industry and Georgia's probation system. Mike grew up in Augusta, Georgia and in 1990 like me he began serving his local community as a probation officer with the Georgia Department of Corrections. In November 1997 Mike left the Georgia Department of Corrections and founded a misdemeanor probation services company, CSRA (Central Savannah River Area) Probation Services, Inc. Mike chose the name to reflect the dedication he had for serving his **local** community. He began operations with a single office, one employee and six contracts. Within two years the company had five offices and served twenty-eight courts within a ten-county area. In March of 2010 he began expanding the company by acquiring Georgia Corrections Corporation and most recently he added Pathways Community Corrections and Sentinel Offender Services. Mike has successfully incorporated these companies into the CSRA family to provide probation services to almost 140 courts from 30 office within a 44-county area. **See our Exhibits tab for Mike Popplewell and CSRA media articles.**

Mike's business philosophy centers around the belief that the single most important reason for our success is the way we work with closely with our courts to tailor services to accommodate each court's unique needs. He calls this philosophy the "CSRA Way." He has successfully used the "CSRA Way" to position the company, more so than any other misdemeanor probation firm or agency, to develop and implement innovative solutions to serve our courts and the probationers assigned to our care. While our primary obligation is to ensure that the probationer is in full compliance with the court order, thereby avoiding the possibility of incarceration, Mike directs that we do so by focusing on offender success. Our experience has shown that by facilitating success with the probationer, CSRA provides a higher level of service to both the probationer and the court.

CSRA Innovative Programs and Solutions

It has been our experience that providing a complete probation supervision program leads to a high level of success, thereby resulting in a reduced strain on the judicial system including the courts and local jail. CSRA utilizes every option available to provide the probationer with every opportunity to successfully complete their probation sentence. We provide service to our courts that is professional, efficient, and, most importantly, accountable.

CSRA Technology

CSRA understands the importance of utilizing technology to benefit our courts and probationers. Some of the technology we use, or we are developing is listed below:

- + Correction Software Solutions (CSS) is our nationally recognized probation case management software. (See **Exhibits tab** for more information.)
- + Online and Call Center Payment Options via GovPay.
- + Automated appointment reminders via text to probationer's cell phone.
- + **SuperVision Smartphone App** that allows offenders to report-in to their supervising officers and make payments via the App. (See **Exhibits tab** for more information.)
- + www.cssreporting.com is our web check-in program that allows probationers another method to maintain contact with their Probation Officer (see **Exhibits tab** for more information.)
- + www.CSRAclients.com is our Client Services website developed to provide our clients information to help them succeed on probation (see **Exhibits tab** for more information.)
- + Online Training Website.
- + Global Position Satellite Tracking.
- + Alcohol Monitoring via SCRAM and Remote Breath Alcohol screening.

CSRA Qualifications / Capabilities

- + CSRA has successfully handled thousands of cases on behalf of the Courts we serve.
- + CSRA has the local resources and infrastructure to provide immediate and continuous service to the Court.
- + CSRA has the **most experience** and **ability** to work with the Court to expand the Court's Probation Services Program.
- + CSRA provides service over 140 Georgia courts.
- + CSRA has 30 locally-based offices across the state and these locations are available to the court for transfer of supervision to the probationer's county of residence.
- + We offer multiple payment methods, including online, phone, Smartphone App and in person at our local office. No one provides more opportunities for offenders to timely pay their fines than CSRA.
- + To support our Probation Officers, we use *Automated Text Reminder technology* to remind probationers of their upcoming appointment and quick follow up when they fail to report as directed.
- + We offer *CSRA Supervision Smartphone App for check-in and collection services* that provide additional reporting and paying options to individuals selected by the Court.

CSRA Experience

CSRA has been providing probation services for more than 20 years, to more than 140 courts in Georgia and the collective experience and expertise of our company and team members is unmatched in our field.

- + Our executive management team has more than 150 years of experience in the field of probation and court services. Our experiences range from State Probation and Parole Officers serving Superior Courts, to establishing some of the very first misdemeanor probation court programs in the early days of the industry.
- + CSRA is a local Georgia based company.
- + CSRA is the largest and one of the most tenured probation service providers in Georgia.
- + CSRA supervises over 20,000 probationers through its court services, probation services, pretrial and diversion programs.

Benefits of Selecting CSRA

CSRA can complete an easy transition. CSRA has successfully transitioned many caseloads over the years from other probation providers. As such we can ensure that the court will not have to experience any difficulties or uncertainties of a caseload transition and program startup.

- + Established full-time local office already in operation in nearby Newnan.
- + Currently serving other local courts in Newnan, Grantville, Franklin, Senoia and Heard County.
- + On-line case management software that is able to interface with the Court.
- + Most technology available to the court and probationer.
- + Utilization of Automated text appointment reminders to each probationer.
- + Online and Call Center for after hour payment acceptance via GovPay.
- + Operations delivered in accordance with the Governor's Criminal Justice Reform Council's 2015 recommendations.
- + 20+ years of probation service experience.

It is our belief that our combination of experience in the Probation/Court Services industry, exceptional customer support capabilities, and unique technology and service makes CSRA the "Best Choice" for the Hogansville Municipal Court. More importantly, as a current local provider to many surrounding municipal courts, we can ensure that the Court's probation program will operate effectively and be properly supported.

CSRA appreciates the opportunity to provide our response. Should the City or the Court have further questions regarding our offering, please contact me at 770.265.3669 or via email at squeen@csrprobation.com. Again, thank you for considering CSRA to serve the City of Hogansville.

Sincerely,



Steve Queen
Director of Field Services

Enclosures



CSRA PROBATION SERVICES, INC.

FEE SCHEDULE

PROFESSIONAL PROBATION SERVICES FOR THE HOGANSVILLE MUNICIPAL COURT

**DECEMBER 11, 2011
12:00 p.m.**

**Hogansville City Hall
400 East Main Street
Hogansville, Georgia 30230**

**Presented by:
CSRA PROBATION SERVICES, INC.
802-D Oakhurst Drive
Evans, Georgia 30809
706.210.7071
www.csraprobation.com**

FEE SCHEDULE

CSRA offers its services at **no cost** to the City or the Court. The following service fees are paid entirely by the sentenced probationer directly to CSRA with no cost incurred by the City or Court. Each court order directs the probationer to pay a monthly supervision fee to CSRA in an amount approved by the Court and specified in the contract. A probationer is never charged more than the contract amount and is never charged the supervision fee in advance.

Probation Supervision and Case Management

Service	Cost
Level I – (Pay Only Supervision)	\$40.00 per month (3 months of fees maximum)
Level II – (Basic Probation Supervision/Conditions)	\$40.00 per month
Intensive Probation Supervision Program	\$45.00 per month
Pre-Trial Diversion Program	\$40.00 per month
Indigent Probationer Supervision	No Cost
Substance Abuse Detection Screens (6 panel)	\$20.00 per screen
Substance Abuse Lab Confirmation Fee	\$25.00 per screen
Alcohol Test (EtG)	\$20.00 per screen
Breath Alcohol Test	No Cost
SmartPhone Supervision App	No Cost

Electronic Monitoring (EM) Supervision

Service	Cost
Radio Frequency (RF) House Arrest	\$6.00 per day
Global Positioning System (GPS) – Passive	\$8.00 per day
Global Positioning System (GPS) – Active	\$10.00 per day
Remote Breath Alcohol Testing	\$8.00 per day
SCRAM	\$10.00 per day plus \$25.00 enrollment fee

Education and Cognitive Skill Courses

Service	Cost
American Community Corrections Institute LifeSkills Cognitive Skill Courses	\$60.00 per course



CSRA PROBATION SERVICES, INC.

REQUEST FOR PROPOSAL

PROFESSIONAL PROBATION SERVICES FOR THE HOGANSVILLE MUNICIPAL COURT

**DECEMBER 11, 2011
12:00 p.m.**



**Hogansville City Hall
400 East Main Street
Hogansville, Georgia 30230**

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1. INTRODUCTION

CSRA Probation Services, Inc. is a Georgia based corporation providing comprehensive court services to individuals on misdemeanor probation or in special programs. With the combination of jail overcrowding, overwhelming court dockets, and diminishing resources, the need for alternative options to traditional case dispositions are at a critical stage.

CSRA Probation Services, Inc. has demonstrated a “standard of excellence” in the field of court services. We are uniquely qualified to provide a wide array of community services to address the specific needs for misdemeanor cases sentenced in the Hogansville Municipal Court.

The company was founded in 1997 by Michael Popplewell in response to the need for misdemeanor probation supervision. He began with one office, two employees, and six contracts. Today, the company provides services to 140 probation contracts and several “specialty” contracts from 30 offices located throughout Georgia.

At CSRA Probation Services, Inc. we strive to provide more than just “supervision” of cases. We understand the need to enforce conditions, but we also understand that the protection of the community and rehabilitation of our clients should be integral parts of our supervision plan as well. From community service to electronic monitoring to early termination programs, we can provide a customized supervision program to meet the needs of the courts, the clients, and communities that we serve.

We have continued to add services, technology, and programs that enhance not only the probation services model but, more importantly, all possible sentencing and supervision options available to our Court, including, but not limited to:

- + **Automated Text Appointment Reminders** are sent probationers before their scheduled appointments to increase the likelihood of the probationer reporting to scheduled meetings.
- + **SmartPhone App for Check-In and Payment Solution** to promote compliance with court orders and increase collection rates for the Court. Our SmartPhone App allows for after-hours payments and credit card payment via the app thus avoiding the need for the probationer to report to the office for payment reasons. Of course, we always collect payments at our local offices via credit cards or money orders (see *Exhibits tab* for more information.)
- + **Web Check-In Function** provides an efficient check-in process to reduce probationer wait times (see *Exhibits tab* for more information.)
- + **CSRA Client Services Website** provides another method of communication between the probationer and his probation officer (see *Exhibits tab* for more information.)

- + **Drug Testing Solutions** to promote more effect and efficient drug testing of probationers.
- + **Electronic Monitoring, GPS Tracking, and Alcohol Monitoring services** provided by CSRA to aid in compliance with court orders and reduce recidivism.
- + **On-Line Case Management Software** that provides real-time access to case files and financial information for each probationer enrolled in the program.

- **Corporate Office location**

CSRA Probation Services, Inc. maintains our corporate office in Evans, Georgia.
CSRA Probation Services, Inc.
802-D Oakhurst Drive
Evans, Georgia 30809
Telephone: 706-210-7071
Fax: 706-210-7076
www.csraprobation.com

- **Contact name, telephone number, email for questions regarding our proposal.**

Questions regarding our proposal can be addressed to Steve Queen, Director of Field Services at the contact information provided below.

Steve Queen, Director of Field Services
Telephone: 770-265-3669
Email: squeen@csraprobation.com

2. CORPORATE LEADERSHIP

In addition to the key local personnel who will provide direct support to the Probation Services program, CSRA's Executive Management team also provides support to all program operations. Our corporate officers and managers have consistently demonstrated their ability to provide oversight and support for probation services and electronic monitoring services through strong quality management systems. Our executive management team possesses unrivaled qualifications and in-depth experience that will allow CSRA to ensure that all services provided to the Court will meet the specifications for the provision of probation services as required. As evidence of our qualifications, we have provided brief biographic sketches for the following senior executives who will oversee this project to ensure contract compliance and the highest-level of service delivery.

Corporate Executive Management Team

Michael Popplewell, President

Michael Popplewell is President of CSRA Probation Services, Inc. Mike grew up in Augusta, Georgia earning degrees in Criminal Justice and Psychology from Augusta College in 1979. In January 1980, he began a career as a probation officer with the Georgia Department of Offender Rehabilitation. He served in various capacities with the State of Georgia for 18 years. During his time with the state, Mike served as a field officer, transfer officer, circuit drug testing specialist, circuit public information officer, and started and supervised a circuit-wide intensive probation supervision program.

In November 1997 Mike left the state of Georgia and founded a private probation company, CSRA (Central Savannah River Area) Probation Services, Inc. He began operations with a single office, one employee and six contracts. Within two years the company had five offices and serviced twenty-eight courts within a ten-county area. In March of 2010 he purchased Georgia Corrections Corporation and most recently he acquired Pathways Community Corrections and Sentinel Offender Services. Today, his companies provide probation services to 140 courts within a 44-county area from 30 offices.

In addition to probation services, Mike provides consulting services to other agencies including directing the start-up of private probation services for a company in the State of Kentucky. Mike's companies also provide supporting services to courts around the state such as Pre-Trial Diversion Programs, Bond Supervision, Accountability Courts supervision, Electronic Monitoring, and Drug and Alcohol testing programs.

Mike has been recognized as a leader and innovator in the field of community corrections. To promote increased success in probation services, he developed the SuperVision Smartphone App, an ETIP (Early Termination Incentive Plan) program, an online reporting form, an offender satisfaction survey, as well as providing an online payment function to make paying fines and fees as convenient as possible.

Mike was a founding member of the Private Probation Association of Georgia and served 4 consecutive terms as president. He is also a founding member of the Community Corrections Association of Georgia and currently sits on the Board of Directors. Mike is active in many national organizations and he holds memberships in: American Probation and Parole Association, American Correctional Association, Georgia Professional Association of Community Supervision, International Community Corrections Association, National Association of Drug Court Professionals, and the Correctional Technology Association.

Ginny D. Kent, Director of Operations

Ginny D. Kent is Director of Operations for CSRA Probation Services, Inc. Ginny began her career in the court services industry as a probation officer with CSRA in January 1999. She was named Region Manager in 2003 and Director of Operations in 2007. During her tenure at CSRA she has worked in various areas of general client supervision, indigent defense administration, pre-trial diversion and bond supervision program coordination, drug testing training and certification and electronic monitoring. Kent holds a Bachelor of Science degree in Sociology/Social Work from Georgia Southern University.

Steve Queen, Director of Field Services

Steve Queen is Director of Field Services. Steve joined CSRA via the recent acquisition of Sentinel Offender Services. With over 25 years' experience as a Probation State Director, he has been instrumental in the development of standards and programs for many courts and brings valuable knowledge and experience. Steve began his professional career in 1990 as a Probation Officer with the Georgia Department of Corrections serving the Gwinnett Judicial Circuit. He was an early leader within the misdemeanor probation industry and served as Vice President of another private probation company for nearly twenty-two (22) years prior to his move to CSRA. Mr. Queen has directed the establishment of more than a thirty (30) new offices and implementation of innovative programs to serve new customers. He has served in numerous management positions and, through his current assignment, is a key member of the CSRA management team. Mr. Queen graduated from Gainesville College with his Associates Degree in Political Science and from Georgia State University with his Bachelor of Interdisciplinary Studies (Pre-Law) degree.

Mr. Queen serves as President of the Community Corrections Association of Georgia and in 2018 was appointed by Governor Nathan Deal to serve on the Georgia Board of Community Supervision. He also holds memberships or certifications with P.O.S.T. (Certified Probation Officer), Georgia Professional Association of Community Supervision, Community Corrections Association of Georgia (President), Georgia Council of Court Administrators, National Association of Probation Executives, and Big Brother/Big Sister of Atlanta (Volunteer / Mentor).

Margie Greene, Director of Business Development

Margie Greene is Director of Business Development for CSRA Probation Services, Inc. and founder of Georgia Corrections Corporation (GCC) where she served as CEO and Director of Probation for fifteen years. Margie previously served as Chief Clerk of Court for Monroe County Probate Court. Her vast court administrative experience enabled her to develop a high-quality probation service based on individual court needs. In 2009, GCC received distinctive recognition from the County and Municipal Probation Advisory Council as a "stellar" probation service. Greene obtained her Bachelor of Science degree in Criminal Justice from Tift College at Mercer University.

Amanda Garrett, Director of Probation Services (South Georgia)

Amanda Garrett is Director of Probation Services for CSRA Probation Services, Inc. She is a native of Coffee County and began her career as a probation officer serving the State Court of Coffee County in October 1996. In 2003, she was promoted to Program Manager with oversight over three offices. In 2009 she was promoted to Regional Director and in 2013 she was promoted to State Coordinator with Providence Community Corrections.

Amanda received her Associates of Arts in Psychology from South Georgia College and her Bachelor of Science in Psychology from Valdosta State University. Amanda began working in the court system in 1994 as a work study student with the Solicitors Office of Coffee County. Part of her duties there involved working with the Victim Witness Assistance Program.

Amanda has received training in Quality Assurance for Case Management, Domestic Violence Intervention, Anger Management, and Character Development. Amanda previously served as Vice President of the Community Corrections Association of Georgia.

Jeremy Brett, Director of Quality Assurance

Jeremy Brett is the Quality Assurance Director for CSRA Probation Services. He began working in the court system as Probation Officer in 2001 in Sandersville, Georgia. Jeremy has since served as a Regional Director managing over 8 offices and servicing 15 courts in Georgia and Florida providing client supervision, urinalysis testing, bond supervision and GPS electronic monitoring. He also manages the client supervision computer-based program that is on the cutting edge of technology and diversity for CSRA customers and clients. Jeremy attended Florida State University where he majored in Interdisciplinary Sociology and was a member of the 1999 National Championship Football Team.

Mike Pozensy, Training and Development Manager

CSRA recently recruited Michael "Mike" Pozesny as their new Training and Development Manager. Mike has spent over thirty years in some facet of public safety including investigations, corrections, mental health, counseling, and nine years as State Director of Training. Mike has completed a bachelor's degree in Social and Behavioral Sciences, a master's degree in Criminal Justice with a Graduate Certificate in

Substance Abuse, a Master's in Education Degree specializing in Adult Education, and a master's degree in Public Safety. He is currently working on his Doctorate in Psychology. He has also served as a P.O.S.T.-certified law enforcement instructor and has taught for the Georgia Bureau of Investigation, the National Institute of Justice, the Office of Law Enforcement Technology Commercialization, the Alabama Jail Association, and other state and federal agencies and groups. Mike is a member of the American Probation and Parole Association, the International Law Enforcement Educators and Trainers Association and other professional groups as well as teaching both in the classroom and online for several leading universities.

Under Mike's leadership our CSRA team has built a learning management system for CSRA which is specific to the courts it serves. Today's probation staff are tech savvy, so we have created an online training platform that not only allows for consistent basic training for all staff, but which also allows us to create training specific to the individual courts and judges we serve. This gives us the chance to collaborate with our court stakeholders to ensure the standards, policies, and procedures we implement are exactly aligned with what our judges want and need. Additionally, we can provide this training presence to the judges in such a way they can email us what they would like added and/or changed and we can easily make those adaptations.

Brian Smith, Director of Information Technology

Brian Smith join CSRA in 2017 as our Director of IT. For 12 years Brian served as the IT Director for the City of Sandersville. He has also served as a volunteer Fire Fighter. Brian attended Sandersville Technical College and holds certifications in the following areas: Certified Fiber Optic Technician, PC Repair Tech, Network Technician, CISCO specialist, CISCO CCNA specialist and CompTIA A+ certified preparation.

CSRA is proud to be members of the following professional organizations and associations:

- Georgia Professional Association of Community Supervision
- Community Corrections Association of Georgia (founding member)
- American Correctional Association
- American Probation and Parole Association
- Georgia Sheriff's Association (honorary member)
- Mothers Against Drunk Drivers
- International Community Corrections Association
- National Association of Drug Court Professionals

COMPANY EXPERIENCE

CSRA Probation Services, Inc. is registered and in good standing with the Georgia Department of Community Supervision. We maintain liability insurance and all

employees are bonded. We meet or exceed all qualifications and standards established for misdemeanor probation providers.

CSRA provides services from the following 30 office locations and serves the courts noted from each of these locations.

Office Information	Courts Served
ALMA (Region 4) Bacon County Courthouse 502 W 12 th Street, Room 400 Alma, GA 31510 Phone 912-449-0533 Supervisor: Keesha Wills	Bacon County Superior Court Bacon County Magistrate Court Bacon County State Court
AUGUSTA (Region 1) 418 12 th Street PO Box 898 (mail) Augusta, GA 30901 Office 706-432-8607 Fax 706-432-8613 Supervisor: Jill Guin	Richmond County Superior Court
BAINBRIDGE (Region 4) 309 E. Broughton Street PO Box 496 zip code 39818 (mail) Bainbridge, GA 39817 Office 229-248-1008 Fax 229-248-0609 Supervisor: Amanda Garrett	Decatur County State Court Sylvester Municipal Court
BLACKSHEAR (Region 4) 3523 Highway 84 Blackshear, GA 31516 Office 912-449-0533 Fax 912-449-8069 Supervisor: Keesha Wills	Blackshear Municipal Court Patterson Municipal Court Pierce County Magistrate Court Pierce County State Court Pierce County Superior Court
BLAIRSVILLE 185 Welborne Street Suite 7 PO Box 1809 (mail) Blairsville, GA 30514 Office 706-781-1882 Fax 706-745-1782 Supervisor: Angie Deyton	Blairsville Municipal Court Blue Ridge Municipal Court Hiwassee Municipal Court Towns Co. Magistrate Court Towns Co. Probate Court Towns Co. Superior Court Union Co. Magistrate Court Union Co. Probate Court Union Co. Superior Court
BRUNSWICK (Region 4) 1429 Union Street, Suite A Brunswick, GA 31520 Office 912-261-8007 Fax 912-261-0334 Supervisor: Amanda Garrett	Brunswick Municipal Court Glynn County Magistrate Court Glynn County State Court Glynn County Superior Court

<p>CLEVELAND 1641 Hwy 129 South, Suite E, Box 7 Cleveland, GA 30528 Office 706-865-4630 Fax 706-219-1811 Supervisor: Steve Queen</p>	<p>Cleveland Municipal Court White Co. Magistrate Court White Co. Probate Court</p>
<p>CONYERS (Region 2) 1229 Royal Street, Suite F Conyers, GA 30094 Office 770-278-9878 Fax 678-269-4699 Supervisor: Sandee Lanier</p>	<p>Rockdale County State Court Rockdale County Superior Court Rockdale County Magistrate Court</p>
<p>CORDELE (Region 4) 401 16th Avenue, Unit E PO Box 185 (mail) Cordele, GA 31015 Office 229-276-1457 Fax 229-276-0138 Supervisor: Amanda Garrett</p>	<p>Cordele Municipal Court Arabi Municipal Court</p>
<p>CORNELIA 465 Chattahoochee Street Cornelia, GA 30531 Office 706-778-2773 Fax 706-776-6018 Supervisor: Steve Queen</p>	<p>Clarksville Municipal Court Habersham Co. Magistrate Court Habersham Co. State Court Habersham Co. Superior Court Mount Airy Municipal Court Dillard Municipal Court Sky Valley Municipal Court Mountain City Municipal Court Tallulah Falls Municipal Court</p>
<p>COVINGTON (Region 2) 2147 Pace Street Covington, GA 30014 Office 678-625-0055 Fax 678-625-1195 Supervisor: Sandee Lanier</p>	<p>Newton County Probate Court Newton County Magistrate Court</p>
<p>DOUGLAS (Region 4) 912 N. Madison Avenue PO Box 1964 zip code 31534 (mail) Douglas, GA 31533 Office 912-384-7371 or 877-400-7099 Fax 912-384-0430 Supervisor: Amanda Garrett</p>	<p>Broxton Municipal Court Coffee County Superior Court Coffee County State Court Coffee County Magistrate Court Douglas Municipal Court Nicholls Municipal Court</p>
<p>DUNWOODY Nine Dunwoody Park, Suite 116 Atlanta, GA 30338 Office 770-673-8085 Fax 770-673-8087 Supervisor: Steve Queen</p>	<p>Dunwoody Municipal Court Johns Creek Municipal Court</p>

<p>EVANS (Region 1) 802-D Oakhurst Drive Evans, GA 30809 Office 706-210-7071 Fax 706-210-7076 Supervisor: Jill Guin</p>	<p>Columbia County Superior Court Columbia County Magistrate Court Harlem Municipal Court Grovetown Municipal Court</p>
<p>FORSYTH (Region 2) 7 North Lee Street Forsyth, GA 31029 Office 478-992-8839 Fax 478-992-8887 Supervisor: Margie Greene</p>	<p>Monroe County Superior Court Monroe County Probate Court Forsyth Municipal Court Lamar County Superior Court</p>
<p>JEFFERSON 48 Professional Drive Jefferson, GA 30549 Office 706-367-6391 Fax 706-367-6393 Supervisor: Steve Queen</p>	<p>Arcade Municipal Court Banks Co. Superior Court Commerce Municipal Court Jackson Co. State Court Jackson Co. Superior Court Jackson Co. Magistrate Court Maysville Municipal Court Pendergrass Municipal Court</p>
<p>JESUP (Region 4) 162 N. Macon Street Jesup, GA 31545 Office 912-427-4706 Fax 912-427-4709 Supervisor: Keesha Wills</p>	<p>Screven Municipal Court Wayne County State Court Wayne County Superior Court</p>
<p>LAKELAND (Region 4) 4 S Valdosta Road Lakeland, GA 31635 Office 912-384-7371 Supervisor: Amanda Garrett</p>	<p>Lanier County Magistrate Court</p>
<p>LAWRENCEVILLE 320 West Pike Street, Suite 100 Lawrenceville, GA 30046 Office 770-339-5120 Fax 770-339-5141 Supervisor: Sandee Lanier</p>	<p>Gwinnett Co. Records Court</p>
<p>LOUISVILLE (Region 3) 711 Peachtree Street PO Box 825 (mail) Louisville, GA 30434 Office 478-625-9528 Fax 478-625-1781 Supervisor: Jeremy Brett</p>	<p>Louisville Municipal Court Jefferson County State Court Wrens Municipal Court Wadley Municipal Court Stapleton Municipal Court</p>
<p>NEWNAN (Region 2) 2 Lee Street PO Box 1142 Newnan, GA 30263 Office 770-253-5001 Fax 770-502-2309 Supervisor: Steve Queen</p>	<p>Ephesus Municipal Court Franklin Municipal Court Grantville Municipal Court Heard County Probate Court Newnan Municipal Court Senoia Municipal Court Tyrone Municipal Court</p>

<p>ROME (Region 2) 323 E. 8th Street, Suite 200 Rome, GA 30161 Office 706-802-1075 Fax 706-802-1082 Supervisor: Steve Queen</p>	<p>Floyd County Superior Court</p>
<p>SANDERSVILLE (Region 3) 112 Malone Street PO Box 5768 (mail) Sandersville, GA 31082 Office 478-553-0071 Fax 478-553-0090 Supervisor: Jeremy Brett</p>	<p>Davisboro Municipal Court Sandersville Municipal Court Sparta Municipal Court Tennille Municipal Court Washington County Magistrate Court Washington County State Court</p>
<p>THOMASVILLE (Region 4) 1210 E Jackson Street, Suite E PO Box 3457 (mail) Thomasville, GA 31792 Office 229-226-0025 Fax 229-226-4850 Supervisor: Amanda Garrett</p>	<p>Boston Municipal Court Coolidge Municipal Court Thomas County Magistrate Court Thomas County State Court Thomas County Superior Court Thomasville Municipal Court</p>
<p>THOMSON (Region 1) 147 Knox Shopping Center PO Box 247 (mail) Thomson, GA 30824 Office 706-597-8337 Fax 706-597-8553 Supervisor: Ty Davis</p>	<p>McDuffie County Superior Court Warren County Superior Court Glascock County Superior Court Thomson Municipal Court</p>
<p>WARNER ROBINS 202 Carl Vinson Pkwy Warner Robins, GA 31088 Office 478-542-2083 Fax 478-542-2072 Supervisor: Jeremy Britt</p>	<p>Houston County State Court Houston County Superior Court</p>
<p>WASHINGTON (Region 1) 22-R W Robert Toombs Avenue PO Box 1283 (mail) Washington, GA 30673 Office 706-678-5803 Fax 706-678-5804 Supervisor: Ty Davis</p>	<p>Lincoln County Superior Court Lincoln County Probate Court Lincolnton Municipal Court Wilkes County Probate Court Wilkes County Superior Court Washington Municipal Court Taliaferro County Superior Court Taliaferro County Probate Court Oglethorpe County Probate Court</p>
<p>WATKINSVILLE (Region 2) 31½ North Main Street PO Box 94 (mail) Watkinsville, GA 30677 Office 706-310-4466 Fax 844-360-0256 Supervisor: Sandee Lanier</p>	<p>Comer Municipal Court Oconee County Magistrate Court Oconee County Probate Court Oconee County Superior Court Winterville Municipal Court Watkinsville Municipal Court</p>

<p>WAYCROSS (Region 4) 607-A Church Street Waycross, GA 31501 Office 912-285-7159 Fax 912-285-4271 Supervisor: Amanda Garrett</p>	<p>Ware County State Court Ware County Superior Court Waycross Municipal Court</p>
<p>WAYNESBORO (Region 1) 219 East 6th Street, Suite A PO Box 572 (mail) Waynesboro, GA 30830 Office 706-554-5161 Fax 706-554-5652 Supervisor: Laura Riska</p>	<p>Burke County Superior Court Burke County State Court Burke County DUI/Drug Court Burke County Magistrate Court Waynesboro Municipal Court Blythe Municipal Court Hephzibah Municipal Court Midville Municipal Court Sardis Municipal Court</p>
<p>WINDER 377 Resource Parkway Winder, GA 30690 Office 770-307-1020 Fax 770-307-0921 Supervisor: Steve Queen</p>	<p>Barrow County Superior Court Barrow County Probate Court Barrow County Magistrate Court</p>
<p>WOODBINE (Region 4) 306 Bedell Avenue, Suite B PO Box 94 (mail) Woodbine, GA 31569 Office 912-729-7844 Fax 912-729-7846 Supervisor: Amanda Garrett</p>	<p>Camden County Superior Court</p>

3. SUMMARY OF SERVICES

The misdemeanor probation industry has become very competitive in recent years. With close scrutiny coming from media and state agencies, it is vital that the courts utilize probation companies that will best serve the interests of the courts. Mere "supervision" is no longer adequate in today's criminal justice setting. With the recent downturn in the economy, not only are fine collections important, but potential savings for local jurisdictions are just as important. At CSRA Probation Services, Inc., we recognize that every effort must be taken to not overburden local jails with misdemeanor probation violators.

At CSRA Probation Services, Inc. we will:

- Structure a probation plan that will best fit the needs of your court.
- Work with local officials to focus on specific needs and goals.
- Be available to local officials to provide flexibility in supervision strategies.
- Work with each client to achieve successful completion of their sentence.

As the number of cases appearing in court continues to increase, available options for these offenders are diminishing. The State of Georgia has closed Diversion Centers, Boot Camps, Detention Centers, and even some Prisons. The result has created an even bigger strain on local jail bed space. We will work with the courts and the jails in an effort to divert as many offenders from jail as possible. Our "Alternatives to Incarceration" program can use a system of progressive sanctions and our Smartphone Supervision App are viable options to assist with jail relief as well as encouraging offender compliance.

CSRA provides a wide array of services to meet the requirements of our courts and the needs of our clients. These options include:

Basic Probation: Offenders receive community-based supervision as dictated by the sentencing court. This supervision may include: office visits, fine/fee/restitution collections, counseling, community service, substance abuse testing, and/or other conditions as deemed necessary by the court. We monitor each condition and provide status reports to the court as needed. In the event of a failure to comply, we handle necessary paperwork and scheduling to proceed with hearings for possible revocation of probation. At CSRA Probation Services, Inc. we have a track record of providing superior supervision services while maximizing collections for the courts.

Pretrial Diversion: An alternative for qualified offenders to divert from the traditional court process and enter into a specialized program which provides the opportunity of resolution without the imposition of a criminal conviction. We provide close supervision of these cases with the tenets of basic probation supervision as well as additional terms as imposed. We monitor programs and conditions that are more rehabilitative in nature. This program provides an opportunity for those with no criminal history to learn behavioral change and responsibility without the stigma of a criminal conviction that

could impede future opportunities. CSRA Probation Services, Inc. is experienced in the development and supervision of Pretrial Diversion Programs and can handle all functions of such a program.

Bond Supervision: Individuals arrested for new offenses may be required to participate in this program as a condition of bond release. The conditions of the program are set by the releasing judge. This program normally has conditions specific to the offense for which an individual is charged. Common offenses and conditions are: Drug Offenses- drug testing, Family Violence- counseling/no contact, Shoplifting/Theft- stay away provisions. At CSRA Probation Services, Inc. we handle bond supervision in numerous courts and have the flexibility to provide specific supervision strategies as required by each jurisdiction.

Accountability Courts: These courts are designed to address specific social issues that manifest themselves in the traditional court setting. Common accountability courts include DUI courts, Drug Courts, Family Violence Courts and Mental Health Courts. It has been shown that if the underlying cause of the criminal action can be addressed, the probability of recidivism is greatly reduced. The combined efforts of intervention, counseling, and supervision are the components of these courts that work together to rehabilitate offenders. CSRA Probation Services, Inc. has participated in each accountability court training conference held in Georgia. We have assisted in the start-up of accountability courts and have worked in all areas of court procedure- from grant writing to offender supervision.

Special Conditions: Each level of supervision has standard program conditions that all offenders are required to comply with. Often, special conditions are imposed as an additional component of a program. At CSRA Probation Services, Inc we are experienced in the development and supervision of such conditions. Some common special conditions may be drug testing, community service, or counseling. We have the capability of providing, developing, or referring offenders to qualified programs as dictated by the court.

Electronic Monitoring: The use of electronic monitoring has allowed the courts to present a home confinement option as an alternative to incarceration. As a condition of a sentence, electronic monitoring ensures that an offender remains at a designated location as ordered. The monitoring equipment consists of an ankle bracelet worn by the offender and a receiver which is located in the offender's place of residence. If an offender violates the order of home confinement, a 24/7 monitoring center is alerted, which in turn notifies the appropriate authorities. At CSRA Probation Services, Inc. we have utilized electronic monitoring in every supervision program we serve and are well versed in the application and operation of electronic monitoring.

Global Positioning Satellite Tracking: GPS technology provides for the constant monitoring of an offender's whereabouts. This option allows for a home confinement option coupled with the possibility of allowing offenders the opportunity to travel to verifiable destinations. This option can allow offenders to be confined while allowing

tracks all conditions of a case and generates needed reports as well as necessary forms. Our program can be quickly and easily adjusted to focus on specific target areas as requested.

EARLY TERMINATION INCENTIVE PROGRAM (ETIP)

This program, currently in development by CSRA Probation Services, Inc., motivates offenders to successfully complete probation, increases fine collections, and decreases jail expenses. Probation "credit" may be earned by meeting certain goals. The formula is as follows: One (1) month credit per twelve (12) month sentence as goals are attained. Goals are generally defined as: Special Conditions, payment in full of individually ordered pay requirements (excluding probation fees). Example: fines and restitution. Six months with no violations. The usual maximum benefit available is one-half (1/2) of the probation term. This program generally excludes DUI offenses which has mandatory probation, however, can include companion cases. Violent offense cases are generally not considered unless specified by the court.

ALTERNATIVES TO INCARCERATION

Financial considerations associated with today's criminal justice options have reached a critical stage. The number of offenders appearing in our courts have reached an unprecedented level. However, available options for these offenders are quickly disappearing as the funding for these options have been eliminated.

The State of Georgia has closed Diversion Centers, and even some Detention Centers, Boot Camps, and Prisons. The elimination of these options for the courts is creating a severe strain on already over-crowded local jails.

At CSRA Probation Services, Inc., we have developed and implemented a system of "Alternatives To Incarceration" that can provide relief to over-crowded jails as well as provide options to the courts for probation violators.

CSRA Probation Services, Inc. provides solutions that work. Please review the following "Alternatives To Incarceration", then give us a call for more information.

DIRECT SENTENCING

The spectrum of sentencing options has diminished to the point that there is little to offer between jail-time and probation. While many offenders may need "more" than just probation, they may also not need to be incarcerated.

Our "Alternatives To Incarceration" program can provide the courts with intermediate options for offenders that may need "more" than probation. These options can include progressive levels of monitoring from Curfews (Electronic Monitoring) to Continual Alcohol Monitoring (SCRAM), to GPS Tracking, in order to provide a level of supervision suitable for each offense.

PROBATION VIOLATIONS

Due to budget constraints, the State of Georgia has closed Diversion Centers, some Detention Centers, and even Boot Camps, and Prisons. The result is a shortage of "bed space" which, in turn, has created a severe shortage of sanction options for probation violators.

With our "Alternatives to Incarceration" program, we can offer the courts the opportunity to address probation violators with progressive sanctions without the necessity of jail time. Our capability to provide Continual Alcohol Monitoring (SCRAM), Electronic Monitoring, and GPS Tracking can allow the courts to impose curfews, stay away provisions, and alcohol monitoring as sanctions for those violations that may not rise to the level of incarceration. These programs can be utilized in both felony and misdemeanor cases.

HOME INCARCERATION

It costs approximately \$50 per day, plus medical expenses to house most offenders in a local jail. In the interest of public safety, many offenders should be kept off the streets. However, many offenders charged with or convicted of non-violent offenses may be suitable candidates for Home Incarceration. These individuals may need more than standard community supervision, but they also may not need to be in jail. As an alternative sentencing option, CSRA Probation Services, Inc. uses GPS Tracking to provide constant information on the whereabouts of offenders. Faced with the high costs of housing inmates, Home Incarceration is an option that provides an accurate tracking system, from allowing an offender to go to the doctor or go to work, the GPS program can track an offender's whereabouts day and night.

We monitor offenders based on where they are supposed to be. Our House Arrest Bracelet solution is effective. Not only does it quickly notify officers when offenders leave their homes, it also monitors and tracks them no matter where they are; whether school, at work, and most importantly anywhere in the community they aren't supposed to be.

BOND SUPERVISION

As the local jails have filled with a back-log of convicted offenders awaiting transport, combined with those serving time in the local jail, it has become more urgent to create available bed space through bond release. However, prior to bond release, each offender must be evaluated based on the pending charges and potential risk if released back into the community.

At CSRA Probation Services, Inc., we can monitor special bond conditions to ensure compliance until each case is disposed. We can monitor conditions specific to a charge in order to ensure public safety as well as compliance with the Georgia law. Some typical bond conditions may include: Drug Testing, Curfews (Electronic Monitoring), Stay Away Provisions (GPS Monitoring), Alcohol Monitoring (SCRAM), and/or Monthly Reporting.

4. SCOPE OF SERVICES

Case Management

The primary goal of supervision is to reduce risk to the community through ongoing monitoring, information gathering, and treatment. Supervision techniques include surveillance of the probationer's activities in the community, and referrals to treatment providers. Our probation supervision activities include:

- Guidance and direction to each probationer with successful completion of probation and associated conditions as their main goal.
- Exploration of all available sources of information such as pre-sentence investigations, police reports, and criminal histories to gain insight into probationer's current status and background.
- Maintenance of ongoing contacts with individuals that have knowledge of the probationer's activities.
- Working closely with treatment providers to coordinate effective treatment and Supervision Plans.
- Making referrals to appropriate treatment providers, maintains contact with resources available in the community, coordinates referrals with treatment providers to establish mutual treatment and supervision goals, monitors probationer's progress and documents all actions taken.
- Monitoring the probationer's lifestyle with particular attention to financial stability, employment status and indications of substance abuse; making referrals for treatment, as necessary.
- Informing the probationer of court-ordered sanctions such as paying fines, restitution, supervision fees and other costs; monitoring compliance with established payment schedules and takes appropriate action to address arrearages.
- Ensuring that probationers are properly screened, placed with a community service agency, and completes community service in a timely manner.

The primary objectives of our Case Management program are to protect the community, enforce conditions of probation, and to assist probationers in becoming law-abiding citizens. The Probation Officer meets with the offender at least once a month to provide guidance and direction to the offender in completing the conditions of probation and to monitoring his/her progress. Appointments are scheduled to accommodate the offenders work schedule and efforts are made to avoid time lost at work due to reporting to their Probation Officer. Additionally, we provide alternative reporting times during evening and weekend hours to accommodate those offenders who work long or unusual hours.

To effectively supervise a case, the CSRA Probation Officer will develop and implement a Supervision Plan. The Supervision Plan outlines the specific strategies to be employed by the Probation Officer to achieve the supervision objectives. The Case Assessment serves as the foundation of the Supervision Plan. Each risk and employment factor identified in the assessment will be appropriately addressed in the Supervision Plan. The Probation Officer will select the most appropriate method of supervision based on the identified factors. The Supervision Plan will be modified whenever additional risk or employment factors are identified or when the Probation

Officer becomes aware of new problems or concerns. The Case Assessment and Supervision Plan determines the frequency of office contacts, inclusion of random drug testing, payment plans, and schedule for completion of special conditions. Most probationers will receive at least one (1) face-to-face contact per month with their Probation Officer or Case Manager and high-risk probationers on Intensive Probation Supervision may complete as many as four (4) office contacts per month.

Multi-Tiered Service Levels

CSRA will offer the Courts multiple levels of supervision defined in our SOP. By providing multiple supervision levels, the Court may utilize different reporting requirements, frequency of office visits, and electronic monitoring technology for those cases involving high-risk participants. This model has proven successful in other jurisdictions we serve, and our goal is to expand our service options with the implementation of a Pre-Trial Diversion Program, SmartPhone App program, and enhanced supervision.

- Supervision Levels:
- Pay Only
 - Conditions
 - Pre-Trial Diversion

CSRA's vast experience has allowed us the opportunity to develop a strong approach to the dynamics within team relationships and leadership responsibilities. We take seriously our duty to be a vital and productive member of the court system. As the arm of the court, and responsible for providing probation services, we understand our actions reflect upon all law enforcement agencies within the City. We perceive our role as being both supportive to the City and as an assistant to the Court; we must be supportive in that our policies and procedures reflect the values instituted by the Court, and that our performance aids the City in achieving its goal of delivering quality service to the citizens of the City and those individuals interacting with the Court.

Case Management

The primary objectives of our Case Management program are to protect the community, enforce conditions of probation, and to assist probationers in becoming law-abiding citizens. The Probation Officer meets with the offender at least once a month to provide guidance and direction to the offender in completing the conditions of probation and to monitoring his/her progress. Appointments are scheduled to accommodate the offenders work schedule and efforts are made to avoid time lost at work due to reporting to their Probation Officer. Additionally, we provide alternative reporting times during evening and weekend hours to accommodate those offenders who work long or unusual hours. Our staff will attend each court session held at the Court or jail to explain to the offenders placed on probation the conditions of their individual sentence.

- CSRA's probation services include:
- Case Management
 - Case Intake / Enrollment
 - Facilitating Individual Supervision Plans
 - Addressing Violations and Delinquencies
 - Administrative Hearings
 - Revocation Hearings

Our staff performs the following business activities on behalf of the Program:

- Represents the CSRA office in all daily courtroom responsibilities;
- Represents CSRA in a proactive manner using a computer to access our case management software to effectively answer questions concerning cases;

- Remains knowledgeable about the probation process and services provided by CSRA and is able to intelligently discuss our ability to serve the Court;
- Processes payments, performs initial interviews with offenders, completes court intake and ensures the integrity of the intake process so that the offender is aware of their legal responsibilities;
- Pre-assigns probationers to our Probation Officers for supervision under the direction of the CSRA Branch Manager and does so in a manner that ensures that caseloads remain balanced throughout the office; and

Immediately after the offender is sentenced our staff will interview the offender and complete the Intake process. During the process, our staff will complete an offender case history form that includes home address, employment status and address, family/emergency contacts, substance abuse/physical/mental dependencies, criminal history data, court sentencing data, and social security number. Our staff will review all conditions of probation with the offender and provide him/her with a copy of the sentence. Additionally, if the offender is prepared to make his/her first payment they will be given a receipt and the funds will be applied to the offender's case. All information received from the offender will be placed in their case file as well as in CSRA's case management software.

Upon completion of the case intake, our staff obtains the offender's signature on the General Conditions of Probation, the Sentence Sheet, and the Reporting and Payment Acknowledgement Form. The offender is provided with directions and an appointment time at our local Branch Office within the next five (5) days and is notified of the documentation he/she will need to provide at his/her first visit.

Individual Supervision Plans

To effectively supervise a case, the CSRA Probation Officer will develop and implement a Supervision Plan. The Supervision Plan outlines the specific strategies to be employed by the Probation Officer to achieve the supervision objectives. The Case Assessment serves as the foundation of the Supervision Plan. Each risk and employment factor identified in the assessment will be appropriately addressed in the Supervision Plan. The Probation Officer will select the most appropriate method of supervision based on the identified factors. The Supervision Plan will be modified whenever additional risk or employment factors are identified or when the Probation Officer becomes aware of new problems or concerns. The Case Assessment and supervision plan determines the frequency of office contacts, inclusion of random drug testing, payment plans, and schedule for completion of special conditions. Most probationers will receive at least one (1) face-to-face contact per month with their Probation Officer or Case Manager and high-risk probationers may complete as many as four (4) office contacts per month.

Court Services and Case Intake

CSRA provides professional and courteous service to all probationers and maintains a professional relationship with offenders who are completing court-ordered requirements. CSRA personnel are fully trained and prepared to provide case management services to any person appearing in Court. We are prepared to accommodate and provide services for offenders ordered to serve a suspended sentence, pre-trial diversion, or probationary period. Immediately after sentencing, CSRA staff will interview the offender and complete the intake process. During the process, staff will complete an Offender Case History form that includes home address, employment status and address, family/emergency contacts, substance abuse/physical/mental dependencies, criminal history data, court sentencing data, and social security number. The staff member will review all conditions of probation with the offender and provide him/her with a copy of the sentence. Additionally, if the offender is prepared to make his/her first payment they will be given a receipt and the funds will be applied to the offender's case. All information received from the offender will be placed in their case file as well as in our case management software.

IMPORTANT CSRA ADVANTAGE: We are the only company in the industry who is providing SmartPhone App to our probationers to use in making payments, receiving reminders before and after their scheduled appointments. Every probationer using the SmartPhone App receives a message reminding he/she of their scheduled appointment, thus increasing the likelihood of them reporting as scheduled. A probationer's failure to report as directed is the single most committed probation violation; this effort assists in reducing the occurrence of this violation action.

Upon completion of the case intake, the staff member obtains the offender's signature on the General Conditions of Probation, the Sentence Sheet, and the Reporting and Payment Acknowledgement Form. The offender is provided with directions to our office and an appointment time with their Probation Officer within the next five (5) days and is advised of the documentation he/she will need to provide at his/her first visit. In cases where additional conditions of probation are ordered such as community service, AA attendance, or counseling, our Enrollment Officers provide the initial referral to appropriate community agencies. They cooperate with the probationer with the assignment of community service locations, coordination of AA attendance, and ensure all instructions are clearly noted in the probationer's electronic case file. Our local Office Manager monitors our Court Services and Case Management activities to ensure these services and activities are properly conducted and coordinated.

Orientation

When the probationer reports to our local office, he/she will be provided a complete Orientation of the Probation Supervision process to ensure a complete understanding of the legal requirements of the probation sentence. We have found that focusing on the enrollment process and taking additional time to communicate with the probationer their responsibilities enhances the probationer's level of success. The Probation Officer completes the following activities when processing a new case and revisits each requirement during subsequent follow up meetings with each probationer:

- Reviews and explains the sentence of probation and each condition of probation to ensure the probationer completely understands all aspects and requirements of the sentence.

- Complete assessment to determine indigent status.
- Provides linkage to community agencies to complete special conditions of probation such as community service work.
- Provides linkage to community treatment agencies to complete substance abuse, anger management, or batterer's intervention programs.
- Completes a financial assessment and sets a payment schedule.
- Schedules a date for his/her next appointment.
- Documents completion of all of these activities in the probationer's case management record.
- Updates case management system with new information on: employment, counseling, financial, demographic, or other major issues in the probationers' lives.
- Documents community service completion, progress, and communicates deadlines to the probationer.
- Documents completion of screenings, participation in treatment, and monitors any special conditions of the Court.

Supervision Levels

Typically, probationers assigned to our programs can be divided into two (2) general categories. Some only have to complete their financial responsibilities to the Court, the victim, or both (Pay Only cases.) Others, in addition to this financial responsibility, must also complete other requirements of the Court, such as community service, drug testing, treatment, or counseling (Condition cases.) These two (2) groups require distinctly different levels of supervision and are handled by different supervision teams within our offices.

“Pay Only” (Level I): For those probationers who only have financial obligations to complete, our focus is to provide timely and accurate collection and remittance of all required payments. Probationers are required to maintain contact with their assigned CSRA officer on a monthly basis. Our SmartPhone Supervision App is an excellent tool used to monitor Pay Only probationers.

“Conditions” (Level II): The majority of probationers assigned to our programs have requirements that extend beyond financial obligations. These may include community service, drug testing, counseling, treatment, victim restitution, or electronic monitoring. These cases are significantly more difficult to supervise than those with only financial obligations in that the additional requirements are often concurrent and must be completed prior to the sentence end date. These cases usually require more frequent office contacts and more direct and sustained communication between the probationer and the CSRA officer. For this reason, we assign our more senior officers to these cases, and the client/officer ratio is reduced due to the nature of the required supervision.

Caseload Size and Staffing Ratios

Staffing ratios of probationers per Case Manager are as indicated below:

Supervision Type	Staffing Ratio
Level I – “Pay Only”	300 to 400 probationers per Case Manager
Level II – “Conditions”	250 probationers per Probation Officer

In addition, we provide access to a SmartPhone App program to participants in order to ensure successful communication efforts with participants as well as increase participants’ compliance with program requirements.

SuperVision SmartPhone App

CSRA provides a unique SuperVision SmartPhone App that allows offenders to actually report-in to their supervising officers via the App. Along with additional features such as remote payment capability, our Supervision App allows agencies to focus valuable time and resources on those offenders that most need special attention. It makes reporting more convenient for the offender while increasing the chances of successful supervision. The SmartPhone App payment solution allows supervising officers to have more time to focus on the real job of providing actual supervision and not being a collection agent. It gives the offender more payment options as well as demands less of their time, which in turn creates an atmosphere conducive to a successful supervision outcome.



Reports and Software

All CSRA court customers receive a comprehensive report on a monthly and/or quarterly basis. Our objective is to provide a regular communication method for not only statistical information but also to identify and describe our services and offer solutions to challenges facing your Court. We have long understood that each community we serve is unique and present their own specific challenges. Our goal with this report is to document our spectrum of services and identify performance outcomes. We encourage the City to review the information contained in this report and to contact your local office representative for further information.

CSS software database structure is state-of-the-art and is infinitely able to generate reports, elicit statistical data, and conduct queries for specific information as needed to meet literally any requirement or report objective. Therefore, in addition to our standard compliance reports, CSS can provide customizable report models that include specific details of the offender and/or his/her specific event history. This translates in our ability to provide extensive, detailed reports for our customers. CSS is regularly upgraded to

meet our needs and the needs of our program partners (see *Exhibits tab* for more information.)

CSS may be utilized to:

- manage offender data
- enter case management notes
- schedule and track appointments
- manage probationer follow-up
- generate reports and forms
- facilitate sentence modifications
- produce reports required for sentence revocation

The inherent utility of the CSS database structure allows all user input to be quantified, extrapolated and queried based on recurring or occasional requirements therefore CSS will easily be able to produce the data listed in items requested. CSS has made it possible for judges to have the reports they want in the format they desire.

Currently, as part of our service offering to our customers, CSRA provides the courts with access to monthly collection reports. Court personnel are able to access records at any time for any time period needed. In addition, CSRA provides quarterly reports to the Court stating:

- Number of offenders supervised
- Number of offender cases terminated
- Monies collected and remitted
- Cases assigned and closed
- Outstanding warrants
- Community service hours performed
- And any other service or data element that may be requested by the Court or City

CSRA not only maintains a proprietary, computerized, online records management system, but more importantly, we can develop an electronic data exchange program with the court's case management software vendor. We can utilize our Web-Services package to exchange data in an XML format. This exchange solution will allow the Clerk's office to process monthly financial reports in a quicker and easier fashion while recognizing efficiencies not previously experienced. CSRA is prepared to exchange data to ensure the Court achieves a paperless probation solution and full efficiency through our data exchange. Through the interface, CSRA and the Court will be able to share valuable data that will allow for the development of a streamlined approach to case creation, court appearances, Warrant Recovery, Failure to Appear programs, and simplified financial management for the Clerk's office.

The following functional modules are available in CSS:

- Basic Information
- Offender Personal Data
- Case Information
- Case Status
- Payment Application Module
- Appointment/Requirements Module
- Special Conditions Module
- Reports Module
- Document Template Module
- Violations/Warrant Module

Our Probation Officers utilize the CSS software to manage offender data; enter case management notes; schedule and track appointments; manage probationer follow-up; generate reports and forms; facilitate sentence modifications; create warrants; and produce reports required for sentence revocation. The inherent utility of the database

structure allows all user input to be quantified, extrapolated, and queried based on recurring or occasional requirements. **CSS has made it possible for our judges to have the reports they want in the format they require.**

Pre-Trial Diversion Supervision

CSRA will supervise a Pre-Trial Diversion program for persons charged with a crime before or after any information has been filed or an indictment has been returned in the Court. Such programs will provide appropriate counseling, education, supervision, and medical and psychological treatment when appropriate.

The defendant must:

- + Be employed or continue education.
- + Complete community service at a rate of eight (8) hours per week as may be required.
- + Participate in counseling as directed by the Pre-Trial Diversion (PTD) Officer.
- + Be truthful in all dealings with the PTD Officer.
- + Not engage in unlawful activities or associate with any person having a criminal record or suspected to be involved in criminal activity.
- + Not have outstanding traffic citations or pending criminal charges.
- + Not use drugs unless prescribed by a medical doctor.
- + Provide copies of prescriptions and medications to PTD Officer.
- + Submit to drug and/or alcohol screening as directed by PTD Officer.
- + Not consume any alcoholic beverages at any time or place.
- + Not travel outside the State of Georgia without obtaining permission from PTD Officer.
- + Keep the PTD Officer informed at all times prior to any change of address.
- + Fulfill all requirements of the Pre-Trial Diversion Program.

Maximum program duration is twelve (12) months from the date of sentencing. Failure to comply with any of the above requirements will result in rejection from the program and prosecution for the original offense.

Local Office Location

CSRA has a full-time office located in Newnan only 20 minutes from Hogansville. From our Newnan office location, we current service nearby municipal courts in Newnan, Franklin, Senoia and Grantville. We can also provide regular remote on-site reporting in the City of Hogansville as space may be available.

Quality Measurements

Quality expectations for this program are going to measure three (3) distinct areas of service. They include quality measurements on Case Management Services, Software Interface and Report Distribution, and Probationer input and success rates.

- 1) **Case Management Services** will be audited on a monthly basis by CSRA's local Management team and our Quality Assurance Team members. Each month, files will be pulled from each case status and reviewed in accordance with our case management review forms and procedures. Findings of these audits will be available to the Court, if requested. Staff who receive high marks on their audits will be

considered for advancement and promotion while those staff not meeting expectations may be placed on a Performance Improvement Plan and required to undergo additional training. If major problems or deficiencies are found, the Court will be made immediately aware of the deficiencies and the Probation Officer may be terminated from their position.

In addition to the items normally reviewed in a case file audit, our audits include items such as measuring probationer wait times in our lobby, ensuring enrollments and orientations take place in accordance with established timelines, and working with Human Resources to address any complaints that may have been reported.

- 2) **Software and Report Distribution** CSRA and the Clerk's Office will be electronically exchanging data. CSRA has a web-accessible, case management software, CSS, specifically for use in the probation services arena. CSRA understands the importance of utilizing technology to benefit the Court and currently exchanges data electronically with several court software platforms. This exchange allows for not only the development of a paperless solution, but more importantly ensures the accurate exchange of case and financial information.
- 3) **Probationer Input and Success Rates.** Many vendors fail to realize that each probationer is a customer who will be having an experience with their company. At CSRA, we recognize that, although these individuals may have made a mistake and found themselves on probation, above all they are people who will be treated fairly and with respect.

In order to ensure the services, we are rendering are occurring in a professional manner and consistent with company and Court expectation, CSRA routinely interviews probationers about their experience with CSRA. Specifically, in the lobby of all our offices is a posted 800 number to contact our Human Resources Department if a probationer has a complaint about the way he/she has been treated. Additionally, we offer probationers a "Survey" sheet that we encourage them to return to our Office Manager so actions (both positive and negative) can be taken based on probationer input. Our commitment is to serve both the Court and the probationer. Our primary obligation is to ensure that the probationer is in full compliance with the Court order, but we have an obligation to assist the probationer in successfully completing his/her sentence, thus avoiding the possibility of incarceration. Experience has shown that by facilitating compliance we provide a higher level of service to both the Court and the probationer. Thus, on a monthly basis we are measuring probationer success rates, failure rates, unemployment rates, collection rates, drug screen results, community service hours, etc., and utilizing this data to generate a detailed month end report. It is our desire to meet with the Court and City stakeholders to review each monthly report in order to recognize trends that may present in the program. By utilizing accurate and timely data, in an open forum, it is our experience that innovative solutions are more easily found when challenges arise.

Collections

CSRA collects only court-ordered fines, fees, and restitution from offenders and service fees authorized by our contract. Funds are collected from offenders on a weekly or

monthly basis according to an established payment schedule. Our staff accounts for all offender payments using CSRA's CSS system that provides the offender with a detailed receipt each time a payment is accepted. Restitution is collected and disbursed monthly to the court-ordered victim and GCVEF paid directly to the Criminal Justice Coordinating Council. The Accounting Clerk supports the Probation Officers and performs data entry and financial record maintenance. The Accounting Clerk is responsible for the accurate daily receipt of funds and provides a daily check and balance for all funds. All daily receipts are documented and reviewed prior to deposit into the Clerk's account.

Every day, the Office Manager ensures that deposits of all court-ordered fines are made into the bank account and General Ledger account designated by the Clerk. If requested, CSRA's staff can submit report listing all cases for which fines have been collected to the Clerk along with documentation of deposits made.

Depending upon the Court's requirement, CSRA provides a weekly, bi-weekly, or monthly report of all monies collected for the Clerk. Reports and other data can be provided via software data exchange with the Court's software. This enables the Clerk to remit amounts owed to other authorities for which amounts were collected. Additionally, if any account is deemed uncollectible, in whole or in part, CSRA will disburse all collected funds pursuant to a Court order. If so required, CSRA can digitally file and email all reports to the Court. In addition, our Office Manager meets with the Clerk on a monthly basis to review the financial reports and ensure all information provided is complete and accurate.

Each CSRA office receives a monthly review of its financial records by company Management. Unannounced audits throughout the year ensure our compliance with contemporary audit standards. The audit of office financial records ensures that funds are collected and disbursed according to Court orders and includes an examination of the following items:

- Daily receipts are compared with deposit tickets;
- Interoffice status change forms are compared to receipts;
- Collections from probationers who pay less than the required amount during a month are reviewed for appropriate distribution of funds to the court;
- The collection of supervision fees never *proceeds* the collection of restitution and fines; and
- All collections are checked to ensure that priority is given to the collection of restitution and fines.

Account Managers at our corporate office review daily deposits for accuracy and balance monthly reports with Court financial reports.

CSRA collects Georgia Crime Victim Emergency Fund (GCVEF) from offenders as required by O.C.G.A 17-15-13. All GCVEF payments are accounted for by CSRA's CSS system that provides the offender with a detailed receipt each time a payment is accepted. CSS, our case management software, is designed to automatically distribute

individual offender payments and apply monies to court financial obligations based on the court specified priority. All GCVEF payments are remitted to the State each month.

Program service fees authorized by our contract are paid by the sentenced probationer directly to CSRA with no cost incurred by the Court for any of the services provided. The court order directs the probationer to pay a monthly supervision fee to CSRA in an amount approved by the Court and specified in the contract. A probationer is never charged more than the contract amount. Offenders deemed indigent by the Court are supervised at no cost.

CSRA offers its services at *no cost* to the Court and government entity.

CSRA collects all court-ordered fines, fees, Georgia Crime Victim Emergency Fund (GCVEF), and restitution from offenders. Funds are collected from offenders on a weekly or monthly basis according to an established payment schedule. All offender payments are accounted for by CSRA's computerized accounting system that provides the offender with a detailed receipt each time a payment is accepted. Restitution is collected and disbursed to the court-ordered victim. Failure of the offender to consistently comply with the established payment schedule is promptly reported to the Court. CSS, our case management software, is designed to automatically distribute individual offender payments and apply monies to court financial obligations based on the court specified priority.

Case Intake/Enrollment

When the probationer reports to our local Branch Office for enrollment, he/she will be provided a complete Orientation of the probation supervision process, so they will have a full understanding of their requirements and sentence. We have found that by focusing on the enrollment process and taking additional time to communicate with the probationer their responsibilities enhances the probationer's level of success. The CSRA Probation Officer completes the following activities when processing a new case:

- Interviews the probationer to verify the accuracy of the information contained in the case history form;
- Reviews and explains the sentence of probation and each condition of probation to ensure the probationer completely understands all aspects and requirements of the sentence;
- Verifies the probationer has been provided a copy of their sentence and has signed a copy of the sentence;
- Provides referrals to community agencies to complete special conditions of probation such as community service work and alcohol/drug treatment;
- Completes a financial assessment and sets a payment schedule;
- Completes a Kiosk enrollment and orientation;
- Assigns the defendant to a Probation Officer, schedules a date for his/her next appointment, prepares the case file and presents the case file to the Probation Officer; and
- Documents completion of all of these activities in the probationer's case management record.

In cases where additional conditions of probation are ordered, such as community service, AA attendance, or other counseling, our staff provides the initial referral to appropriate community agencies. Our staff cooperates with the probationer to get community service locations assigned, treatment assessments and referrals coordinated, and ensures all instructions are clearly noted in the probationer's electronic case file. By linking locally with available resources, we are able to increase the likelihood of participant success. CSRA's local Program Director monitors our Court Services and Case Management activities to ensure these services and activities are properly conducted and coordinated.

We provide coordination of a community services program as part of our Probation Services programs. We establish relationships with appropriate court-approved community service agencies for offenders to complete court-ordered community service hours.

Compliance with required community service conditions is documented and delinquencies are reported to the court. The CSRA Probation Officer ensures that probationers are properly screened, placed with an appropriate community service agency, and perform their assigned community service in a timely manner.

Violations of Probation

Violations and delinquencies will be investigated and immediately provided to the City in a report prepared by the CSRA Probation Officer.

- **Probation Violations:** Violations of any condition of probation will be investigated and the Court will be informed of violations in a delinquency report prepared by the Probation Officer. The Probation Officer will prepare all necessary documentation to conduct probation revocation hearings and address violations. According to Program policies, the Probation Officer will recommend appropriate sanctions and/or sentence modifications. Prior to violation reports being submitted to the Court, each document is reviewed and approved by CSRA management. This internal control ensures every available option was utilized prior to the issuance of a violation report and the accuracy of the document submitted to the Court.

- **Financial Delinquencies:** We address potential financial delinquencies from the beginning of the probation supervision process by completing a financial assessment on every probationer. This assessment evaluates the probationer's ability to pay court-ordered fines and ensures an attainable payment schedule is set to meet the Court's financial requirements. By involving the probationer in the assessment process, we are able to set a payment schedule that provides the probationer the best opportunity to successfully complete his/her probation sentence. Additionally, the probationer's acknowledgement of the financial assessment and agreement with their payment schedule minimizes confrontational conversations if the probationer later becomes financially delinquent.

Since initial payment schedules are set with the probationer's involvement, we will make every effort, through effective case management, to encourage probationers to comply with the conditions of probation. Consistent contact with the probationer and knowledge of his/her activities is essential in monitoring the probationer's progress with supervision and detecting delinquencies. CSRA personnel have a variety of court financial reports available to assist them in tracking probationer's financial status.

The most common delinquencies are "failure to report" and/or "failure to pay financial obligations" as directed. As a delinquency is discovered, the Probation Officer initiates steps designed to inform the probationer of the delinquency and re-establish compliance. Initially a telephone call to the probationer is made to reestablish contact and address the delinquency. Additionally, our local Probation Officers receive assistance from our call center. The call center operates after hours to contact probationers who have failed to report to their Probation Officer. When probationers are contacted, they are rescheduled to meet with their Probation Officer in order to avoid further sanctions. If contact cannot be established through a telephone call, then an attempt is made to contact the probationer by mail. If contact cannot be made within approximately 10 days, further action becomes necessary to notify the Court of the non-compliance. The most successful action is usually an Administrative Hearing.

Administrative Hearings

Administrative Hearings are meetings during which probationers are brought before a CSRA supervisor to address a delinquency and be compelled to change attitude, behavior, and/or compliance. During Administrative Hearings, a very strong stance is taken to address deficiencies that brought about the hearing. In many cases, the greatest benefit is realized when the offender is advised that a hearing date with the judge will be requested in the event, they do not correct their non-compliant behavior. In these Administrative Hearings the offender is given a specific time schedule in which to comply with the requirements of the Program. The circumstances of the delinquency and the results of this proceeding are documented and placed in the probationer's case file. With the Court's support of punitive measures as described by the CSRA supervisor, delinquencies can be reduced during the remaining period of probation. Administrative hearings are an effective and efficient step that may avoid probation revocation hearings and serve a useful purpose when initial attempts to gain compliance have been unsuccessful.

Revocation Hearings

When a probationer serving a misdemeanor, sentence has violated the conditions of probation and a hearing is necessary for the Court to consider the facts and circumstances of the violation, the Court may revoke or modify the sentence. The CSRA Probation Officer will prepare all necessary documentation to conduct probation Revocation Hearings and address violations. According to Program policies, the Probation Officer will recommend appropriate sanctions and/or sentence modifications.

Prior to violation reports being submitted to the Court, each document is reviewed and approved by CSRA management. This internal control ensures every available option was utilized prior to the issuance of a violation report and the accuracy of the document submitted to the Court.

Confidentiality of Offender Records

CSRA complies with all confidentiality laws and regulations. All records are available to authorized City personnel. CSRA personnel utilize Correctional Software Solutions (CSS) case management system to maintain accurate and confidential data for each program participant. Court personnel would be able to directly connect to CSRA's CSS System via a secure Internet connection to access client data. This is accomplished through a standard Web browser. For security reasons, Court personnel would be given authorized user accounts to authenticate to CSRA's CSS system and valid accounts.

Only authorized personnel have access to offender data. At no time will we ever disclose confidential data to any unauthorized personnel without written approval of the Court and all program data will be maintained in accordance with secure data protection standards. The only staff members who will receive information on program participants are personnel that are assigned to this program's operations and no information is disclosed by these staff members to any third party without written authorization of the Court. Each employee is required to acknowledge and sign a Confidentiality or CORI (Criminal Offender Record Information) form when hired; any violation of these requirements may result in the possible termination of CSRA's employees. All records created for defendants referred to this program will remain the property of the Court. Upon completion of services, all records will be returned to the Court or destroyed under direction of Court authorized personnel.

CSRA Training Program

CSRA employs mature, intelligent, and well-trained staff and places great emphasis upon hiring staff from the local service area. All of CSRA's Probation Officers meet the uniform standards that specifies at least two (2) years of college education or four (4) years of law enforcement experience and are at least 21 years of age. Administrative staff possess at least a High School diploma or GED. CSRA conducts pre-employment criminal background checks to ensure its staff does not have a criminal background. No one is employed with CSRA that has a felony conviction or a misdemeanor conviction of a high-aggravated nature. In addition, CSRA conducts pre-employment random drug tests of all employees.

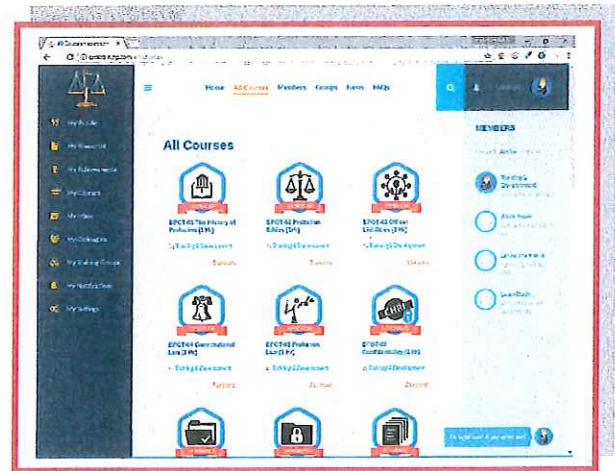
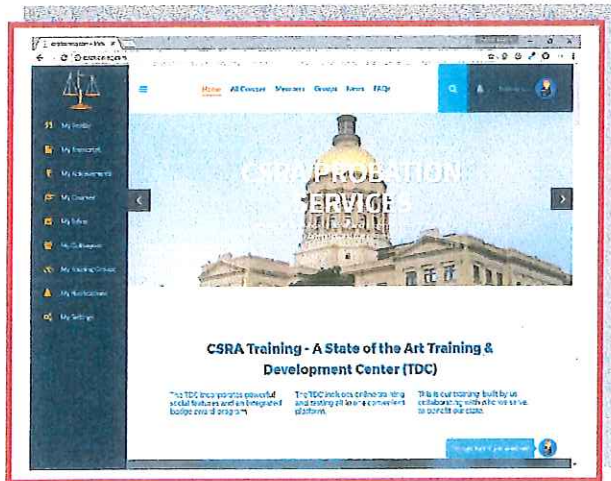
CSRA has developed our own training website. In our training program, our Probation Officers receive a minimum of 100 hours of initial training and an average of forty (40) hours of annual in-service training. Our training program ensures that CSRA Probation Officers serve their courts in a professional manner. Highlights of our training program are listed below.

Training Content:

1. Uses Terminal Performance Objectives and Enabling Objectives just like P.O.S.T. training
2. Includes media support – graphics, video, downloadable pdfs, hyperlinks
3. Written meeting college-level criteria based for online education
4. Every course includes pre-test, post-test, and survey with certificates printed upon completion
5. Automatically records online training into Transcripts which are printable on demand
6. Course duration can be any length of time needed and includes Lesson and Section components

Features for Line Staff:

1. Password protected
2. Contains court-specific training to reinforce the judge’s vision for their probation service
3. Uses a 25-course BPOT for all probation case managers
4. Repeats revised Ethics and Statutory Updates annually with in-service curriculum
5. Advanced training for long term staff includes Certificate in Domestic Violence Studies, Certificate in Substance Abuse Studies, and others to increase the depth and breadth of training.
6. Built to be easily updatable per Judge and per Court as required
7. Staff immediately enrolled upon hire to reduce training time and increase preparedness to serve quickly
8. Training reported monthly to all members of supervisory chain to ensure timely completion and staff participation



CSRA CoursePlan through 051717

- BPOT-00 Orientation – Learning the LMS and
- CSRA Introduction
- BPOT-01 The History of Probation

- BPOT-12 Financial Collections
- BPOT-13 Community Service
- BPOT-14 Substance Abuse
- BPOT-15 Personal Safety

BPOT-02 Probation Ethics	BPOT-16 General report Writing
BPOT-03 Officer Liabilities	BPOT-17 Violations
BPOT-04 Constitutional Law	BPOT-18 Delinquency Reports
BPOT-05 Probation Law	BPOT-19 Courtroom Protocol
BPOT-06 Confidentiality	BPOT-20 Revocations
BPOT-07 Intake procedures	BPOT-21 The First Offender Act
BPOT-08 File Maintenance	BPOT-22 Case Termination Reports
BPOT-09 Case Documentation	BPOT-23 Domestic Violence
BPOT-10 Interviewing and Communication	BPOT-24 Statutory Updates
BPOT-11 Other Sentencing Options	

Continuing Education and Staff Development: All CSRA Offender Services Probation Officers complete 40 hours of Basic Probation Officer Training through CSRA's Training Department. All Probation Officers are certified to administer in-house drug screens and chain-of-custody for screens that require clinical validation. In addition, Probation Officers annually complete In-service Training through in-house training programs and other local training opportunities. Local Branch Managers begin a lengthy process of "on-the-job" training that we have developed based on our years of working in the probation supervision field. In addition, we utilize the Field Training Officer concept to follow up with every new hire to ensure they have implemented what they have learned from the BPOT training. They must demonstrate they have assimilated the local operating procedures, specific to the court being served, and effectively perform the duties based on CSRA's quality standards.

CSRA's training is directly tied to the position each employee holds as well as whether their skill level is basic, intermediate, or advanced within their career field. This trains them in what their roles are specific to what task they will be expected to perform every day and ensures they understand what is expected for them to graduate to the next professional level. All training is conceived using task analysis from the field as well as Quality Circles from within CSRA's most experienced staff. The Training Manager designs the training and matches it to the skills everyone has agreed are appropriate. Additionally, we utilize a Field Training Officer concept to follow up with all new hires within six (6) months to ensure a smooth transition into the local field office and to provide refresher training as necessary.

Beyond the operational expertise and advancements, we have accomplished using a broad range of technologies both in data management and offender surveillance, CSRA's most valued and dependable resource is our people. We employ qualified and mature individuals that are highly motivated to serve their local community. *We encourage every staff member to volunteer in community service projects and to be involved in civic organizations that promote strong and healthy neighborhoods.* Our employees are eligible to participate in our corporate benefits program, including but not limited to, all customary health care coverages for both themselves and their family. All

our recruiting and hiring practices comply with required regulations, which include criminal history checks on every person being considered for employment.

Community Service

We administer the community service program to meet the conditions of probation imposed by the court. The program is operated in accordance with Georgia law to maximize the benefit to the community and the probationer. The primary objectives of the community service program are the following:

- To provide a cost-effective, community-oriented program for probationers who may otherwise be incarcerated.
- To provide a work ethic approach to punishment, enabling the probationer to become personally involved with meaningful projects in his/her community.
- To establish accountability for criminal acts by probationers while benefiting the community.
- To promote a highly visible program that fosters citizen involvement and cooperation in the criminal justice system.
- To provide a rehabilitative means of atonement for the probationer's action and to deter future inappropriate behavior.
- To account for all mandatory hours of community service ordered by the court.

CSRA's local Office Manager will oversee the general activities of the program and monitor the program to ensure compliance with CSRA guidelines, policies and procedures. Probationers sentenced to perform community service are informed of the following requirements:

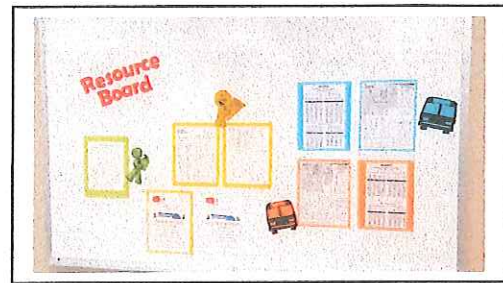
- Placement in the community service program occurred as a special condition of probation in lieu of incarceration.
- Understanding of the community service agreement and having the probationer sign the agreement.
- The consequence of noncompliance.
- An overview of the local program to include roles/responsibilities of the Probation Officer, work site agency, and the probationer.

The Community Service Program activities include but are not limited to the following:

- Work for the City/County as a priority and whenever possible.
- Maintenance work on any property or building owned or leased by any state, county, or municipality or any nonprofit organization or agency.
- Maintenance work on any state-owned, county-owned, or municipally owned road or highway.
- Landscaping or maintenance work in any state, county, or municipal park or recreation area.
- Work in any state, county, or municipal hospital or any developmental services institution or other nonprofit organization or agency.

Resource Board/Table

Every CSRA office has a resource board or table in their lobby. These boards or tables are equipped with available employment opportunities, job search information, and other local community assistance resources. Probationers visiting our office can view this information and receive assistance in many human service areas.



Employment Assistance

CSRA counsels and directs unemployed offenders regarding how to conduct a proper and successful job search through our established connections / referrals in the community. All progress is monitored by the Probation Officer. Probationers are required to maintain employment as a condition of probation and through our Employment Assistance Program (EAP), CSRA counsels and directs unemployed offenders regarding how to conduct a proper and successful job search. Referrals to community employment agencies are made and offenders are directed to employment opportunities. The Probation Officer monitors the offender's job search and progress with employment. We feel it is better for the Court if we can assist offenders in finding employment because they will have a greater chance of completing their probated sentences. Doing so saves the Court time, saves jail costs, and assists the offender in maintaining their family responsibilities.

The following topics are covered during the program:

- Resume building
- Time management
- GED prep
- Job search tips
- Budgeting
- Punctuality
- Interview dress / apparel
- Things to do to ensure and keep your job
- Interview tips
- Common interview questions
- Using library resources
- Question and answer session

Employment Assistance Program

Our employment assistance plan consists of the following steps:

- **Step 1** - CSRA's Court Service Officer interviews every offender during court intake to determine if they are employed. If the offender is not employed, the Court Service Officer completes an "Employment Assistance Worksheet" survey form as part of the intake process. These survey forms are collated and given daily to the Office Manager for follow-up. These surveys document the total number of offenders who are unemployed and help us determine the offender's skills, their skill level, and areas that would challenge their efforts in gaining employment.
- **Step 2** - The offender is scheduled to attend an Employment Assistance Program workshop. During this workshop they complete a generic application and the application is screened for missing or incomplete data. Information from the application is then entered in an EAP database through an input screen as shown above. A job search form is provided to the offender and the offender is instructed to contact up to twenty (20) potential employers. Potential employers are entered into our database as referrals for other offenders to contact for possible employment.

- **Step 3** - Database information and copies of applications are provided to local temporary employment agencies so that they can contact offenders if they have skills that the agency needs. A successful match enables the offender to be immediately placed.
- **Step 4** - The offender's Probation Officer will continue to follow up on the offender's Job Search Form completions.
- **Step 5** - The offender continues to attend Job Skills Enhancement sessions at the direction of his/her Probation Officer. These sessions include instruction on how to prepare for job interviews, successful interview techniques, and how to locate job opportunities.
- **Step 6** - The offender's efforts are documented by his/her Probation Officer and become a part of his/her case management history and provide another basis upon which the Court can render decisions.

By completing all of these steps, we do everything possible to focus on the offender's employment needs, make employment options available, coach them towards employment, and provide for follow-up.

Drug Screening

Probationers are tested for the presence of illegal drugs and alcohol in accordance with special conditions ordered by the court and when there is reasonable suspicion that the probationer may be using drugs. Results of these screens are available immediately and all violations are reported to the court. Drug testing is one component in a continuum of services designed to hold the probationer accountable for his/her behavior while identifying and addressing the probationer's

needs. The guidelines for drug testing are formulated in compliance with American Probation and Parole Association and the National Institute of Drug Abuse. The purpose of drug testing is not to increase violation rates, but to serve as a recidivism reduction tool for staff and a deterrent to probationers. We have provided the participants' costs under the proposal fee schedule provided within proposal Fee Proposal section.



UScreen Cup: Lab LOD GC/MS-Urine:

THC 50 ng/ml 3/ng/ml
 COC 300ng/ml 30ng/ml
 OPI 2000ng/ml 100 ng/ml
 AMP 1000 ng/ml 100 ng/ml
 MET 1000 ng/ml 100 ng/ml
 BZO 300 ng/ml 50 ng/ml

We utilize state-of-the-art drug screen products that have an established history of reliability with the courts in order to provide screenings. Probationers will be responsible for the cost of drug/urine testing. An initial screen is performed on-site using the UScreen Cup. The UScreen Cup is an immuno-chromatographic assay for the qualitative determination of the presence of drugs via a six-panel screen that identifies

the following controlled substances: Marijuana, Cocaine, Barbiturates, Amphetamines, Methamphetamines, and Opiates plus a five-panel screen for adulterants. All staff members who assist in the collection of urine specimens receive CSRA policies and procedure training. GC/MS confirmation at level of detection is an analytical method that combines the features of gas-liquid chromatography and mass spectrometry for the quantitative determination of the presence of drugs. Confirmation tests are completed on required non-negative test results.

We help all probationers assigned to Probation Services programs in order to afford probationers the opportunity to gain employment or obtain counseling.

Substance Abuse Assistance: We believe that many probationers can benefit from counseling and treatment and provides specialized supervision for drug and alcohol offenders. We do not provide treatment services but refer such cases to established community-based resources in a manner similar to our State Probation Office counterparts. Probationers are referred to community-based services where long-term, continuing treatment is available even after their probation sentence has ended. This referral process allows CSRA to remain focused on the delivery of probation services while allowing professionals in the field of counseling and treatment to provide specialized services to offenders.

We work closely with community agencies that provide evaluations and treatment for substance abuse addiction, domestic violence counseling and risk reduction (DUI) schools. We coordinate with community treatment agencies in order to make the best possible and cost-effective referrals for offenders to complete court ordered evaluations and treatment.

Cognitive Skill Courses: CSRA offers cognitive evidence-based programming for offenders utilizing American Community Corrections Institute (ACCI.) ACCI is an international evidence-based provider of cognitive life skills courses and programs. Our unique blend of curriculum includes cognitive restructuring, self-directed learning and a narrative approach which helps individuals overcome their self-defeating thoughts and behaviors. ACCI courses been proven successful in helping offenders overcome negative and incorrect thinking habits through the incorporation of cognitive restructuring. The courses assist offenders in confronting faulty thinking errors and offers alternative pathways to avoid the future commission of crimes.



Driver Responsibility

The driver responsibility course focuses on the "x-factor" of driving; which is the values and attitudes of drivers. If we never change driver-thinking errors, we can never change driver behavior. It all starts with our personal way of being; who we are without thinking who we are. Research shows that most all drivers have the basic skills to drive correctly, but many lacks the cognitive skills of patience and empathy.

These home-study specialized courses require orientation of a home study workbook, completion of the workbook, returning the completed workbook to our staff for review, and achieving a passing score on the final exam. These courses are excellent for initial probation sentences, pre-trial, revocation, and bond supervision cases. The following courses are available:

SUBSTANCE ABUSE: The Substance Abuse Lifeskills Course is for individuals with substance abuse problems. Cognitive restructuring by its very nature can work at any level of addiction, either as prevention or rehab. This is a unique cognitive restructuring workbook written in story format. ~ Marijuana/ drugs ~ Chemical addiction ~ DUI ~ Distribution ~ Possession ~ Drug paraphernalia ~ Extremely effective for drug addicts and alcoholics.

THEFT INTERVENTION: This workbook can be used for home-study as well as groups. It is good for juveniles as well as adults. It is a time-tested workbook that focuses on the crime of theft and shoplifting. It discusses the losses to retail merchants and the effect on communities. Like all American Community Corrections Institute workbooks, it focuses on the thoughts, feelings, emotions, and attitudes associated with shoplifting and other forms of theft.

DRIVER RESPONSIBILITY: This program is unique in that it is the first to blend *cognitive restructuring with traditional traffic curriculum*. It is designed for all drivers (including teens) who have exhibited a lack of proper values, attitude, and behavior and is especially effective on repeat offenders. ~ Driving without license ~ Reckless driving ~ Multiple tickets ~ Aggressive driving ~ Driving without insurance ~ Speeding ~ Irresponsibility ~ Anger management ~ Cell phone ~ Texting.

BAD CHECK INTERVENTION: The Bad Check workbook has a long history of effectiveness with bad check writers. The bad check workbook does not focus on balancing a checkbook, but the crime and consequences of writing a bad check. It can be used either as home-study or group.

ANGER MANAGEMENT: This course is not your ordinary anger management workbook. It focuses on faulty thinking, self-deception, justification and resistant behavior. It teaches anger avoidance and uses cognitive restructuring to intervene at the deepest level where permanent change can take place. ~ Domestic Violence ~ Hostility ~ Anxiety /stress ~ Divorce ~ Self-deception ~ Rage ~ Assault ~ Resistant behavior ~ Justification ~ Impulse control.

OFFENDER RESPONSIBILITY: This course was specifically written as a responsibility course for non-compliant offenders. This best practice, evidence-based workbook was designed to help courts with offenders who are delinquent in paying their fines and other court ordered sanctions. Topics include: ~ Laws ~ Justification ~ Responsibility ~ False perceptions ~ Debt/ finances ~ Anxiety/ fear/ worry ~ Denial ~ Anger avoidance ~ Addictions ~ Cost of crime

CONTENTIOUS RELATIONSHIPS INTERVENTION: This course is ideal for those couples struggling to resolve their differences to the point where law enforcement becomes involved and criminal charges are made. The curriculum is based on evidence-based cognitive restructuring models which have proven to help individuals over-come negative thoughts, feelings and emotions. ~ Anger management ~ Self-betrayal ~ Self-deception ~ Cognitive Awareness ~ Faulty thinking ~ Collusion ~ Self-justification ~ Parenting ~ Children ~ Divorce

Alternatives to Incarceration

Alternatives to incarceration allow the Court flexible sentencing alternatives and provide tools to the Court to address probation technical violations. CSRA is prepared to utilize our extensive experience to provide an electronic monitoring system capable of providing real-time home detention and alcohol consumption monitoring for the Court's probationers. We also have the necessary equipment and resources to expand the program beyond these probationers if needed. The program may be used as an alternative to incarceration or as a jail release program designed to reduce incarceration cost.

CSRA has partnered with **Attenti** to offer the following electronic monitoring and technologies and programs to the Court.

- Radio Frequency House Arrest
- GPS Tracking via Active, Passive, or Intermediate Levels
- Remote Alcohol Monitoring
- SCRAM Transdermal Alcohol Detection

About Attenti: As one of the largest global electronic monitoring companies in the industry, Attenti tracks more than 70,000 offenders in over 40 countries for criminal justice agencies. With twenty-five years of engineering, manufacturing, and implementing electronic monitoring equipment and system solutions, Attenti pioneered the offender tracking industry by being the first company to integrate the multiple technologies of RF, GPS, and cellular communications into a comprehensive offender tracking solution. From alternatives to incarceration, to inmate tracking and substance abuse monitoring, Attenti provides a full spectrum of electronic monitoring solutions tailored to each client's unique requirements.

The details of each monitoring technology are as follows:

- **Home Curfew RF Monitoring System 3000:**

We are pleased to offer Attenti's Home Curfew RF Monitoring System 3000 with handset communication. The system utilizes advanced monitoring technology as an effective curfew compliance tool. Participants are fitted with the Two-Way Bracelet and assigned a Home Curfew Base Unit (Base Unit 3000) for the residence, managed through the EM Manager web-based software.



Home Curfew RF Monitoring System 3000 When your equipment works simply, your monitoring program does, too.

Attenti's Radio Frequency technology tethers the Bracelet affixed to the participant to a Base Unit 3000 installed in the participant's home. Through the web-based software, users establish and modify curfews, grace periods, officer contacts, and notification protocols. One of the benefits of using the system is that RF and GPS participants are both managed through the same simple web-based interface.

Alerts / Events

All of the alerts recorded by the Home Curfew RF system are time/date stamped and downloaded to the central computer system. Events recorded by the Home Curfew RF system are time/date stamped and downloaded to the data center. Up to 24 pairs of arrivals and departures can be scheduled daily and discrete grace periods can be set in any length from one second to multiple hours. Non-compliance with schedule rules triggers a *Curfew* alert. *Phone Line in Use (landline)*: The Base Unit 3000 reports that the phone line is in use when it attempts a call to the data center, as well as the length of time the line is in use.

Home Curfew Base Unit 3000



Known as the Base Unit 3000, this is Attenti's advanced cellular RF monitoring unit with landline capability. It utilizes a low power RF receiver to listen for the encoded signal from the Bracelet and a battery that provides 45 hours of backup power, allowing it to continue communication with the system as normal, even in the absence of an AC power connection.

The Base Unit 3000 offers reliable curfew monitoring while providing participants with mobility to move around the residence. The base unit typically downloads data every six hours and upon a condition change. It will also store more than 30 days of monitoring data in nonvolatile memory. The system also expects all units to call in at prescribed intervals: if a base unit misses a call, the system reports the missed call.

How it Works

Because the base unit stores the participant's rules onboard, it can continuously compare its current status to the rules defined for the participant. By doing so, the device can generate alarms for noncompliance faster than devices that do not have this capability. The device detects noncompliance and automatically calls the server to download the alarm information.

- **One-Piece Tracking Device 4 (TD4):**

We are pleased to offer Attenti's One-Piece Tracking Device 4 (1 Piece) with optional Beacon. Flexible and simplified, the 1 Piece lets you focus more on your monitoring program and less on your equipment. The technologies packed into it combine to provide reliable tracking capabilities interfacing with the popular Electronic Monitoring Management Software (EM Manager).



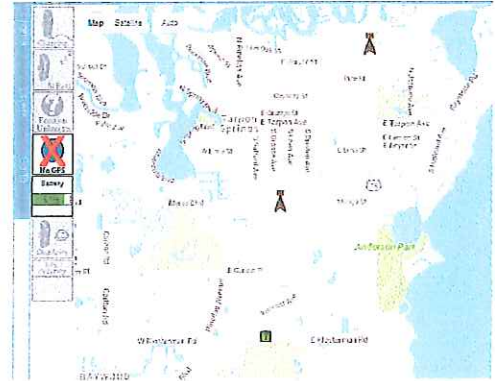
One-Piece Tracking Device 4A tracking system for those who know it's about more than tracking.

The 1 Piece is an autonomous GPS device that is capable of four supervision levels: Active, Passive, or Hybrid GPS, and RF when used with the Beacon. Future system updates and new features will be released and installed wirelessly with no need for hardware upgrades. The 1 Piece is designed to be small and discreet, with both safety and ease of installation as high priorities.

The Global Positioning System (GPS) provides users with positioning, navigation, and timing services. According to the U.S. Government, the GPS Standard Positioning Service performance standard is 95% accurate to within 7.8 meters. Within the GPS Standard Positioning Service's performance standard, Attenti strives to maintain the highest degree of GPS accuracy available in the industry. The devices are equipped with the latest GPS technology, including firmware that can detect and filter "multipath" satellite signals - the cause of nearly all drift points. The devices accept, and process only reliable solutions as defined by a proprietary algorithm for Confidence Level (CL). Only the highest CL is acceptable and requires the GPS solution to contain a number of markers which, combined, indicate a solid lock. A solution indicating estimation, dead reckoning, or any unknown may indicate a thrown point and will fail the test.



Tower-Based Tracking (TBT) is illustrated to the right. This capability supplements the primary tracking capability by providing an alternate means of tracking when the GPS signal is masked or obscured. TBT provides valuable location information in the absence of GPS. Unlike the Trilateration capability offered by some vendors, TBT is always available and requires no manual intervention. It is provided with no limitations and there is never an additional charge for it.



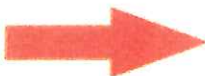
Tower-Based Tracking provides valuable location information in the absence of GPS.

Attenti monitors in near-real time, providing users with the capability to download GPS points and monitoring data on demand, without waiting for the device's next scheduled call. In response to the *Download Points* command, executed with the click of a button in our software, the system contacts the device, forcing an automatic download of GPS points with tracking and monitoring information. This is known as "pinging" the device and some vendors charge for each ping; however, with Attenti, this is offered without additional charge and without limitation, as we consider this to be an essential monitoring service.

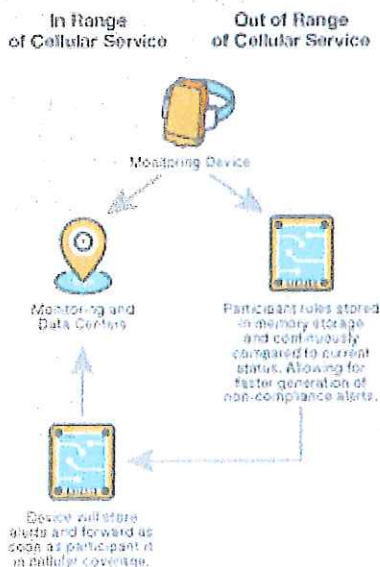
Offender - Steve Offender

● **Okay (3.82 Volts)**

Go To:



View GPS Points **Event History** **Download Points** **Send Alert**



Since continuous, uninterrupted tracking data enables stability and reliability for an electronic monitoring program, it is paramount for the tracking device to have nonvolatile memory. Nonvolatile memory is computer memory that is stable and not prone to change; it persists even when not powered. All Attenti monitoring devices, including the 1 Piece, utilize nonvolatile flash memory. Flash memory is a solid-state memory chip used for easy and fast information storage – faster than hard drive storage. It has better kinetic shock resistance than hard disks, which accounts for its popularity in portable devices. Finally, flash memory is extremely durable, able to withstand intense pressure, extremes of temperature, and even immersion in water. You will find flash memory in state-of-the-art memory cards, digital

cameras, laptops, cell phones, and in Attenti tracking devices.

The 1 Piece has the capability to store more than 30 days' worth of data in nonvolatile flash memory in the event of an interruption of communication. The data storage is permanent; when communication is restored, the device automatically calls in to download its data. Even if the device has a depleted battery, the device transmits the data once the battery is charged.

- **TRAC™ Remote Alcohol Monitoring System:**

TRAC™ is a mobile breath alcohol monitoring system designed to get a person's life back on track with accurate, anytime, anywhere Breath Alcohol Monitoring. It is equipped with facial recognition and liveness detection which ensures the correct individual is taking the test.

Consistent testing begins with good design. The "fits in your pocket" device ensures discreet use, in any situation. The design of the integrated mouthpiece prevents tampering to ensure accurate testing.



Meeting your agency's needs, this downloadable, mobile application is compatible with iPhone, Android, and Wi-Fi devices. The non-restrictive app works with any smartphone over any wireless network or Wi-Fi.

- **SCRAM: Transdermal Continuous Alcohol Monitoring Device:**

This device is ankle worn and utilizes Transdermal technology to determine if an offender has consumed alcohol. As the offender perspires, the device absorbs the perspiration around the ankle and processes the sample to test for the presence of alcohol. These results are then evaluated, and a detailed report can be provided to the Court describing the amount of consumption, along with the date and time of the test. This model can also provide RF electronic monitoring through the same unit.



CONCLUSION

At CSRA Probation Services, Inc. we will:

- Structure a probation plan that will best fit the needs of your court.
- Work with local officials to focus on specific needs and goals.
- Be available to local officials to provide flexibility in supervision strategies.
- Work with each client to achieve successful completion of their sentence.

At CSRA we provide a wide array of services to meet the requirements of the courts and the needs of the clients. These options include:

<p style="text-align: center;">Effective Case Management</p> <ul style="list-style-type: none"> + Offender-paid Program – No Cost to the Court + Pre-Trial Diversion Program + Drug Testing Services + Multiple payment methods available: by mail, online, by phone, App and call center + Proprietary software, Corrections Software Solutions (CSS), enables close monitoring of probationer progress 	<p style="text-align: center;">Innovative Solutions</p> <ul style="list-style-type: none"> + Local Office and Full Time Staff + Evening Reporting Times + Cognitive and Life Skills Programs + Pre-Trial Release (Bond) Supervision + Employment Assistance Program + “CSRA Way” – Helping You Succeed
<p style="text-align: center;">Enhanced Use of Technology</p> <ul style="list-style-type: none"> + Online Case Management Software (CSS) + 150+ Customizable Reports Available + SmartPhone App for Check-in and Collections + Database Interface with Court software + Automated Text Appointment Reminders + Client Services Website = Success 	<p style="text-align: center;">Utilizing the Depth of Resources</p> <ul style="list-style-type: none"> + Electronic Monitoring + Global Positioning Satellite Tracking + Remote Alcohol Testing + SCRAM (Transdermal Alcohol Detection) + Guardian SmartPhone Tracking + Innovated Drug Screening Solutions