

Fifth Judicial District

Department of Correctional Services



Policy Manual

TITLE: Ems Gps Offender Monitoring

POLICY

The Central Command Center (CCC) shall be the first line of notification for GPS alerts from the vendor. Alerts will be triaged and responded to according to the established agency protocol guide. All action taken shall be documented in ICON generic, incident reports, ProTech Case Management Screen and/or ProTech PCE notes (tab) section, or a combination of the aforementioned options as necessary.

Violation notification from the CCC to the district of jurisdiction for the violating offender will be made as directed in the violations protocol.

PROCEDURE

1. Offender Monitoring

1. Central Command Center (CCC)

1. Upon receiving the alert, the CCC shall select the offender to see if the alert has cleared but notification alert not made yet.
2. Check personal information page for any notation that would explain anticipated alerts
3. Follow CCC/agency protocol guide
4. Any contact made with an offender shall be brief, direct, professional and courteous in nature. When contact is established, the purpose is to assist the offender in clearing the alert by giving instructions to aid them in doing so. Adversarial tones should be avoided in order to encourage compliance. When confronted with a hostile or combative offender, the monitor should reiterate the call's intent and caution that noncompliance will be cause for further action.
5. When unable to satisfactorily clear an alert, and protocol dictates immediate contact to the staff (or designated backup), the CCC shall do so, and report information as needed to clear the alert.
6. In the event the CCC is unable to reach the designated staff, they shall contact their immediate supervisor if on duty or the appropriate on call supervisor .
7. Documentation of action taken due to an alert shall be recorded in ICON, on an incident report or both

2. Field Staff

1. GPS case staff must maintain accurate contact information for use by all GPS staff, back up staff, and supervisor/managers.
2. Unless on-call/backup arrangements have been designated, the staff should be accessible to the CCC by phone at all times.
3. The staff shall investigate and make efforts to clear all alerts brought to his/her attention in a timely manner, according to the established agency protocol and advanced user trouble shooting guide.
4. The staff shall review the current status report, offender histories, tracking points as necessary, and violation reports on a regular basis, a minimum of once per week to assure the offender is following procedure.
5. The staff shall counsel with offenders regarding proper carry procedures and will pursue intermediate sanctions up to submission of a violation report for lack of compliance.
6. The staff shall make a visual inspection of the GPS equipment periodically for signs of tamper, such as scratches around pins, cracks, etc.
7. If a staff is not certain as to an offenders compliance, the history of the offender in question can be reviewed with the Monitoring Center/Help Desk to assist in determining if further action is warranted.
8. Repeated "non-actionable alerts" should be reviewed with the vendor program manager to determine if there are equipment placement issues or other action that can alleviate the cause of the alerts.
9. If an offender's address is found, through investigation, to be in a non-cell coverage area, the address should be reported to the vendor program manager so that it may be referred to the cellular service, which may be able to rectify the situation or another cell provider may need to be considered. If this is not possible, the offender should be considered for switch to a passive unit.
10. It is not necessary to duplicate documentation of action , but staff may wish to enter any routine contact activity performed in both areas (i.e. a face to face or home visit)
11. If an offender is taken into custody, the staff shall report to the booking location to retrieve the GPS equipment as soon as possible to avoid equipment being lost or misplaced. (Similar action should be taken if an offender has been

admitted to a hospital, resulting in equipment being removed by medical personnel)

3. Supervisors

1. Supervisors shall review offender violation notes on all GPS offenders periodically to confirm that staff are taking appropriate actions in a timely manner on all alerts received.
2. Supervisors shall review the current-status report, GPS tracking maps, history reports, etc. to confirm appropriate monitoring levels are maintained.
3. Supervisors shall review and confirm that all units removed from an offender have been unassigned and shut down, returned according to inventory procedures.
4. Supervisors shall review and confirm that appropriate efforts are made to retrieve GPS equipment when an offender absconds, is taken into custody, etc (for example, family members still in the home can be asked to return or allow the staff to come and pick up equipment to avoid the offender accruing additional charges beyond absconding)
5. It is the supervisory staff responsibility to make the CCC aware of any changes in "on call" assignments.