



Agenda Date: 2/26/2008  
Agenda Placement: 7A

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors  
**FROM:** Mary Butler - Chief Probation Officer  
Probation  
**REPORT BY:** Lynn Perez, Staff Services Manager - 253-4126  
**SUBJECT:** Agreement with Fieldware

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### **RECOMMENDATION**

Chief Probation Officer requests approval of and authorization for the Chair to sign an agreement with Fieldware, LLC for a maximum of \$75,000 for the term February 26, 2008 through June 30, 2011 to provide an online automated supervision management system for adult offenders.

### **EXECUTIVE SUMMARY**

OffenderLink™ is a supervision management system designed to assist Probation Officers in the supervision of adult probationers. As the department moves toward implementation of supervision strategies like evidence-based practices, OffenderLink™ provides the tools necessary to enable staff to efficiently manage growing caseloads with greater accountability and compliance.

### **FISCAL IMPACT**

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Probation
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	This item is discretionary in that there is no mandate to acquire these services. However, the software enables Probation to effectively track adult probationers. This program will assist Probation Officer in managing their assigned caseloads and will allow for more face-to-face contact time with higher risk offenders.
Is the general fund affected?	Yes

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Future fiscal impact:	Although this is a 3-year agreement which terminates on June 30, 2011, it contains an automatic renewal provision that allows the County the option to continue these services in the following fiscal year. Appropriations will be budgeted accordingly in future fiscal years.
Consequences if not approved:	If this agreement is not approved, Probation Officers will continue to manage their caseloads manually. This is not the most effective or efficient way to conduct business.
Additional Information:	None

### **ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

### **BACKGROUND AND DISCUSSION**

Probation plays an integral and critical role in the administration of criminal and juvenile justice. The Probation Department currently supervises over 2,000 adult offenders and the caseloads continue to grow. In response to the pressures of increased workload the Department launched an initiative to change this ever growing trend.

Early in the year, the Department contracted with The Carey Group to begin the process of looking at caseloads differently. The Department purchased assessment tools to determine the risk level of each offender. Using motivational interviewing techniques, each offender is assessed based on criminogenic risk and level of service and supervision needed to change behavior. Probation Officers have assessed almost 100% of the adult caseload.

With the assessments complete, the next step in the process is to target those offenders with a higher probability of recidivism. In order to successfully apply these practices, the caseloads need to be manageable. Currently, adult Probation Officers carry up to 160 cases on a medium to high risk caseload and about 600 cases on a low risk caseload. The average caseload carried by adult Probation Officers include offenders with alcohol and drug addictions, mental illness, sex offenders, drunk drivers, gang members and violent offenders.

OffenderLink™ is an automated reporting and web-based monitoring system designed to greatly improve workflow efficiencies, reduce workload and increase accountability for lower risk cases where an office visit or mail contact can be replaced by an automated telephone contact. There are two components to this agreement. The first component is a case management system at the cost of \$2.00 per month per enrolled client. The case management component provides automatic letter and phone call generation to remind clients of appointments, court dates and other probation related activities. Probation Officers can monitor client compliance through this system. The Probation Department anticipates enrolling over 1,500 clients in the case management component. The second component of OffenderLink™ is a toll free number provided for low risk clients to call and check in with the Probation Department on a predetermined basis. It is anticipated that 600 low risk offenders would be enrolled in this program. The call-in program is \$4.00 per month per enrolled client.

Continued software maintenance, upgrades, training and technical assistance is included in this agreement.

**SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Molly Rattigan