



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 3/21/2017

Agenda Placement: 6A

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

---

**TO:** Board of Supervisors  
**FROM:** Mary Butler - Chief Probation Officer  
Probation  
**REPORT BY:** Ferlyn Buenafe, Staff Services Manager - 707.253.4126  
**SUBJECT:** Agreement with Fieldware

---

### **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 July 1, 2017 through June 30, 2018 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 used evidence-based practices for supervision strategies, OffenderLink™ provides the tools necessary to enable staff to efficiently manage adult 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 Officers 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

Future fiscal impact: The Agreement contains an automatic renewal provision for two succeeding fiscal years that allows the County the option to continue these services. Appropriations will be budgeted accordingly in future fiscal years.

Consequences if not approved: If this Agreement is not approved, there will not be an efficient and effective way to conduct business and manage caseloads.

Additional Information:

### **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**

Currently, Adult Probation Officers carry up to 100 cases on a medium caseload, 60 cases on a high risk caseload and about 500 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. These caseload sizes are designed to be able to have the probation officer have small enough caseloads to be able to provide evidence based services to all offenders except the low risk 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 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 approximately 500 low risk offenders would be enrolled in this program monthly. This matches evidence based approaches to supervision. 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.

The Department has had an Agreement with the contractor since 2008. This Agreement now includes updated general terms with no increase in the contract maximum amount or fees per month for each enrolled client. The contractor is not a local vendor.

### **SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi