Communications and Accountability Platform for Court Services

Software & Mobile Application Proposal

Collin County Juvenile Probation

Project No. 1014RTX

Presented By:
Jon Grover
816-875-2824

9/7/23

H. Lynn Hadnot
Director
Collin County Juvenile Probation

Re: Overview of RePath by eHawk's Supervision, Communications, Mobile Application and Software Platform.

Dear Lynn:

The ability to communicate with the people under supervision is critical to successful outcomes. RePath will serve your team well, meshing functionality, visibility, and modern communications under one simple cloud-based platform. We believe our people, expertise, ability to maximize value, and transparent approach to doing business are a great match to guide Collin County through a successful project. We are excited about the opportunity to begin a partnership that will improve outcomes for those being supervised as well as create more balance for officers and staff.

TRUSTED PARTNER, RePath has a proven record of delivering projects and better outcomes, not only here in the United States but also Canada. We have been fortunate to work with some of the most recognizable counties in the country including some familiar ones in the Midwest such as St. Louis, Jackson, and Platte Counties. Our team members are experts in helping counties improve the services they deliver.

VALUE DRIVEN SOLUTIONS. There is a distinct difference between our team and others in the government software industry. We enroll applicants, provide support directly to the folks being supervised and train officers on the platform. We are results driven and will remain engaged ensuring your resources are conserved and eliminating the friction for those in the justice system.

TRANSPARENT APPROACH. Our enclosed overview shares how RePath will help you engage with your clients, creating better outcomes for staff, as well as the supervised. Our agreement provides unlimited users for Collin County. We believe the simple sauce is the best.

Please don't hesitate to reach out with any questions you have regarding this response.

Thank you for your loyalty,

Jon Grover

Jon Grover – Government Account Manager
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Executive Summary

Understanding the Vision

At RePath, we are dedicated to providing best in class software and service that truly meets the complex and changing landscape of criminal justice. The simply-stated goal is to unlock the power of the modern smartphone already carried by individuals supervised in the criminal justice system to save costs, reduce administrative friction, and improve outcomes. Our RePath software solution consists of a mobile application on the participant's phone and an officer dashboard that can be viewed in any browser. The software is designed to vastly improve accountability, communication, access to services, and court attendance. Since RePath's introduction, we have been stunned at the results in the US and Canada which include millions of dollars saved, hundreds of thousands of incarceration days saved, and endless improvements in efficiency and communication. RePath is not simply a newer, better means of electronic monitoring for the 2-3% on individuals currently wearing ankle monitors, it is a better means of supervision for 100% of the supervised population. Our unique approach to supporting overburdened judicial systems across the US and Canada does not end with our software. It includes unlimited customer support, unlimited training, and expert personnel specifically dedicated to each jurisdiction - all designed to reduce the court system's workload. The RePath technology platform provides various supervisory and assistance levels (low-medium-high) based on the judge's (or supervisor's) order. The mobile app uses text chat, video chat, location services (including exclusion zones and curfews), check-ins (for identification), court date reminders, document services, and improved access to social services. RePath meets people where they are, allowing participants the ability to get back to their lives and stay compliant with court orders.

RePath Creates Strategies That Bring Greater Results

RePath inserts accountability, demystifying participant behavior to courts, officers, and judges so that they can work together to help those that need it most. Helping jurisdictions of all sizes, we streamline processes, provide welcome administrative help to supervisors which frees them to deliver the services they are uniquely qualified to provide.

In 2020, COVID introduced a whole new set of challenges to county courts, that in many cases, were already overburdened. Court staff now had to navigate pandemic shutdowns, court delays, social distancing, remote working, staffing shortages, and disconnected processes. While many county courts were struggling, RePath focused on making it easier to open and provide the services relied upon to ensure public safety. Leveraging the participants smartphone, we were providing accountability, flexibility and improved communication at every stage or pre- and post-trial process. We helped defendants and those on probation stay compliant with court orders while reducing county jail populations. Our 24/7 web portal and officer app help you administer, supervise, locate, and help from anywhere at any time.

With RePath, we make the system better for courts, judges, juveniles, treatment/specialty courts, pre-trial, post-trial, defense, and prosecution. How? Because of the demystification of behavior and the enhanced engagement that happens at a modern and personal level. At a very basic level, we get the people to court. We provide reporting to the courts in pretrial, so judges have something; insight into how well a defendant complied with orders between the time they were released and the time they show up to court.

Streamlined communication – all communications housed in one platform. Whether it's text chat, video chat, automated/mandatory questionnaires, access to services, directions and reminders for court or other scheduled appointments; it all resides in a simple platform.

The simple sauce is the best. By delivering a mobile app to participants smartphones we are creating better outcomes for all involved in criminal justice. Simple for compliance and simple to manage.

Less Friction – RePath for "Participants"

Reminders

From the start, the participant experience is key. The RePath app is "pushed" directly to a participant's smart phone. At its most basic level, the app helps participants by providing multiple reminders for court dates or other treatment or supervision appointments. The reminders include directions to the courthouse or facility.

Resources

The app gives participants access to helpful resources – housing, substance treatment, mental health resources, parenting classes, domestic violence resource, food assistance, childcare; whatever services your community can provide to help create better outcomes will be included in their experience.,

Communication

As a mobile phone dependent society, a modern, mobile, user-friendly communication tool increases engagement. Is the courthouse closed due to weather? Upcoming Job Fair? A few keystrokes from an administrator and participants can be notified instantly: bringing participants closer to resources. Includes direct chat, video chat, SMS, online forms – all ways to help participants comply and access the help they need.

Accountability without Stigma

Modernizing compliance without costly ankle monitoring creates trust and enables citizens to get their lives on track. Data shows the ability to work, maintain housing, pay restitution creates a path for independence and success.

Less Friction – For Courts and Supervisors

Officer Dashboard w/Accompanying Officer App
At its most basic level, it "Makes Mondays More Manageable". The dashboard provides an instant view or snapshot into behavior and compliance so that officers and supervisors may quickly prioritize assistance. Providing modern tools to engage and guide through the system is key to creating better outcomes in criminal justice. Supervisors spend more time with those that need attention.
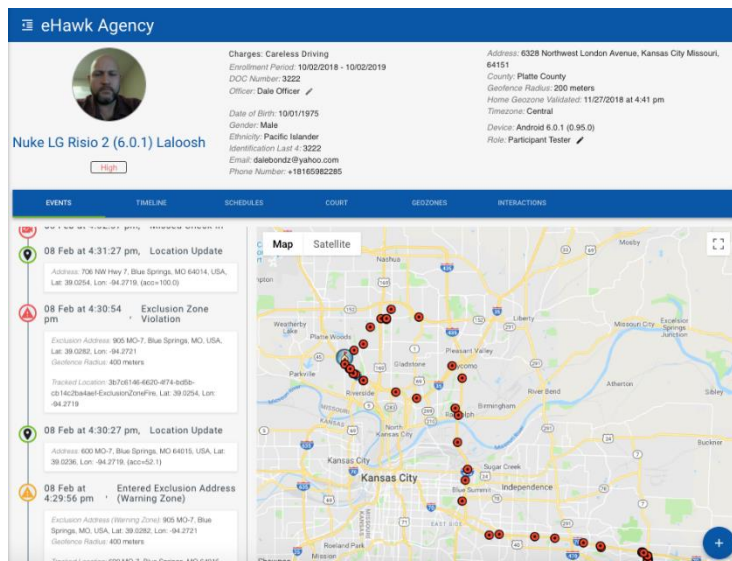
Communication
All communications are housed in one place whether it's SMS, in-app chat, video chat, in a single repository. No longer are employees asked to share their mobile numbers to text – it can all be done through the app. Mass messaging may be sent to notify participants of job fairs, building closures. Documents may be shared to <u>and</u> from participants and officers/supervisors.

Efficient Administrative Tasks
Automate the mandatory/scheduled questionnaires. This can be set up on a cadence based on the requirements of the courts or supervising agencies. Officers reduce time-intensive administrative tasks to do what they are best trained to; provide supervision and assistance.

Accountability
Real time data at an officer's fingertips with multiple monitoring levels on a single platform. Low level simply assists participants with communications and reminders. Higher levels can include random biometric check-ins, background GPS tracking, exclusion/inclusion zones and even a "locate now" feature. Participants may be moved between levels by supervisors within the portal in seconds. Demystification of what transpires between visits, understanding how the participants are doing.
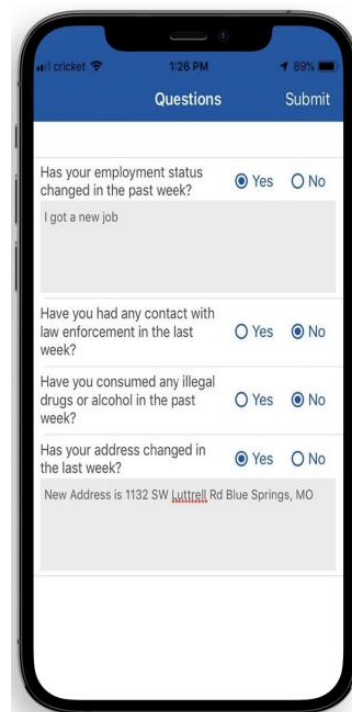
Reporting

RePath automates reports for the courts. Reports may be e-filed prior to trial or hearings so that prosecution and defense counsel review prior to court attendance saving time for judges, allowing the due process to be administered more efficiently and transparently. The reporting's are based on participation and compliance utilizing a proprietary algorithm.

Court Report

George Costanza
February 6, 2022 - February 19, 2022
February 19, 2022 10:58 AM

Case #:   18sl-cr00000
Officer: Justin Forte
Mobile #:   +13162134650
Participant Duration: 89 Days
Supervision Level: High

30 Day Score

76 ↑

No Major Violations.

Officer Notes

February 8, 2022   Was given permission to collect things from home.

Officer Questions	(Participant answered Yes)	Notes	(Notations by Participant)
November 29, 2021	Have you consumed any illegal drugs or alcohol in the past week?		Just a few beers and a glass of wine.

Safety & Social Benefits

RePath improves engagement between officers and participants in a non- intrusive manner, creating a nurturing relationship that benefits all. Demystification, transparency, reducing incarceration and overcrowding. Helping overcome financial hurdles that may keep folks in jail vs. matters of public safety, this is a better path. Is this for everyone? No, this is not a replacement for jail or ankle monitoring in every case, but, perhaps for some.

Customization and Security

SaaS Platform

RePath is a SaaS platform hosted securely at AWS and supported by our dedicated support team. It requires no "user" set up or "I.T. "involvement or resources. We take on the work, so your team's resources aren't taxed. Being "hosted" means officers and supervisors can access the data instantly through a secure login from any internet browser or even the convenient supervision mobile app.

Customization

RePath will set up the initial customized portal, however, clients are able to do further customization easily at any point in time. This includes all the following aspects: notifications, resource library contents, number of scheduled check-ins, times of check-ins, written questions to participants, curfew times, geo-zones, appointments, victim notifications, and supervision level. No data migration, conversion, or integration is required to utilize the RePath solution. RePath comes with the capability to file customized reports electronically with the courts or other entities. If real-time integrations with court case management systems or other data bases is requested, it can be accomplished utilizing the RePath API. Feasibility, timing, and pricing of integrations can be scoped anytime during the life of the engagement in a documented separate scope of work.

Security

Data is stored with Amazon Web Service, which provides industry leading controls for physical data security. The data centers are designed to minimize environmental risks, employ redundancy, have segregated activity zones, continuous capacity planning, detailed response plans, controlled/logged access, surveillance, intrusion detection, power back-ups, detailed maintenance requirements and on-going data center risk management. Sites are monitored 24/7/365 with automated alerts for any emergencies. Our solution is fully redundant with the ability to run in multiple regions.
The data is backed up several times a day and replicated across regions.
All data is encrypted.

Officer & Supervisor Portal Features

Chat Messages Bar
Area where direct chat/communications with participants is performed and stored. If participant sends messages to officer/supervisor, there is a notification in this section of unread messages.

Courts Tab (Appointments)
Under this tab officers/supervisors or RePath Support can update appointment dates for court, treatment, classes, or any other appointments the participant is required or recommended to attend. A secondary contact may also be added to receive notifications on court dates & appointments (officer, family member, sponsor).

Dashboard
The dashboard is the main webpage upon logging in, the place officers and supervisors begin their day to instantly identify issues or areas of need for participants. The dashboard is a snapshot into behavior of participants and allows officers/supervisors to quickly assess the people the participants they are helping.

Events
(For medium and higher levels of supervision) Provides the ability to view locations on both a map and timeline, check-ins, and violations of inclusion or exclusion zones. This is where background location data provides critical information on behavior on program for higher level participants.

Geozones
Input and view exclusion zones, inclusion zones, and safe zones. In this area a secondary contact can be added to the alert or notification of breach of an exclusion zone, possibly a victim or family member. For clarity here are what these terms are referencing:

- Exclusion Zones - places participants are not allowed to enter or stay.
- Inclusion Zones - places participants are required to be during specified hours
- Safe Zones - places participants are allowed to be in when not in an inclusion zone

Interactions
Supervisors utilize this tab to interact with the participant & view past interactions. This is done through: Notes, SMS Messages, Chat Messages, Video Calls, Direct Messages, Officer Periodic Questions, and Documents. This is the communications hub, a simple single place for all interactions.

Case Issues

In-depth view of any compliance issues; failed check-ins, exclusion zone violations, participant absence, or any other violations.

Participant Profile

"Participant Profile" is the view of a specific to the individual participant on the platform. This is where either the supervisor or our monitoring center can see if the participant has been enrolled in the program, instantly view/change risk level, view weekly score, and access Events, Timeline, Schedules, Court Dates (or Appointments), Geozones, Interactions and Issues. Supervisor may click "locate now" button which provides the supervisor immediate location details of the participant without notifying the participant. May also request "check-in now" which will alert that participant that a check-in is required.

Reports

Our "Reports" section provides options for reporting on specific participants. These may be court reports for pre-trial or supervision reports post-trial to ensure resources are utilized efficiently to create better outcomes based on behavior.

Scheduling

Officers, supervisors or the RePath monitoring, and support team have ability to input a participant's occupation and schedule. Schedules can be created or modified to assist in compliance. For example, a participant working third shift may need a supportive check-in schedule based on hours of activity.

Search

As the name implies, quickly locate specific participant in the portal by searching name, phone number, DOC number or risk level.

SMS Messaging

Sen a personalized mass SMS message to participants. May be sent to all participants or a subset of the supervisor's choosing. An effective and efficient way to communicate quickly with a large pool of individuals.

Timeline

Officers and Supervisors are provided a participant's daily journey in a general overview (time in motion, visits, check-ins, and violations).

Dedicated Support Team

RePath provides you with a dedicated 24/7 support team based in Lee's Summit, Missouri that are passionate about helping participants and jurisdictions to better paths.   Our team supports Participants, Supervisors and in addition to technical support, also provides supervision. How much supervision is done by RePath is determined by you. We are here to assist with everything from onboarding participants, providing tech support as well as filing reports with courts or supervisors. These resources have extensive experience in the criminal justice system. If your staff is overburdened with high workloads, we can assist for as long as you wish. RePath ONLY WORKS if it alleviates work for county staff. Our monitoring center helps achieve that goal.

We offer unlimited post-sale training as you promote people and bring in new team members, we can schedule training that is personalized to their needs and goals.
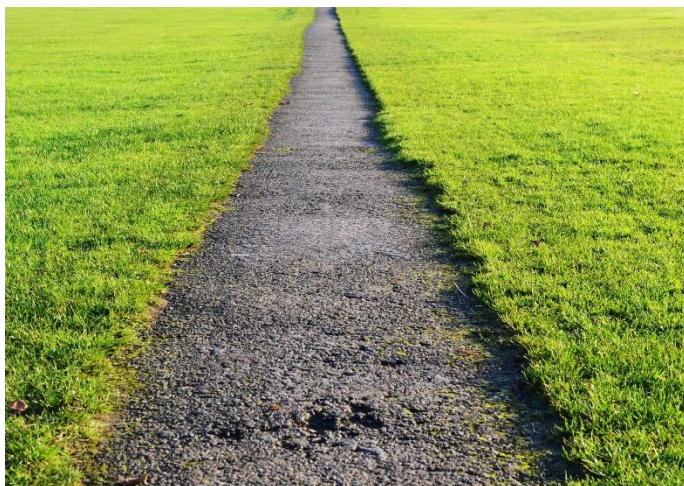
RePath will continue to lead the industry in technology that helps create better outcomes in society and communicate those advancements so that your team may leverage these gains to help reshape your communities and reduce recidivism. We believe that improving outcomes in criminal justice is not impossible. It's just very hard and gains are earned on a local level. We are committed to that day-to-day work all cross the US and we believe that our technology solutions will light that path.

RePath Investment

12 month Program

- Continued use of RePath Platform
- Unlimited users for Collin County Juvenile Probation – Can be used outside for supporting departments eg. pre-adjudication, treatment
- RePath will support supervisors, officers, and participants
- Unlimited virtual trainings following initial training

Proposed Pricing Structure for Collin County		
	Pricing	Number of Participants
Software Platform and Mobile App for Monitoring and Support for Participants	$700 per month	Unlimited

* Pricing based on estimate of 25 users during first year. There will be no charges for exceeding estimate.