

# SMS is helping agencies create safer communities through their EM Programs

Responsible for managing an ever-growing number of offenders on probation, agencies are turning to our Solutions+ program for help in getting officers back to spending their time on what's really important

*“The impact of using the Solutions+ program was felt almost immediately. By embedding an employee within the agency, we freed an officer to move back to managing an offender caseload full-time. In short order, we helped eliminate a backlog of enrollment appointments and now the agency is able to process enrollees as soon as they walk in the door. Ultimately, we created greater efficiencies that helped their EM and pre-trial programs grow substantially in a short time.”*

Dave DeGeorge  
Securus Monitoring Solutions

## CUSTOMER

Alternative Sentencing Division | Electronic Monitoring Program  
Location: Central California

## CHALLENGES

- The time of a sworn officer was required to be split between case management duties and managing the day-to-day administrative needs of the EM platform
- Reduction in available staff:
  - + Increased caseload size for remaining probation officers affecting the overall effectiveness of the program
  - + Created an appointment backlog of enrollees that had come directly to the agency after a court appearance and had to be turned away and rescheduled
  - + Enrollees that are turned away overwhelming fail to return for rescheduled enrollment appointments

## SOLUTION

The agency turned to Solutions+ for comprehensive administrative support of their electronic monitoring program

## BENEFITS

- Addition of Solutions+ personnel to provide comprehensive administrative support of their EM platform freed up a sworn officer to focus on managing their offender caseload full-time
- Offenders are now enrolled in the program as soon as they walk into the agency
- Removal of equipment for enrollees that have completed the program are now completed on schedule
- Solutions+ personnel is now a valued staff member and has become the subject matter expert for the agency on the EM platform