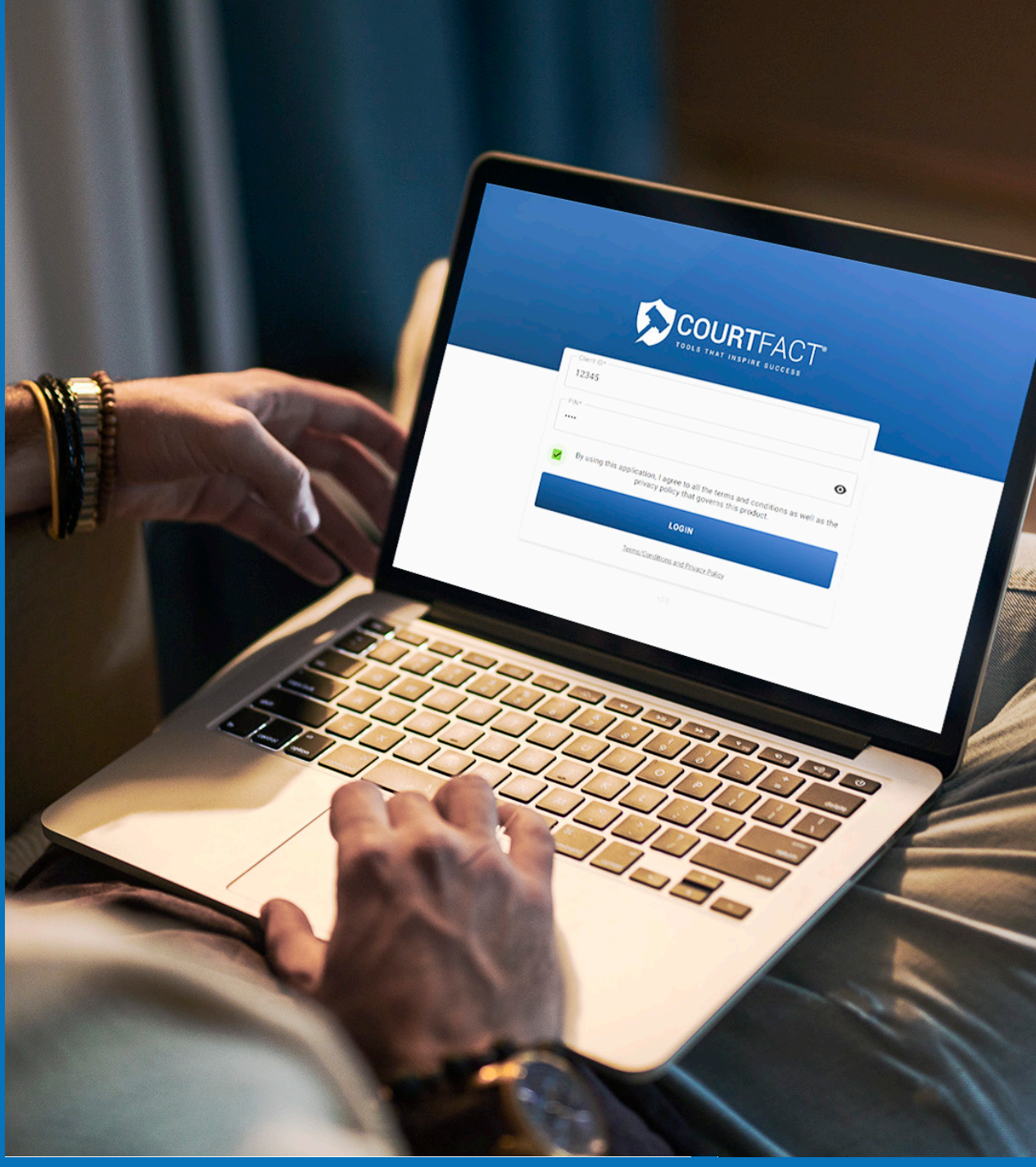
THE FIRST FULLY CUSTOMIZABLE MOBILE CLIENT MANAGER

FOR COURTS, AGENCIES, PROVIDERS, & PARTICIPANTS

COURTFACT®

TOOLS THAT INSPIRE SUCCESS


COURTFACT
TOOLS THAT INSPIRE SUCCESS
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CONTENTS

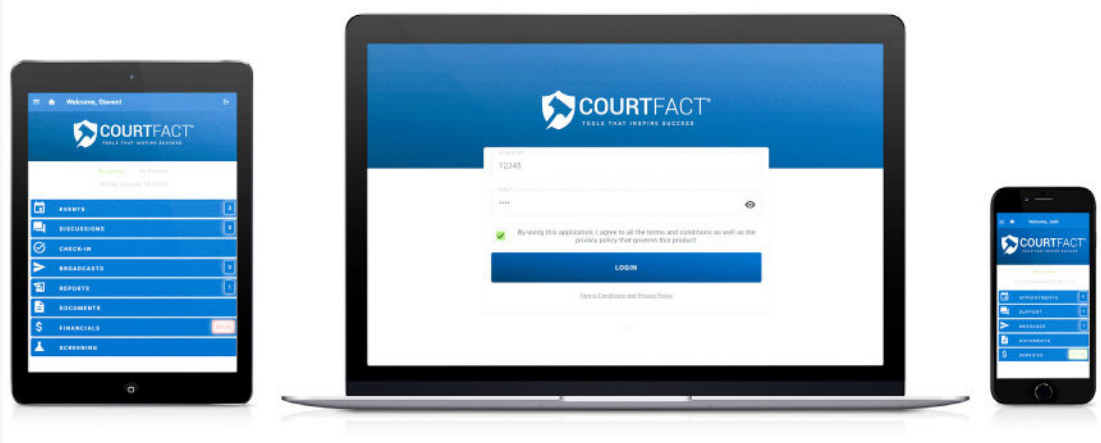
1 Introduction to CourtFact
2 Client Accessibility
3 Cases Platform
4 Notifications & Reminders
5 Location Monitoring
7 Alcohol Monitoring
9 Bridging Gaps in Communication
11 Modules



NOT JUST ANOTHER CASE MANAGEMENT SOFTWARE.

THIS IS A CLIENT MANAGEMENT SOLUTION.

WELCOME TO COURTFACT, a suite of solutions that allows courts, agencies, and Service Providers to better **communicate with and monitor the compliance** of their participant population. Our robust platform provides tools to clients and users that can be accessed across any Internet-connected device. The ability to customize the display layout **gives supervising entities a truly unique experience** by delivering individualized, positive client outcomes.



OVERCOMING COMMUNICATION CHALLENGES WITH AN "EVERY PARTICIPANT" SOLUTION

Even though **smartphones are ubiquitous in today's technology-focused world**, there are still many people who do not have access to this common, everyday tool. CourtFact believes that the inability to own a smartphone should not prevent a participant from taking part in important rehabilitative, treatment, pretrial, probation, or other community supervision programs.

CLIENT MOBILE by CourtFact is a **free smartphone application** available on both Android and iOS operating platforms that allows for seamless communication between agency users and participants. Available right in the palm of their hand, participants have access to all information provided to them by their monitoring authority.

CLIENT PORTAL by CourtFact allows for nearly all the functionality that Client Mobile offers but can be accessed on a simple-to-use website interface that participants can access from any computer with an Internet connection. With flexibility accessing information, **no participant is excluded from your program**.



Customizable, flexible, on-demand client management.

AGENCY-FOCUSED CLIENT MANAGEMENT

CASES is CourtFact's web-based software platform, **designed specifically to simplify** the process of effectively managing the needs of each participant.

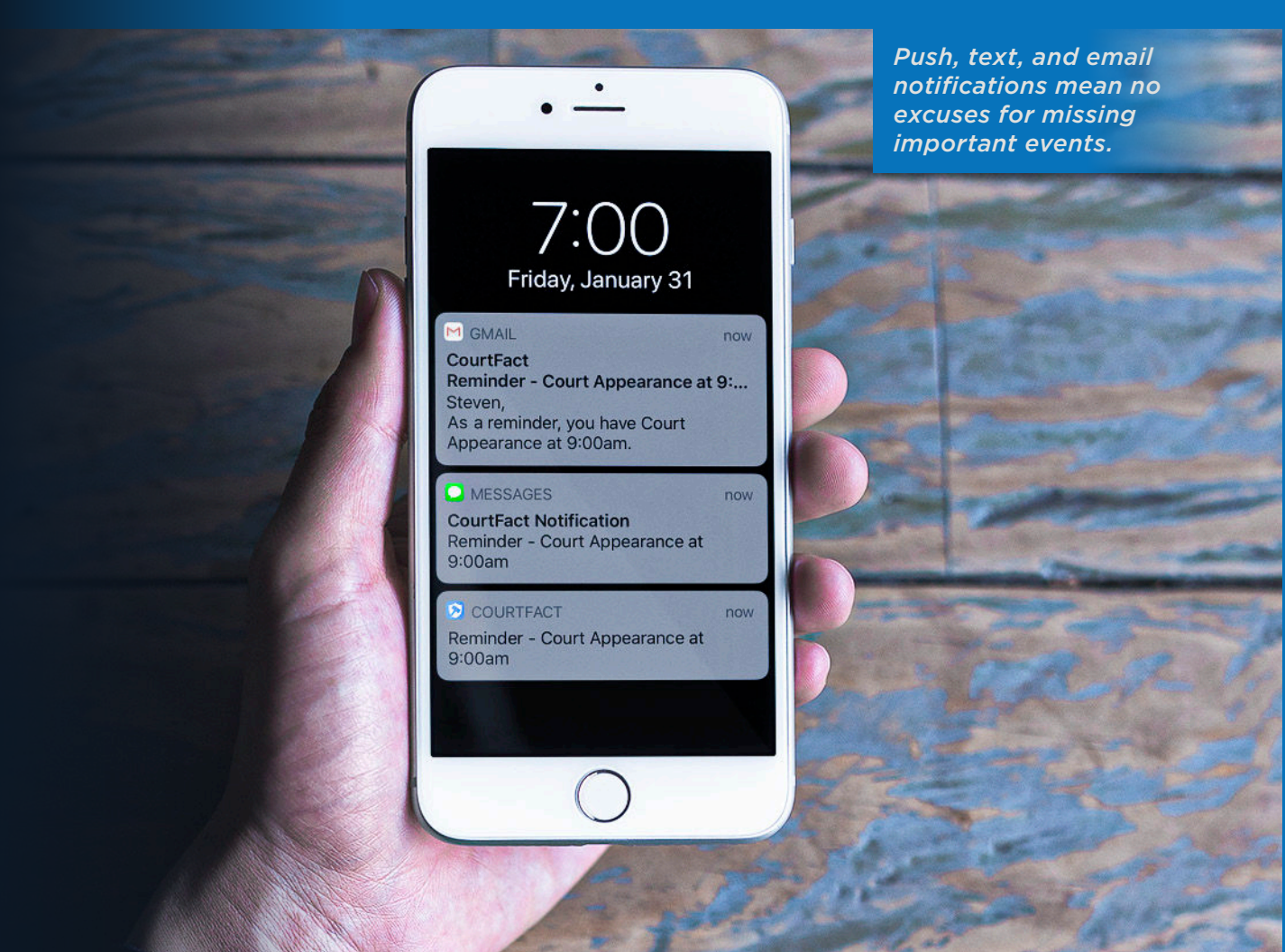
We've designed the individual features in Cases as modules, so each agency can select the features they use—and omit the ones they don't. Customized, simplified, and flexible, staff can use only those features of most benefit to each participant without being distracted by features they'll never use. Easy customization helps programs and agents to **drive better outcomes** for each participant and each program.

With simple, real-time, color-coded status indicators for different features and modules, the Cases dashboard **provides a quick snapshot** that segments your caseload to highlight the participants who need your attention now and those who can be prioritized for later follow up.

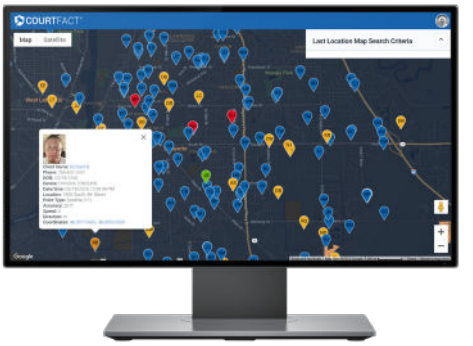
ELIMINATE EXCUSES FOR MISSED EVENTS & OBLIGATIONS

An integral part of any program is keeping participants on track with requirements. Using Push Notifications, Text Messages, and Emails, CourtFact ensures participants get the right information, right when they need it. Reduce technical violations and virtually eliminate failures to appear by reminding participants of important Events.

COURTFACT'S NOTIFICATIONS & REMINDERS SYSTEM allows you to easily communicate important information, updates, and reminders to participants, whether they're using the Client Mobile application, the Client Portal website, or neither. Since CourtFact can use text and email, you can reach participants even if they are not part of your CourtFact program. Having problems making contact with participants? Add as many email addresses and mobile phone numbers as necessary to each participant's profile to ensure the information gets to them.



Push, text, and email notifications mean no excuses for missing important events.



LOCATION DATA INTEGRATED WITH ROBUST CLIENT MANAGEMENT

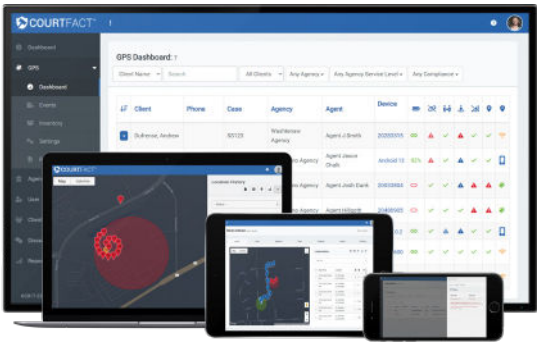
LOCATION MONITORING by CourtFact gives courts, agencies, and Service Providers the ability to effectively monitor individuals while employing innovative communication and compliance monitoring strategies. CourtFact's Location Monitoring platform gives community supervision professionals the flexibility to accommodate a wide range of risk levels across their caseloads.

FEATURES INCLUDE:

- Multiple client and alert dashboards
- Automatic alert priority sorting
- Tiered statuses for common alerts
- Automated Virtual Call Center
- Compliance color-coded mapping
- Real-time full caseload mapping
- On-demand client device histories
- Customizable alert thresholds
- Monitoring note recall with alerts
- Categorized agency group zones

UNIVERSAL ACCESSIBILITY

Users can access CourtFact Location Monitoring from any internet connected device with no need to download additional apps.



ENHANCED MONITORING PROTOCOLS

OPTIMIZE SUPERVISION WITH MULTIPLE INTEGRATED PRODUCTS

With a range of GPS hardware and smartphone applications, CourtFact's versatile location monitoring software provides multiple solutions in one single dashboard. Courts, agencies, and Service Providers can efficiently monitor clients across multiple protocols and effectively communicate critical information to staff, clients, and victims.

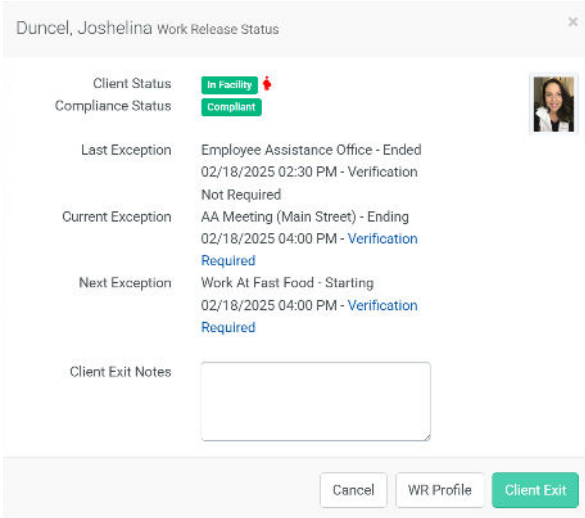
OMNILINK OM500

Versatile, one-piece ankle bracelet



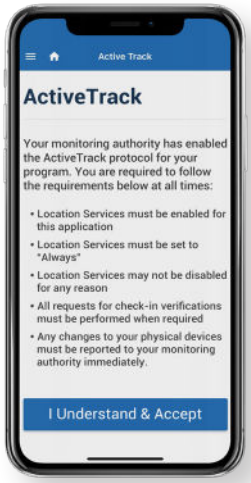
WORK RELEASE

Easy-to-use facility management



ACTIVETRACK

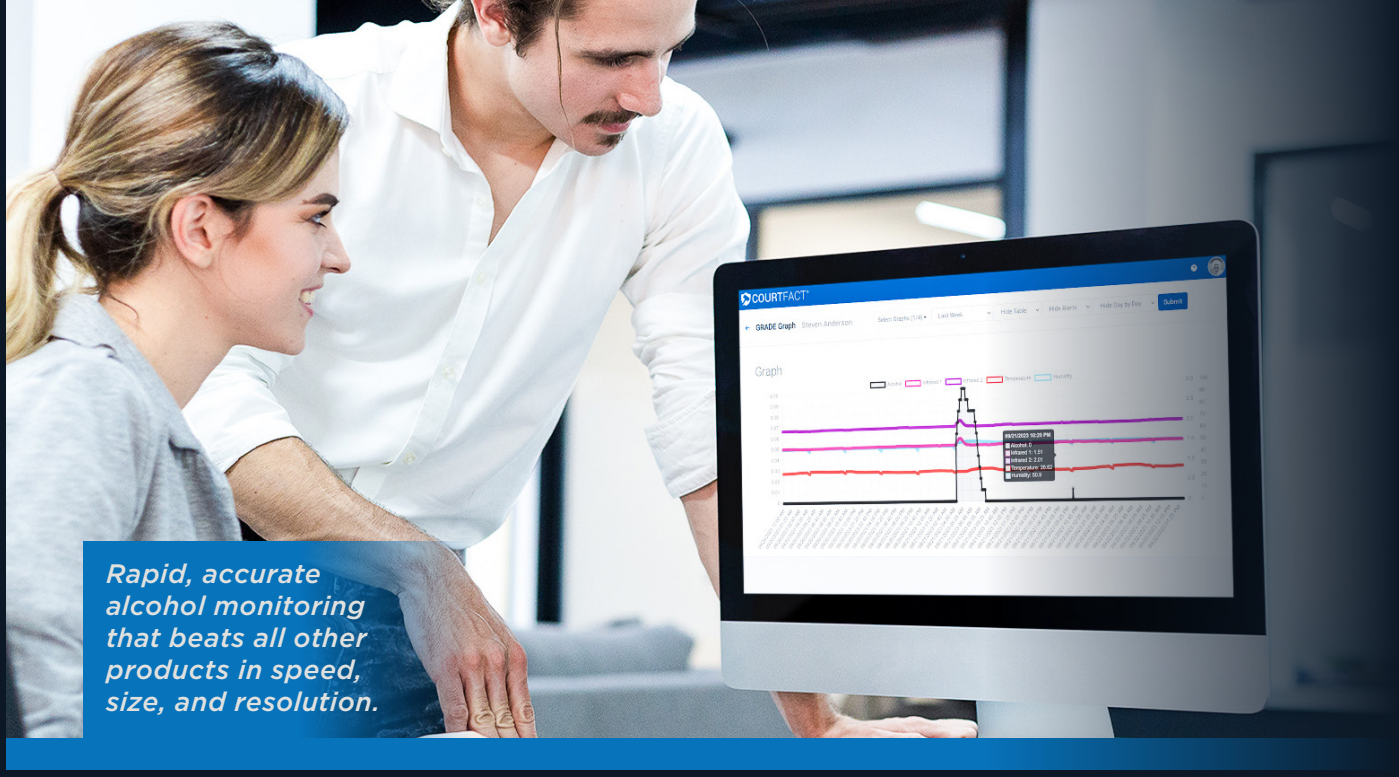
Smartphone location monitoring



VICTIM NOTIFICATION

Notifications for any GPS protocol





Rapid, accurate alcohol monitoring that beats all other products in speed, size, and resolution.

CONTINUOUS TRANSDERMAL ALCOHOL TESTING THAT IS DISCREET & EFFECTIVE

GRADE® offered exclusively through CourtFact, is the first wrist-worn option that provides 24/7 transdermal alcohol monitoring for individuals in community supervision and treatment programs. The discreet wearable samples the client's perspiration through a passive collection process and records the status of various on-board sensors every five minutes. Using the client's personal smartphone or a CourtFact Connect phone, the monitoring data is transmitted and analyzed multiple times each day.

FEATURES INCLUDE:

- Smallest transdermal device made for specifically criminal justice
- Multiple tamper and environmental sensors
- IP67 water resistance and moisture ingress mitigation
- Battery life exceeding one month on a single charge
- Built with safe, durable medical grade materials
- Faster in-progress alcohol detection and notifications





Secure, affordable, and accurate alcohol testing with client identity verified on every test.

BREATH MONITORING MAKING RANDOM TESTING EASY & ACCESSIBLE FOR EVERYONE

RAMP is CourtFact's customizable **Remote Alcohol Monitoring Platform** that makes voluntary and court-mandated alcohol testing easy, affordable, and accessible to all clients and participants. Utilizing a small testing device enclosed in a secure, tamper-proof case, monitored individuals can provide tests discreetly that will simultaneously **verify the device and the individual** taking the test which eliminates many circumvention attempts that are common in unsupervised breath alcohol testing.



FEATURES INCLUDE:

- Small, discreet, and portable for easily completing tests
- Fixed, random, and on-demand testing protocols
- Tamper-proof case with unique identifying code
- Facial ID video taken through the entire testing process
- Customizable agency settings for all testing requirements
- Multiple standard reports to view and access test data

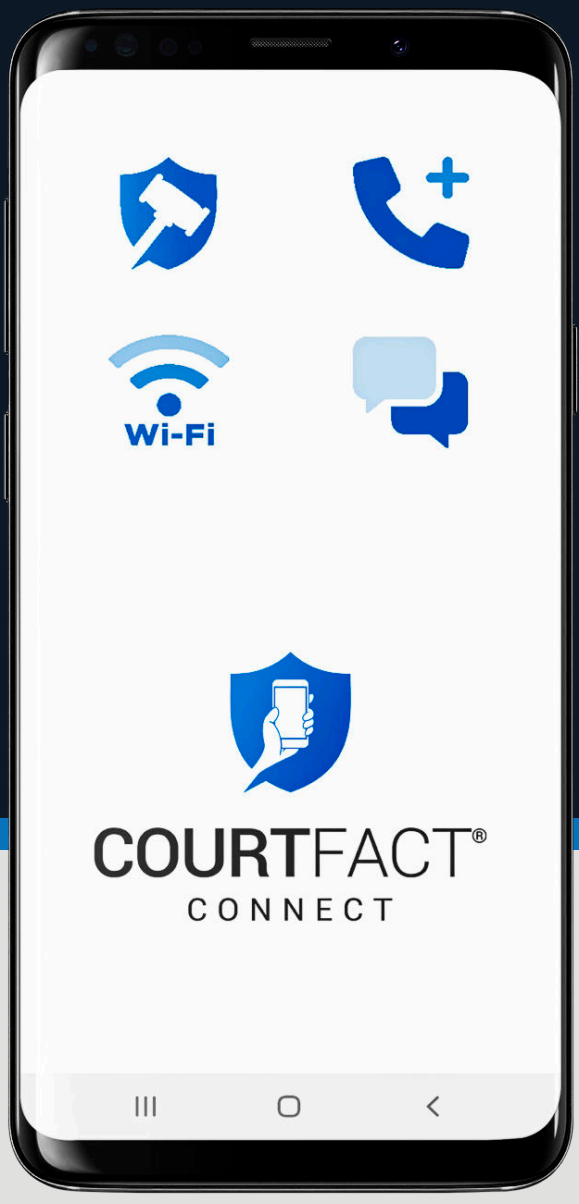
SECURE KIOSKS AND AVAILABLE SMART DEVICES TO BRIDGE THE GAPS IN COMMUNICATION

CONNECT

CourtFact's smart device leasing program allows courts, agencies, and Service Providers the ability to provide reliable yet restricted communication and program access using remotely secured and accessible technology.

CONNECT USE CASES:

- Re-entry from jail or prison
- Individuals with housing insecurity
- Juvenile and family court programs
- Those restricted from Internet access



KIOSK

CourtFact's in-office and secured location technology platform allows programs of all types to make communication and accountability tools available to participants that lack Internet or cellular access capabilities due to a range of circumstances.

KIOSK USE CASES:

- Court, probation, and pretrial offices
- Service Providers and drug testing facilities
- Sheriff, police, and administrative buildings



SCREENING

COMPLETE CONTROL OVER YOUR SUBSTANCE TESTING PROGRAM

COMPILE ACCURATE DATA TO HELP MAKE INFORMED PROGRAM DECISIONS

SCREENING by CourtFact is our drug and substance testing module. The Screening Module can be used in conjunction with an existing CourtFact program for agencies, be a valuable part of the offering of Service Providers or as a standalone substance testing administration program. No matter the entity using the platform, the flexibility and customization is unrivaled.

SCHEDULING MADE EASY

Move away from color call groups and easily manage schedules that offer flexibility for varying risk levels. Creating group, random, fixed, or one-time testing protocols is as easy as a few clicks. Automated randomization using two distinct algorithms ensures each testing schedule is as unique as each participant.

MORE CHECK-IN OPTIONS

Ensure participants have the ability to check their testing status from anywhere:

- Client Mobile smartphone application
- Client Portal web-based application
- Website - DrugTestCheck.in
- Automated phone system

Custom websites and phone numbers available



AUTONOMOUS LABORATORY INTEGRATIONS

SCREENING by CourtFact **fully integrates lab solutions** from several forensic and reference laboratories to accommodate all of your drug and substance testing needs. Seamless ordering and reporting saves time and resources while keeping all of your program management data in one location.

- Order lab panels and confirmations
- Produce, view, and print chain of custody forms
- Track shipping batches of multiple samples

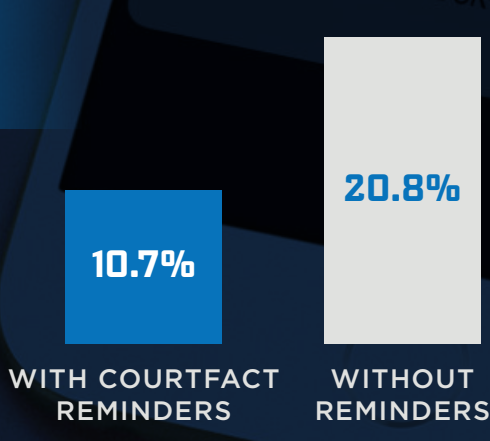
Review results and print completed reports

PROACTIVE CHECK-IN REMINDERS

Keep participants on track and in compliance with mandatory testing by sending simple reminders.

- Push, text, and email notification reminders
- Customizable reminder times and frequency

CourtFact reduces failure to check-in for testing by nearly 50%, when compared to platforms with no reminder systems in place.



LOGIN

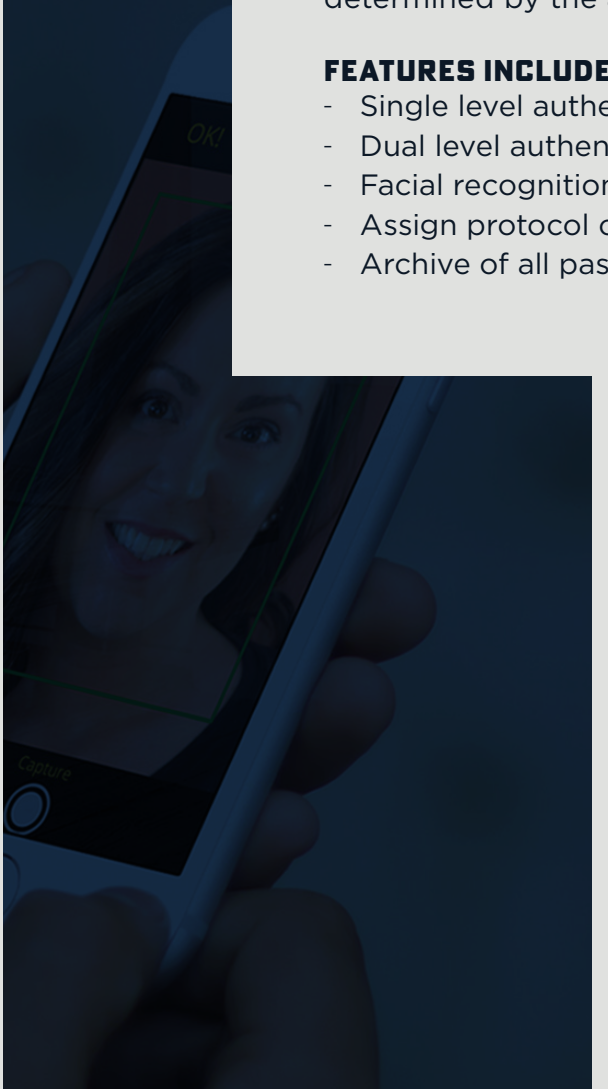
CUSTOMIZABLE CLIENT AUTHENTICATION FOR EVERY PARTICIPANT

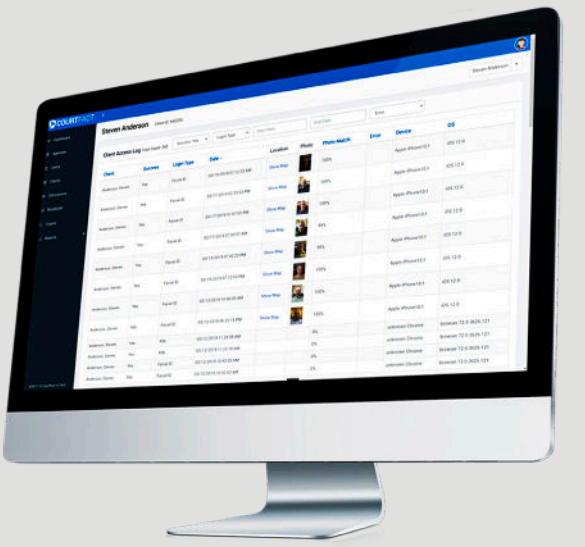
BUILT-IN FACIAL IDENTIFICATION THAT DOESN'T RELY ON INDIVIDUAL SMARTPHONE CAPABILITIES

LOGIN by CourtFact allows for varying levels of participant authentication during login. At CourtFact, we've prioritized data and participant security, ensuring the right access to the right people. With our Login Module, agencies have the ability to select from three verification options for Client Mobile participant logins. From **simple to sophisticated**, the agency can determine how each participant will be verified upon Client Mobile Login, which allows for **varying levels of intensity** in supervision based on factors determined by the agency.

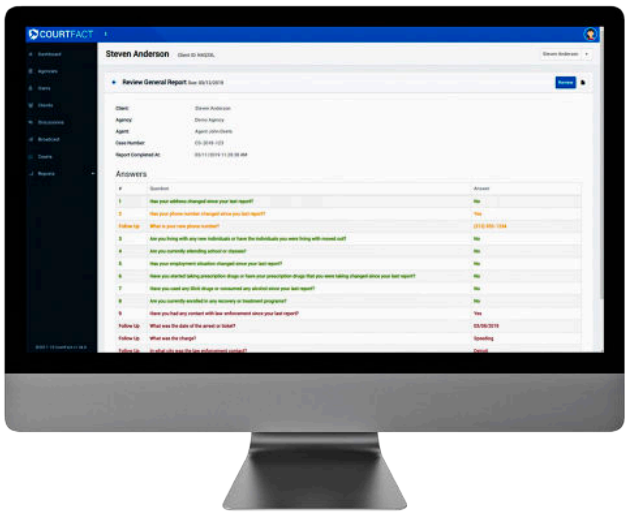
FEATURES INCLUDE:

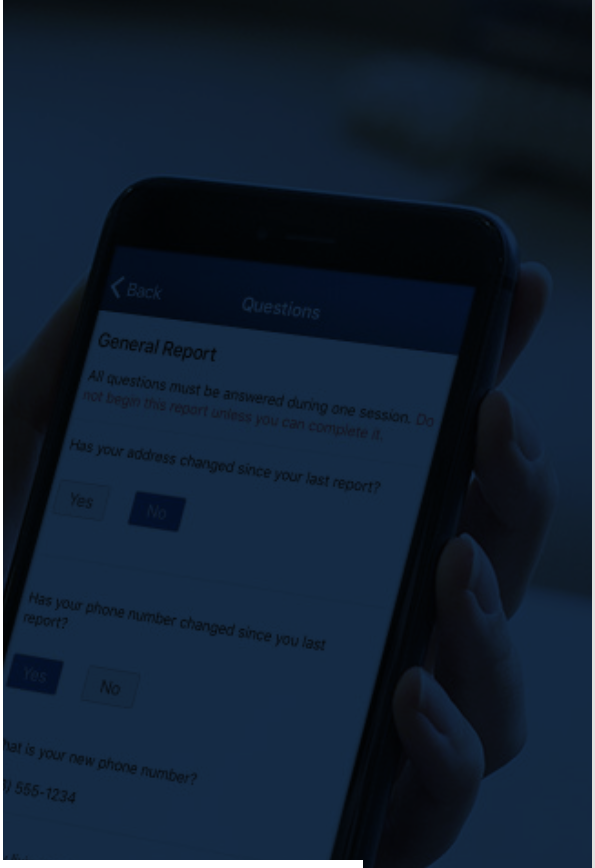
- Single level authentication with unique ID and PIN
- Dual level authentication with unique ID and selfie
- Facial recognition with agency selectable sensitivity
- Assign protocol on an individual participant basis
- Archive of all passed and failed facial ID attempts





REPORTING





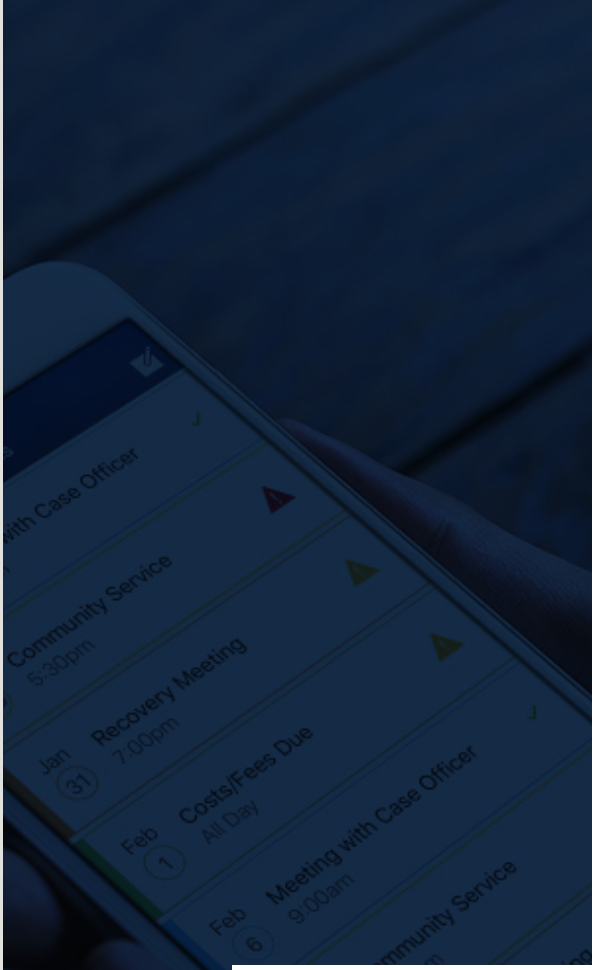
REGULAR DATA COLLECTION WITH AUTOMATIC FOLLOW-UP PRIORITIZATION

ELIMINATE INEFFICIENT MAIL-IN & PHONE-IN REPORTING

REPORTING by CourtFact is a customizable remote reporting tool designed to collect periodic responses from participants. If we had the ability to meet with participants more frequently, we would probably do it. There are a number of reasons why it is not practical to meet with participants more than once per month, or perhaps it is just not needed at all. With CourtFact's Reporting Module, agencies can remotely **question and evaluate participants with simple, short questionnaires** that allow you to collect and update information on the fly.

FEATURES INCLUDE:

- Agency-customizable templates and question sets
- Set trigger questions that require specific follow-up answers
- Notifications to case managers for identified follow-up
- Set one-time or recurring schedules for multiple reports
- Automatic reminders to complete required reports
- Optional customized report completion window



EVENTS



AGENCY-MANAGED PARTICIPANT CALENDAR

HELP PARTICIPANTS KEEP TRACK OF APPOINTMENTS, HEARINGS, & MEETINGS

EVENTS by CourtFact is a simple, agency-managed participant calendar. One of the most difficult tasks for a participant, especially if new to the judicial or treatment process, is to **stay on track and in compliance** with all their requirements. The Events Module allows case managers and participants to enter important appointments, hearings or other events in order to aid in the successful navigation of their assigned programs.

FEATURES INCLUDE:

- Entry of single and recurring events in advance
- Color-coding to easily recognize different types of Events
- Indicators when participants acknowledge events
- A Common Locations database to easily populate addresses
- Turn-by-turn directions to any event from any location
- Ability for participants to create events
- Customizable reminder times for each participant
- Send push, text, and/or email reminders

TRACKING

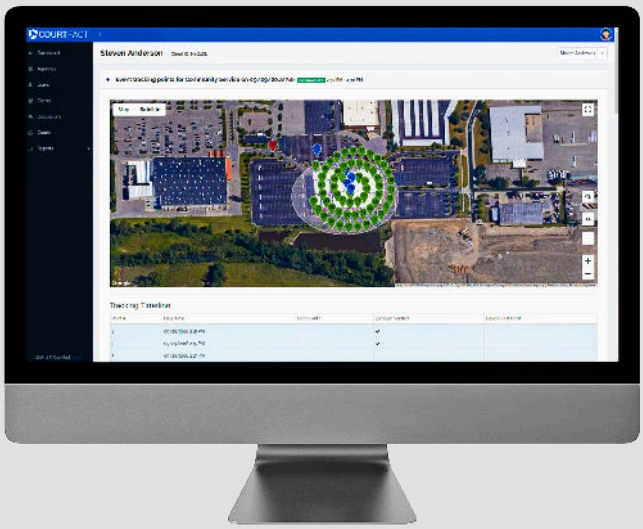
SMART ATTENDANCE VERIFICATION

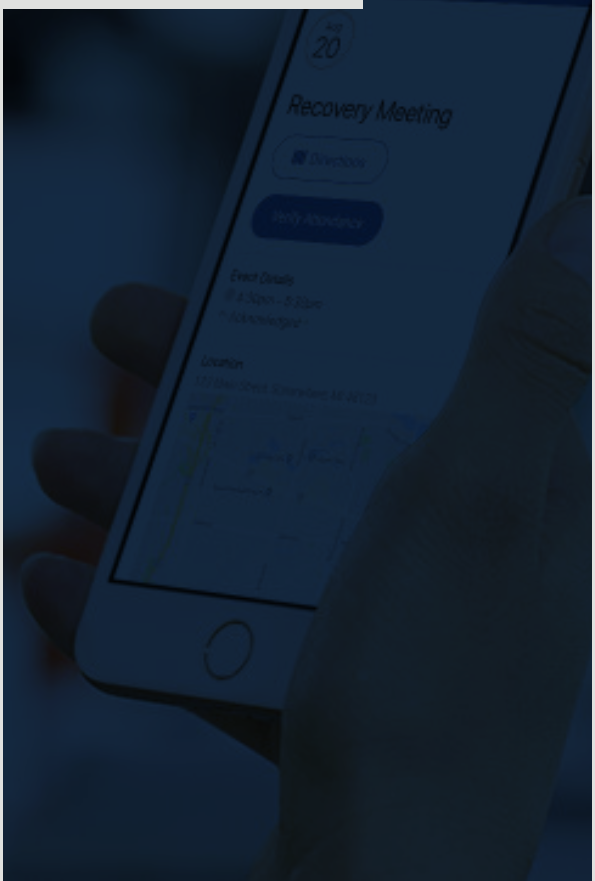
MAKING SIGN-IN SHEETS & MANUAL REPORTING OF ATTENDANCE OBSOLETE

TRACKING by CourtFact is a simple location verification feature that utilizes a smartphone's embedded GPS functionality. Does the court or agency need a deeper level of compliance validation for Event attendance? Our Tracking Module allows agents to use a **proprietary method of continuously tracking** the participant's smartphone, even if the phone is not moving. This increased level of accountability can aid in identifying participants who are not attending mandated Events at known locations and times.

FEATURES INCLUDE:

- Restrict time and location a participant can verify attendance
- Color-coded locations visually depict location compliance
- Tracking of participant before, during, and after an event
- Customized tracking radius and location frequency
- Automatically monitor compliance with attendance
- Select appropriate tracking start and end times





CHECK-IN

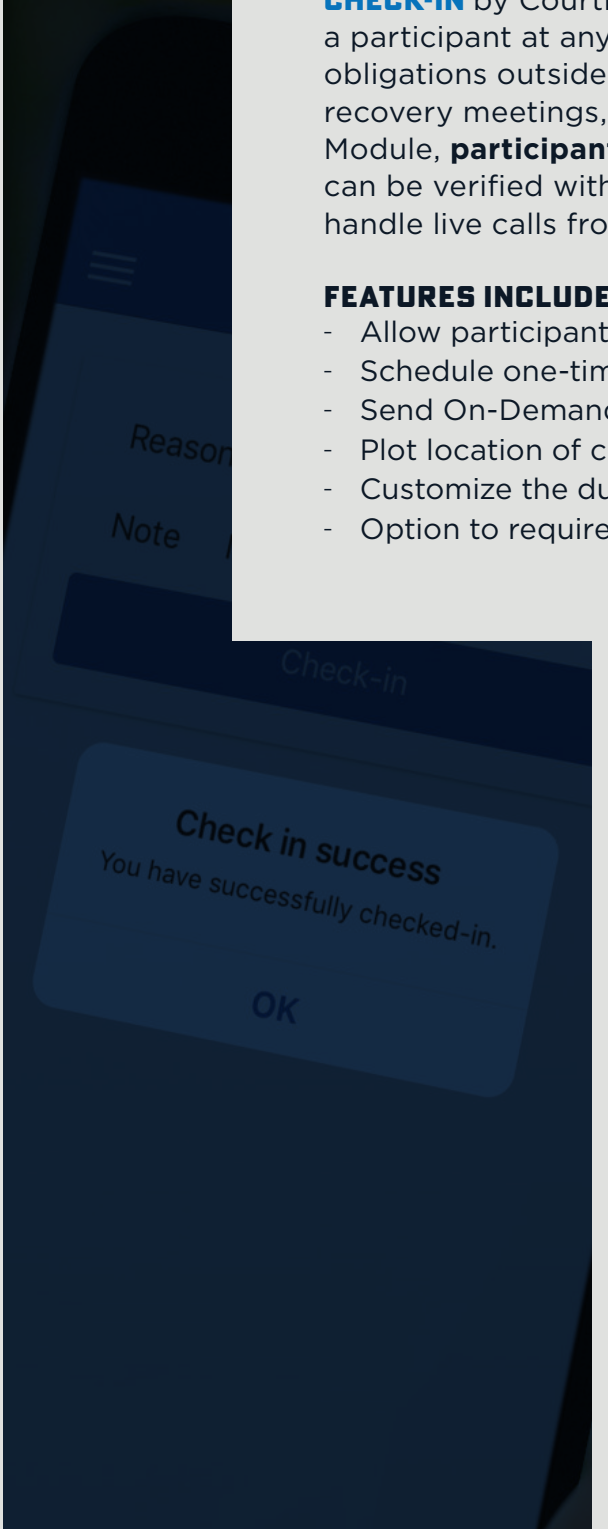
PERIODIC CLIENT VERIFICATION OF LOCATION & ACTIVITIES

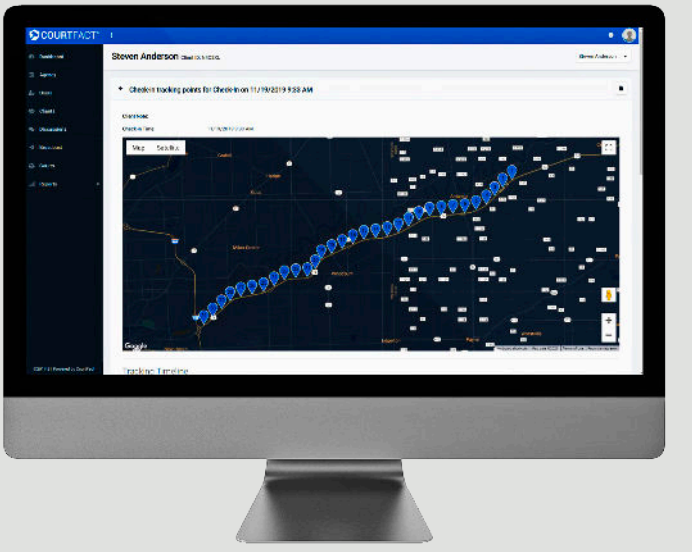
KNOW WHERE PARTICIPANTS ARE & WHAT THEY'RE DOING

CHECK-IN by CourtFact allows agencies to verify location and activity of a participant at any time. Participants sometimes need to attend certain obligations outside of the court or agency's known schedules, such as recovery meetings, community service, or counseling. With the Check-In Module, **participants can log a simple check-in** with their smartphone that can be verified without the need to listen to voicemails, check email, or handle live calls from participants.

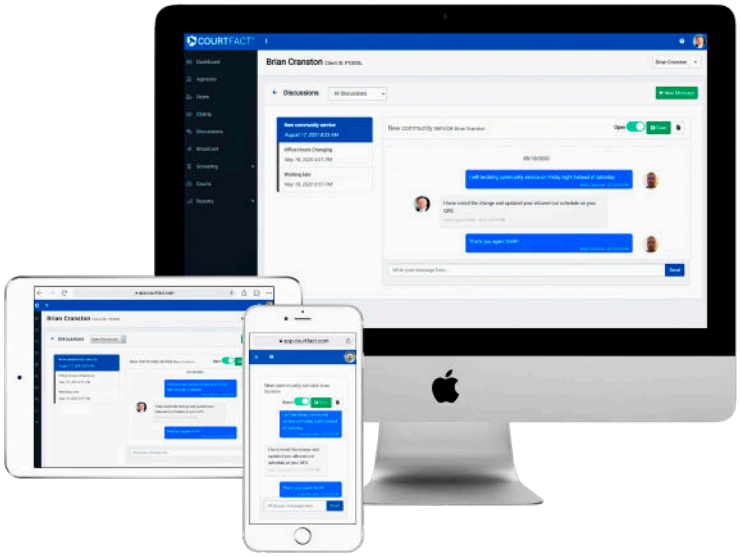
FEATURES INCLUDE:

- Allow participants to check-in on their own anywhere, anytime
- Schedule one-time or recurring fixed, random, or anytime check-ins
- Send On-Demand check-in requests from any Internet-connected device
- Plot location of check-in and additional movement on interactive maps
- Customize the duration of location point acquisition
- Option to require a photo during check-in





DISCUSSIONS





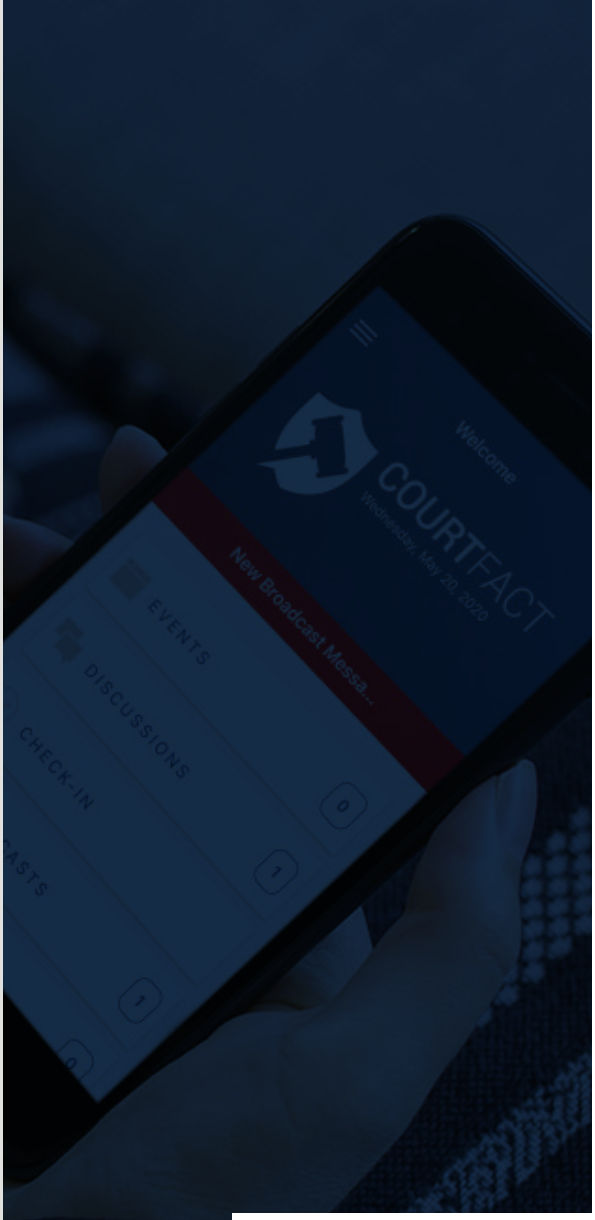
SECURE TWO-WAY MESSAGING BETWEEN PARTICIPANTS & STAFF

SIMPLE, RECOGNIZABLE LAYOUT FOR PARTICIPANTS & CASE MANAGERS

DISCUSSIONS by CourtFact is our simple messaging feature allowing one-on-one communication with participants. With the growing use of smartphones and our participant population becoming more technologically savvy every year, the preferred method of communication is increasingly becoming text messaging. With the Discussions Module you can communicate with participants in a way that's convenient and **encourages more open dialogue**, while also separating each interaction with a subject, similar to email.

FEATURES INCLUDE:

- Log all communication into a single point of reference
- Decide when to stop communication on a specific topic
- Export or print Discussion threads for court, meetings, or hard files
- Identify when Discussion items have been viewed by participants
- Set time frames for the expectation of responses from participants
- Staff access without using personal or work phone numbers



BROADCAST



AGENCY-WIDE MASS MESSAGING

GET IMPORTANT INFORMATION TO ANY PARTICIPANTS ON YOUR CASELOAD

BROADCAST by CourtFact allows courts and agencies to send messages to any or all participants at one time. Frequently during inclement weather, unforeseen circumstances, or a basic need to get out important information, it is hard to **ensure communications get out in a timely manner**. Our Broadcast Module allows agencies to send important information to participants through push notification to the Client Mobile application, SMS text message to mobile numbers, and email.

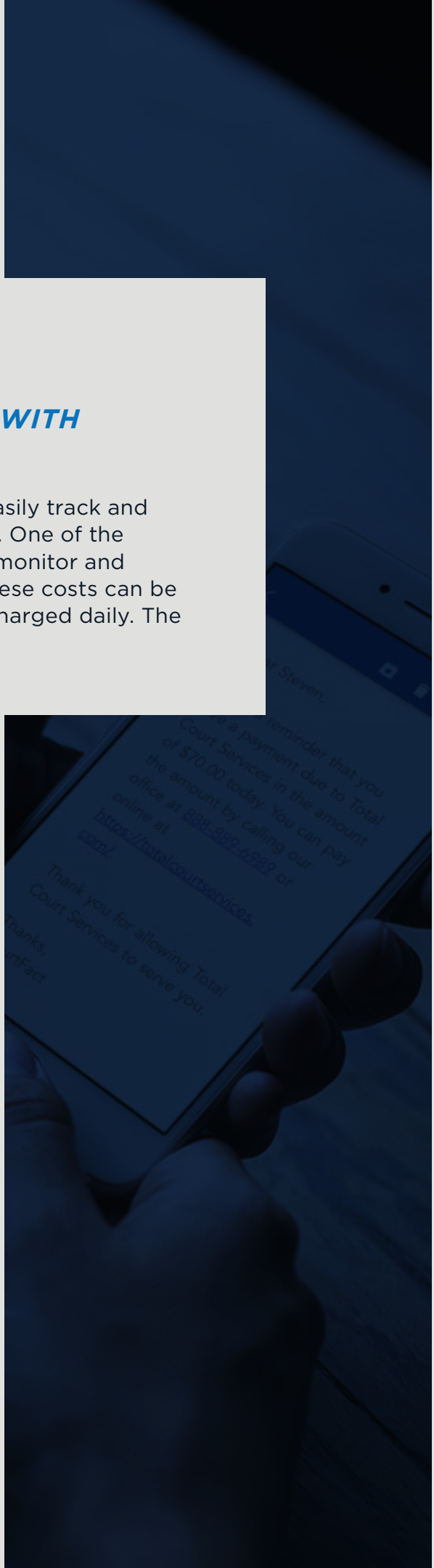
FINANCIALS

COSTS & FEES TRACKING

KEEP PARTICIPANTS IN GOOD STANDING WITH REQUIRED FINES & FEES

FINANCIALS by CourtFact allows courts and agencies to easily track and reconcile required fines, fees and costs of each participant. One of the hardest tasks that sometimes falls on case managers is to monitor and **verify that participants are paying their required fees**. These costs can be regular monthly fees, can change weekly, or can even be charged daily. The Financials Module was built with flexibility in mind.





Process payments and collect the entire amount due to the court or agency. With CourtFact's online, on-demand, or automated payment system, client's can make payments for a small added processing fee. Payment can be made through multiple methods including Client Mobile, Client Portal, a link on the court or agency's website, or even in person.



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