Challenges

Deliver productivity benefits to enable probation officers to effectively manage caseloads and perform contacts in the field

Solution

- Build a cross-platform mobile app that enables probation officers to securely access offender information

- Use smartphone features like voice-to-text, GPS, and camera to easily capture contact notes and information

- Enable offline access to caseloads and information when no wireless or mobile service exists

- Synchronize information when wireless or mobile connections are restored

Results

- Manage growing probation officer caseloads and control costs

- Improve productivity for probation officers completing field contacts

- Improve access to probationer information

- Take a positive step toward fulfilling the San Diego County Safe Communities business initiative

Mobile offender management solution empowers probation officers

The County of San Diego, California, provides health and justice services to all 3.2 million residents and municipal services to the county's unincorporated areas. The county is one of the most award-winning and innovative government agencies in the U.S. It is the fifth-largest county in the U.S. and has 16,000 employees.

The County of San Diego Probation Department vision is to enhance the quality of life for San Diego residents by creating safer communities. Their mission is to protect community safety, reduce crime, and assist victims, through offender accountability and rehabilitation.

Alleviate prison and jail overcrowding

Probation and parole departments throughout California are experiencing enormous demands, with ever-increasing caseloads, case complexity, and expectations for overall improved customer service from citizens who want to feel safe.

To address state prison overcrowding, a 2011 bill established that low-level offenders could be released from state prison to parole supervision or be supervised by their county of last legal residence.

To alleviate subsequent county jail overcrowding, a new arrangement called Post-Release Community Supervision (PRCS) allowed low-level prison offenders to be supervised by county probation officers.

California now releases approximately 13,500 state inmates to parole each month, and about 2,000 new offenders each month enter probation in one of California's 58 counties, including San Diego.

"The PUMA app helps my officers to complete contact notes in the field and increase quality. The app is also digitally enabling workflow for greater efficiency."

– Adolfo Gonzales, Chief Probation Officer, County of San Diego

Mobilizing offender management

With county probation officers now supervising low-level prison offenders, the County of San Diego collaborated with DXC Technology to help mobilize offender management, enabling access to caseloads and offender information from their smartphones out in the field.

In 2015, the Probation Utility Mobile Application, or PUMA, was developed for use in the field by probation officers.

With PUMA, probation officers have the ability to use their smartphone to search for offenders and enter field contacts in the department's case management system. Probation officers utilize the voice-to-text feature to quickly enter contacts directly in the field.

Probation officers also use PUMA and other smartphone technologies to review their case files, conduct follow-up office visits, map their daily routes, take evidence photos, and have access to their email, calendar, contacts, and texting.

The mobile solution has increased productivity, ensured accuracy and consistency, and saved time and money, decreasing the time that officers spend recording interactions with probationers in their contact logs by 55%.

Integrating case management

DXC serves as the county's prime contractor and IT provider for applications, infrastructure, and other services. As part of the general services agreement, DXC and the County of San Diego developed and deployed PUMA and a Contact Log that directly interfaces with the county's Probation Case Management System (PCMS), which is hosted by DXC.

The solution gives probation officers on-demand access to their cases and the ability to enter contact notes in the field. The mobile app can be used in an offline mode if there is no connectivity, with synchronization of information occurring once a mobile connection is established.

DXC developed and deployed PUMA as a native Android smartphone application with direct access to probationer case data, including case history, hearings, alerts, drug tests, aliases, family members, and court orders.

In April 2015, the team conducted a limited production rollout to 35 San Diego County probation officers to validate the initial business case.

After the successful pilot, the Probation Department rolled the application out to all 320 of its probation officers.

The County of San Diego collaborated with DXC to:

- Create the IT strategy for mobilizing offender management
- Provide agile mobile development to build the PUMA mobile app
- Implement the solution with direct integration to PCMS
- Host the backend PCMS system
- Run the solution jointly with the county

Creating a cross-platform mobile solution

The PUMA application was developed using Xamarin for cross-platform compatibility with Android, Apple, and Windows devices.

An extensible web service API was created for contact / appointment management systems and used to provide direct access to probationer data in PCMS.

A five-layer security architecture protects data at rest and in transit with data encrypted on the device.

Probation officers retrieve their caseload in the morning, and can be offline during the day. When they have wireless or mobile service connectivity, they can update or refresh their caseload.

Enhancing the solution with wearable technology

San Diego County and DXC are continuing to enhance the mobile offender management solution with additional features like:

- Ability to take photos and upload images

- Facial recognition technology to correctly identify offenders

- Integration with Android smartwatches for a hands-free experience

- Two-factor authentication to meet CJIS requirements

NACo 2016
ACHIEVEMENT
AWARD
Winner

"Due to the exceptional results and unique innovations, your program has been chosen to receive the honor of Best in Category."

The National Association of Counties (NACo)

Receiving recognition for exceptional results

Since implementing PUMA, the county has been the recipient of multiple awards:

- 2015 GovTech Digital Counties 2nd place award

- 2016 Igniting Innovation Awards finalist ACT-IAC

- 2016 National Association of Counties (NACo) "Best in Category"

The National Association of Counties recognized San Diego County with a 2016 NACo Achievement Award for its program titled "Improving Probation Officer Effectiveness with Mobile Applications" in the category of Information Technology.

The key to PUMA's success in winning this prestigious award was that it provided a solution that bridged the problem of accessing information and files out in the field.

Expanding PUMA to the State of California

When the California Department of Corrections and Rehabilitation (CDCR) heard about the success of the PUMA mobile offender management solution, they decided to enter an agreement to leverage PUMA code for their own pilot. The county showed the CDCR the mobile app and made the source code available to them.

The CDCR worked with the county and DXC to essentially "reskin" the mobile app and produce a fully functional pilot in three months for 45 state parole agents. They called the app Virtual Integrated Mobile Office (VIMO).

VIMO, like PUMA, allows parole agents to manage their caseloads and add contact notes in the field. In October and November 2016, the 45 state parole agents logged more than 4,000 field contacts. In January 2017, CDCR officials released Version 2.0 of VIMO to all 420 GPS/Sex Offender agents, with the remaining 1,000 parole agents scheduled to receive VIMO in the spring of 2017.

About DXC

DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner alliance combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.