

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

**BUREAU OF MONITORING AND
QUALITY IMPROVEMENT
PROGRAM REPORT FOR**

BI Electronic Monitoring
BI, Incorporated
(Contract Provider)
6265 Gunbarrel Avenue, Suite B
Boulder, Colorado 80301

Review Date(s): September 24, 2019



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

Ratings were assigned to each indicator by the review team using the following definitions:

Satisfactory Compliance	No exceptions to the requirements of the indicator; or limited, unintentional, and/or non-systemic exceptions that do not result in reduced or substandard service delivery; or systemic exceptions with corrective action already applied and demonstrated.
Limited Compliance	Systemic exceptions to the requirements of the indicator; exceptions to the requirements of the indicator that result in the interruption of service delivery; and/or typically require oversight by management to address the issues systemically.
Failed Compliance	The absence of a component(s) essential to the requirements of the indicator that typically requires immediate follow-up and response to remediate the issue and ensure service delivery.

Review Team

The Bureau of Monitoring and Quality Improvement wishes to thank the following review team member for their participation in this review, and for promoting continuous improvement and accountability in juvenile justice programs and services in Florida:

Christine Calvert-Joyner, Office of Program Accountability, Regional Monitor

Program Name: BI Electronic Monitoring
Provider Name: BI, Incorporated
Location: Statewide
Review Date(s): Fiscal Year 2018-2019

MQI Program Code: NA
Contract Number: 10347
Number of Slots: 3132
Lead Reviewer Code: 163

Methodology

The Department contracts with BI, Inc. to provide electronic monitoring services. The contract was executed on October 3, 2016 and expires on October 2, 2021. BI, Inc. provides monitoring services for both global positioning satellite/electronic monitoring (GPS/EM) and secure continuous remote alcohol monitoring (SCRAM) twenty-four hours a day, seven days a week, 365 days a year. Services include technology systems, associated equipment, accessories, installation, training, monitoring, monitoring center staff, system and provider reporting, maintenance, and applicable industry support services. The provider's technology, systems, and equipment have a proven track record of customer satisfaction and provide the most current, viable, and technically proficient GPS/EM and SCRAM services. Services are provided to youth identified, court-ordered, and meeting certain criteria prescribed by the Department. Youth are served in each of the twenty judicial circuits in Florida through a monitoring system capable of being accessed through a secure internet connection and fully supported by a secure database for transactional records. The GPS/EM and SCRAM services enhance public safety by providing an additional tool to supervise youth while providing services in a manner ensuring troubled youth remain crime-free, and within the least restrictive environment possible. The Department conducts periodic announced and unannounced programmatic and administrative monitoring to assess compliance with the contract, applicable state and federal laws, and Department policies.

Services Provided

BI, Inc. delivers active global positioning satellite/electronic monitoring (GPS/EM) services to youth identified, court-ordered, and meeting certain criteria prescribed by the Department. Active GPS/EM services are provided on a day-to-day basis for each activated unit. The provider is responsible for all system and equipment upgrades, in addition to all required maintenance and repair/replacement. Monitoring services are available twenty-four hours a day, seven days a week, 365 days a year. The provider staffs one primary monitoring center and one alternate monitoring center, each operating twenty-four hours a day, seven days a week, including holidays. All active, wearable units are accessible through a web-based GPS/EM. The active system includes GPS tracking of each youth and cellular communications capability. Each active system provides nearly real-time youth location and reporting of alarm notifications through electronic mail, text messaging, and/or cellular communication. Based on the findings of previous supplemental reviews, it has been determined the provider is compliant with the contract, as it is written. The program maintains a written disaster recovery plan to cover power failures, telephone system failures, local equipment failures, flood or fire at the monitoring center, and continued continuity of operations. Reviewed documentation supported the provider submitted the disaster plan on June 29, 2018 to the Department. Reviewed documentation found the provider maintains a daily utilization summary report which is made available to all circuit chief probation officers, assistant chief probation officers, juvenile assessment center (JAC) staff, supervisors, and regional directors in their Total Access System. The utilization report includes the number of active devices in each circuit, the number of inactive devices in each circuit, the

officer assigned to the youth, the last time the unit was used on the youth, the number and percentage of spare devices in each circuit, and the number of spare allowances for each circuit. In addition, the provider conducts monthly utilization status checks with each of the circuits.

Youth Served

All youth global positioning satellite/electronic monitoring (GPS/EM) placement is determined by the sentencing authority and eligible youth must meet certain criteria prescribed by the Department. Youth eighteen years of age and under and within the custody of the Department may be eligible for GPS/EM or secure continuous remote alcohol monitoring (SCRAM) services. The Department utilizes the Detention Risk Assessment Instrument (DRAI) as a guideline for determining which youth are placed on EM. If a youth is assessed, by way of the DRAI, as qualifying for supervised released with EM, the Department could recommend the use of GPS monitoring services to the court. Each youth placement on GPS/EM or SCRAM service is determined by a court order

Screening and Evaluation

The Department has full authority to determine who is eligible and who will be fitted with a global positioning satellite/electronic monitoring (GPS/EM) device. The Department uses the Detention Risk Assessment Instrument (DRAI) as a tool to determine a youth's eligibility for a GPS/EM device. The purpose of the DRAI is to determine the most appropriate placement for youth upon arrest. The DRAI indicates a youth's eligibility for detention services, which may include electronic monitoring. The assessment instrument considers a youth's prior criminal history, current criminal charges, and current legal status when recommending which youth shall be held in a more secure placement or placed in a less restrictive placement, such as electronic monitoring. The DRAI is based on the latest data and research and is used in the same manner throughout the State.

Summary of Services

BI, Inc. provides a minimum of 250 active global positioning satellite/electronic monitoring (GPS/EM) service devices statewide. A back-up inventory of twenty percent is allotted based on circuit utilization and as specified by the Department's probation office statewide EM operational coordinator. Active GPS/EM services are provided to each activated unit in service on a day-to-day basis. A unit is considered active when installed on a youth and monitoring/tracking the youth. The provider is also contracted to deliver eleven secure continuous remote alcohol monitoring (SCRAM) units capable of providing an approximation of the wearer's blood-alcohol level based on the concentration of alcohol in the wearer's perspiration in Circuit 11. From July 1, 2018 through June 30, 2019, there was no utilization of SCRAM devices; however, SCRAM unit availability may increase based on circuit needs or the Department's request. The provider supplies and maintains needed active units, back-up units, and/or replacement inventories monthly at each of the statewide Juvenile Assessment Centers (JACs) and/or screening centers. GPS/EM services are available twenty-four hours a day, seven days a week through a monitoring system accessible through a secure internet connection and fully supported by a secure database for transactional records. The provider's GPS/EM services are inclusive of all technology, equipment, systems and related support services, data storage support services, and twenty-four-hour monitoring services and staff.

Youth meeting certain criteria prescribed by the Department for GPS/EM services are fitted with a single body worn unit inclusive of a transmitter electronically tethered to a receiver, and corresponding charging equipment. Each monitoring unit is capable of direct communication with the wearer through vibration, multi-color light-emitting diode (LED) lights, and voice notification. Each active unit is accessible through a web-based GPS/EM system capable of being accessed through a secure, password protected internet connection from desktop, laptop or remote means. The active system includes GPS tracking of each youth and cellular communication capability. Each active system provides nearly real-time youth location and reporting of alarm notifications through email, text messaging and/or cellular communication.

Department staff, who have appropriate security clearance and have been provided assigned security codes complete data fields for initial youth enrollment. All software is available exclusively on the provider's computer servers and accessed through a web-based application named BI Total Access System. Information provided during the enrollment process includes name of youth, Department identification number, parent/guardian information, the youth's physical address, serial number of equipment, time zone, judicial circuit, detention center location, assigned juvenile probation officer (JPO), and JPO contact information. The GPS/EM system also provides capability for youth enrollment and scheduling to be performed by password protected telephone requests when Department staff do not have immediate access to an internet connection. Department staff enrollment and software capabilities include unlimited access to the most up to-date maps available, establishing configurable inclusion and exclusion zones, collecting youth location points at a minimum of once each minute while in compliance and once every thirty seconds while in violation status, communicating through the equipment unit directly with the youth by vibration, light-emitting diode (LED) lights, and/or voice alarm/alerts.

Remote diagnostic support, trouble-shooting, and technical assistance is provided through a toll-free telephone line twenty-four hours a day, seven days a week, including holidays, in addition to twenty-four hours a day, seven days a week monitoring of assigned service units. Unit notification of alarm alerts are provided immediately, but no longer than five minutes after alert expiration, to each youth's assigned JPO through live telephone calls and automated voice messages between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Alarm alerts received between the hours of 5:00 p.m. to 8:00 a.m., Monday through Friday, on weekends and State holidays are sent to the assigned JPO through electronic mail communication. Unit alerts include loss of signal, late return or unscheduled departure of inclusion zones, entry into exclusionary zones, equipment tamper, unit communication failure, and low battery. System generated alerts receive initial response from the provider's monitoring center staff, allowing the youth an opportunity to resolve the alarm/alert. Youth are made aware of the alarm directly through the equipment vibration, LED lights, and/or voice alerts on the worn unit. When alerts are resolved in a timely manner, no additional action is needed. When alarms/alerts are not resolved in a timely manner the monitoring center attempts to contact the youth by telephone to resolve the alert. If contact with the youth fails, notification is made to the youth's assigned JPO and/or identified Department staff. All alerts required a response from the JPO, regardless of whether or not the alerts are cleared by the provider's call center. The Total Access System allows Department staff to run accurate, real time reports regarding assigned equipment, alarm notifications and alerts, and monthly usage summaries.

GPS/EM services were provided for 2,824 youth from July 1, 2018 through June 30, 2019 which included:

- Circuit 1 – 278 youth
- Circuit 2 – 154 youth
- Circuit 3 – twelve youth
- Circuit 4 – 192 youth
- Circuit 5 – twenty-two youth
- Circuit 6 – ninety-seven youth
- Circuit 7 (Volusia County) – 110 youth
- Circuit 7 – eleven youth
- Circuit 8 – 100 youth
- Circuit 9 – 326 youth
- Circuit 10 – seventy-four youth
- Circuit 11 – 336 youth
- Circuit 12 – fifteen youth
- Circuit 13 – 254 youth
- Circuit 14 – forty-five youth
- Circuit 15 – 247 youth
- Circuit 16 – seven youth
- Circuit 17 – 277 youth
- Circuit 18 – 112 youth
- Circuit 19 – 126 youth
- Circuit 20 – twenty-nine youth

From July 1, 2018 through June 30, 2019, there was no utilization of the secure continuous remote alcohol monitoring (SCRAM) devices in Circuit 11. The Department does not currently have any alcohol monitoring units and did not utilize this service during the annual compliance review period. Circuit 11 has returned all alcohol monitoring units.

The provider has implemented three software enhancements and two-unit improvements since the last annual compliance review. The provider began utilizing a Long-Term Evolution (LTE) modem to improve cellular performance, a MAX8 GPS receiver to improve GPS performance and a Location Lookup Proxy for improved wireless fidelity (WIFI) performance with the use of Google Maps. Additionally, the provider released the Rev G Board to improve unit false strap tampers in the field and new GPS device antennae.

Transition and Discharge

When a youth is no longer required to wear a global positioning satellite/electronic monitoring (GPS/EM) device, the youth's assigned juvenile probation officer (JPO) is required to unenroll the youth in the electronic monitoring database and deactivate the device. The youth is responsible for delivering the worn device and charging equipment to the local juvenile detention center or probation office where they were originally fitted. The detention staff and/or JPO will then remove the equipment and place it into the assigned circuit's inventory.

Staffing and Personnel

The provider has an assigned contract manager to oversee the contractual requirements and equipment. The provider has a primary monitoring center located in the State of Colorado, and a backup alternate monitoring center located in the State of Indiana. The provider is responsible for ensuring the presence of qualified staff to monitor and address any youth violations or equipment concerns at each of their monitoring centers.

Staff Training

During the 2018-2019 fiscal year, the provider conducted fifty-four separate trainings throughout the state which included trainings with probation and detention staff. The provider conducted trainings at various locations such as juvenile detention centers, juvenile assessment centers, and juvenile probation offices. Each training provided an overview of the electronic monitoring system, how to place a device on a youth, how to enroll a youth into the database, how to enter rule functions for each device, and how to track each youth. The provided trainings emphasize how to monitor offending youth, how to view a youth's current location, past location, and/or locations for a specific time frame.