

## Command Center Phone Calls regarding GPS Violations

### If the violation is: **DEVICE TAMPER/STRAP TAMPER:**

1. When Command Center (CC) calls with this violation, obtain the following information:
  - Name of Client
  - ICON Number
  - Last location of client on GPS
  - Start/End time of violation
  - What efforts has CC attempted so far regarding the violation (has CC attempted to call client, if so what was the result of that call?). (CC will most likely offer this information, however if you obtain all of the above information, this will save LANC RO staff from having to call CC back later.)
2. In ICON, look up client's last known phone number.
  - If client is at home/main resident (Offender → Core Offender Information → Address Information, click on + and a drop down screen will appear with the phone numbers).
  - If the client is at work (Offender → Core Offender Information → Employment Information, click on + and a drop down screen will appear with the phone numbers).
  - **Call client on the phone, via land line phone or cell phone listed.**
    - If contact is made with the client, question them about the GPS unit (is it intact, has it been damaged, what actions have they recently engaged in that might cause the violation, etc.).
    - If unable to contact the client, but someone else answers the phone, attempt to verify client's whereabouts to get the above information (question client about GPS unit, etc.).
3. **Contact HRU Officers on duty** and ask if they can do a physical check on the client/equipment. HRU will need the last known location of the client and what efforts staff has made thus far on this issue. If you get ahold of HRU, skip to step #8 and step #9.
4. If **no HRU Officers** are available, phone the supervising Sex Offender PPO and advise them of the situation. If staff gets ahold of a Sex Offender PPO, skip to step #7 and Step #8.
5. If staff is unable to make contact with HRU Officers or the supervising Sex Offender PPO, contact SOP Supervisor and advise her of the situation.
6. If unable to make contact with Supervisor, take the following Steps:
  - a. Look in ICON under Offender Information → Assessment, click on STATIC99 to view the score (it will be low, moderate, or high). If the score is **low-moderate** you are done phoning/contacting anyone further. Skip to Step #7 and Step #8.

If the score is **HIGH**, phone local law enforcement/police department/sheriff's office and ask them to dispatch/send out a car to check on the client to make contact with the client and direct the client to report to their supervising agent as soon as possible. Ask law enforcement call staff back.

- b. If there is no STATIC99 score look at different assessment that can be found in ICON. Staff will need to look under Offender Information → Assessment, and click on ISORA8 or ISORA (newer version) and view the score (it will be low, medium or high).

If the score is **low or medium** staff are done phoning/contacting anyone further. Proceed to step #7 an Step #8.

If the score is **HIGH** phone local law enforcement/police department/sheriff's office and ask them to dispatch/send out a car to check on the client to make contact with the client and direct the client to report to their supervising agent as soon as possible. Ask law enforcement call staff back.

7. Document in ICON
- Under Generic notes, click on ADD and use the note category of GPS/EMS.
  - Under SUBJECT, type in Device/Strap Tamper. Then document the details about the violating and your efforts/results of the incident. Save note in ICON.
8. Send e-mail to supervising Sex Offender PPO and SOP Supervisor with the name of the client and same details as noted in then ICON note. If possible staff can Copy and Paste the same ICON GPS/EMS note into the e-mail being sent to the supervising Sex Offender PPO and Supervisor.

**If the violation is: BATTERY ALERT – EXCLUSION ZONE ALERT – INCLUSION ZONE ALERT – NO LOCATION:**

**BATTERY ALERT** – this includes Dead Battery & Low Battery

**EXCLUSION ZONE ALERT** – AAA

**INCLUSION ZONE ALERT** – includes Curfew Violation, Out after Curfew time, Leaving Residence after curfew, etc.

**MOTION NO GPS/NO LOCATION** – offender in a Dead Zone (unable to track, usually inside building, minimal satellite contact)

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2. Document in ICON
- Under Generic notes, click on ADD and use the note category of GPS/EMS.
  - Under SUBJECT, type in Battery Alert/Dead Battery, etc. (whatever the violation is). Then document the details about the violating and your efforts/results of the incident. Save note in ICON.
3. Send e-mail to supervising Sex Offender PPO and SOP Supervisor with the name of the client and same details as noted in then ICON note. If possible staff can Copy and Paste the same ICON GPS/EMS note into the e-mail being sent to the supervising Sex Offender PPO and SOP Supervisor.