



# Mobile offender management solution empowers probation officers

Client name: County of San Diego Probation Department

Location: San Diego, California

Industry: Government

### Challenge

- Enable probation officers to effectively manage caseloads and make contact with parolees in the field
- Improve probation officer productivity
- Help make the local community safer

### Solution

- Build a cross-platform mobile app that enables probation officers to securely access case information
- Use smartphone features such as 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

### Results

- Improved management of growing probation officer caseloads and costs
- Improved productivity for probation officers when completing field contacts
- Made a positive step toward fulfilling the San Diego County Safe Communities business initiative

## Mobile offender management solution empowers probation officers

To enhance community safety, the County of San Diego partnered with DXC Technology to improve the productivity of its probation officers. Parole officers are required to make contact with parolees where they reside and to capture information about each contact on the officer's mobile phone. The County created a mobile application that enables probation officers to effectively manage caseloads and perform contacts in the field, decreasing the time spent recording interactions by 55 percent.

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

To address state prison overcrowding, California ruled in 2011 that low-level prison offenders could be supervised by county probation officers in the offender's county of last legal residence. California 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.

## Mobilizing offender management

With county probation officers now supervising low-level prison offenders, the County of San Diego collaborated with DXC to help mobilize offender management, enabling access to caseloads and offender information from probation officers' smartphones 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 can use their smartphones to search for offenders and enter field contacts in the department's case-management system, using the app's voice-to-text feature to quickly enter information.

The app can be used in offline mode if there is no connectivity, with synchronization of information occurring once a mobile connection is established.

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 access their email, calendar, contacts and texts.

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

### 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. After a successful pilot, the Probation Department rolled out the application to all of its 320 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 app
- Implement the solution with direct integration to PCMS
- Host the back-end 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 and appointment management systems, and was used to provide direct access to probationer data in PCMS, including case history, hearings, alerts, drug tests, aliases, family members and court orders.

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

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

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

- 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 Criminal Justice Information Services (CJIS) requirements

## Receiving recognition for exceptional results

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

- 2015 GovTech Digital Counties second 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, “Improving Probation Officer Effectiveness with Mobile Applications,” in the IT category. The key to PUMA’s success was that it provided a solution to 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 PUMA, it entered into an agreement to leverage PUMA code for its own pilot. The CDCR worked with the county and DXC to essentially “reskin” the mobile app and produce a fully functional pilot in 3 months. 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. By mid-2017, the CDCR had rolled VIMO out to 1,400 parole officers across California and had won two awards for the solution:

- 2017 NASCIO State IT Recognition award
- 2017 Best of California Winner

**Learn more at**  
**[www.dxc.technology/  
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### About DXC Technology

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