



# Orange County turned to SMS to create better tools for monitoring their offenders

One of the first probation departments in the country to bring their electronic monitoring services in house, Orange County Probation turned to Securus Monitoring Solutions to develop custom monitoring tools needed to meet their specific needs

*"When we decided to create our own in-house electronic monitoring center, we evaluated a significant number of vendors to help develop the tools we needed to be successful. Securus Monitoring Solutions was head and shoulders above everyone else. Over the last decade, we have grown far beyond the typical customer/vendor relationship."*

Steve Sandavol, Deputy Director  
Orange County Probation Department

## CUSTOMER

Orange County Probation Department | Orange County, CA

## CHALLENGES

- Sworn officers are required to devote valuable time away from their case management duties to managing the day-to-day administrative needs of the EM platform
- Overload of probation officers created negative impact on moral and the overall effectiveness of program
- Limited personnel meant real-time monitoring of offenders occurred during daytime operational hours only

## SOLUTION

Orange County Probation created in-house electronic monitoring center to provide 24/7/365 monitoring of probation population. Agency turned to Securus Monitoring Solutions to develop the electronic monitoring software to meet their specific electronic monitoring needs.

## BENEFITS

- Custom electronic monitoring platform allows dedicated, non-sworn staff to provide 24/7/365 management of the electronic monitoring program
- Sworn officers moral greatly improved as they are able to focus their full-time effort on managing offender caseloads
- Full-time EM staff now provides court testimony as the subject matter experts for the agency on the EM platform