BI Agency Assist®

Expanding Resources ▪ Enhancing Efficiency

BI Agency Assist® is a set of five administrative, technical, and data management support services and a 24x7 support center that can increase agency coverage and enhance community safety. Services are configurable based on agency needs to help reduce the large amount of data officers receive. Our bilingual support center team helps keep clients accountable around the clock. BI Agency Assist has advanced, secure, and reliable services to relieve officers of up to 50% of their clerical or data processing workload, allowing them to spend more time with clients.

CONTACT DOCUMENTATION SERVICE

Contact Documentation is a paperless, convenient data entry service for officers to dictate and record case notes while in the field. Our highly trained support specialists transcribe officer's first-hand account in real-time, thus increasing an officer's ability to quickly and efficiently manage cases. Support specialists also record mandated supervision requirements such as substance abuse treatment, counseling sessions, and more.

SCHEDULING SERVICE

The Scheduling service is a high-touch solution that reinforces compliance. BI support specialists take client calls to verify, schedule, or amend appointments as well as make outbound calls to verify schedule requests and obtain documents regarding a client's allowed movement. Officers approve or deny individual requests by phone or through BI TotalAccess. Officers can also supply pre-approved client movement information, allowing specialists to approve certain client requests on the officer's behalf.

ENHANCED MONITORING SERVICE

Live support specialists provide Enhanced Monitoring services by conducting initial outbound calls on EM alerts to resolve alerts prior to dispatching information to the officer. Initial calls are made to troubleshoot equipment issues or to locate a missing monitored individual. If unsuccessful, the alert is escalated to the supervising officer for additional action. BI Agency Assist support specialists handle more than 550,000 EM violation alerts a month.

AUTOMATED SELF-REPORTING SERVICE

Our Automated Self-Reporting service helps agencies save time by streamlining check-ins through an automated system. By utilizing Interactive Voice Response (IVR) technology, clients call the system as required to check-in. The system verifies each caller through a series of questions. If there are changes or exceptions to the expected responses, the caller is promptly routed to a live support specialist to provide updated information. Automated notifications and reminders can be sent to clients, and the messaging service allows officers and clients to leave and pick up messages from one another.

FINANCIAL SERVICE

The Financial service relieves officers of the burden of collecting and processing client fees, and tracking bonds, vouchers, and restitution. Fee reminders can be configured by individual through our Automated Notification system, which alerts clients when payments are due or late. Clients pay via remittance envelopes or credit card through our 24-hour center.

KEY FEATURES

- Five configurable services
- 24x7 live support specialists
- Real-time updates available in BI TotalAccess®
- Centralized data for seamless case management
- Client management services include profile, media management, fingerprint and name matches, hold and page, and supervision level assessments

FIVE TIME-SAVING SERVICES

Contact Documentation Service

- Transcribe case notes in real-time
- Document all client contact
- Update and verify client contact information
- Track mandated supervision requirements
- Available in TotalAccess

Scheduling Service

- Schedule, track, and verify client appointments
- Process schedule change requests
- Record valid supporting documentation
- Available in TotalAccess

Enhanced Electronic Monitoring Service

- Handle alerts and escalation to reduce alert flow
- Real-time officer notification
- Troubleshoot equipment
- Available in TotalAccess

Automated Self-Reporting Service

- IVR technology to automate client check-ins
- Real-time officer notification
- Officer and client messaging capability
- Available in TotalAccess

Financial Service

- Fee collections and reminders
- Bond, voucher, and restitution tracking

QUALITY SYSTEM CERTIFICATION DNV·GL ISO 9001

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