



SOLUTIONS THAT DRIVE COMPLIANCE

2020-2021 SOLUTIONS OFFERING

ABOUT TCS

Founded as American Interlock, Ltd. in 1999, today, Total Court Services has grown to have serviced more than 57,000 clients. Each day, nearly 300 jurisdictions in 6 states trust us to provide services for 6,000 clients in one of our programs.

As we grow, we continue to add technology and services to our solutions offerings in order to provide the newest and most updated products in the industry. We pride ourselves in our extensive testing and vetting process for any new technology that comes to the market and we carry only the best-in-class technology and software solutions that help our partner courts and agencies meet and exceed their program goals.

By providing available resources and a dedicated Client Services Department, we work with clients in an array of areas including easy payment arrangements to help make the programs affordable, working with courts to suggest alternative monitoring that best fits clients' needs, and treating each of our clients with respect and dignity.

“Your agency is far and away the most professional and thorough tether company I have ever worked with. Keep up the good work.”

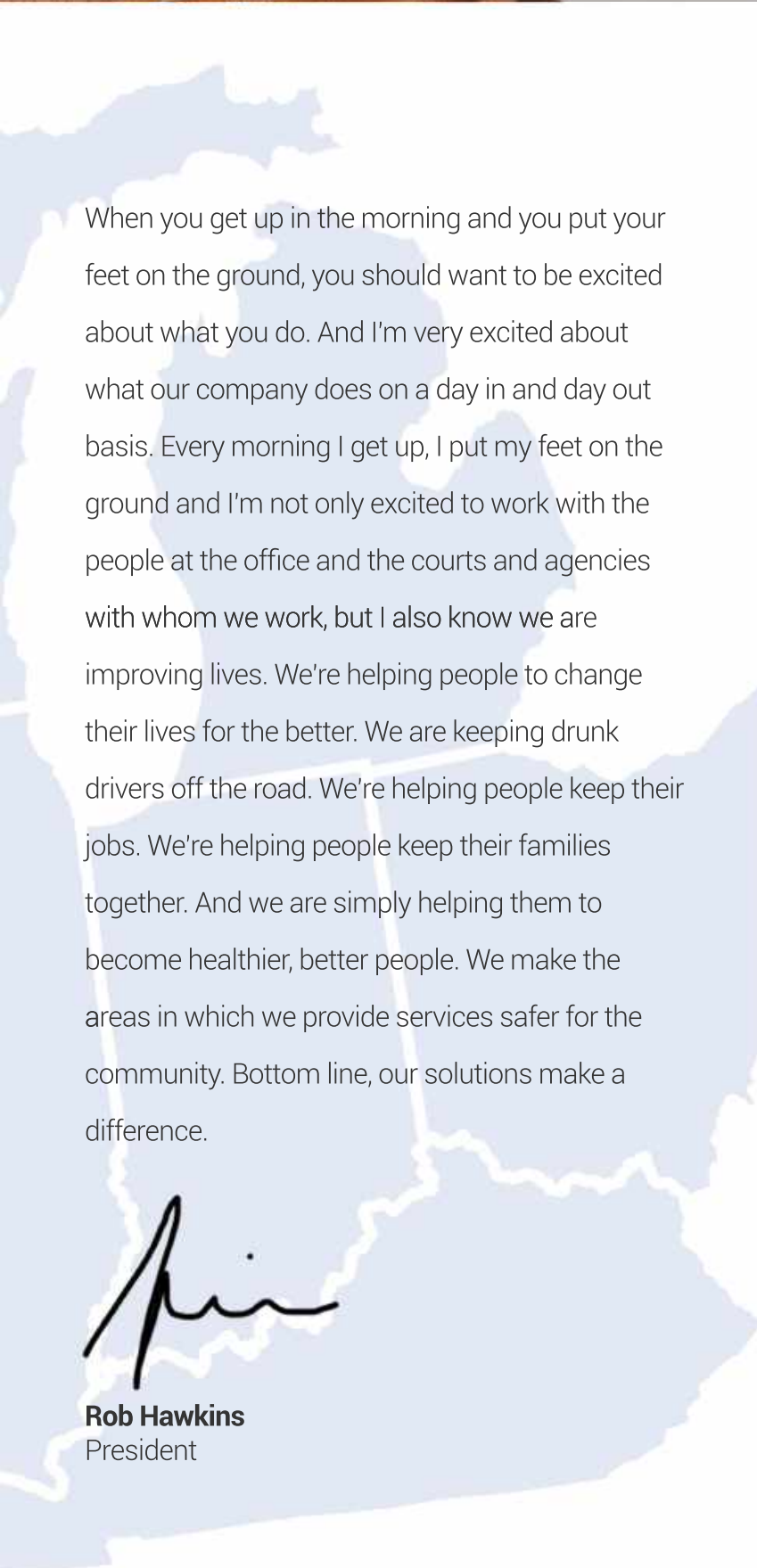
— Michigan Circuit Court Probation Officer

We work with courts, agencies, treatment providers, law enforcement, community corrections, and even parents and volunteer clients to help them navigate the vast options that exist in the marketplace. Operating with an unparalleled level of integrity, Total Court Services prides itself on having staff that executes directives from our referring court and agency partners exactly as written.

Our mission is to help courts and agencies do more with less, increase safety in the community by ensuring proper administration of rehabilitative programs, and empower our clients to succeed through respect, compassion and integrity.



Inside



When you get up in the morning and you put your feet on the ground, you should want to be excited about what you do. And I'm very excited about what our company does on a day in and day out basis. Every morning I get up, I put my feet on the ground and I'm not only excited to work with the people at the office and the courts and agencies with whom we work, but I also know we are improving lives. We're helping people to change their lives for the better. We are keeping drunk drivers off the road. We're helping people keep their jobs. We're helping people keep their families together. And we are simply helping them to become healthier, better people. We make the areas in which we provide services safer for the community. Bottom line, our solutions make a difference.



Rob Hawkins
President

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TESTIMONIALS

What our partners, customers, and clients say about us

If you want to know what **Total Court Services** can do for you, just simply ask one of our many **loyal and knowledgeable** courts, agencies, or clients. Our service proves that we go **above and beyond** and here is just an example of what people say about us.

We have used TCS for the better part of a decade. We rely on them to not only provide us equipment and monitoring, but also as a knowledge base and a consultant when we are reviewing policy, process and procedures. They are always available to us and our ability to reach out to our Regional Manager, even on a Sunday afternoon, is a service level we just simply do not see from other vendors. We have been able to grow our program and make it self-sustaining which allows us a great deal of autonomy while being able to actually add resources to our program.

— **Community Corrections Office, Michigan**

Let's face it. Most people don't want to be their client. Those who have gotten themselves into this as part of some larger mess, self included. I have been a client since 2015. Again, the duration is my responsibility. I have always had good interactions and good customer service with everyone there.

— **Dave R., State-Ordered Client**

The quality of service the company offers is phenomenal in terms of providing the counties with equipment, or responding to a potential crisis in a timely manner. The sales managers and the account managers are very professional and take the time to explain if we have any questions regarding the functionality of the equipment or problems that may arise.

— **Community Corrections Office, Indiana**

Total Court Services was not suggested by my attorney or by the court system but after contacting one that was, and not liking this "recommended" provider, I searched out Total Court Services. I think the subtle thing I appreciated most was the respect the employees gave me as a "customer". It could be easy in their industry to come off judgmental or curt! In 6 months I never felt this from any of their employees. As others have posted the[y're] quick to answer calls so other than some minor issues with delivery, I was very pleased with my experience!

— **Kyle, Court-Ordered Client, Michigan**



SERVICES

Products, Services & Solutions for courts & agencies

We look at every court or agency with whom we work as a **partner**. Our focus is to push for **high levels of compliance** from your clients, doing so at a minimal expense, and providing the best value so that we can **drive our standards of quality services higher**.

Our Services Offerings are customizable so that we can accommodate varying needs from our partner courts and agencies. From full service solutions to training and support for agency administered programs, we can customize a service level that meets the needs of any court or agency.

Service Levels

Full Service Solutions

- We perform installations
- We perform maintenance
- We do all the monitoring
- We collect all program fees
- We report all violations

Program Managed Solutions

- Agency performs installation & operations
- Agency monitors clients in accordance with their policies
- We provide equipment, support, training, and inventory management
- Agency pays for use of equipment directly and collects from clients to create revenue

Custom Program Solutions

- We work with the agency to design an operations plan to meet their needs
- We scale a cost structure based on sharing operational tasks
- The agency can pay directly or we collect from clients

Data-Driven Insights & Performance Metrics

We act as a partner and consultant. Quarterly, semi-annually or annually we meet to:

- Provide detailed, statistical feedback that outlines your program's strengths and weaknesses
- Give insight on what the data and statistics mean including techniques for improvement
- Supply ongoing training in a number of areas such as recidivism reduction, operational efficiency, and evidence based programming
- Work to make your program as successful as it can be



The SCRAM Continuous Alcohol Monitoring System

The **most flexible** CAM device on the market. Featuring **built-in RF curfew monitoring** and **more options** for transmitting data than any other CAM device



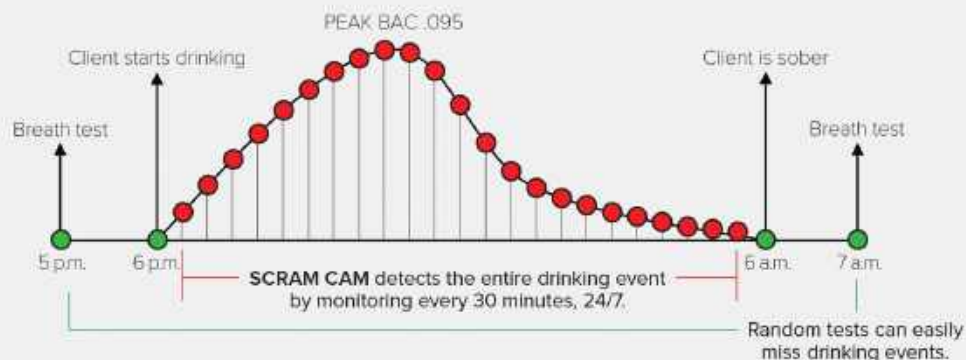
SCRAM Continuous Alcohol Monitoring® (SCRAM CAM®) provides 24/7 monitoring for your higher-risk, higher-need alcohol clients. With the flip of a switch, add optional RF curfew monitoring to your alcohol testing protocol.

Features & Benefits

- Readings that correlate to BrAC and BAC
- Securely worn 24/7
- Automated and noninvasive testing every 30 minutes
- Automatically uploads and transmits data at prescheduled times(s)
- Multiple communication methods including landline, Ethernet, WiFi, & Cellular
- Single-source admissibility—no back-up tests required
- Independently tested, court validated
- Industry-leading anti-tamper technology
- Continuous, automated testing means no drinking around test schedules
- Confidence in test results—conclusively distinguishes alcohol consumption vs. environmental alcohol sources

Random vs. Continuous Testing for Higher-Risk Clients

Alcohol metabolizes quickly, which means clients can drink around EtG, random, and scheduled breath tests.



The most flexible option in breath alcohol testing

A customizable **corrections-grade** breath testing solution with **on-board automated facial recognition** and GPS or cellular **location with every test**



SCRAM Remote Breath® is a handheld, mobile, wireless breath alcohol device for scheduled, random, and on-demand tests. For your lower-risk clients or those who have earned less intensive testing.

Features & Benefits

- Immediate notification of BrAC and positive client ID
- Ethernet capability enables enrollment anywhere Internet is available
- GPS location with taken and missed tests
- Device-initiated testing—automatically turns on and prompts clients to test
- Flexible testing schedules
- Optional client text reminders
- STORE & FORWARD saves test results when unit is out of cellular coverage
- Proven fuel cell technology
- Rugged, built for corrections—more time in the field, less time getting replaced
- Portable, easy to carry, easy to use

Automated Facial Intelligence™ (AFI™)

- Government security-grade facial recognition software—not just photos
- Real-time notifications with automated client verification
- High resolution camera ensures clear photos
- Significantly reduces the staff time required to review and confirm client IDs
- Smart technology further reduces alerts by automatically prompting clients to correct poor testing photos



AFI caught mismatch on photos. Client admitted to having his cousin take his scheduled test.

BI SL2™

Delivers real-time, accurate breath tests from anywhere



An excellent **alcohol monitoring tool**, this unit is a portable, handheld device that allows participants to **discreetly submit** BrAC tests from **any location** with cell service

BI SL2™ provides remote alcohol monitoring with GPS tracking and Adaptive Facial Recognition™ (AFR) technology, ensuring testing accuracy to hold clients accountable for their sobriety.

Features & Benefits

- Small and light-weight design for discreet use while testing
- Test result with GPS location points
- Cellular data transmission on the Verizon network
- Automated daily, weekly, or monthly reports
- Photo identity verification with Adaptive Facial Recognition
- Automated retesting for positive results
- Automated text reminders and real-time alerts
- Customizable testing schedules

Covers Needs of Lower-Risk Clients

Lower-Risk Clients Alcohol Misuse

- First time DUI
- Family law cases
- Workplace compliance
- Used where discretion, accountability, and structure are desired



Accurate, reliable ignition interlock technology

Combines the functionality of an **ignition interlock device** with the flexibility and convenience of **real-time GPS** and **high resolution photos**



The Intoxalock® Breath Alcohol Ignition Interlock Device (BAIID) solution meets or exceeds the requirements in every state in which we provide services.

Features & Benefits

- Remote access on the Verizon Wireless Network
- Wide-view camera
- GPS points with every test and while vehicle is in operation
- Multiple tamper and diagnostic sensors
- Real-time data uploads
- One button activation – our devices are easy to use
- Easy to read LED display
- Most reliable technology in the industry using fuel cell technology
- State certified technicians to ensure proper installations (where required)

The Difference We Make

We do everything we can to encourage compliance:

- Dozens of service centers in multiple states
- Remote access to installed units
- Wide-view camera to ensure integrity of each test

Our programs promote the clients' fulfillment of court- and state-ordered obligations. Combined with customizable reporting to fit each program's needs and guidelines, we can customize a program that will drive successful outcomes.



The first fully customizable mobile client manager

CourtFact is a suite of products consisting of a client-facing **smartphone application & web portal** along with an **intuitive, responsive, web-based agency-focused platform** that allows courts and agencies to **communicate** with and **monitor compliance** of their participant population during each and every stage of **community supervision**.



Events

An agency-managed calendar to help participants keep track of critical appointments, meetings, and important Events



Tracking

Eliminate sign-in sheets and allow participants to actively verify their attendance at required Events while automating compliance follow-up



Check-In

Allow participants to Check-In themselves or on schedule, verify their location, send a note, and require an optional photo



Discussions

Secure two-way messaging between staff and participants with individual threads and printable conversations



Login

Customizable levels of participant authentication using a unique client ID, PIN, photo, and/or facial recognition



Broadcast

Message entire caseloads or specific participants based on selected criteria for general reminders or critical information



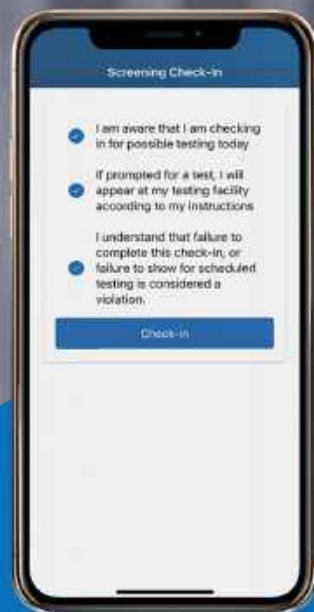
Reporting

Eliminate mail-in and phone-in reports and automatically prioritize follow-up tasks to focus on the most critical participants



Financials

Easily track financial obligations for each participant, set warnings based on due date, and prioritize the most delinquent entries



Screening

Take control of your drug testing program with multiple scheduling options, two randomization algorithms, four participant check-in options, and real-time data metrics and compliance reporting. Optional drug lab integration makes this feature completely autonomous.

Combining simplicity with reliability and accuracy



Packed with **advanced features**, the OM500 pairs with the FocalPoint® monitoring application for a **robust, easy to use** solution that allows you to **track, monitor, and manage** clients

The Omnilink® OM500 is a versatile, one-piece, electronic monitoring ankle bracelet using GPS/cellular based, 2-way communication capabilities. The OM500 was designed to track—and communicate with—all types of offenders 24/7, indoors and out.

Features & Benefits

- Rapid charge, 100-hour, field-replaceable battery
- Tracks indoors and in GPS-impaired environments
- Cut-free strap installation prevents false strap tampers
- Cellular, satellite, WiFi signals for always-on, high precision tracking
- Two-way device communication with tone, vibration and standard & customizable voice commands
- Verizon LTE network
- One-piece design, tool-free installation
- On-board zone storage
- Waterproof, submersible, dishwasher safe, temperature resistant
- Store and forward capability in case of communication impairment

Simple. Reliable. Accurate.

For agencies and programs on-the-go, we offer **Omnilink's FocalPoint Mobile**. Track, monitor, and manage persons of interest directly from your smartphone or tablet.

- Access client details such as contact numbers, location addresses, and physical description
- Create on-demand location requests, view last known location, or plot location history
- Remotely tone, vibrate, or send custom voice commands to any client's device
- Review, process, notate and resolve active alerts on-the-go



Superior GPS location monitoring technology

Get **information quickly** and more accurately with the **most intuitive** software platform and built-in data analytics to help find **actionable intelligence**



SCRAM GPS® is a one-piece GPS tracking bracelet that combines superior location accuracy with industry-leading battery life, tamper detection, and case management/tracking software.

Features & Benefits

- 50+ hours of battery life
- Slim, one-piece design
- Reliable GPS and A-GPS location technology
- Customizable alert notices
- 30-second, tool-free installation
- Secondary location tracking via cell tower triangulation and location-based services (LBS)
- AT&T and Verizon networks
- Industry-leading, cut-free strap design
- Two-way client communication
- On-board zone storage
- On-demand Pursuit Mode
- Colored battery indicators while charging and during low battery situations

Optional Smart Beacon

- Provides more accurate curfew monitoring by reducing zone sizes
- Up to 20-hour battery backup in the event of power failures
- Capable of storing up to 10,000 events and messages
- Multiple tamper detection features including Unplugged and Movement
- Operates on Landline or Ethernet for variable transmission protocols





The digital assistant to rehabilitation

Enables **positive reinforcement** and **gamification** on a small discreet device that encourages the participants throughout their **rehabilitation** process



The Upstream ActiveTrack is a small, one-piece GPS location monitor that, unlike bulky, traditional ankle-worn devices, blends in naturally with the participant's daily active life. Looking more like a smart watch than an electronic tracker, the ActiveTrack device removes stigma and encourages rehabilitation.

Features & Benefits

- Custom text messages sent directly to the device
- Appointment reminders appear on the screen
- Active vibration for non-compliance
- Plug-in or on-the-go charging capability
- Participants can view their calendar for that day and the next day
- Latest 4G LTE cellular network connectivity
- Simple two-button operation
- On-board zone storage of any size and shape
- Waterproof and submersible
- 48-hour battery life ensures continuous operation

Small, Cellular-Enabled Beacon

ActiveHome is **small and discreet** and is also very simple to use. Its screen displays date and time as well as messages to participants in case of violations. Based on the **latest technologies**, it has been designed to be able to detect the offender's presence at home for small apartments as well as for larger residences.

- Simple two-button operation
- Power loss detection with backup battery
- Movement and tamper detections
- GPS and cellular connectivity





Proven accuracy & performance with long battery life



The world's **most advanced** tracking technology is used **globally** by corrections agencies and law enforcement for electronic monitoring and offender management

Buddi's One-Piece Smart Tag® seamlessly monitors locations, indoors to outdoors, reliably and accurately. The smallest, lightest available design, with the longest battery life in the market that is charged wirelessly.

Features & Benefits

- 48+ hour battery life on standard rate plan
- Small and lightweight—only 4.4oz fully assembled
- Simple, no tool installation
- Remote device configuration reduces client visits
- GPS, cell tower, and WiFi tracking capability
- Convenient on-body charging
- Optional beacon for accurate curfew monitoring
- On-board zone storage
- Waterproof device and on-body charger
- Store and forward location data capability

On-Body Fast Charging

For convenience and flexibility for clients, the **Buddi On-Body Charger (OBC)** can be easily snapped onto the worn GPS device to allow for non-tethered charging

- Included AC power dock allows the OBC to be charged anywhere, anytime
- Fast charging once the OBC is attached to the worn GPS in about one hour
- Waterproof OBC to allow clients to charge even in the shower
- Eliminate failure-to-charge excuses by allowing the portable OBC to be taken anywhere





A flexible home curfew system with reliable tamper technology



The **smallest RF base station** in the industry provides **four methods** of transmitting information and data

SCRAM House Arrest® is a standalone RF system optimized to work with today's home communications. Transmit data through traditional landline, cellular, Ethernet, or Wi-Fi.

Features & Benefits

- 30-second installation
- Waterproof
- One-year field replaceable battery
- Variable range and leave settings
- Multiple modes of tamper detection: cut strap detection, temperature and IR detection
- Optimized to work on all home communication systems
- Smallest base station on the market
- Dual antennas ensure communication is maintained
- 48-hour backup battery
- Non-volatile memory stores up to a month's worth of data and messages

Connection Technology Designed to Work in Any Home

In today's homes:

- Only 50% have a landline
- Nearly 75% have Internet
- Almost 40% are wireless only

SCRAM House Arrest transmits over any available communication method.



Detection with the certainty of science and innovation

As with all of our testing or monitoring programs, **full support** services are provided to the **agency and clients** to help you setup the **most effective programs** that yield the results you expect.



Redwood Toxicology Laboratory (RTL) is one of the nation's largest drug and alcohol testing laboratories. RTL is committed to providing reliable and innovative substance abuse screening products and lab services to the government, criminal justice and treatment marketplaces.

Features & Benefits

- Unlimited testing groups
- Unique client ID for each donor
- Fully customizable testing frequencies
- Software access to all testing and lab results
- Unlimited user access to software
- Customizable testing panels
- Urine and oral fluid instant test devices
- On-site screening and lab testing
- Access to 24 hour toll-free client call-in system
- More than a dozen statistical reports

Instant On-Site Screening & Lab Testing

- Various instant screening devices to fit your program needs
- Multiple test panels available to vary which drugs are tested
- Custom lab screens available to further specialize testing
- Fast turn-around on lab-based screens and confirmations
- Several service levels to aid programs to achieve goals





VEHICLE Immobilization

For use on multiple stages, not just the first offense

Generally used for clients with a **first offense**, our vehicle immobilization services can be used for a **variety of client offenses**. The setup, installation and removal are all coordinated by our office and the court while **the client is responsible for payment** and appointments

Our Vehicle Immobilization programs are designed to help courts ensure that a client cannot drive their vehicle. We can immobilize vehicles using devices affixed to the steering wheel, brake pedal or one of the vehicle's wheels.

Features & Benefits

- Multiple verifications performed to ensure all information is correct
- Quick installation appointments
- Technicians can install the devices anywhere the vehicle is parked legally
- Confirmation of installation provided to clients for verification to the court
- All fees collected directly from the client
- Scheduled and quick removal performed once verified by the court

Vehicle Immobilization Made Easy for All

When we receive information from the court requiring a client's vehicle be immobilized, the client will contact us, or we will make contact with the client. At that time our Client Services will gather all required information, and setup an appointment window for a technician to perform the installation and apply the immobilization device.





Every Client Has Opportunity Program

Each year, we pledge **tens of thousands of dollars** in free testing and monitoring across all of our available services and technologies. It is our belief that each client should have the **opportunity to participate** in programs that are **beneficial to their rehabilitation process**.

The ECHO Program is designed to help problem solving and other courts with one of the largest obstacles to being able to provide every participant with essential testing programs and effective monitoring—money.

Features & Benefits

- Monthly, bi-monthly or quarterly review meetings
- Detailed statistical feedback that outlines program strengths and weaknesses
- Insight on compliance data and strategies for reducing recidivism
- Knowledge base of industry experts from around the Midwest to provide consulting and guidance
- Ongoing training in a number of areas

“The ECHO Fund has minimized our probation and bond violations due to failure to pay, thus allowing us to keep clients in the community under proper supervision.”


— 58th District Court Probation (Michigan)

Court & Agency Program Participation is Easy

Four Simple Steps:

1. Contact us and speak to one of our ECHO Program Specialists
2. Choose protocols, set goals and define the policy, process and procedure
3. Execute the program by referring clients, earn funds based on ability to pay and receive valuable feedback
4. Benefit from the program by using funds and resources for any services we offer





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Not all technologies and services are available in all areas. Contact your local sales representative for information and pricing.

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