



BI Agency Assist®

Expanding Resources ■ Enhancing Efficiency

Key Service Features

BI Agency Assist

- 24x7 live support specialists
- Bi-lingual (Spanish/English)
- Centralized data accessible via phone, email, or tablet
- Configurable web-based data management system
- Five scalable services

Automated Self Reporting Service

- Automated check-in
- Real-time officer notifications
- Customized IVR platform
- Officer and participant messaging

Contact Documentation Service

- Transcribe case notes in real-time
- Update and verify contact information

Scheduling &

Enhanced Monitoring

- Scheduling, tracking, and verification
- Real-time officer notification
- Equipment troubleshooting
- Alert handling and escalation

Warrant Processing Service

- Arrest notification and escalation
- Fingerprint and name matches

Fee Processing Service

- Electronic and manual fee processing

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. The support center team is comprised of 145 bi-lingual correctional specialists who help keep participants accountable around the clock. BI Agency Assist has the most advanced, secure, and reliable services to relieve officers of up to 70% of their clerical or data processing workload, enabling them to spend more time with participants.

Automated Self Reporting Service

Our Automated Self Reporting services help agencies save time by streamlining check-ins through our automated system. By utilizing Interactive Voice Response (IVR) technology, participants call the system as required to provide daily, weekly, or monthly check-ins. The system verifies information for 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 update information in our data management system. Automated notifications and reminders can be sent to participants, and the messaging service enables officers and participants to leave and pick up messages from one another.

Contact Documentation Service

Contact Documentation is a paperless, convenient data entry service for officers to record case notes while in the field, so no detail is missed. Our highly trained support specialists transcribe officer's first-hand account in real-time. Relieving officers of some administrative tasks can increase officers' ability to quickly and efficiently manage cases.

Scheduling & Enhanced Monitoring Services

The Scheduling & Enhanced Monitoring services are high-touch solutions that reinforce compliance, enhance officer efficiency and expand agency resources. Our support specialists take participant calls to verify, schedule, or amend appointments for job interviews, work, school, or doctor visits. Officers approve or deny individual requests by phone or through our advanced web-based data management system.

Our Enhanced Monitoring services include live support specialists conducting initial outbound calls on all EM 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.

Warrant Processing Service

BI Agency Assist offers a complete Warrant Processing service to expand agencies' after-hour coverage, allowing them to swiftly respond to parole and probation violations. When a participant hasn't reported as scheduled, or is considered absconded, an officer can simply call the BI Agency Assist support center to process a warrant for his/her arrest. The BI warrant processing support team handles on average 2,335 warrants a month, and also processes fingerprint and name matches in the National Crime Information Center (NCIC) database. Our real-time, centralized Warrant Processing service provides agencies with convenience, reliability and consistency.

Fee Processing

Our Fee Processing service manages participant fee collection and processing, for both court-ordered or supervision fees, either electronically or manually. This service relieves officers of the burden of collecting and processing participant fees, enabling them to focus on more critical duties. Fee reminders can be configured for each individual through our Automated Notification system, which alerts participants when payments are due or late. Participants pay via remittance envelopes or credit card through our 24-hour center.

About BI Agency Assist

For over 30 years, BI Incorporated has adapted to the evolving needs of government and correctional agencies, providing them with state-of-the-art GPS, radio frequency, voice verification, and alcohol monitoring services. BI acquired Protocol Government Solutions in 2014 to expand our 24-hour monitoring services. The high quality services and support provided today are known as BI Agency Assist. The goals of BI Agency Assist remain unchanged for the last 20 years – to expand agency resources, enhance efficiency and work with agencies to impact community safety.

**To learn more about BI Agency Assist, call 800.701.5171
or visit us online at BIAgencyAssist.com**