CIVIL CITATION NETWORK

Core Technology Features

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CORE TECHNOLOGY FEATURES

This document is a outline of the technology features of the CIVIL CITATION NETWORK case management solution. It has been developed to provide an outline of standard features and tools available by user role. While all components can not be covered in this document, overall features and principles are presented.

The technology and features presented have been customized for, but not limited to, a Pre-Arrest Diversion program. To learn about other use cases please visit us at civilcitation.net to request a demo.

ROLES

The following are supported roles of user types within the platform, each with unique permissions.

Roles titles can be customized to represent operational titles a program uses.

Features will be highlighted under the heading that apply to each role.

OFFICER

PROGRAM ADMINISTRATOR

PROVIDER

CASE MANAGER

PARTICIPANT/OFFENDER

OFFICER

FEATURES

The interface is simple and easy to use. Search for past citations or issue a new citation.

Search and review in real-time. Standard search criteria includes:

- SSN*
- DOB*
- Last Name*
- First Name

Outcomes feature allows the Officer to view end results of the citations submitted.

Issuing a Citation

Select from a standard set of demographic and case related fields to enter. Customized fields are able to be added.

Auto populate frequently used key data elements such as:

- Date of Citation
- Reporting Officer
- Badge number
- Law Enforcement Agency
- County and State

Select from customized drop down lists to accuracy and Collect e-signatures or apply a saved signature to issue citations from any mobile device.

PROGRAM ADMINISTRATOR

FEATURES

Dashboard view shows all cases awaiting action which includes:

- Notifications about Participants who are out of compliance
- New Citations
- Law Enforcement Agencies
- Providers
- Reports

Manage all Law Enforcement Agencies(LEA) and Providers. Entities have ability to manage users under their entity profile.

Approve Citations

Quickly review citation eligibility and approve right from the dashboard.

Notify stakeholders of status updates in real-time based on permission.

Customize notifications type:

- Email
- Text
- Auto generated letter

Easily approve and assign citations to eligible provider. Manage eligible provider list by track assigned cases. Customize the order of assigned cases to providers.

PROGRAM ADMINISTRATOR

FEATURES

Customize reports

Managing LEA and provider access

Financial reports

Program outcomes

- Demographics
- Completion rates
- Offense type

Complete Citations

Receive notifications of successful status completion and update Case Status to cleared exceptionally. Automate notifications to stakeholders and mark the case as inactive.

Receive notifications of unsuccessful status and the reason justifying the status. Update the Case Status and mark as inactive.

PROVIDER

FEATURES

Create a Site Manager profile to manage:

- List of approved case managers
- Review all assigned cases
- Assign citations to case managers
- Financial reporting

Quickly Add, Edit or Remove Case Managers

Activate profiles with email activation link.

Manage caseloads through dashboard view as new referrals are assigned to your agency.

Case Assignment

Approved cases show up on the Site Manager dashboard as a referral to provide services to. Cases must be assigned to a Case Manager, and assignment starts the clock on the Case will remain open. Length of open cases is determined by each Program Administrator. The Case is then assigned to the Case Manager’s portal to begin developing a diversion plan.

CASE MANAGER

FEATURES

View a snapshot of cases with approaching tasks deadlines from the dashboard.

Take action and manage all assigned Cases awaiting action.

Develop diversion plans customized for each participant.

Include default task assignments Customize to meet Case Manager’s needs.

Monitor tasks with a completion date for tracking deadlines using the Task Tracker feature.

View updates of days remaining until deadline for each diversion task.

Individualize Diversion Plan

Develop diversion plans unique to your client. Select from customized dropdown lists of diversion tasks or create your own as you go.

Choose features à la carte such as uploading documents or scheduling a virtual or face-2-face appointment.

Collaborate with participants as they submit materials to document the tasks was complete. Review and mark the task as “complete” or “incomplete”.

CASE MANAGER

FEATURES

Allow participants to choose appointment times set by you.

Manage requests and approve the sessions your able to attend.

Schedule for both on and off business-hours.

Build in your flexibility through virtual appointments and face-2-face appointments sessions.

Receive notifications when participants enter your virtual waiting room.

Track and Complete Cases

Once the Diversion Plan is complete, regardless of the status, automated notifications are sent to case specific stakeholders.

Customize the automated notifications to fit the programs style and language.

Select from a customized dropdown list of completion status to standardize outcome data.

Requires an unsuccessful status description of justification. The Program Administrator is notified and takes further action.

PARTICIPANT

FEATURES

Participant accounts activated through email link and verify their identity using unique identifying information.

Participant Portal

- Review citation details
- Review, track, upload to diversion tasks
- Schedule virtual and join sessions with case manager
- Make online payments

Allows participant to stay connected and up to date with diversion plan progress for successful outcomes.

Diversion Details

The Participant can review ongoing citation notes by assigned case worker, view tasks to complete diversion plan, receive notifications of pending deadlines, attach documents and images for documentation.

Completion documents – whether the citation is completed successfully or not, the Participant can view upload documents related to the diversion plan.

Virtual Sessions - view appointment times and request a meeting. Case Manager can “accept” or propose alternate time.

Automated reminders are sent to begin the session. Join meeting through emailed link or through the Participant Portal.

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LET'S TALK

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