

Smartphones Enable Smart Supervision Transcript

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Hello and welcome to leading with innovation virtual conference November 9, 2016 and my name is Sarah and I will be in the background answering any technical questions. If you experience any technical difficulty please let your technical difficulty and I will assist you. You may contact our WebEx technical support at 1866779 3239. Please note that as an attendee you are part of a larger audience today. Due to privacy concerns be attendee list is not displayed. All attendees will be in a listen only mode throat the duration of today's call and as reminder, this call is being recorded. Today session will include an interactive chat aspect and instructions on how to participate will follow. With that, when by you to sit back, relax and enjoy today's presentation. Would like to introduce our moderator for today, Leslie LeMaster. Leslie, you have the floor.

Welcome to the National Institute of Corrections 2016 virtual conference, leading with innovation. My name is Leslie LeMaster, a correctional program specialist with an icy Academy division and I will be co- moderating this session, smart phones enable smart supervision. Michael moderator is [Indiscernible] was C2 technologies and he will be assisting me. Today it might angry. Unfortunately due to illness judge Ann Aiken will be unable to join us for today's session. Mike and his team work with agencies across the country to provide [Indiscernible] and post-conviction offenders with discrete supervision and immediate referrals from help housing and other crises that to frequently result in recidivism. For more information on Mike and the services that are offered by his company, see the presentation call on the main virtual conference homepage and look up this session, smart phones enable smart supervision. If I may suggest, if you do not require it, please minimize the closed caption window on your screen located in the lower right-hand corner of the screen. This may be called the media viewer. Please turn on the chat function located in the upper right hand corner of your screen to enable this function, all you have to do is click the test like icon and they chat box will open for you on your screen. This will allow you to share your comments and questions by chatting to all of the participants in this session. Let's try that out right now. I would like for you to chat to all of us here in this session. Where are you joining us from today? Hi Alex. Alex, where are you joining us from? Thanks, Wichita Kansas. How about the rest of you? We have 118 people in the session. Lincoln, Nebraska. Florida, Reginald and seamless Missouri. Rebecca in Clarksville, Tennessee. Catherine in Torrington Wyoming. Archie in St. Paul, Minnesota, New Mexico, so many people. Jennifer, Kate in San Jose, California. Caitlin from Pennsylvania state correctional institution. Glad to see you again at another session. Sean standards from Tucson. Sandy from Yuma. It is still the sunniest place on earth. Joseph from Prince Georges Department of Corrections. [Indiscernible] from just a Maryland. Philip from New Orleans. How about the rest of you? Where are you joining us from? Turn on that chat function. Simply engage it by left clicking it. The chat talks will pop up and be sure and send your message to all participants. That's where you will be able to put in your comments and questions. Philip from New Orleans, Kim from Albany. Be sure you send

your message to all participants. Jeff joining from Indiana, home of the Hoosiers and Matt from the California state Department of corrections. So, let's see what else we've got going on here today. As with the other presentations, that you probably have taken part in today at the conclusion of Mike's presentation we will be having a Q&A session. And we will be using this Jeff function here and this is the place we will be posting this question. And Brenda for Ohio we all know how to use the chat function and Mike I will turn the session over to. You are ready to go. Thank you Leslie and Sarah and Craig. Really appreciate the introduction there and it is so impressive to have all these attendees from all over the country. Yes,

Smart phones enable smart supervision. My name is Mike Kingery. I am calling you from Montrose, Colorado. A small town on the western side of Colorado. Hi Mont desert. And like Yuma, it is very sunny here also. I will start the presentation. We are. I would like to first thank the attendees and they virtual conference and the national Institute of corrections for the honor of presenting today. I am sorry that Judge Aiken is not feeling well. And not able to join us. But I thought I would go ahead and tell you a little information about how the outreach smart phone monitoring team came to know the judge. And have her as our biggest advocate. I LinkedIn with the director of the federal judicial Center a few years back, and he immediately contacted me by e-mail, and said you know this judge and what type of product she is asking for? Of course I did not. Little did I know the judge was challenging techies, smart phone developers like myself to develop a smart phone application for reentry. And of course, we happily accepted this challenge. And started working with the judge back in 2014. And she was integral in programming and helping us develop the rehabilitative features that you will see later in the presentation. And who is my company? Who are we at Outreach Smartphone Monitoring? We have been releasing web applications and smart phone applications to the market in legal services and law enforcement since 2009. And Lockley, our team has been recognized by the American Bar Association twice, the center Forecourt innovation, Department of consumer affairs, loyal and -- loyal and Harvard University and much more. So Outreach Smartphone Monitoring, this application I am talking about today was released to the market on November 16, 2014. And it is a web application for officers and a smart phone app for offenders. That offers all the traditional supervision tools to ensure an offender is held accountable for their actions. While protecting the public. The main things I want to talk about today is the awesome app -- OSM app also distributes rehabilitative [Indiscernible] and gathers the data need to document what truly rid -- reduces recidivism. The problem. Punitive only mindset, not rehabilitative. Poor outcomes on key correctional features and effectiveness, notably offender recidivism, agencies with limited budgets and the high financial cost of corrections in a time of budget challenges. Solution. Our solution utilizes the latest in technologies to more effectively monitor a subject's daily. Helps encourage rehabilitation and provides them with the needed resources to help change behavioral patterns. Collects the data to help determine what strategies best resumes recidivism for long-term success. All of this using a device that the offender already owns. A smart phone. And I do say this but for many of our customers we also provide the smart phones, locked out smart phones for their population. The results. Increased compliance. In a device dependent industry cap OSM has drastically increased compliance in utilizing a device that the offender already has, their smart phone, also by staying software-based and partnering with device

manufacturers like our new toothbrush are, biometric wristbands and biosensors, they allow us to keep our price point low because we are not developing proprietary device, and we do truly believe that the smart phone is the only device that has the unlimited ability to evolve and incorporate future wearable technology. Which I will be talking about in this presentation. The world of hardware and ankle bracelets has run its course. The hardware business review -- Harvard business review recently wrote an article, does hardware even matter any more? It was concerning the rapid uptake of smart phones, and enabled manufacturers to rapidly scale up the production of sensors. GPS sensors, accelerometers, image sensors, touch sensors, all kinds of devices that help us measure the analog world and connect them to our lot, world where they can control things on the basis of what we see, hear, and feel. The sophistication and efficiencies of these sensors are rapidly advancing. As you might expect, given the makers of them are supplying them for -- to manufacture 60 million iPhones and even more android each quarter. The software revolution will be a powerful complement to the cheap computing revolution and the opportunities for unique and innovative products are boneless. It's just a matter programming when you are software-based like the product that you are seeing today. We are living in an app world, and app economy, in the future of supervision is an application. A smart phone application. The product. OASAM is a smart phone application that reduces the stigma of outdated technology for monitoring offenders and provides a more modern Avenue to receive resources to improve their compliance with monitoring requirements. We are changing the view offenders have and their willingness to comply with supervisory requirements by not disrupting their ability to have a normal life. By remaining software-based and partnering with device manufacturers, OSM has the ability to offer all traditional supervisory tools and much more for a fraction of the cost. With feedback from today's audience, the evolution of the project is unimaginable.

The smart phone app for the offender. OSM is a smart phone application -- I am one behind me. Be smart phone application for the offender. A handheld resource that notifies them of test, court dates, therapy, class come up women's, any type of event you want to remind them of, UA, as well as resources such as employment, housing, counseling incentives or sanctions, a crisis line, GPS location of nearby shelters and much more. Resources at their disposal whenever they need any progress report so they are always aware of their successes in their supervision. Web application for the agency. Agency -- agencies use the OSM web application for case management, and this web application is available on any device with Internet connection that is mobile friendly. How it works for case managers. Case managers have the ability to more closely evaluate the offender's progress and make adjustments if needed, utilizing be smart phone to check in on the OSM system by HD video, allows the office a window to observe the structure of the offender. Their home and work environment. So what I mean there is each time that they check in on our system, they are randomly sent out notifications to check in. They do about a 22nd video of themselves walking through a process, saying their passphrase, blowing into a breathalyzer. And those videos are available for the case managers to see. And it really does open up a snapshot of a window really into their work and home environment. So case managers utilize the web application and create a customized monitoring solution per the risk profile of each offender. Any violations detected are immediately sent to the case manager the e-mail or text, and options include active GPS

monitoring, continuous location monitoring using geo-fencing and curfews, event drug testing, court reminders, even the number of check and spurred a can be customized up to as many as 24 times a day. When it comes to BAC monitoring also, the company we work with backtrack in early 2017 they have promised will actually have a Bluetooth tether smart wristband that not only tethers the individual to their smart phone but will put out a cards did every five seconds BAC led alcohol content every five seconds for that individual. A list of resources, incentives and sanctions based on the subjects compliance. How it works for offenders. Offenders utilize the smart phone application and do random scheduled or voluntary chickens. They complete a short video about 20 seconds like I mentioned of themselves checking in. This ensures that they stay compliant with their supervisory agreement. It's important to note that the offenders on the OSM system on this app have the ability to receive calendar reminders and the ability to check in even out-of-network coverage. What we have done, we have programmed a full memory into the application. So it doesn't matter if they are out of network. They can go through the check in process, they can see their court reminders and when they get back into network coverage or Wi-Fi, we don't hold that information and replenish the store chickens for them. So our process. Through the web application that case manager has more accurate immediate access to the offender. OSM reinvents the supervision processed through its transparent accessibility for both parties while gathering the data. Through the phone application, the offender has more flexible ability to comply with their supervisory agreement and immediate access to those resources that I mentioned before. Our rehabilitative solution. It's recent information the federal Bureau of prisons recently released a request for information concerning residential reentry and GPS tracking of -- using smart phone technology and I quote from the request, the stated reason was to reduce costs and examine the new approaches for monitoring and managing lower risk offenders, the Bureau is examining smartphone technology to determine if this technology offers a means of effectively monitoring offender behavior. In addition, the rare wishes to have the ability not only to collect store analyze assess and correlate this data for reasons of both accountability and auditing as well as to use the predictive analytics and assessment of effective and emerging technologies and criminal behavior for rehabilitation.

We've all heard the statistics. We also need to think about not only the adults and their rehabilitative opportunities, but the children of these individuals. Statistics show that a child that has a parent in prison has a 70% chance one Dave entering into the criminal justice system themselves. It would be cheaper to send these people to these individuals to a four-year college than it would be to prison. Published measures include estimates that between 30 and nearly 70% of all released offenders will return to prison within three years. In the US we have 5% of the world's total population and 25% of the be worse than jail time. In LA County there are 4502500 youths living with electronic monitoring devices. These devices are also a significant financial burden. In Alameda County families were billed \$15 a day for there child's electronic monitor. And it's not uncommon for youths to spend months wearing one. Even removing the device can cost a family hundreds of dollars. Also, according to the survey conducted, 50% of the use tethered to the device have violated program roles. If the device is removed, the youth can be charged with a felony, thus turning a single offense into the endless cycle of incarceration and electronic monitoring. So it OSM, we ask why not monitor

the juveniles with a device that they are repossessed? A device that they have accepted as their companion, a device that they have been programmed to follow instructions. And is literally part of their brain? The study also stated that juveniles are too young to fully understand the conditions of their monitoring contract, not able to afford the daily cost, and they are really unable to resist the impulses to act spontaneously. Due to their age. We'll smart phone ownership. As the world becomes increasingly interconnected, both economically and socially, technology adoption remains one of the defining factors in the human process. To that end, there has been a noticeable rise over the past two years in a percentage of people in emerging and developing nations served by the pew research Center who said that they use the Internet and only smart phone. And while the people in advancing economies still use the Internet more and more, and high-tech gadgets, the rest of the world in definitely catching up. Clients and traction as OSM customers. OSM is Outreach Smartphone Monitoring issues nationwide in probation, on the state and federal level, by drug courts, pretrial services community supervision, juvenile, of course reentry courts, and treatment facilities. We'll why we are different. OSM is the only smart phone -based supervisory application focused on rehabilitation and data collection. It is -- its open platform can evolve with new technology while -- and integrate with current medical devices such as biometrics and biosensors. Imagine a time where any legal or illegal substance can be detected by a biosensor. In the near future, supervision will vastly be changed with the ability to validate an offender, to be able to validate that an offender has taken their daily medication, or is using an illegal substance. This information will be collected by a biosensor and like all new technology, these wearables, medical devices are being developed to deposit this information in one central device, the seller -- smartphone. The applications ability to recognize the changes in behavioral patterns will vastly improve the quality of supervision as well as revolutionize the process. And seeing software-based and not manufacture prior pariah Terry devices, keeps cost down and enables us to integrate with future and current systems and ideas. We'll why we are different. Utilizing a device that the offender already owns and has been programmed to follow instructions, our advice is sought after by the offender and is accepted -- is an accepted companion to the offender. Along with wearables, this type of discrete supervision has no stigma or negative psychological effects. Denver County Colorado, one of our biggest customers incentivize is their offenders by having them where an ankle bracelet for the first month and then they are told that if their complaint, they can graduate to OSM. To give you an example of the technology and the way that this product can evolve, we were contacted by what is called Lifegraph and this is from Tel Aviv University. And OSM is integrating with Lifegraph. A new smart phone -based system that the text changes in patients behavioral patterns and then transmits them to professionals in real-time. It takes a baseline of that person's phone usage. And can detect depression and/or suicidal tendencies.

The future of supervision. Is using a platform that recognizes changes in behavioral patterns and utilizes biometric tethers and biosensors to detect substance abuse. And what we are offering is we would love for the audience to pilot this technology and to provide us feedback. And I think that working together, we can accomplish great things, and thanks again for listening, and hopefully there will be many questions. And that is the end of my presentation.

Mike, it looks like you have got questions, if you would advance to the next slide. You do have questions. And our first one is from [Indiscernible] McKenzie. Is this technology only being used in probation and parole? I ask because I work in federal pretrial services.

No actually pretrial services was one of our first customers. It is definitely used in pretrial services.

Is it only being used in probation and parole? To your knowledge?

No. We also treatment facilities, drug courts. So we have quite a few different customers -- customer groups.

We have another question for you. From Wendy. How have correctional facilities been using this kind of technology to improve efficiency in operations?

Efficiency in operations. When it comes to the RFI that I mentioned earlier, we are not in those institutions as of yet. We will be in the next few months. But I think it's obvious for the efficiency -- just the timeframe of responses, getting back from a smart phone to their systems, the ability for us to integrate with their systems, creates the efficiencies that you are asking about.

Okay. And so here we've got another one for you and I'm curious about this one myself. You know we have just like we have the aging population and the general population in this country, this one is about aging offenders. How do you accommodate seniors? Or those with no experience with this technology?

That is really when you're smart phone app developer it is called flow or user-friendliness. And what you do is you create an application that is very easy to understand. When they look at our application, I'm going to go back a few more slides. To give you an example. This example right here. That is actually what they would see. When they are checking in on the system. So they go through a few quick steps to enroll, they take a static picture of themselves, they agreed to our end-user licensing agreement and they accept any geo- fencing inclusion or ask closing zones when Amaral so they go through three steps and they are enrolled. And the way we identify the individuals is when they check in and do those videos, we can say is the person in this video the same person in this static picture? So when it comes to understanding how to work the OSM application, first and rolling very simple. And then the page that you see right here, video check in, record yourself showing your breathalyzer, this is an example of them checking in with a breathalyzer. Red puffiness or passphrase to ensure that that video is fresh. All they have to do is hit record video rate there, reverses the camera, they can see themselves and they say red puffin, they hit the record button and they go through the process of blowing into that breathalyzer. It is a very simple and quick process. That is why our videos are only about 20 seconds in length. And what you want to think about is let's say our average is agencies have people check in four to six times a day. So even if they are checking in

six times a day, we are actually only taking about two minutes out of their life. So hopefully that answered your question.

All right. And please do let us know the person who asked the question about seniors and that technology, let us know if that answered your question. That's pretty cool. So we do have -- we have a number of questions in the queue but I do encourage you to chat additional questions and use that chat function there on your screen to ask these questions to Mike. Here's another question for you, Mike. And this popped up while you are talking about immediate access to offenders. With regards to having immediate access to offenders, does this mean that you as the officer can tell the app to immediately turn on the camera and show where the phone is at the same time?

No, we can't immediately open up their camera, but you can trigger a GPS paying on that phone so you could initiate what we -- 24/7 GPS tracking we will always know where they are at. That is in one of your pictures, which I will show you right here. This is our path tracker where you can actually see the path of the individual and follow them 24/7 or you can trigger a manual check-in, and that would initiate them to check in on the system and we would pay their GPS at that time. So you can either ping their GPS, you can follow them 24/7 or you cannot use UPS altogether. All these features, are really customizable, you can just choose the features that you want for specific vendors per their risk profile.

Okay, all right. And here's another question from Kaitlyn. Are the smart phones that they will be using for other purposes as well? And are there restrictions on what other apps and functions these phones can access compared to an ordinary smart phone? Does the PO or CM receive a feed of their other Internet usage and calls or text?

The way OSM works now, we have many offenders better on the system that have their own phone. And use their own phone and it depends other risk profile. We also provide funds for own offenders. And it's common that we can lock it out even completely where they can only check in on the always some system or we can allow them Internet access, but you would have a record of any type of Internet usage that they would have on one of our locked out phones. So we can control it completely, we can allow them -- we can incentivize them by letting them eventually get calls or text, it depends on what the case manager would like to do with that specific offender.

Okay. And here's another question for you. What does it cost the offender per day? That is from Jeff Hartman.

If they use -- that's a great question. If they use their smart phone, and if they are just using all the features of OSM without a breathalyzer, the cost is only \$1 per day. If they use our breathalyzer because we do look at all the check-in videos for you, we fail or except those check-in videos whether they are being compliant for the agency, so it's \$1 day for all the features, \$2 a day for all the features plus the breathalyzer.

All right. Jeff hopefully that answers your question. It looks like you have a similar question regarding eight client. If that did not, please let me know. And here's a question from [Indiscernible]. Convicted offenders have no right to privacy on their phones regarding apps Internet usage calls and text. But if it is open source code integrating with medical data, how do you respond to concerns about HIPAA privacy and offenders since medical data is relayed to open coding?

Medical data is related to open coding. I'm hoping I understand the question completely. If they are on their own smart phone, we don't collect any other data from their smart phone. Only the information that they input to the OSM app. And even when an individual is enrolled by a case manager, we only get their first name, last name, and contact information. So we literally know very little about the individuals. Our video approvers, the individuals that look through those videos to accept or fail that no nothing about the offender. So we are very HIPAA complaint. Here's a question from Kaitlyn. Is the cost for the data that the app uses the responsibility of the offender?

Correct. It is the responsibility of the offender, but like I said before, the 22nd videos and the way that we communicate with the offender, we use very little of their battery or their data.

Okay. And so here is a question from Amy. And Amy you will have to forgive me. I'm trying to put this into a question for met. It seems that this is an app with a B ATM bracelet that cost \$4 day. Is it therefore and well we get the parts to use and is the bracelet tamperproof? I have sex offenders that can't use smart phones. Can you block all of their data?

Good question. Yes, if we provide the phone, we can block it out completely. Where they can only check in on the OSM system. So that is the first part of a question. Can you go over the rest of that question?

It is actually in the chat function if you turn on the chat box in the upper right-hand corner of your screen and scroll down, you can see it. The second one, is the bracelet tamperproof?

The bracelet, the bracelet is not tamperproof. We work with a couple different bracelets, the [Indiscernible] and I mentioned in the presentation backtrack breathalyzer. Wristband. What the smart wristbands do, they notify us if they are taken off because of the biometrics that are involved, and if they do take them off, they have to be inside and inclusion zone and we can test them additional times during that, where if they take it off to charge it, but they take it off to take a shower, we can test some additional times while it's charging in that inclusion zone.

Great. And so here is -- this is a great question. This goes back to the example you shared with us that you have any slideshow show regarding the breathalyzer test. And Alex wants to know what function does the confirmation phrase serve?

Yes, the passphrase. Our server from our web application sends the random -- it works on an algorithm. So throughout the day, if you have an offender that is supposed to check in four

times a day, they might receive a random check-in three times or five times. They can't discount and know how many times. When they were see that check-in it supplicate notification. There is a voice that comes on as a notification that says please check in with OSM. And when they go into the app to check and they also get a passphrase that is a color and an animal. And this passphrase comes with that notification to check in, so we know that when they check-in, they start to record the video, they say pink salmon, that that video is fresh. That they have not tried to manipulate the system, making their own type of video to send in on a request to check-in. It is all about ensuring that that video is fresh at that time.

That makes sense. Definitely. So here we have another question about cost and thanks Jeff for a [Indiscernible]. What is the OSM application cost to agencies?

The web application, it really depends on the type of agency. If you're an offender it costs nothing to the agency. We are set up, we have an electronic or only portal that basically if you thought your people, supplement their supervision, if you pay for the supervision or if the offender pays for, anyone can go on and pay for that supervision. If the offender pays for, if it's completely offender pay the agency pays nothing.

That's a good cost. I want to encourage everyone to continue with questions. You are coming up with wonderful questions for me. Here's another one and this is from Patty from New Jersey. What is the longest period of time and agency has used this technology to your knowledge? And what has been their findings?

They're finding said Ben, and I can forward this to you if you want to send me an e-mail, they're finding said Ben that compliance rates are -- increased are medically. And the longest agency that we have had on the app is from December of toy 14. And normally if we get a customer, we retain them. They never stop using our app. It was late 2014 and they still have offenders on the system. Not the same offenders but I think we have one offender on for just about a year, agencies we've had on for almost two years.

Okay. Thank you for that. And so here's a question from Kaitlyn. Does your data support that the one dollar to \$2 a day is actually cost reduction for the offender as well? Meeting as opposed to the costs they incur for having to complete traditional travel for chickens?

Absolutely. Even in pretrial services that was the first suggestion that they didn't have to take time out of their work or their home life to come in and do testing, especially BAC testing because we can test them wherever they are at. At home, at work, and they can check-in wherever they are at. So we specialize in really keeping that offender structure. Pretrial services told me one story that they would have a person come drive to their facility to test their BAC and they were intoxicated because they had a drinking issue. They thought that if we can test them right their own, of course we are going to protect the public because they are not driving.

There seems to be several concerns and questions related to the non-tamperproof nature of the bracelet Mike. Several people work with sex offenders, and one individual says I can't see my agency using this without a bracelet that can't be removed. How can you respond to those concerns?

The bracelet so we have on the system at this time will not be the only bracelet. The product will evolve and so will the bracelets. At this time, the way we work with the current bracelets that are out there on the market, is that we use [Indiscernible] because they are the leader in biometrics. Really the reason why we use them and also backtrack. They are a great partner because that not only Bluetooth tethers the individual to their phone but gives us a constant BAC, but that device is removable. The way we have mitigated the risk involved in that is that they can only remove it, since we receive a notification what we do, in and inclusion zone that is been agreed upon in their supervisory agreement.

All right. And here's a question from Kaitlyn. Is this typically distributed agency-wide as a compulsory replacement for the old model that [Indiscernible] must use or as an optional replacement? And to clarify and mean optional replacement offender to offender?

It depends on the agency. Both.

Okay. Is this intended -- this is from civic. Is this intended only for lower risk offenders?

No. We have found that of course I think that the majority of our population is lower risk offenders, but we've also had agencies that even if a person was on an ankle bracelet, they found that due to the real billed of features and the court reminders, and the other features that we have, it was also cost-effective to have that person for \$1 a day be on our application. Even if they were wearing an ankle bracelet.

Okay. What about tech support and service issues? Asks Patty from New Jersey.

Yes, we are full tech-support you can contact us 24/7. Live individuals in our office .4/7 and of course we look at thousands and thousands of videos today. But they also answer phones on technical support also. Our web application has a library of help videos. Just in case the officer, the person wants to learn on their own, so there is a way online that you can actually get tech-support but you can always call us.

Okay. And Amy asks how can we be a pilot site or a test for the equipment?

What we do in those situations, if you e-mail us with a convenient time where we can spend about 30 to 45 minutes online, we can get you set up, we can send you login credentials, we can get phone set up. It's very easy to train individuals on how to use the system. And then you are free and available to use the system, and provide us feedback.

All right. I just want to give a last call for questions, in our session. If you have further questions, you can chat those two Mike. Let's see, we do have a question. From Kaitlyn, at this time can the bracelet detect if it was switch from one person to another and with the POC get a notification each time the bracelet loses contact? She said sorry for such a huge amount of questions.

That's good. To tell you the truth, I don't enjoy the presentation per but I love the question-and-answer part. So yes, notification goes out immediately if the bracelet is taken off. And due to biometrics, biometrics is a way of identifying the individual through their unique hand signature. And for more information about how the metrics and the band works you can go to their website. They have a fantastic video. They have accounts with MasterCard and they hold last words in bracelet itself. And that will educate you more on how biometrics work, and why we have really decided to use [Indiscernible]. They are the leader in biometrics. They are the leader in identifying the bracelet, identifies the individual that it is on. It knows it is that person.

Okay. We have a question from [Indiscernible] McKenzie. Does your company testify regarding tampering?

Correct, yes we have to testify. Backtrack testifies on the accuracy of the BAC device. But of course we testify.

All right. And we have one last question regarding cost. If an agency uses your phone, how much is it?

Our phones, if we use the phone and lock it out it is just your basic features. Not BAC it is \$3 day. If it is all features including the phone and BAC, it is \$4 day.

Another question. From Sandy. This is a great one. How does the video accurately capture what is happening in the room? Does the offender have to do a panoramic shot?

No they do not. It is really nothing that we have done. It is really the ability and the common today's world of HD videos. And please, contact my office and we can show you this life. And show you what I mentioned earlier in the presentation that snapshot of the individuals work and home stresses and structure. You probably have a smart phone, you are probably aware of the video quality of your smart phone. Although week capture in our chickens if you get six check ends as an example for an offender per day in your auditing those. After about a week you can get a really good snapshot or idea of that person's work and home structure.

We have a question from Jeff. Could you share the three steps to the enrollment?

Yes. When you and roll, the case manager provides -- if you are looking at the presentation right now under Johnny tester there is an alphanumeric code. When you go to the Apple Store or Google play or, download Outreach Smartphone Monitoring, smart for monitoring, when it pops up you can download it for free, then it will go to a screen, just like this one. In this OASAM, and it says related personal code provided by your case manager, that's where you put the alphanumeric code. That can ask the phone application with our web application. We'll ask you to take a static photo of yourself. It will ask you to agree to our and user licensing. It will ask you to accept any geo- fencing or inclusion and exclusion zones and that is the extent of the enrollment process.

All right. And we have a question from Kaitlyn. Kaelin with those great questions. Is the PO or CM requested check in what time frame loss they comply within? What are the ramifications for refusing to check-in?

Great question. On a system like any of our features like the entire system, it's all customizable. We have to time frames. We have a late timeframe and a missed timeframe. Any agency can say they have five minutes before they are late, 10 minutes before their missed in checking in. In our system right now, in that example if they received a check in request, they failed to check-in and the 10 minute window past and this 10 minute window can be customized to an hour or two hours or whatever you want, that would be considered a violation. And the individuals that have opted in to receive those violation notifications would either receive an e-mail and/or text of that violation and if they received an e-mail violation they would receive a link and they could click on that link even on there's Mark phone go right into the OASAM app into that case for that specific offender.

We've got a great, hear from Amy. I love it. And she asks rhetorically how many people on here will be enrolling their teens on the OSM tonight? I am thinking about it, definitely. I think this is great. I like the little video with the code word. Forget the breathalyzer part.

Also when it comes to teenage kids, we have robust incentive program, you want them to have a crisis line. You want them to have rehabilitative resources like employment resources, so yes, this type of application really has many parallel industries and different customer groups, such as teenagers.

Thank you for a very informative and dynamic presentation. And [Indiscernible] says I will. Thanks for that. Please do join Mike in his discussion forum thread. Which is located on the main page of the virtual conference. We will invite you at the close of this session to migrate back to the main virtual conference homepage. We have discussion forums, the exhibit halls and innovative chat open until 5:00 p.m. Eastern time. Do some time zone adjustment. Depending upon what time zone you are in know when the window will close. I am located in the Central time zone. We have another hour and six minutes to go. Mike will be moving from this session into the discussion form session, where he can continue the conversation regarding this particular session and its content, if you're interested. Further resources related to Mike succession are located in the resource room. We do thank you for joining us for this

session. Please do enjoy the rest of the virtual conference. We have an hour and six mins to go and thanks everyone for being here with us today, and Mike has put a link for you there in the chat. Where you can pull that down and get some more resources about today's information. And thanks for being here today and this concludes this particular session.

Thank you everyone. Have a great day.

Thank you all for attending. That link is OSM now .com. You may now disconnect your lines. [Event Concluded]