

Massachusetts Partnership with Sentinel Offender Services for Statewide GPS program

Sex offenders tracked through state-based electronic monitoring center

Background

There are currently more than 500,000 registered sex offenders nationwide, and many states have passed or are considering laws that will make electronic monitoring mandatory for life for convicted sex offenders. Managing this growing caseload presents a challenge for law enforcement and probation agencies.

The Challenges

The State of Massachusetts wanted to implement a statewide Global Positioning Satellite (GPS) electronic monitoring program for sex offenders. Massachusetts desired a reliable GPS monitoring solution that integrated well with their existing monitoring platform. Had this program proved unsuccessful, Massachusetts faced the potential loss of public support for electronic monitoring initiatives, potential lawsuits, and worst of all, some sex offenders might have gone without adequate supervision.

Solution

Sentinel Offender Services provided the Massachusetts Probation Commissioner's Office with a customized solution. Sentinel Offender Services placed personnel on-site to work directly with the customer to ensure flawless program implementation. Sentinel Offender Services has continued to grow the initial program by meeting and exceeding the customer's needs for equipment and service.

Sentinel Offender Services currently provides Massachusetts with an electronic monitoring solution that is totally reliable, combined with world-class customer service and training. Sentinel Offender Services accomplished this by listening to the customer's needs and then providing solutions to meet those needs.

Massachusetts Probation expected a world-class electronic monitoring program, and that is exactly what they received. Sentinel Offender Services provided all of the solutions and service needed for a state-of-the-art-program. The Sentinel Offender Services electronic monitoring program is now one of the largest in the country to allow this agency the detailed capabilities to monitor the activity of sex offenders.

Approach

Sentinel Offender Services worked with the Massachusetts Office of the Commissioner of Probation to set up a Massachusetts-based monitoring center by providing customized server equipment, workstations and training. Once the monitoring application was deployed, Sentinel Offender Services worked with the probation commissioner's office to install the new software application to enroll offenders and train Massachusetts Probation staff.

The Outlook

Sentinel Offender Services exceeded customer expectations by being on-site during the program startup and by continuing to look for ways to improve the program. The Massachusetts Probation program is now growing. The Probation Commission has added some 200 offenders within the last 18 months and likely will add about 600 more over the next number of months. The current task is to continue developing new technology that will increase efficiency as the program grows.

Sentinel Offender Services is currently developing new additions to the tracking software to reduce the amount of labor involved in tracking equipment. Sentinel Offender Services is also providing new mapping capability that will allow Massachusetts to more easily review the offender location. We are also providing new technology that will increase the monitoring capabilities of the agency.

Since 1992, Sentinel Offender Services continue to provide Probation Departments, Law Enforcement and Corrections Agencies, across the nation, with more effective solutions than any other service provider.

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