



**LCA ELECTRONIC MONITORING PROGRAM
2015 CLIENT POLICIES AND INFORMATION HANDBOOK**

GENERAL INFORMATION

LCA's Electronic Monitoring Program (EMP) is a sentencing alternative available to eligible clients in lieu of incarceration, or as a condition of probation, parole, or pretrial release. It is an excellent opportunity to complete legal obligations while remaining employed and living at home with family. However, home detention means ***the client's home is their jail*** and permission to leave the home must be granted by the supervising authority (usually the sentencing court, Sheriff's Office or Probation Department). The clients' time outside the home is restricted, except as necessary for employment and/or education, approved counseling or programming, and for basic medical or personal needs for at-home sustenance.

By being given the privilege of remaining within (or re-entering) the community as a productive citizen, clients can contribute to the welfare of their family and society as a whole, as well as access any needed treatment and/or required programs.

Since EMP is ordered as a condition of pretrial status, probation, parole or otherwise in lieu of incarceration, there are many restrictions that would not normally be associated with straight probation or parole. Clients who are participating in the EMP program are expected to be responsible and to complete their program successfully without incident. There is zero tolerance for manipulation or failure to comply with program regulations. The Court and supervising authority will be notified of all program incidents, and those failing to adhere to the conditions of the EMP could face termination from the program, and possible revocation and incarceration.

LCA utilizes the latest electronic monitoring technologies available on the market. In most cases, an electronic monitoring bracelet is attached just above the client's ankle and monitoring is accomplished through radio frequency (RF) or GPS technologies. The monitoring equipment recognizes and reports any attempts to tamper. Continuous Alcohol Monitoring (CAM) may also be required.

LCA OFFICE LOCATIONS: The following offices are open Mondays through Thursdays from 9:30AM to 5:00PM and Fridays Noon to 5:00PM. All offices are wheelchair accessible.

San Francisco 1035 Market St. # 550 San Francisco, CA 94105 Tel: (415) 546-0603 Fax: (415) 546-4147	San Jose 777 North First St. #360 San Jose, CA 95112 Tel: (408) 999-5500 Fax: (408) 999-5565	Riverside* 1271 Columbia Ave. Suite F1 Riverside, CA 92507 Tel: (951) 367-3601 Fax: (951) 367-3617
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*Note that the Riverside office opens at 9:00AM- 5:30PM Mondays through Thursdays and Saturdays and 12:00PM- 5:30PM on Fridays.

The following offices are open by appointment only. Please call in advance to schedule an appointment:

<p>Marin Marin County Probation 3501 Civic Center Drive Room # 259 San Rafael, CA 94903 Tel: (415) 473-6341 Fax: (415) 546-4147</p>	<p>Indio Riverside County Probation 47-940 Arabia Street Indio, CA 92201 Tel: (951) 367-3601 Fax: (951) 367-3617</p>	<p>Perris Riverside County Probation 2560 N. Perris Blvd. Building N1 Perris, CA 92571 Tel: (951) 367-3601 Fax: (951) 367-3617</p>	<p>San Jacinto 1330 South State Street Suite A San Jacinto CA 92583 Tel: (951) 367-3601 Fax: (951) 367-3617</p>
<p>Alameda County 524 7th Street Oakland, CA 94607 Tel: (415) 546-0603 Fax: (415) 546-4147</p>	<p>Murrieta Riverside County Probation 30123 Technology Drive Murrieta, CA 92563 Tel: (951) 367-3601 Fax: (951) 367-3617</p>		

CASE MANAGEMENT

While on EMP, clients may be allowed release schedules (e.g. time for work, education, training, counseling, drug or alcohol treatment, and/or additional necessary activities approved by the supervising authority). **In addition, concurrent authenticated approval from LCA must be received for all scheduled release activities.**

Additional conditions of EMP include random drug testing (except when specifically exempted by the court order), random field visits by LCA staff to the clients' home, work, and/or treatment locations, and monthly office meetings with an assigned case manager at the assigned LCA office. There may be additional program conditions as required by the court or supervising authority. Note that Riverside County cases do not include random drug testing or random field visits unless specifically ordered by the court.

It is important that clients discuss the EMP rules with family members or others who may be living at the home detention site so that everyone understands the expectations of EMP and will cooperate with LCA staff. While only the client wears the monitoring bracelet, the household telephone line may be utilized by the equipment, limiting normal use of the phone for anything other than brief phone calls.

SUPERVISION FEES

Clients are responsible for paying the supervision and drug testing fees of the program. Supervision fees vary depending on court or probation imposed conditions or type of equipment utilized. There is also an initial non-refundable enrollment fee. The first 15 days of the supervision fee must be paid at enrollment along with the enrollment fee. Thereafter, clients are required to make payments consistent with their fee agreement and payment schedule. Additionally, clients are required to leave a valid credit card on file for equipment return guarantee (prepaid credit cards are not acceptable for the deposit). Clients with no valid credit cards are required to leave a refundable \$500 deposit to cover the equipment return guarantee. For clients living outside of LCA's servicing area, an additional deposit is required. A 5% discount is

available for clients serving more than 45 days, if they want to pay the full amount in advance. This program is client-funded so staying current with agreed upon fee payment is mandatory. *Failure to abide by the fee agreement may result in termination from the program. LCA will work with a client if there is a change in their financial status while on the program.*

Clients are personally responsible for payment of their fees. All payments must be made in the form of *money order, cashier's check, debit card or credit card (Visa, Master Card, or Discover only)*. **CASH OR PERSONAL CHECKS ARE NOT ACCEPTED.** Failure to pay fees may result in termination from the EMP.

If there is a credit balance after release from the program and all equipment is returned, a full refund will be issued.

SUBSTANCE ABUSE TESTING

EMP participants are **prohibited from consuming any alcohol or any illegal drugs** while on the program. Regardless of charges, participants are subject to random drug testing, (except as indicated above). LCA staff may request a test from any client at any time, including during a field visit. If a client refuses to submit to a test, an incident report will be submitted to the supervising authority for sanctions, including possible termination from the program. Clients are responsible for paying a \$25.00 fee for each test administered.

Clients who live outside of LCA's servicing area will be required to test locally with another agency.

All positive results from drug and alcohol testing, along with failures and refusals to test, will be reported to the supervising authority.

Use of cannabis (aka Marijuana) will be reported to the supervising authority even with possession of a medical cannabis card. Possession of a medical cannabis card does not guarantee that the supervising authority will permit the use of cannabis.

EMPLOYMENT

Clients are responsible for demonstrating proof of ongoing employment by submitting paycheck stubs. If clients are self-employed, a business license must be submitted prior to enrollment. Clients are not allowed to work for "cash" unless authorized by the supervising authority. This program allows up to 50 work hours per week, with each work day ending no later than 9:00 P.M. Work schedules exceeding 50 hours per week, or work hours past 9:00 P.M. must be approved by the supervising authority. An allowance for travel time to and from work will be permitted and clients must use the same mode of transportation. In the event overtime hours are requested by the employer without preapproval, the client should immediately leave a message for the case manager and submit written verification the next day. Equipment requirements may vary based on employment.

You are not allowed to leave your work site/location for any reason. If an emergency arises, you must notify your case manager you have left the site.

PROGRAM SCHEDULES

Weekly schedules will be established at enrollment and approved thereafter by the assigned case manager. Schedules must be as specific as possible and must remain relatively consistent throughout the length of time on EMP. Participants are required to plan ahead and organize their activities with LCA at least one week in advance. Except in emergency circumstances, frequent schedule changes and last minute requests will not be approved. It should be emphasized that leaving a message does not excuse clients from adhering to their approved schedule, except in emergencies.

In the event of a medical or life safety emergency for you or anyone on your co-residents agreement, participants may deviate from their approved schedule, without advance permission. In such situations, however, participants must contact LCA as soon as possible and follow up with written documentation verifying the emergency by the next business day. Lack of verification will be treated as a program incident and a report to the supervising authority will be issued, which could result in sanctions, including removal from the program.

If the supervising authority allows, clients will be granted 4 hours of errand time in a single block of time on the same day every week to attend to basic personal needs such as grocery shopping and laundry. All personal errands/ activities must be taken care of during this time. No additional time will be granted. If additional time is needed for personal activities, it will need to be approved by the supervising authority. This time must be scheduled between 8:00 AM and 6:00 P.M. In addition, participants may receive 6 hours holiday time for any two of the following holidays (with a curfew of 9:00 P.M.): Thanksgiving Day, Christmas Eve or Christmas Day, Hanukkah, or other recognized religious holiday (based on a client's cultural and religious practice).

TRAVEL

Travel is generally not permitted while on EMP. Any emergency travel (e.g. a family emergency) requires pre-approval from the supervising authority. Travel for business purposes must be pre-approved by the supervising authority. For all approved travel, a travel itinerary must be submitted to LCA at least one week prior to the anticipated travel. Upon request, LCA will furnish a letter to assist in clearing airport security while wearing EMP equipment. Typically, any days away on travel will be added to the original sentence. However, the supervising agency will determine whether credit for time will be given while away on approved travel.

DRIVING PRIVILEGES

In order to drive while on the program, proof of auto insurance, a valid driver's license and current registration is required.

No client is authorized to drive any motor vehicle without DMV driving privileges and proper approval. Non-compliance with this policy will result in an incident report to the supervising authority.

EQUIPMENT

The court may indicate which equipment is preferred to fulfill the electronic monitoring sentence. However, LCA may utilize alternative equipment based on court requirements or

monitoring conditions.

It is each client's responsibility to ensure equipment is not tampered with or damaged by anyone. Loss of, or willful damage to the equipment will result in forfeiture of the equipment deposit. **Clients are responsible for the return of equipment in all situations, including when the equipment is removed by law enforcement personnel.** If arrested or remanded and a refund is due, the refund will not be issued until all equipment has been returned to LCA.

The EM equipment requires clients wear an ankle transmitter at all times. In addition, equipment may require a modem and home phone line (please see phone service chart below). Clients will be given complete instructions on the proper operation of the equipment, and will be expected to comply at all times, including charging the equipment daily, if required. All equipment is water resistant and daily showering is allowed. However, the CAM equipment should not be submerged since this can cause damage (i.e. no baths or swimming). Please contact LCA with any questions. Clients are responsible for reporting any signs of damage to the equipment to LCA immediately so that LCA can inspect the equipment and report appropriately. If there is a medical emergency that requires removal of the bracelet, LCA must be notified as soon as physically possible. **Removing the transmitter from the ankle is prohibited and may result in termination from EMP, possible revocation or incarceration. Clients are responsible for any damage to the EMP equipment.**

LCA Phone and Internet Provider Guide for SCRAM and Home Detention

The chart below provides guidance on the suitability for service from various phone providers for clients requiring electronic monitoring/home detention/alcohol monitoring.

Service	Program		
	SCRAM	SCRAMx	Home Detention (Phone based equip)
Analog phone services: ++			
ATT/Verizon/Qwest – Analog	OK	OK ⁺	OK ⁺
ATT/Verizon/Qwest – Analog w/ DSL	OK (w/ DSL filter)	OK ⁺ (w/ DSL filter)	OK ⁺ (w/ DSL filter)
Blue Casa	OK	OK ⁺	OK ⁺
Digital/Fiber providers:	OK ⁺	OK ⁺	OK ^{*,+}
ATT U-Verse			
Verizon FIOS			
Qwest Residential Broadband (Digital)			
Cable providers:	OK [*]	OK ⁺	OK ⁺
Astound – Digital	(digital converter may be required)	(digital converter may be required)	
Comcast – Digital Voice			
Time Warner – Digital			

Charter – Digital			
Frontier–Digital			
Internet Phone Services: (i.e. Vonage, Magic Jack)	OK*	Not Allowed	Not allowed
Ethernet (internet plug) [Extra fees apply]	OK	OK	n/a
Wireless (multi-connect) [Extra fees apply]	OK	OK	n/a
Other**	Not allowed	Not allowed	Not allowed

* Service may not work at all locations. Client will be required to install a standard analog fax line or change to other equipment if service does not work.

** Other phone services may be considered in the future provided the following criteria are met:

- SCRAM – phone line must be fax line compatible
- SCRAMx and Home Detention (Phone based equipment) - phone line must be fax line compatible. Services such as call forwarding, three way calling, caller ID, call blocking must not be used by the subscriber.

+ Services such as call forwarding, three way calling, caller ID, and call block must be deactivated.

++ Analog phone services are generally available from \$9 to \$12 per month with a \$40 installation (measured service). Low income service is generally available at \$6 to \$7 per month with a \$10 installation.

LCA does not provide phone service and has prepared this reference guide based on general experience with each provider. However, conditions may vary by service location. LCA does not make any representations or warranties regarding the suitability of any service. It is the client's responsibility to provide a working phone line compatible with LCA's equipment (or subscribe to an alternative such as Ethernet

Answering machines, cordless phones and faxes cannot share the same line as the home units. In addition, phone services such as call forwarding, call waiting, star 69, and voice mail features are incompatible with home monitoring units. Special cellular units may be used if clients have incompatible phone service; advance notice is required to assure that a unit is available. All clients are required to submit their monthly phone bill to LCA to verify active telephone service, and to confirm that the conflicting telephone services are not active.

Clients must respond to all phone calls from LCA staff or the monitoring center—regardless of the time of day or night.

Failure to maintain home or cellular phone service, failure to maintain electricity

service, and/or failure to respond to telephone calls may result in removal from this program.

VISITORS

Clients on EMP may have visitors in their home, if consistent with court or probation imposed conditions. However, socializing with anyone currently under court, probation or parole supervision is prohibited.

MEDICAL CARE

Clients on EMP are responsible for their own medical and dental care. Any medical care received must be verified and documented. In addition, all prescribed medications must be recorded in LCA's files. It is the client's responsibility to inform LCA of all medications prescribed, so that LCA can appropriately report any positive drug test results.

REPORTING PROCEDURES

LCA is required to report all program incidents to the supervising authority. Clients are responsible for complying with all program policies as outlined in this handbook and as described on the Electronic Monitoring Program Policies agreement form (provided during enrollment). Any deviation from these policies will be investigated and documented in an incident report to the supervising authority. LCA will attempt to include a client statement in the incident reports. A final report will be submitted to the supervising authority at the time of release as long as all fees are paid in full and all equipment has been returned. To receive a copy of this final report, a client must submit a self-addressed stamped envelope to the LCA case manager prior to release.

COURT APPEARANCES

Clients are required to notify their case manager at least one week in advance of all court appearances, so that LCA can provide a progress report to the court in a timely manner.

CLIENT GRIEVANCE PROCEDURE

If a client feels treated unfairly by staff or believes an incident report is inaccurate, a grievance may be submitted to the LCA Program Director. This grievance must be submitted in writing within 24 hours of the incident. If no solution can be reached, the client may appeal to LCA management.

RELEASE PROCEDURES

On the release date (or next business day following the EMP end date), clients are required to return all electronic monitoring equipment to LCA's nearest office location. At that time, the necessary release paperwork will be issued. Failure to return the equipment in a timely manner will result in a daily monitoring fee assessment until such time as the equipment is returned. LCA will not issue a final report indicating completion until all fees are paid and all equipment has been returned in good working order.

IT IS IMPERATIVE THAT THE ELECTRONIC TRANSMITTER REMAINS ATTACHED TO THE ANKLE UNTIL IT IS REMOVED BY LCA STAFF.

LCA is committed to helping clients succeed in this program. If there are any questions regarding the program or this handbook, please contact your case manager.