

# Customer Impact:

## Superior Court of California, Alameda County, CA

### Situation:

Cory Jacobs, Principal Analyst, Pretrial Program in Superior Court of California in Alameda County, knew the grant that funded the Court's pretrial risk assessment program was ending, and she needed a cost-effective replacement — fast. The program's Assessment Unit consisted of six probation officers and a supervisor. The officers manually entered the results from an assessment instrument into the pretrial report used to make decisions about pretrial release. Assessments were only completed for 50%-60% of the population because about 20% of individuals were unwilling or unable to participate in the interview process and an additional 30%-40% were not interviewed because they posted bail or were released on a jail citation before they could be interviewed. This created an imbalance in the system.

### Challenges:

Jacobs knew the funding was ending in May 2022 and needed a solution as soon as possible so the organization did not have a gap between the old assessment system ending and the new one being deployed. With an aggressive timeline and the PSA that needed to be digitized and automated, coupled with pretrial reports that could be populated from the assessments and customized for their program, she asked her colleagues for recommendations. The Alameda County Probation Department had experience with equivant Supervision + Pretrial and recommended the company's software solutions.

### Solutions:

Jacobs chose equivant Pretrial because their team could meet the aggressive timeline and her user-specific requirements and customizations. "They had everything operational by our July deadline," said Jacobs. "These weren't cookie-cutter reports, but were built for what we specifically needed." Now, for each individual, data is extracted from all sources to populate the entire pretrial report, including the PSA, within two minutes of booking. "The pretrial reports are comprehensive, and we now have one for every individual," said Jacobs. "Plus, the judges have more information available to them to make pretrial release decisions."

### Impact:

Jacobs noted that equivant Pretrial's Northpointe Suite has improved efficiency, fairness, and consistency in the process — and has saved the department money. "We have been able to cut costs by 85% in the assessment arena," she shared. Pretrial reports are created for 100% of the population and take just a few minutes, ensuring that the judges have what they need to make vital pretrial decisions. In addition, she knows she has a partner. According to Jacobs, "It is unusual to find a team so responsive and able to accommodate so many different requests in a tight timeframe." She notes that implementation was smooth, and the team continues providing premium customer service when requested enhancements or questions arise. "Our program is expanding, which means we may need more solutions from equivant Pretrial's Northpointe Suite; I recommend equivant to all my colleagues who inquire about automating their assessment systems, and I look forward to continuing the relationship."



- Assessment costs cut by 85%
- Pretrial reports created for 100% of the population in minutes
- Responsive customer success team accommodated requests in tight time frame