SHADOWTRACK MOBILE APP AND SHADOWVIEW

As a result of the COVID-19 Pandemic, Sentinel has been closely working with law enforcement, probation, parole, and pretrial service agencies in developing a system and level of service that supports Curfew Monitoring, Remote Check-in Systems, and P hone Application for lower- to moderate-risk probationers and defendants who are required to comply with curfew schedules and check-in weekly, bi-weekly, and/or monthly, and real-time face-to-face remote streaming interviews. With valuable input from criminal justice professionals, these services have been designed within our available ShadowTrack monitoring system and now incorporates a new Phone App offering or as a call in system (residential or cell phone) that provides the ability to meet agency requirements for lower level of curfew monitoring, check-ins, and live remote streaming face-to-face interview now and real-time features. Below, we have provided an overview of the various modules and services available:

Remote Supervision and Video Conferencing App

- CLIENT CHECK-INS WITH LOCATION TRACKING
- VIDEO CONFERENCING WITH RECORDING & PLAYBACK
- RANDOMIZED DRUG TEST SCHEDULING
- CONFIGURABLE SELF REPORTING
- APPOINTMENT REMINDERS
- BIOMETRIC FACIAL, VOICE OR OPERATOR-BASED IDENTITY CONFIRMATION

Officer video conferencing with probationer

INTERACTIVE SELF-REPORT SESSIONS (INTERVIEW)

The ShadowTrack monitoring application's self-reporting service module consists of an interactive interview of six to ten (6 - 10) customized questions that allows the agency staff to retrieve information from the program participant. This user-friendly service allows the officer to obtain current records and contact information for the enrollee in a more efficient manner. Self-reporting can be completed via text through the ShadowTrack system's mobile app or via voice through the ShadowTrack automated voice platform and participant's phone. The Interactive Voice Interview (Self-Report) service supports any language and allows the user to designate a list of questions. The officer designates the frequency the enrollee is required to call in for self-reporting. The service offers the ability to schedule reminders to be sent to the enrollee when an upcoming self-report session is due. The self-reporting service features email alerts to the user if an exception occurs during a self-report session or the enrollee fails to report. The officer can view or listen to exceptions via the ShadowTrack monitoring application voicemail and exception report.

CURFEW MONITORING & VERIFICATION

The ShadowTrack web-based monitoring application allows the agency officers to verify that a program participant is at a designated location at a specific time. The ShadowTrack monitoring application uses voice verification and facial recognition during inbound/outbound curfew calls to identify the program participant.

The curfew management service allows the officer to schedule random calls at a desired frequency. The ShadowTrack application uses a feature that retrieves caller ID information and will alert the officer if the participant is calling in from an unauthorized phone number. The supervising officer will be notified if the enrollee fails to complete inbound/outbound curfew calls due to no answer, hang ups, busy signals, or voice or facial recognition failure.

VOICE VERIFICATION WITH FACIAL RECOGNITION AS AN OPTIONAL BACKUP TECHNOLOGY

Facial recognition allows the agency staff to capture a photo of the program participant at the time of enrollment for future verification purposes. Facial recognition is also used as a secondary form of verification for voice verification. If the program participant does not pass voice verification, they can complete a facial recognition test to remain in compliance. This service helps to prevent false non-compliances. This feature can also be used for enrollee's that are hearing impaired and unable to complete voice verification.

LOCATION VERIFICATION

The location services utilize dual location verification technology including location coordinates to determine the whereabouts of a participant during each scheduled Interactive Check-in Interview (can be enabled or disabled). This service can be paired with voice verification and facial recognition to ensure the program participant is in fact with the telephone device during location verification. The agency staff can view the location coordinates on a map via the ShadowTrack web-based monitoring application for each check in.

SHADOWVIEW LIVE VIDEO SESSIONS

The ShadowView™ service allows the officer or user to initiate live video sessions with the participant. The ShadowView service works in conjunction with the Shadowtrack® enrollee phone app and the Officer ShadowView phone app. Officers can also utilize the ShadowView service from a desktop or laptop computer. The officer or user can access a list of active participants in the ShadowView app and initiate video calls by selecting their names from the list. The details of the video session are then uploaded via the participant's profile in the ShadowTrack web application. The features of the ShadowView service include the following:

+ Ability to initiate on-demand video sessions with any active participant to whom the user has access.

+ Notification to the officer if the participant fails to answer the video session call.

+ A record of the call will be logged on the participant's profile via the "Compliance" tab.

+ The length of the video session will be noted in the call details of the video session.

+ The location of the participant is verified during each video session. This information is displayed in the call details of the video session.

+ A recording of the video session will be made available via the enrollee "Compliance" tab.

The following is a Sample of how flexible the ShadowTrack Monitoring Application can be set up and used on a participant-by-participant bases and their Risk Level:

+ **Unlimited access to secure web-based monitoring application, with each authorized agency officer having their own unique User Name and Pass Word to access the system.**

+ Daily or weekly curfew compliance monitoring transactions based on the participants court conditions or risk level.

+ Weekly, bi-weekly, or once per month Self Report Interviews each month where the participant can conveniently complete their interview utilizing any telephone device or via the Mobile Phone App (determined by the agency).

+ Includes Interactive Self Report Interview with customized questions (6 to 10) based on the agency's requirements and will allow the agency to obtain current information for the participant without the need for a face-to-face visit.

+ Includes the ShadowView service that allows the officer or user to initiate face-to-face live video sessions with the participant.

+ Includes scheduled notification reminders to the participant via phone call, text, or email, in order to improve participant compliance and ensure interview sessions are completed in a timely manner or court directed meetings and schedule are followed.

+ Includes Voice Verification and/or Facial Recognition prior to the beginning of each Self Report session.

+ Includes Location Based Services (LBS) to verify the participant's whereabouts during each self-reporting session (this feature can be enabled or disabled).

+ The system supports English and Spanish and includes automatic transcription of participant responses. Users can conveniently access the exception report to review responses submitted during interview sessions. Exception responses are also noted on the participant profile via an audio file and as automatically transcribed speech to text.

The above are just a few features now available that also provide the flexibility to customize usages as needed and required by the user agencies based on the needs of each program participant at a cost of approximately $0.49 per day or $15 per month per program participant.