

**Priority:** Safety  
**Program Offer Type:** Existing Operating  
**Related Programs:**  
**Program Characteristics:**

**Lead Agency:** Community Justice  
**Program Contact:** Wende Hickman

**Executive Summary**

The Court Appearance Notification System (CANS) is a collaborative, multi-jurisdictional program designed to reduce the rate of failure to appear (FTA) in court in Multnomah County. This is accomplished through the use of automated telephone reminder calls. CANS has been shown to reduce FTA by as much as 46% and is expected to result in a net cost avoidance of over \$6.3 million for the local justice system. CANS is being incorporated into Department of Community Justice (DCJ) operations for restitution and supervision fee collection in addition to appointment reminders.

**Program Description**

CANS works by reminding defendants with pending court matters and/or offenders on supervision to DCJ of upcoming court hearing dates and provides the time and location for the hearing and contact information for the assigned Court. DCJ offenders receive phone calls reminding them of upcoming appointments with their Probation/Post Prison Supervision Officer and reminders regarding outstanding court financial obligations and supervision fees.

CANS is managed within the Business Applications Unit of DCJ by a full time project coordinator and services are provided by a contracted vendor. The vendor provides telephone notification for all eligible criminal cases. The project coordinator implements measures to improve program efficiency and regularly monitors and reports program performance to the Local Public Safety Coordinating Council (LPSCC) and the Criminal Justice Advisory Committee (CJAC). CANS helps improve the efficiency of the County's criminal justice system through the reduction of FTA rates and increases offender compliance with Court and DCJ mandated obligations.

**Program Justification**

FTA incurs substantial costs to the various enforcement agencies for re-arrest, re-booking, additional jailing, additional prosecution, increased matrix releases and increased backlog of warrant entries. CANS is a collaborative effort of the State Courts and multiple county public safety agencies. DCJ provides the project management and vendor contract management, the District Attorney's Office provides police training, the State Courts provide IT support, LPSCC and the County Budget Office provide technical assistance.

This program meets several selection strategies by holding offenders responsible for their actions; demonstrating effective agency collaboration, fiscal responsibility and success at preventing crime. CANS has proven success in preventing FTA. A recent program analysis has indicated CANS will prevent an estimated 6,480 instances of FTA for FY09.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Percent of notifications that are successful.	0.0%	0.0%	0.0%	80.0%
Outcome		0	0	0	0
Outcome	Appearance rate for successful notifications.	0.0%	0.0%	0.0%	85.0%
Output	Total annual notifications.	0	0	0	108,000

**Performance Measure - Description**

## Legal/Contractual Obligation

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2008	2008	2009	2009
<b>Program Expenses</b>				
Personnel	\$19,332	\$0	\$81,920	\$0
Contracts	\$0	\$0	\$209,370	\$0
Materials & Supplies	\$0	\$0	\$610	\$0
Internal Services	\$0	\$0	\$250	\$0
Subtotal: Direct Exps:	<b>\$19,332</b>	<b>\$0</b>	<b>\$292,150</b>	<b>\$0</b>
Administration	\$0	\$0	\$15,304	\$0
Program Support	\$0	\$0	\$37,742	\$8,161
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$53,046</b>	<b>\$8,161</b>
Total GF/non-GF:	<b>\$19,332</b>	<b>\$0</b>	<b>\$345,196</b>	<b>\$8,161</b>
Program Total:	<b>\$19,332</b>		<b>\$353,357</b>	
Program FTE	0.00	0.00	1.00	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

County General Fund

## Significant Program Changes

✔ Significantly Changed

**Last year this program was:** #10031, Court Appearance Notification System

This is a new program offer to DCJ for 2009. The fiscal year 2008 budget included a Budget Note:

"... The existing CANS project was funded for FY 2008, but an additional \$240,000 has been earmarked in Contingency to expand the CANS project and shift responsibility of the project from the Local Public Safety Coordinating Council (LPSCC) to the County's Department of Community Justice."