



**Participating Addendum
for
ELECTRONIC MONITORING PRODUCTS AND SERVICES
between SEAL
County of DuPage, Illinois
And
Sentinel Offender Services, LLC**

This Participating Addendum is entered into by DuPage County, a political subdivision of the State of Illinois ("Participating Entity") and Sentinel Offender Services, LLC, a Delaware limited liability company ("Contractor"), having its principal place of business at 1220 N. Simon Circle, Unit C, , Anaheim, California 92806 (each, individually, a "Party" or, collectively, the "Parties) for the purpose of participating in NASPO ValuePoint Master Agreement Number 22PSX0021, executed by Contractor and the State of Connecticut ("Lead State") for Electronic Monitoring Products and Services ("Master Agreement")

- I. TERM.** This Participating Addendum is effective as of the date of the last signature below or 4/01/2026, whichever is later, and will terminate upon termination of the Master Agreement, as amended, unless the Participating Addendum is terminated sooner in accordance with the terms set forth herein.
- II. PARTICIPATION AND USAGE.** This Participating Addendum may be used by all state agencies, institutions of higher education, cities, counties, districts, and other political subdivisions of the state, and nonprofit organizations within the state if authorized herein and by law. Participating Entity has sole authority to determine which entities are eligible to use this Participating Addendum. DuPage County is authorized to procure Electronic Monitoring Service via NASPO ValuePoint per Procurement Ordinance OFI-005B-99 (effective December 14, 2004) and 30 ILCS 525/2 "Governmental Joint Purchasing Act."
- III. GOVERNING LAW.** The construction and effect of this Participating Addendum and any Orders placed hereunder will be governed by the state laws of Illinois and construed in accordance with Participating Entity's laws.
- IV. SCOPE.** Except as otherwise stated herein, this Participating Addendum incorporates modifications or additions that apply only to actions and relationships within the Participating Entity.) Please refer to the following Attachments that are incorporated into this agreement:
 - 1) Attachment A - DuPage County Standard Terms and Conditions
 - 2) Attachment B – Alcohol Monitoring Offender Funded Program Service Fees
 - 3) Attachment C – DuPage County Probation and Court Services Alcohol Monitoring Participant Contract
 - 4) Attachment D – Credit Card Payment Authorization Form
 - 5) Attachment E - Sentinel Standard Operating Procedures for DuPage County Alcohol Monitoring Program Collection of Fees

Any conflict between this Participating Addendum and the Master Agreement will be resolved in favor of the Participating Addendum. The terms of this Participating Addendum, including those modifying or adding to the terms of the Master Agreement, apply only to the Parties and shall have no effect on Contractor's Participating Addenda with other participating entities or Contractor's Master Agreement with the Lead State.

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V. ORDERS. Purchasing Entities may place orders under this Participating Addendum. Each Order placed under this Participating Addendum is subject to the pricing and terms set forth herein and in the Master Agreement, including applicable discounts, reporting requirements, and payment of administrative fees to NASPO ValuePoint and Participating Entity, if applicable.

VI. FEDERAL FUNDING REQUIREMENTS. Orders funded with federal funds may have additional contractual requirements or certifications that must be satisfied at the time the Order is placed or upon delivery. When applicable, a Purchasing Entity will identify in the Order any alternative or additional requirements related to the use of federal funds. By accepting the Order, Contractor agrees to comply with the requirements set forth therein.

VII. NOTICE. Any notice required herein shall be sent to the following:

For Contractor:	For Participating Entity:
Mike Dean	Valerie Calvente
Vice President of Sales	Chief Procurement Officer
<u>mdean@sentineladvantage.com</u>	<u>valerie.calvente@dupagecounty.gov</u>
800.496.4882	630.407.6184

VIII. SUBMISSION OF PARTICIPATING ADDENDUM TO NASPO VALUEPOINT. Upon execution, Contractor shall promptly email a copy of this Participating Addendum and any amendments hereto to NASPO ValuePoint at pa@naspovaluablepoint.org. The Parties acknowledge and agree that the Participating Addendum, as amended, may be published on the NASPO ValuePoint website.

SIGNATURE

The undersigned for each Party represent and warrants that this Participating Addendum is a valid and legal agreement binding on the Party and enforceable in accordance with the Participating Addendum's terms and that the undersigned is duly authorized and has legal capacity to execute and deliver this Participating Addendum and bind the Party hereto.

IN WITNESS WHEREOF, the Parties have executed this Participating Addendum.

CONTRACTOR:

Signature On File

Signature

Dennis Fuller

Printed Name

Chief Financial Officer

Title

12/17/2025

Date

PARTICIPATING ENTITY:

Signature

Printed Name

Title

Date

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Attachment A

DuPage County Standard Terms and Conditions

LAW GOVERNING:

Sentinel Offender Services, LLC. Agrees to comply with all applicable State and Federal laws. This Agreement shall be governed by the laws of the State of Illinois, and any dispute arising hereunder shall be subject to the exclusive jurisdiction of the 18th Judicial Circuit Court of DuPage County, Illinois

PAYMENT:

Sentinel shall be 100% responsible for collecting all program fees from those Participants referred by the Court and Probation Services. At no time will the County be financially responsible for paying any Alcohol Monitoring Fees to Sentinel.

CONFIDENTIAL INFORMATION AND COUNTY PROPERTY:

It is agreed that all specifications, or data furnished by the County of DuPage shall (1) remain the County of DuPage's sole and exclusive property; (2) be considered and treated by Sentinel Offender Services, LLC. as County of DuPage confidential information, and cannot be copied, reproduced, or duplicated in any manner or disclosed to any person or party. Except as is necessary in the performance of this contract and (3) be returned upon request.

ENDORSEMENTS:

Sentinel Offender Services, LLC. shall not use the name, seal, or images of County of DuPage in any form of endorsement to any third-party without the County's written permission.

INDEMNITY:

Sentinel Offender Services, LLC. shall, at all times, to the extent permitted by law, fully indemnify, hold harmless, and defend the County and its officers, agents, and employees from and against any and all claims and demands, actions, causes of action, and cost and fees of any character whatsoever made by anyone whomsoever on account of or in any way growing out of the performance of this contract by Sentinel Offender Services, LLC. and its employees, or because of any act or omission, neglect or misconduct of Sentinel Offender Services, LLC., its employees and agents or its subcontractors including, but not limited to, any claims that may be made by the employees themselves for injuries to their person or property or otherwise, and any claims that may be made by the employees themselves or by the Illinois Department of Labor for Sentinel Offender Services, LLC. violation of the Illinois Prevailing Wage Act (820 ILCS 130/1 et seq.). Such indemnity shall not be limited because of the enumeration of any insurance coverage or bond herein provided.

Nothing contained herein shall be construed as prohibiting the County, its officers, agents, or its employees, from defending through the selection and use of their own agents, attorneys and experts, any claims, actions, or suits brought against them. Sentinel Offender Services, LLC. shall likewise be liable for the cost, fees and expenses incurred in the County's or Sentinel Offender Services, LLC. defense of any such claims, actions, or suits.

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Sentinel Offender Services, LLC. shall be responsible for any damages incurred because of its errors, omissions, or negligent acts and for any losses or costs to repair or remedy construction because of its errors, omissions, or negligent acts.

The County does not waive its defenses or immunities under the Local Government and Governmental Employees Tort Immunity Act, 745 ILCS 10/1 et seq. due to indemnification or insurance.

PERFORMANCE:

Sentinel Offender Services, LLC. performance under the terms of the Contract shall be to the satisfaction of the County. Failure to comply with any statutory requirements shall be deemed a performance breach.

LIENS, CLAIMS, AND ENCUMBRANCES:

Sentinel Offender Services, LLC. warrants and represents that all the goods and materials ordered herein are free and clear of all liens, claims, or encumbrances of any kind.

NON-DISCRIMINATING:

Sentinel Offender Services, LLC., its employees and subcontractors, agree not to commit unlawful discrimination and agree to comply with applicable provisions of the Illinois Human Rights Act, the U.S. Civil Rights Act and Section 504 of the Federal Rehabilitation Act, and rules applicable to each.

PATENTS:

Sentinel Offender Services, LLC. undertakes and agrees to defend at Sentinel Offender Services, LLC. own expense, all suits, actions, or proceedings in which the County of DuPage, its Officers, agents, or employees are made defendants for actual or alleged infringement of any U.S. or foreign letters patent resulting from the use or sale of the items purchased hereunder. Sentinel Offender Services, LLC. shall inform the County of DuPage whenever infringement will result from Sentinel Offender Services, LLC. adherence to specifications supplied by the County of DuPage or by an authorized County representative. Sentinel Offender Services, LLC. further agrees to pay and discharge all judgments or decrees, which may be rendered in any such suit, action or proceedings against the County of DuPage, its Officers, agents, or employees therein.

Nothing contained herein shall be construed as prohibiting the County, its officers, agents, or its employees, from defending through the selection and use of their own agents, attorneys and experts, any claims, actions, or suits brought against them. Sentinel Offender Services, LLC. shall likewise be liable for the cost, fees and expenses incurred in the County's or Sentinel Offender Services, LLC. defense of any such claims, actions, or suits.

TAX:

The County of DuPage does not pay Federal Excise Tax or Illinois Sales Tax. The tax exemption number is E99974551. A copy of the exemption letter is available upon written request.

TERM OF CONTRACT AND RENEWAL & EXTENSION: If this is a Service Contract This Contract shall be effective for two (2) year from the date of award. The contract may be subject to two (2) additional one (1) year renewal periods provided there are no changes in terms, conditions, specifications, and prices unless agreed upon by both parties and such renewals are mutually agreed to by both parties. In on event shall the term plus renewals exceed four (4) years.

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TERMINATION, CANCELLATION AND DAMAGES:

This contract may be terminated upon agreement of both parties. The County may terminate based on Sentinel Offender Services, LLC. breach or default. Unless the breach or default creates an emergency, as determined in the County's sole discretion, Sentinel Offender Services, LLC. shall be given notice and a five (5) day opportunity to cure before the termination becomes effective.

If the County terminates this Contract because of Sentinel Offender Services, LLC. breach or default, the County shall have the right to purchase items or services elsewhere and to charge Sentinel Offender Services, LLC. with any additional cost incurred, including but not limited to the cost of cover, incidental and consequential damages, and the cost of re-proposing. The County may offset these additional costs against any sums otherwise due to Sentinel Offender Services, LLC. under this proposal or any unrelated contract.

If the County of DuPage fails to appropriate funds to enable continued payment of multi-year Contracts the County may cancel, without termination charges provided Sentinel Offender Services, LLC. received at least thirty (30) days prior written notice of termination.

TRANSFER OF OWNERSHIP OR ASSIGNMENT:

The terms and conditions of this contract shall be binding upon and shall insure to the benefit of the parties hereto and their respective successors and assigns. Prior to any sales or assignments, the County of DuPage must be notified and approve same in writing.

Attachment B

Alcohol Monitoring Offender Funded Program Service Fees and Payments

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Sentinel shall collect from each of the defendants and/or Probationers participating in the Alcohol Monitoring Program based on the type of Alcohol Monitoring Equipment and Service referred to and at the following target rates:

Service Description	Transdermal Alcohol Monitoring	Remote Breath
Equipment Cost	\$8.74	\$4.30
Billing & Administration	\$1.50	\$1.50
Increased Spares	\$0.20	\$0.20
Equipment Inspection, Ankle Device Adjustments, Insurance	\$0.35	\$0.35
	\$10.79	\$6.35

It is agreed that once the ability to pay for services has been assessed, program participants who willfully do not pay the program fees at the time fees are due, will be subject to a supervisory meeting between Customer, its designated agent, Sentinel, and the participant to determine circumstances for non-payment. At the conclusion of any supervisory meeting, if it is determined the participant continues to have the ability to pay but continues with the willful non-payment of services for 14 days, they will be subject to revocation.

Indigent Provision: The costs for participants determined to be indigent will be \$0 (no cost). Sentinel will provide up to 10 slots to the county at no cost.

Termination: Should either Party determines this agreement, and the program is not meeting their expectations, either party may terminate this agreement, without cause, by giving the other Party 30 days Written Notification on their decision to exercise their Right to Terminate.

DuPage County Probation and Court Services Responsibilities:

- DuPage County Probation and Court Services will do their own installations and orientation.
- DuPage County Probation and Court Services will review with the participant all program rules and the Sentinel Participant Agreement and have the participant sign their agreement and acceptance to the Participant Agreement.
- DuPage County Probation and Court Services will continue to respond to their own alerts and review their own activity.
- DuPage County Probation and Court Services will continue to be responsible for retrieving and maintaining the equipment.
- DuPage County Probation and Court Services will use all the proper paperwork and transmittals that are required in order to properly and efficiently monitor an offender. This includes, but is not limited to, providing complete offender information to Sentinel's National Monitoring Center, maintaining a reasonable inventory for future participants, keeping an appropriate record of all equipment in use including alleged problems with any units.
- DuPage County Probation and Court Services will notify Sentinel if equipment is lost or damaged.
- DuPage County Probation and Court Services agree to maintain complete responsibility for participant selection and program management services not specifically listed below. DuPage County Probation and Court Services agrees to furnish all information to Sentinel which may reasonably be required to provide Customer with all services listed.
- DuPage County Probation and Court Services will enroll participants via secure access to websites using Customer's own computer, software, and Internet connection.

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- DuPage County Probation and Court Services will process all information changes via secure access to Internet website using Customer's own computer, software, and Internet connection.
- DuPage County Probation and Court Services will access monitoring reports via secure internet access to software using the Customer's own computer.
- DuPage County will not pay shelf fees for equipment.
- DuPage County will maintain an inventory of equipment on the shelf equal to 25% of the active equipment in use or 20 units of each type of equipment being used, whichever is greater. This applies separately to Transdermal Cell, Transdermal Ethernet, and Remote Breath Units.

Sentinel Responsibilities:

- Sentinel will be 100% responsible for collecting all payments from those participants placed in the Alcohol Monitoring Offender Funded Program.
- Sentinel will provide dedicated staff whose primary responsibility will be collecting program fees directly from program participants and when required, address the importance with each program participant their requirement to keep current with all program fees as they agreed to in the signed Participant Agreement, and provide equipment Inspections and ankle device adjustments, as requested by Probation and Court Services.
- Sentinel will reassess the financial conditions for those participants who have experienced a sudden change in income to reevaluate if the participant's ability or inability to pay the established and agreed upon program fees warrants a revised payment plan.
- Sentinel will be 100% responsible for collecting program fees from the program participants, will use industry proven collection techniques to ensure the successful collection of all fees owed for program services, and will use collection agencies if needed to recoup established program fees.
- Sentinel will provide monthly reports to the DuPage County Probation and Court Services that provide details on fees collected from the offender funded program.
- Sentinel will provide access to our Offender Funded Case Management Module so the DuPage County Probation and Court Services can review participant collection details online.
- Sentinel will also provide a report that will detail its efforts for collecting fees from delinquent participants.
- Sentinel will immediately advise the DuPage County Probation and Court Services on any participant's refusal to pay program fees and the DuPage County Probation and Court Services will agree to sending representatives to a supervisory meeting with the program participant in order to assist with identifying why the participant is not paying the required program fees as well as to reinforce to the participant their obligation to pay all program fees as required in the participant program agreement.
- Sentinel will provide monthly reports to Probation and Court Services that provide details on fees collected from the offender funded program including the following reports.
 - #1 Monthly Payment Activity Report
 - #2 Biweekly Activity Report
- Sentinel staff will promptly follow-up on missed or partial payments.
- Sentinel will offer access to all newly released make and model equipment as they are released and upon the testing and acceptance of both parties.

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Attachment C

**DuPage County Probation and Court Services Transdermal Alcohol Monitoring
Participant Contract**

You have been court ordered to be placed in the DuPage County Probation and Court Services Alcohol Monitoring Program. You have been ordered by the Court to pay all the cost of this supervision directly to Sentinel Offender Services.

On the day you begin the program, a transdermal Alcohol Monitoring transmitter device will be fitted to your ankle and a Home Base Unit will be assigned to you. The day this equipment is issued to you is the day you become responsible for payment of services. As ordered by the court, you will be billed a **daily rate of \$10.79** for each day you remain on the program. You are also responsible for the care of the equipment while in your possession and you will be held financially responsible for any equipment that is damaged or not returned to the DuPage County Probation and Court Services Division.

You are required to submit an initial payment for this program equal to 14 days of monitoring and will be required to make a payment on your first day of enrollment in the amount of **\$151.06** via a money order or credit card (Visa, MasterCard, Discover only). If you do not have this payment at enrollment, you will be required to return the next business day to pay for the first 14 days of your monitoring.

PAYMENT AGREEMENT: I agree to pay Sentinel Offender Services for its electronic monitoring services at the daily rate established in this agreement of **\$10.79 per day**. I agree to provide payment to Sentinel Offender Services via credit card, debit card, or money order. In the event a requested payment amount is declined, I acknowledge and understand that Sentinel Offender Services will notify the DuPage County Probation and Court Services Division and I understand that in the event I am delinquent with my payments, one or more of the following actions will be taken by the DuPage County Probation and Court Services Division:

- Notification to the Court; a Petition Charging Violation of Probation.
- I may have my bail revoked by the Court for failing to comply with program requirements.
- Sentinel Offender Services may pursue legal action in a civil court for all outstanding fees and related costs associated with program non-compliance.
- I acknowledge it is my responsibility to return the monitoring equipment issued to me back to the DuPage County Probation and Court Service Division. In the event this equipment is lost, stolen or damaged beyond normal wear, I am responsible to reimburse Sentinel Offender Services at the published replacement cost of \$600 for the Transdermal Ankle Bracelet, \$700.00 for the Transdermal Home Base Unit, and \$45.00 for the Charging Cord, and as listed in this agreement. If I do not fulfill this responsibility, Sentinel Offender Services will file felony theft charges and/or criminal property damage charges against me.

Client Initials _____

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FEE AGREEMENT

The daily rate as ordered by the Court to participate in the program is \$10.79 per day. This fee includes the Transdermal Alcohol Monitoring Ankle Bracelet, Home Monitoring Unit, and 24/7/365 monitoring by the National Monitoring Center. My program fees through ____ total \$ _____. (Example: \$10.79 per day x 90 days sentenced on program = \$971.10 total cost)

I agree to pay \$151.06 every two weeks until all program fees are paid in full. I understand that the DuPage County Probation Department will be notified if I fail to pay my fees as ordered. Failure to pay Alcohol Monitoring Program fees and/or remain current with fees will result in a violation of my bond or sentence being filed with the court. I will continue to be responsible for payment of any outstanding fees incurred while I am on the DuPage County Probation and Court Services Electronic Monitoring Program.

PROGRAM EQUIPMENT

The GPS transmitter device fitted to your ankle and any other equipment given to you by the DuPage County Probation and Court Services Division is your responsibility. If the equipment is damaged, lost, not returned, or destroyed, you will be required to pay the following amounts:

- Transdermal Ankle Bracelet: \$600.00
- Transdermal Home Base Unit: \$700.00
- Charging Cord: \$45.00

If any of the above equipment is not returned to the DuPage County Probation and Court Services Division, a felony theft report will be filed with the local law enforcement agency.

I have read and received a copy of the rules and regulations and agree to comply with the terms and conditions of the DuPage County Probation and Court Services Division Alcohol Monitoring Program.

SENTINEL OFFENDER SERVICES CONTACT INFORMATION FOR PAYMENT:

PH: (630)943 - 2579

**Mailing Address: SENTINEL OFFENDER SERVICES LLC
2100 Manchester Rd, Suite 1740
Wheaton, IL 60187**

Participant Name

Date

Participant Signature

Date

DuPage County Probation Signature

Date

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Attachment C

**DuPage County Probation and Court Services Remote Breath Alcohol Monitoring
Participant Contract**

You have been court ordered to be placed in the DuPage County Probation and Court Services Alcohol Monitoring Program. You have been ordered by the Court to pay all the cost of this supervision directly to Sentinel Offender Services.

On the day you begin the program, a Hand-held Portable Remote Breath Monitoring device will be assigned to you. The day this equipment is issued to you is the day you become responsible for payment of services. As ordered by the court, you will be billed a **daily rate of \$6.35** for each day you remain on the program. You are also responsible for the care of the equipment while in your possession and you will be held financially responsible for any equipment that is damaged or not returned to the DuPage County Probation and Court Services Division.

You are required to submit an initial payment for this program equal to 14 days of monitoring and will be required to make a payment on your first day of enrollment in the amount of **\$88.90** via a money order or credit card (Visa, MasterCard, Discover only). If you do not have this payment at enrollment, you will be required to return the next business day to pay for the first 14 days of your monitoring.

PAYMENT AGREEMENT: I agree to pay Sentinel Offender Services for its electronic monitoring services at the daily rate established in this agreement of **\$6.35 per day**. I agree to provide payment to Sentinel Offender Services via credit card, debit card, or money order. In the event a requested payment amount is declined, I acknowledge and understand that Sentinel Offender Services will notify the DuPage County Probation and Court Services Division and I understand that in the event I am delinquent with my payments, one or more of the following actions will be taken by the DuPage County Probation and Court Services Division:

- Notification to the Court; a Petition Charging Violation of Probation,
- I may have my bail revoked by the Court for failing to comply with program requirements.
- Sentinel Offender Services may pursue legal action in a civil court for all outstanding fees and related costs associated with program non-compliance.

I acknowledge it is my responsibility to return the monitoring equipment issued to me back to the DuPage County Probation and Court Service Division. In the event this equipment is lost, stolen or damaged beyond normal wear, I am responsible to reimburse Sentinel Offender Services at the published replacement cost of \$675.00 for the Remote Breath Alcohol Monitoring Units and \$45.00 for the Charging Cord and as listed in this agreement. If I do not fulfill this responsibility, Sentinel Offender Services will file felony theft charges and/or criminal property damage charges against me.

Client Initials _____

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FEE AGREEMENT

The daily rate as ordered by the Court to participate in the program is \$6.35 per day. This fee includes the Transdermal Alcohol Monitoring Ankle Bracelet, Home Monitoring Unit, and 24/7/365 monitoring by the National Monitoring Center. My program fees through ____ total \$ _____. (Example: \$6.35 per day x 90 days sentenced on program = \$571.50 total cost)

I agree to pay \$88.90 every two weeks until all program fees are paid in full. I understand that the DuPage County Probation Department will be notified if I fail to pay my fees as ordered. Failure to pay Alcohol Monitoring fees and/or remain current with fees will result in a violation of my bond or sentence being filed with the court. I will continue to be responsible for payment of any outstanding fees incurred while I am on the DuPage County Probation and Court Services Electronic Monitoring Program.

PROGRAM EQUIPMENT

The Alcohol Monitoring Portable Remote Breath device and any other equipment given to you by the DuPage County Probation and Court Services Division is your responsibility. If the equipment is damaged, lost, not returned, or destroyed, you will be required to pay the following amounts:

- Portable Remote Breath Device: \$675.00
- Charging Cord: \$45.00

If any of the above equipment is not returned to the DuPage County Probation and Court Services Division, a felony theft report will be filed with the local law enforcement agency.

I have read and received a copy of the rules and regulations and agree to comply with the terms and conditions of the DuPage County Probation and Court Services Division Alcohol Monitoring Program.

SENTINEL OFFENDER SERVICES CONTACT INFORMATION FOR PAYMENT:

PH: (630)943 - 2579

**Mailing Address: SENTINEL OFFENDER SERVICES LLC
2100 Manchester Rd, Suite 1740
Wheaton, IL 60187**

Participant Name

Date

Participant Signature

Date

DuPage County Probation Signature

Date

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Attachment D

CREDIT CARD PAYMENT AUTHORIZATION

DATE: ____/____/____ CLIENT ID NUM.: _____ Agency Name: _____

PARTICIPANT NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____ E-MAIL: _____

AMOUNT TO BE CHARGED TO CREDIT CARD ACCOUNT:

PAYMENT INFORMATION

CARD TYPE: VISA MASTERCARD DISCOVER (select one)

CARD NUMBER: _____

EXPIRATION DATE: _____

CARD CODE: _____ (three-digit number located on the back of the credit card)

CARD HOLDERS NAME: _____

CARD HOLDERS BILLING ADDRESS:

CARD HOLDERS SIGNATURE: _____ DATE: ____/____/____

I authorize reoccurring use of this card: _____ I authorize this card to be charged with phone approval: _____

Please note that a 3% processing fee will accompany all transactions processed on this card.

By signing this form, the cardholder is authorizing Sentinel Offender Services, Inc. to process a payment plus a 3% processing fee on the Credit Card account.

Please fax signed form back to _____ Attention: Sentinel. For additional questions please feel free to contact us at 15 S. Martin Luther King Jr., Drive, Waukegan, IL 60085, Telephone: To Be Updated upon new number.

A/R Use Only:

Date Rec'd: _____ Confirmation No: _____

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Attachment E

Sentinel Standard Operating Procedures for DuPage County Process for Collections

SCOPE

This procedure details the responsibilities of the intake and fee collections process for both Sentinel and DuPage County.

NEW CLIENT ENROLLMENT

- 1.) Every new referral must have the required paperwork provided at the time of enrollment. If the entire referral package is not provided to the Sentinel Representative on the day of enrollment, the Sentinel Representative will notify the assigned probation officer via a Status Report of what information is missing.
- 2.) On the day of enrollment, the client will be instructed to contact the Sentinel representative and make the initial payment based on the type of Alcohol Monitoring Equipment required. If contact does not occur, and no later than 24 business hours following enrollment, the Sentinel Representative will contact the program participant and require an initial payment covering the first 14 days of the program. This payment will cover the first two weeks of program supervision.

SENTINEL RESPONSIBILITIES

- 1.) Each morning, a Sentinel Representative will compare the active caseload in the Monitoring Application with the active cases in DNA Case Management to ensure any offender added to active monitoring by DuPage has also been entered into DNA by Sentinel and had their daily invoicing initiated.
- 2.) Daily, the Sentinel Representative will contact each participant who is currently delinquent and require a payment that brings the client current, plus an amount equal to two weeks in advance.
- 3) The Sentinel Representative will deliver the following message to participants when calling for payment on fees:
 - a) You have been ordered by the court to participate in the Alcohol Monitoring Program. It is your responsibility to remain current with supervision program fees. Thus, in order to remain compliant and avoid being violated, you must make a payment today in the amount of \$XXX.

IF CLIENT CANNOT PAY OR CLAIMS TO BE HOMELESS

- 1.) If a client claims that he/she cannot pay for program fees or states they are homeless, a Status Report will be immediately sent to the Supervising Officer requesting that the officer instruct Sentinel as to what steps will be taken by the Department. Regardless of which option below is chosen, a Status Report will summarize the decision. Options include:
 - a. Consider the client to be indigent and count the participant as part of the indigent allotment outlined in the contract (This is only an option if the indigent allotment has not been fully fulfilled).
 - b. Work out a payment plan with the participant and follow up to ensure all agreed fees will be paid prior to their program sentence ending.

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- c. Confirmation that the officer will contact the client within 24 hours and require payment within 24 hours for the first two weeks of the program.
- 2.) If the officer is contacted and indicates the client will pay within 24 hours and no payment is received, a Non-Compliance Report (NCR) will be submitted to the Supervising Officer outlining the client's failure to comply with program requirements. The NCR will also formally request that an Administrative Hearing with the client and the court occur.
 - a. Every Friday, a Financial Status Report will be provided to the DuPage Supervisors that identifies those individuals who are not in full compliance with their financial obligation.
 - b. For clients who owe more than \$140.00 and the participant has not abided by any payment schedule agreed to, there shall be a corresponding Non-Compliance Report submitted to the Supervising Officer requesting.
- 3) It is agreed that once the ability to pay for services has been assessed, program participants who willfully do not pay the program fees at the time fees are due, will be subject to a supervisory meeting between Customer, its designated agent, Sentinel, and the participant to determine circumstances for non-payment. At the conclusion of any supervisory meeting, if it is determined the participant continues to have the ability to pay but continues with the willful non-payment of services for 14 days, they will be subject to revocation.