FW | SUPERVISION

Supervision Case Management

Better Tools. Better Outcomes.

> Supervision Case Management is the core component of all FW | Supervision modules for optimal supervision management.

As browser-agnostic software, *Supervision Case Management* includes multiple security roles that determine each user's content and supervisory to-do lists. These to-do lists includes record sets that identify action items and exception requirements.

To-do lists group open issues into multi-client listings that can be viewed at the individual client level. Users save time acting on multiple cases that require similar actions for optimal case load management.

Agency-Defined Automation That Saves Time

Letters can be generated for clients directly from supervisor's to-do lists. Chronological narratives can be entered by officers regarding contacts with clients. These can be categorized as single notes and applied as chronos for multiple clients in bulk.

Extensive client conditions monitoring can be tracked. Alerts can be configured to notify officers regarding condition-oriented issues such as monitoring of policy-based schedules, non-compliance situations, or specific condition due dates.

Officers can initiate a text/SMS conversation directly to/from the solution. Integrated video chat is included, enabling officers to hold remote live video visits with their clients using web-enabled devices.

Increase Supervision Efficiencies

- Manage client information via imports or data entry
- Include client demographics, court cases and charges, address, phone and employment info
- Integrated assessment tools
- Action-based to-do lists
- Officer created client case notes automation
- Agency-defined automated client letter generator
- Caseload and exception reporting
- Real-time compliance statistics
- Special conditions processing
- Conversational texting with media sharing and history tracking
- Integrated video chat

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