

# cFIVE™ Catalyst

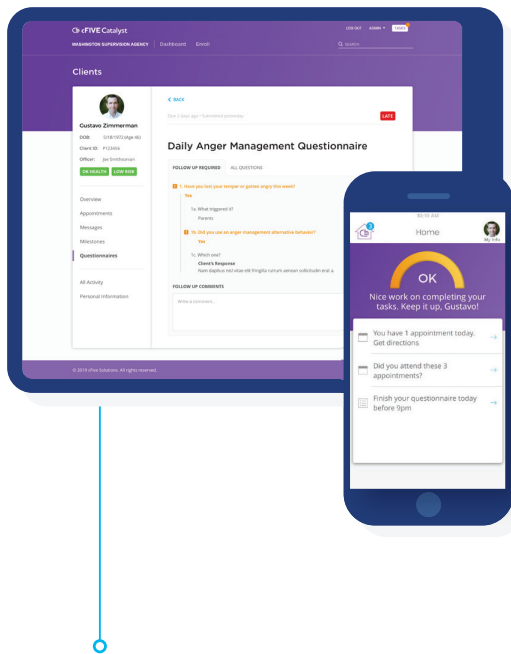
## A NEW VISION FOR SUPERVISION

Catalyst is a behavioral modification and rehabilitation program that helps case managers maintain effective client relationships, enables timely communications and intervention, and promotes client self-management.

An important facet of Catalyst is the ability to empower clients to increase accountability and change behavior. Catalyst provides an elevated level of communication

through on-demand and scheduled interactions, and supports improved client accountability and behavior modification through scheduled interactions. Automated event notifications and reminders ensure clients are aware of their obligations and commitments, while required acknowledgements ensure clients are accountable for upcoming events.

### cFIVE™ CATALYST BENEFITS



#### ENCOURAGE BEHAVIOR MODIFICATION

Catalyst's positive reinforcement techniques improve client accountability and behavior. Regular notifications and verification prompts provide clients a framework to develop positive habits that change behavior.

#### REALLOCATE AND REDUCE CASE MANAGEMENT WORKLOADS

Automate administrative, banked, and low-risk client contacts to reduce workloads and increase time available to attend to clients with greater needs.

#### REDUCE FAILURE TO APPEAR RATES

cFive Catalyst provides a pro-active way to address failures to appear by addressing the three most common excuses: "I didn't know I had an appointment," "I forgot I had an appointment," or "I don't know where to go or how to get there."

#### STREAMLINE UPDATES OF LIFE CHANGING EVENTS

Automating communication of life changing events is made simple as Catalyst assists the client to easily submit updates to their case manager.

#### A PERSONAL ASSISTANT THAT WORKS

Clients and case managers alike benefit from adopting Catalyst as their personal assistant. Catalyst keeps the client abreast of all-important interactions related to their supervision including appointments, directions, messages and case manager contact information. Communication can occur when the client is at home, work or anywhere they take their phone.

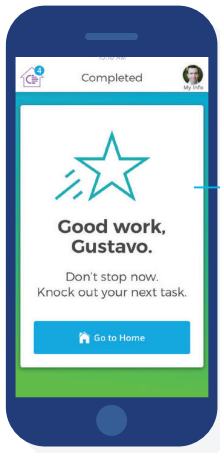
#### AS UNIQUE AS THE CLIENT

Because all clients are not alike, Catalyst provides case managers the flexibility to individualize client communications. Catalyst's vast flexibility provides agencies and case managers the ability to adjust supervision activities to interact appropriately with all client types.

#### ENGAGE SUPPORT SYSTEM

To help engage the client's support system, help foster accountability and support success, Catalyst can apprise family members, teachers, counselors and other members of a client's support system of deadlines and responsibilities.

# cFIVE Catalyst — FEATURES

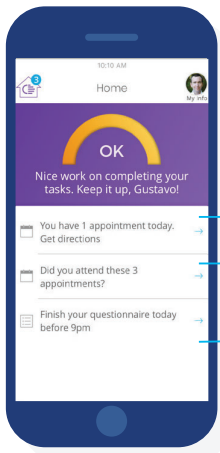


## ENFORCE POSITIVE CHANGE

- Positive reinforcement is provided to clients with a series of encouraging messages sent automatically upon successful completion of all actions.

## APPOINTMENTS

- Catalyst ensures clients know where to go and when to be there, and, helps keep clients abreast of the specifics of court dates, meetings and other obligations with client notification, reminders, shared calendaring.
- Catalyst provides driving, walking and public transportation directions assistance for each appointment with an address so there is no question of where to go or how to get there.
- Client accountability is fostered with notifications to provide appointment feedback that notates completion or the reason it was missed.
- Automated feedback loops ensure clients receive automated prompts to confirm attendance at designated supervision activities and provide feedback on the event. Case managers are alerted when clients don't respond or indicate that they did not attend. The feedback provides case managers insight into a client's progress, and helps client's retain valuable lessons learned.



## MESSAGING

- Secure two-way messaging empowers reliable client messaging. All notifications and conversation history are automatically stored in the client record.
- Predefined messages enable quick communication with clients. Case managers do not need to compose each message and can choose if the client can reply.
- Recurring automated messages can be scheduled to provide clients with positive feedback for accomplishing predefined tasks or encouragement for pending tasks.
- A variety of messaging options provides agencies and case managers an opportunity to increase client communication without increasing workload. Announcements and informational messages can be sent to all users or to specific groups -- such as by caseload or client's that report to a specific court or community provider.

## QUESTIONNAIRES

- Reinforce behavior change and compliance while reducing case manager workload using multiple questionnaire sets that can be scheduled as needed.
- Remote client supervision facilitates remote client reporting that reduces case-management workloads, time savings for staff and clients, and a reallocation of staff resources to focus on higher risk individuals.
- Configurable questionnaires empower case managers with questionnaires focused on clients with specific risk factors, offenses, or program needs. Questionnaires can be sent daily, monthly, or quarterly –the case manager chooses what best suits the client and their case plan.

## POWERFUL FEATURES DRIVE EFFICIENCY.

### EASY-TO-USE CLIENT MOBILE APP

Available for iPhone or Android, Catalyst's secure mobile app is the core of the system. Designed with the user experience in mind, the app is exceptionally easy to use.

### INTUITIVE DASHBOARD

Case Managers can manage the system, communicate with clients, and monitor their caseload quickly, at a glance from any device.

### BIOMETRIC AUTHENTICATION

Clients are securely authenticated through facial and voice recognition, ensuring that the client – and only the client – can access the app.

### POSITIVE REINFORCEMENT MESSAGING

Catalyst's positive, motivational phrasing helps engage clients and reinforce accountability. Even when a client is not meeting requirements, Catalyst incorporates constructive messages that help develop habits that can lead to positive change.