



# SOLUTIONS THAT DRIVE COMPLIANCE

SERVICE & TECHNOLOGY SOLUTIONS



# ABOUT TCS

Founded as American Interlock, Ltd. in 1999, today, Total Court Services has grown to have serviced nearly 100,000 total clients. Each day, over 350 jurisdictions in seven states trust us to provide monitoring and testing services to more than 12,000 individual clients in one of our wide range of programs.

As we grow, we continue to add technology and services to our solutions offerings in order to provide the newest and most updated products in the industry. We pride ourselves in our extensive testing and vetting process for any new technology that comes to the market, and we carry only the best-in-class technology and software solutions that help our partner courts and agencies meet and exceed their program goals.

By providing available resources and a dedicated Client Services Department, we work with clients to provide easy payment options to help make the programs affordable, work with courts and agencies to suggest alternative monitoring that best fits clients' needs, and treat each of our clients with respect and dignity.

*“Your agency is far and away the most professional and thorough tether company I have ever worked with. Keep up the good work.”*

*— Michigan Circuit Court Probation Officer*

We work with courts, agencies, treatment providers, law enforcement, community corrections, and even parents and volunteer clients to help them navigate the vast options that exist in the marketplace. Operating with an unparalleled level of integrity, Total Court Services prides itself on having staff that executes directives from our referring court and agency partners exactly as written.

Our mission is to help courts and agencies do more with less, increase safety in the community by ensuring proper administration of rehabilitative programs, and empower our clients to succeed through respect, compassion, and integrity.





When you get up in the morning and you put your feet on the ground, you should want to be excited about what you do. And I'm very excited about what our company does on a day in and day out basis. Every morning I get up, I put my feet on the ground and I'm not only excited to work with the people at the office and the courts and agencies with whom we work, but I also know we are improving lives. We're helping people to change their lives for the better. We are keeping drunk drivers off the road. We're helping people keep their jobs. We're helping people keep their families together. And we are simply helping them to become healthier, better people. We make the areas in which we provide services safer for the community. Bottom line, our solutions make a difference.



**Rob Hawkins**  
President

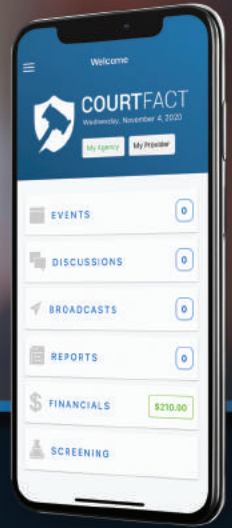
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## The First Fully Customizable Mobile Client Manager

Not just another case management software,  
this is a client management solution



**CourtFact®** is a suite of products that allows courts and agencies to communicate with and monitor the compliance of their caseload. Using a robust software platform along with a client-facing smartphone application and web portal, CourtFact customizes the client experience to make each one unique. Separated into features called modules, CourtFact allows administrators to define protocol while case managers craft supervision plans.

-  **Events:** Agency-managed calendar to help clients keep track of required obligations
-  **Tracking:** Allow clients to actively verify their attendance at required Events
-  **Check-In:** Scheduled or self-check-ins to verify location and activities in real-time
-  **Discussions:** Secure two-way messaging threads between staff and clients
-  **Reporting:** Remotely interview clients with simple questionnaires and prioritize follow-up
-  **Financials:** Easily track financial obligations and send reminders when fees are due
-  **Broadcast:** Mass message entire caseloads or specific clients based on targeted criteria
-  **Login:** Levels of client authentication using ID & PIN, selfie & PIN, or facial recognition

### Robust Notification & Reminder System

#### Eliminate Excuses for Missed Events & Obligations

**Push, Text, & Email Notifications**

**Mean No Excuses for Missing Important Events**

Reduce technical violations and virtually eliminate failures to appear by reminding clients of meetings, court appearances, or other important obligations. Even if a client does not have a smartphone, they can still be reminded using CourtFact's robust notification system.





# Complete Control Over Your Substance Testing Program

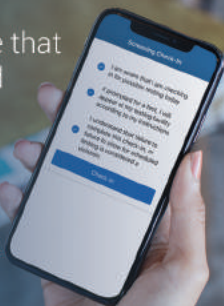


**Screening by CourtFact®** can be used in conjunction with an existing CourtFact program for courts and agencies or as a standalone substance testing administration program. No matter how it is being implemented, the features, flexibility, and customization is unrivaled.

## More Check-In Options

Move away from color groups and ensure that each client is tested on the frequency and window you choose.

- Smartphone App with optional Facial ID
- Client Portal for those without a phone
- Website with optional dedicated domain
- Phone with optional toll-free number



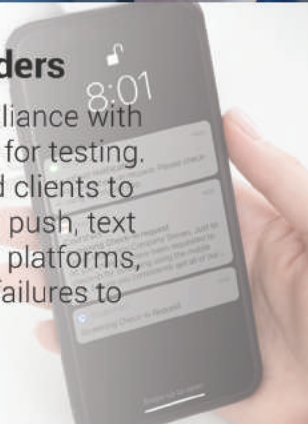
## Scheduling Made Easy

Easily manage unlimited schedules that offer flexibility and customization for varying risk levels. With the ability to define a number of aspects of each schedule, creating and managing testing groups, client specific randomization, and one-time, individual test schedules adds efficiency managing clients.



## Proactive Check-In Reminders

Keep clients on track and in compliance with automated reminders to check-in for testing. By sending notifications to remind clients to check their testing status through push, text or email, when compared to other platforms, CourtFact can reduce the overall failures to check-in by nearly 50%.



## Autonomous Drug Lab Integration

Never a need to use another software to track on-site results or to receive completed lab testing & confirmation reports.

- Multiple drug testing labs available
- Produce & print electronic chain of custody
- Log & track batches shipped to the lab
- Review & print completed lab reports



## Instant, Real-Time Result Reporting

When agencies conduct their own testing, the ability to get reporting turned around quickly is key to successful program management.

- Color-coded labeling of compliance
- Email notification of completed tests
- Search & filtering of test data statistics
- Export reporting details in PDF or CSV



## Client Prescription Database

Oftentimes clients have prescriptions because of mental health issues, detox programs, or for other reasons. Keeping track of those medications and any possible interactions with drug testing can be difficult. CourtFact allows you to add prescription information for each client to track usage and dosage.







## A New Standard for Program Accessibility



Overcoming many communication obstacles & challenges with an “**Every Participant**” solution

### IN-OFFICE OPERATIONS

MADE CUSTOMIZABLE & EFFICIENT

#### Make Communication Tools Safe & Accessible

**Kiosk** is CourtFact's in-office accessibility solution for clients that may not have access to the Internet, a smartphone, or computer. Using a **simplified solution** similar to our Client Mobile application, clients have the ability to review and acknowledge important events, communicate with their case officer, and fill out reports before meeting with staff.

With customizable features added often, Kiosk allows agencies to provide a solution that can **streamline in-office operations** while providing access to information and communication tools for clients that may only be permitted use of electronic communication devices while under supervision.



### BRIDGING COMMUNICATION GAPS

FOR CLIENTS IN VARYING SITUATIONS

#### Flexible Device Provisioning & Leasing

**Connect** is CourtFact's flexible smartphone provisioning and leasing program that provides solutions to courts, agencies, and service providers to **eliminate issues** such as lack of internet access or ability to procure a smart device.

By offering remotely secured devices with **three accessibility levels** through T-Mobile® and Verizon® cellular and data networks, Connect by CourtFact provides clients with reliable means of communication. With an ability to restrict access to internet and other features, Connect can also be configured to even limit the client to only be permitted to communicate with agency-approved individuals or entities.





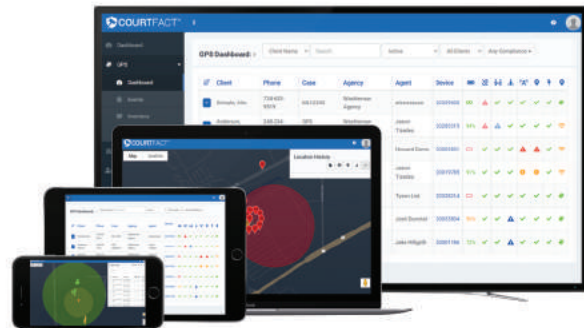
## Location Monitoring Integrated With Client Management



GPS monitoring that logically pairs with communication & compliance tools for community supervision professionals

## UNIVERSAL ACCESSIBILITY FROM ANY INTERNET-CONNECTED DEVICE

Whether in the office, working remotely, or out in the field, CourtFact's integrated GPS platform is able to be accessed from any Internet-connected device without the need to use or download additional applications.



## PRIORITIZED ALERT DISPLAY ON ALL DASHBOARDS, REPORTS, & MAPS

- Color-coded location points easily identify compliance
- Alert suspension, countdown, & auto-resolution actions
- Priority alert sorting with custom searching & filtering
- Display, review, & print reporting based on user options

## EXCLUSIVE MONITORING FEATURES DESIGNED FOR CRIMINAL JUSTICE PROFESSIONALS

- Multiple status tiers for battery, communication, & location
- Full-screen interactive map refreshes every 60 seconds
- Last location mapping recalls all clients' last location
- Agency level zones with location type identification
- On-demand device history on live clients & in inventory
- Virtual call center system delivers instant phone calls
- Address alerts across multiple clients in one grouping
- GPS specific note retrieval with every generated alert



# Omnilink®





## Combining Simplicity with Reliability & Accuracy

A versatile, one-piece GPS monitoring bracelet designed for today's technology

The **Omnilink® OM500** was designed to track—and communicate with—all types of participants 24/7, both indoors and outdoors. The OM500 signals offenders using vibrations, sound, and audible voice messaging while receiving acknowledgement from the participant in return.

### Features & Benefits

-  Extensive battery life—over 72 hours of tracking even on the most aggressive rate plan
-  Custom, on-demand audible voice messages sent directly to the device
-  Cut-free strap design for installation that virtually eliminates false strap tampers
-  Waterproof and submersible as well as dishwasher safe and temperature resistant
-  Rapid battery charging in as little as 30 minutes to complete a full charging cycle
-  Available on both the Verizon® and AT&T® 4G LTE nationwide networks

Simple, Reliable, Accurate

### Industry Leading Battery Life & Charging Solution With Best-in-Class Strap Design

- Robust, magnetic charger allows for 360° swivel
- Rapid charging cable achieves full charge in as little as 30 minutes
- Strong, affixed strap available in two sizes & cut-resistant version













Superior GPS location  
monitoring technology

## GPS location monitoring & analytics that remove the guesswork



**SCRAM GPS®** is a one-piece GPS tracking bracelet that combines superior location accuracy with a robust monitoring platform and superior tamper detection, helping corrections professionals more effectively supervise clients while enhancing safety throughout the community.

### Features & Benefits

-  Colored battery indicators while charging and during low battery situations
-  Available On-Body Charger enables clients to charge without using a charging cable
-  30-second, cut-free strap device installation requires no special tools
-  On-board zone storage provides options in supervision plans to extend battery life
-  On-demand Pursuit Mode automatically provides GPS points every 15 seconds
-  Units available for both the Verizon® and AT&T® 4G LTE nationwide networks

### Optional Smart Beacon & On-Body Charger

#### Peripherals That Increase Compliance & Reduce Nuisance Alerts

##### On-Body Charger (OBC)

No longer do participants have to be tethered to a wall to charge. With the OBC, the battery can fully charge in two hours while allowing the participant to move freely. The OBC is a great solution for jails and work release centers.



##### Smart Beacon

The smart beacon provides more accurate monitoring by reducing curfew zone sizes. With the 20-hour backup battery and the capability of storing up to 10,000 events, even power failures will not prevent continued monitoring.










## More Humane & Cost-Effective Alternative to Imprisonment

Secure, reliable, & convenient solution for  
enhanced public safety & rehabilitation

**Geosatis** offers a unique range of expertise at every stage from product innovation and design all the way to customer solutions implementation and support. With headquarters based in the Jura watch valley, Geosatis and its partners make the best use of Swiss know-how in micro-mechanics and wearable devices.

### Features & Benefits

- |  |  |
|--|--|
|  Multiple satellite system support for GPS, Galiléo, Glonass, and BeiDou networks          |  No strap tamper due to the elimination of traditional flexible fiberoptic straps   |
|  Quick and secure opening of device with electronic key or system command                  |  Optional beacon locates indoors using a radio frequency link to the bracelet       |
|  Various fixed sizes ensures a secure fit without having straps to cut off between clients |  No consumables used, eliminating the need to stock or inventory various components |

### Advanced On-Body Charging

#### Robust Construction Allows for Charging Anywhere Innovative Design for Easy Use

- Allows for freedom of movement with wireless charging
- LCD screen displays the remaining charge time to the client
- Portable and water-resistant to be taken on-the-go





# A Digital Assistant for Enhanced Compliance & Rehabilitation

A one-piece wrist-worn GPS device that ends the stigma



**The Upstream ActiveTrack** is a small, one-piece GPS location monitor that, unlike bulky, traditional ankle-worn devices, blends in naturally with the participant's daily active life. Looking more like a smart watch than an electronic tracker, the ActiveTrack device removes stigma and encourages rehabilitation.

## Features & Benefits

-  Sends automatic reminders of important appointments, curfew, and schedule reminders
-  48-hour battery life with on-the-go charging capability that makes it easier to use
-  Fully waterproof and submersible to allow participants normal daily activities
-  Store any shaped zones on the device to ensure immediate notice of breaches
-  Send customized text messages directly to the device and ensure delivery
-  LED screen provides information like time, date, next curfew, battery status, and more

## Small, Cellular-Enabled Beacon

### Used to Detect the Client's Presence for Curfew

**ActiveHome is small, discreet, & very simple to use**

ActiveHome's LED screen displays date and time as well as messages to participants in the event of violations. Based on the latest technologies, it has been designed to be able to detect the offender's presence at home for small apartments as well as for larger residences.





## Proven Accuracy & Performance With Long Battery Life



Used globally by corrections agencies  
for monitoring & offender management

**Buddi's One-Piece Smart Tag®** seamlessly monitors locations, indoors to outdoors, reliably and accurately. The smallest, lightest, one-piece GPS available has a long-lasting battery which can be charged wirelessly using the discreet on-body charging device.

### Features & Benefits

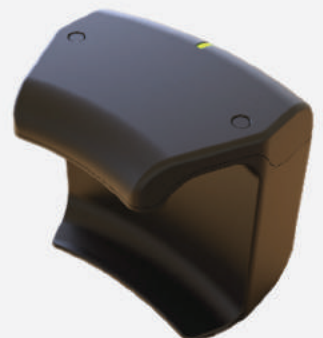
-  One of the smallest and lightest devices available—only 4.4oz fully assembled
-  Tracking capabilities using GPS, cell tower, triangulation and Wi-Fi signals
-  Up to 48-hour battery life on a single charge along with on-body charging capabilities
-  Simple, no-tool installation with durable, straps that do not require cutting
-  On-board zone storage as well as optional beacon for fast zone breach notification
-  Waterproof device that can store and forward data after loss of cellular signal

### Fast, On-Body Charging

#### Convenient & Flexible Charging for Clients Anytime

##### The Buddi On-Body Charger (OBC) Allows for Non-Tethered Charging

The fast charging OBC includes an AC power dock that can be charged anywhere, anytime. With the ability to snap the OBC onto the GPS device, agencies can virtually eliminate excuses for not maintaining a full charge. The OBC is so flexible, that it can even be worn in the shower with its waterproof design.







**SCRAM**<sup>®</sup>  
HOUSE ARREST







## A Flexible Home Curfew System With Reliable Tamper Technology



The smallest radio frequency curfew  
base station footprint in the industry

**SCRAM House Arrest®** is optimized to work with today's home communications as an effective curfew and house arrest monitoring solution for low-risk offenders, providing required supervision while allowing clients to remain accountable for their actions.

### Features & Benefits

-  Multiple modes of tamper detection: cut strap detection, temperature and IR detection
-  Non-volatile memory stores up to a month's worth of data and messages
-  Dual-antenna base station designed to ensure communication is maintained
-  Options for variable ranges and permitted out-of-range settings
-  One-year field-replaceable battery and quick installation reduces touch time
-  48-hour backup battery ensure continued monitoring even during power outages

### House Arrest Built for Today's Homes

#### Works With Any Home Communication System Transmits Over Any Available Communication Method

- Less than 50% of homes have a landline
- Over 85% of homes have broadband internet
- More than 75% of homes primarily use Wi-Fi







## The World's Most Trusted Alcohol Monitoring Solution

Designed to help the toughest clients remain sober & compliant



**SCRAM Continuous Alcohol Monitoring® (SCRAM CAM®)** provides 24/7 transdermal alcohol testing for high-risk drunk drivers and domestic violence offenders. It is proven to support long-term behavior change and complements accountability and treatment for alcohol dependence and addiction.

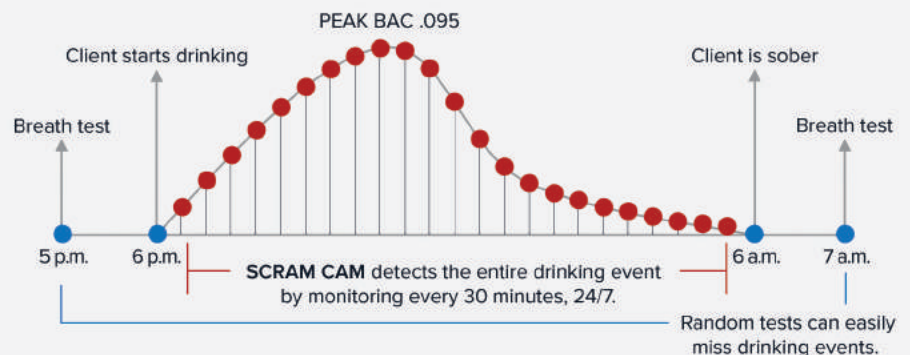
### Features & Benefits

- Readings are correlated to easily recognizable BrAC & BAC scales
- Communicates via standard landline, Ethernet, Wi-Fi, or cellular
- Automated testing every 30 minutes eliminates need for client interaction
- Single-source admissibility in court requires no secondary or confirming test
- Data transmits regularly at scheduled times at least once each day
- Continuous monitoring 24/7 eliminates windows of vulnerability in testing

### Random vs. Continuous Testing for Higher-Risk Clients

#### Continuous Monitoring is Key for Higher-Risk Clients

Alcohol metabolizes quickly, which means clients can drink around EtG and breath tests.







## The Most Versatile Breath Alcohol Testing Device

Portable breath alcohol testing built to  
meet the needs of community corrections



**SCRAM Remote Breath® Pro** provides portable breath alcohol monitoring that ensures clients comply with court orders, conditions of bond, and treatment plans. The easy-to-use device is ideal for low- to moderate-risk clients or those who have earned less intensive testing and monitoring.

### Features & Benefits

-  GPS location acquired for all prompted tests—passed, failed, & even missed
-  Store & Forward saves test results when out of cellular coverage to transmit later
-  Device-initiated testing automatically prompts for a test even in cellular impaired areas
-  Rugged, "built for corrections" construction means more time in the field
-  Immediate notification of testing results with BrAC and visual client verification
-  Scheduling has customizable grace periods for random, fixed, & on-demand testing

### Enhanced Facial Guidance & Authentication Software

#### Smart Technology Automatically Prompts Clients to Correct Poor Testing Photos

- Provides visual cues ensuring face is aligned during client testing
- Reduces need for multiple tests and increases client compliance
- Decreases officer photo manual matching by 90-95%





## Delivers Real-Time, Accurate Breath Tests from Anywhere

Drive compliance & accountability  
within mandated programs

**BI SL3<sup>®</sup>** mobile breathalyzer provides accurate and reliable testing through an enhanced tamper-resistant design and LTE technology. This portable, handheld breathalyzer allows individuals to discreetly submit Breath Alcohol Content (BrAC) tests from any location with cellular service.

### Features & Benefits

-  Small and light-weight design allows for discreet use while providing a breath test
-  Scheduled and random testing enables officers to keep clients on notice for sobriety
-  Biometric facial comparison technology automatically matches of flags tests
-  Automated retesting for positive results with test-to-zero capability
-  Automated real-time alerts and optional daily, weekly, or monthly reports
-  Cellular data transmission with with GPS locations for provided tests

### Covers Needs of Lower-Risk Clients

#### Lower-Risk Clients With Alcohol Misuse Issues

Where Discretion, Accountability, & Astructure Are Desired

- First time DUI
- Family law cases
- Workplace compliance





The Most Accurate, Reliable, & Affordable Device Available

Smallest & easiest to use to help clients regain driving privileges



**The LifeSafer<sup>®</sup> L250 Ignition Interlock Device** meets and exceeds state requirements and is proven to greatly reduce recidivism rates while installed in the vehicle. It is the most discreet ignition interlock on the market and its innovative design makes it easy to hold and fit into almost any space in the vehicle.

## Features & Benefits

-  Extensive service center network availability throughout the Midwest
-  GPS points are captured with every test and while the vehicle is in operation
-  Most reliable technology with easy to provide breath sample delivery
-  Court and agency access to reporting in real-time available 24/7
-  Highest level of accuracy with safeguards to prevent and detect attempts to tamper
-  Smallest, easiest to use device available for discreet installation and use

## The Difference We Make

### We Do Everything We Can to Encourage Compliance:

Our programs promote the clients' fulfillment of court- and state-ordered obligations. Combined with customizable reporting to fit each program's needs and guidelines, we can craft a program that will drive compliance and successful outcomes.






## Detection with the Certainty of Science & Innovation



The most effective products & services  
that yield the results you expect

**Redwood Toxicology Laboratory™ (RTL)** is one of the nation's largest drug and alcohol testing laboratories. RTL is committed to providing reliable and innovative substance abuse screening products and lab services to the government, criminal justice, and treatment marketplaces.

### Features & Benefits

-  Multiple on-site, point-of-care instant devices for both urine and oral fluid testing
-  Unlimited test groups with fully customizable scheduling windows and frequencies\*
-  Various individual substance confirmations as well as full panel laboratory testing available
-  Access to real-time instant test results and laboratory reports from any device 24/7\*
-  Customizable laboratory panels to test for substances that may be trending
-  Four unique methods of testing check-in to accommodate all client circumstances\*

### Actionable, Real-Time Statistical Data

#### Multiple Service Levels to Fit Every Program Instant & Lab Testing That Yields Usable Intelligence

- Options for multi-panel instant tests to vary which drugs are tested
- Pre-configured & customizable laboratory testing & confirmations
- Full-service, agency-managed, & hybrid programs available
- All data available is real-time, searchable & filterable reports\*



\* Available features when used through the integrated CourtFact® Platform.



## Continual Monitoring of Drug-Dependent Clients

Widely used in criminal justice because of its  
advantages over other forms of drug testing

The **PharmChek® Drugs of Abuse Sweat Patch**, through its 24/7 continuous wear time, has deterred drug use, made detecting drug use more efficient and economical than other forms of drug testing, and has provided confidence to criminal justice professionals for over three decades.

### Features & Benefits

-  Application identifies possible tampering and collects samples that cannot be diluted
-  7-10-day wear periods increases the windows of detection for various substances
-  Hygienic alternative to urine and oral fluid testing reducing exposure to specimen
-  Retains drugs used at any time between application and variable removal date
-  Continuous wear acts as a deterrent to drug use while not impeding daily activities
-  Reliable and cost-effective testing for both drug metabolite and parent drug

### Continuously Collect & Test for Multiple Substances

#### Standard & Expanded Panels Along With Add-on Substances

- Amphetamine
- Cocaine
- Marijuana
- Methamphetamine
- Opiates
- Phencyclidine (PCP)
- Hydrocodone
- Hydromorphone
- Oxycodone
- Oxymorphone
- Fentanyl

In **All Phases** of Drug Monitoring,  
Courts & Agencies Now Have a  
**BETTER | CLEANER | SMARTER**  
Option to Detect Drugs of Abuse



## Certified Court-Ordered Educational Programs & Evaluations

Easily accessible courses to fulfill court orders from licensed & accredited professionals

**Advanced Behavioral Rehabilitation (ABR)** offers court-ordered programs conducted by licensed psychologists and counseling professionals. These classes include substance abuse, anger management, theft, and more. Their innovative online courses are available live or recorded and satisfy virtually any court requirement.

### Features & Benefits

-  All classes, attendance, progress updates and other information available in one portal
-  Classes conducted by licensed psychologists and certified counseling professionals
-  Assessments and evaluations to satisfy court orders and other legal requirements
-  Certificate of completion provided to prove attendance and fulfillment of court orders
-  Uniquely dynamic and interactive approach to explore each student's prior negative actions
-  Variety of classes and offerings available to accommodate scheduling difficulties

### Programs Available Live & On-Demand

#### About Online Educational Program Offerings

##### On-Demand, Pre-Recorded Classes

Broken up into modules, participants to take them at their own pace. On-demand programs have a unique monitoring system that allows courts to verify clients are, indeed, taking the class.

##### Live, Online Classes

Taught on a schedule that is created to work around most peoples' schedules, these programs are perfect for clients who live anywhere and need to comply with court orders.







# ECHO PROGRAM

## Every Client Has Opportunity Program

Helping courts overcome the biggest obstacle to being able to provide essential & effective programs—affordability

**The ECHO Program** provides funding by reserving a percentage of all fees paid by participants for their programs from the partnership between the courts TCS. Each quarter, the court's ECHO Program balance is provided with funds that can be used for financially burdened clients toward any program offered by TCS.

### Features & Benefits

-  Knowledge base of industry experts to provide consulting and guidance
-  Monthly, bi-monthly, quarterly, or annual program status review meetings
-  Ongoing training on the newest technology, services, and best practices
-  Detailed statistical feedback that outlines program strengths and weaknesses
-  Insight on compliance data and strategies to increase program effectiveness
-  Opportunities to maximize awarded funds through grants and public programs

### Fulfilling Our Mission to Serve

#### What Participating Programs Say...

*"The ECHO Fund has minimized our probation and bond violations due to failure to pay, thus allowing us to keep clients in the community under proper supervision."*

— 58<sup>th</sup> District Court Probation (Michigan)







FULL-SERVICE, AGENCY-MANAGED,  
HYBRID, & CUSTOM PROGRAMS

## Products, Services, & Solutions for Courts & Agencies

We look at every court and agency with which we work as a partner that deserves the highest standards of service

**Our Services Offerings** are customizable so that we can accommodate varying needs from our partner courts and agencies. From full service solutions to training and support for agency administered programs, we can customize a service level that meets the needs of any court or agency.

### Available Programs



**Full-Service Solutions** — We do everything, conserving court & agency resources



**Private Client Referrals** — When you need monitoring and need it done now



**Agency-Managed Programs** — We give you the right tools so you control your program



**Legal Partners** — We provide benefits for attorneys and other legal professionals



**Hybrid Service Programs** — We share the workload to make the best program possible



**Parents & Volunteers** — Unbiased proof of staying away from alcohol, drugs, & trouble

### Data-Driven Insights & Performance Metrics

#### Cutting Edge Program Analytics

Historical and real-time data drive intuitive decisions

- Full program analysis across all services & technologies
- Comparative analysis against aggregate data
- Visual interpretation of actionable alerts & events







## CLIENT & AGENCY TESTIMONIALS

# What Our Partners, Customers, & Clients Say About Us

If you want to know what **Total Court Services** can do for your programs, just simply ask one of our many loyal and knowledgeable courts, agencies, or clients. **Our service proves that we go above and beyond.** Below is just a small example of what people say about us.

*We have used TCS for the better part of a decade. We rely on them to not only provide us equipment and monitoring, but also as a knowledge base and a consultant when we are reviewing policy, process and procedures. They are always available to us and our ability to reach out to our Regional Manager, even on a Sunday afternoon, is a service level we just simply do not see from other vendors. We have been able to grow our program and make it self-sustaining which allows us a great deal of autonomy while being able to actually add resources to our program.*

— **Community Corrections Office, Michigan**

*Let's face it. Most people don't want to be their client. Those who have gotten themselves into this as part of some larger mess, self included. I have been a client since 2015. Again, the duration is my responsibility. I have always had good interactions and good customer service with everyone there.*

— **Dave R., State-Ordered Client**

*The quality of service the company offers is phenomenal in terms of providing the counties with equipment, or responding to a potential crisis in a timely manner. The sales managers and the account managers are very professional and take the time to explain if we have any questions regarding the functionality of the equipment or problems that may arise.*

— **Community Corrections Office, Indiana**

*Total Court Services was not suggested by my attorney or by the court system but after contacting one that was, and not liking this "recommended" provider, I searched out Total Court Services. I think the subtle thing I appreciated most was the respect the employees gave me as a "customer". It could be easy in their industry to come off judgmental or curt! In 6 months I never felt this from any of their employees...*

— **Kyle, Court-Ordered Client, Michigan**



**Total Court Services**  
600 East 11 Mile Rd  
Royal Oak, MI 48176

**888-889-6989**  
Fax: 877-475-6535  
[totalcourtservices.com](http://totalcourtservices.com)

#### **Other TCS Offices**

##### **Missouri Office**

1010 Market St  
Suite 560  
St. Louis, MO 63101  
888-880-6022

Located downtown across from  
the 22nd Judicial Circuit Court

##### **Indiana Office**

2800 N 9th Street  
Lafayette, IN 47904  
765-742-1279 Option 4

Located inside the Tippecanoe County  
Community Corrections building

##### **52-1 District Court Office**

48150 Grand River Ave  
Novi, MI 48374  
888-889-6989

Located inside the 52-1 District Court  
building in Oakland County