



CITY AND COUNTY OF DENVER

DEPARTMENT OF SAFETY
ELECTRONIC MONITORING PROGRAM 303 WEST COLFAX AVENUE, DEPT 1601
DENVER, CO 80204
MAIN: 720 913-8900
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FREQUENTLY ASKED QUESTIONS ABOUT THE PROGRAM

1. **QUESTION: HOW DO I HOOK THE BOX UP WHEN I GET HOME?**

ANSWER: Find a solid wooden surface to place the box on. The box has to be 2-3 feet off the ground. Unplug your telephone and plug it into the back of the box. Plug the telephone cord from the box into the phone jack in the wall. Plug the power cord from the box into the power outlet in the wall. Please avoid any outlets that are connected to a light switch. This will help avoid accidentally flipping the power off. After you plug the cords into the wall, stay at home and off the phone for 30 minutes.

2. **QUESTION: WHAT DO I DO AFTER I HOOK-UP THE BOX AT MY HOME?**

ANSWER: For 15 minutes after you hook-up the box you need to stay off the phone and do not answer it. Your phone will ring. After the 15 minutes is up you may answer the phone. Your probation officer will call you if there are any problems with the hook-up, you do not need to call to verify the box is hooked up properly, if there is a problem we will call you.

3. **QUESTION: WHY IS MY BOX INTERRUPTING ME WHILE I'M ON THE PHONE? IT MAKES A NOISE.**

ANSWER: The box is required to make some scheduled and random calls to the main computer. It uses your phone line to call a 1-800 number. If you happen to be on the phone when it needs to make a call, it will interrupt you. If you hear a noise on the line, you need to hang up the phone and give the box a chance to make the required call. The telephone light on the front of the box will be "red" when the box is using the phone. The calls may be different each day, so there is no way of telling you when to use or not use the phone. Reminder: stay off the phone when the red light is on.

4. **QUESTION: CAN I USE MY COMPUTER TO ACCESS THE INTERNET WHILE ON THE PROGRAM?**

ANSWER: Only if you have DSL, cable internet, or have another phone line with a different phone number.

5. **QUESTION: WHAT DO I DO IF I HAVE A MEDICAL EMERGENCY?**

ANSWER: If you or an immediate family member has a medical emergency, immediately contact 911 or go directly to the hospital before contacting the program. As soon as possible please contact the program and leave a message with your full name, the patient's name (if not yourself), and the hospital name and telephone number. You must provide written verification of your arrival and departure time from the hospital at your next meeting. If you are not able to return home daily, please contact the program with an update. You are ok to leave for medical emergencies for immediate family (husband/wife/mother/father/son/daughter/grandma/grandpa) and the people you live with only.

6. **QUESTION: WHAT DO I DO IF MY GIRLFRIEND/BOYFRIEND/SPOUSE/DOMESTIC PARTNER AND I GET INTO AN ARGUMENT AND IT APPEARS THAT IF I DON'T REMOVE MYSELF FROM THE HOME, THE SITUATION MAY ESCALATE?**

ANSWER: If a domestic dispute occurs, take your monitoring equipment and immediately go to a different residence with a telephone and re-connect the equipment. If you are unable to relocate to a residence with a working phone line, you must at least plug in the electrical cord at that residence. Call the program with the new address and a contact number and remain there until you are notified by program staff. You will not be allowed to return to your residence without staff approval.

7. **QUESTION: HOW FAR OUTSIDE MY HOUSE CAN I GO? WHAT IS MY RANGE? DO I HAVE 50 FEET FROM MY BOX? CAN I SIT ON MY PORCH OR BALCONY?**

ANSWER: You are not permitted outside the walls of your residence. The range consists of the area inside your house or apartment. Outside that area is not acceptable and may result in your return to the court.

8. **QUESTION: WHAT DO I NEED TO DO IF I WANT TO TAKE A SHOWER OR BATH?**

ANSWER: Nothing at all. The transmitter is waterproof, so you can bathe like you normally would.

9. **QUESTION: WHAT DO I DO ABOUT MY MAIL AND MY TRASH?**

ANSWER: Pick up your mail or take out the trash on the way out to approved activities or on your way home. Do not make a special trip outside to do these activities. You need to remain inside the walls of your residence. If at all possible have someone else in the household do these activities.

10. **QUESTIONS: WHAT IF I NEED TO MAKE CHANGES TO MY SCHEDULE BETWEEN SCHEDULED MEETINGS?**

ANSWER: Absolutely **NO** changes will be made to personal time. You are required to call the client line to report any other changes to your schedule. Any weekend changes must be called in by Friday at 3:00pm. No changes will be made over the weekend. Please follow the instructions contained in the message. Staff will only contact you if there is a concern with your message.

11. **QUESTION: WHAT DO I DO IF I FIND A NEW JOB WHILE ON THE PROGRAM?**

ANSWER: Before starting your new job, you must fill out a new Program Verification Form. You may obtain/return this form without an appointment to receive a new schedule if you need to start this job before your next scheduled meeting.

12. **QUESTION: WHAT DO I DO IF I LOSE MY JOB WHILE ON THE PROGRAM?**

ANSWER: If you lose your job, you must remain inside your home until your next scheduled meeting. At your meeting you will be given a total of 24 hours of job search time. No more than four hours of job search time will be scheduled each day. During this job search time, if you obtain employment you must fill out a new Program Verification Form. You may obtain/return this form without an appointment to receive a new schedule if you need to start this job before your next scheduled meeting. You will also be allowed to schedule interviews with perspective employers outside of this time. You are required to call the client line with the interview information. You must provide verification of all of these activities at your next scheduled meeting.

13. **QUESTION: WHAT DO I DO IF MY EMPLOYMENT IS NOT APPROVED BY THE PROGRAM?**

ANSWER: You will be given a total of 24 hours of job search time. No more than four hours of job search time will be scheduled each day. During this job search time, if you obtain employment you must fill out a new Program Verification Form. You may obtain/return this form without an appointment to receive a new schedule if you need to start this job before your next scheduled meeting. You will also be allowed to schedule interviews with perspective employers outside of this time. You are required to call the client line with the interview information. You must provide verification of all of these activities at your next scheduled meeting.

14. **QUESTION: WHAT DO I NEED TO BRING WITH ME TO MY WEEKLY MEETING?**

ANSWER: You are required to bring in written documentation for all activities that required you to leave your home. You need to bring in a payment. You may be required to return the same day with any missing documentation or be locked down inside your home until your next scheduled meeting.

15. **QUESTION: WHAT DO I NEED TO BRING TO MY FINAL MEETING?**

ANSWER: The equipment (box, telephone cord, and electrical cord.), written verification for all activities since your last meeting, final payment, and additional documentation that staff instructed you to bring. If you fail to bring the appropriate items, you will be required to leave and immediately come back with them. No completion paperwork will be given until all information is received and all equipment is returned.

16. **QUESTION: WHAT DO I DO IF I WANT TO START TREATMENT OR COMMUNITY SERVICE?**

ANSWER: You cannot begin treatment or community service until the Program Verification Form is filled out and returned to the program at your next scheduled meeting. No changes will be made between meetings.

17. **QUESTION: WHAT IF I HAVE TO GIVE A BA/UA?**

ANSWER: You are not required to call the program when you have to give a BA/UA. Be sure to go directly to and from the treatment agency and provide verification of the exact time you were there at your next scheduled meeting.