

# Enhancing Efficiency and Accuracy in Pretrial Services

## The Challenge

Before implementing Catalis Pretrial, Polk County, Florida, relied on a system originally designed for clerks of court and probation departments—not specifically for pretrial release. The department was piggybacking on another system, which created dependency issues and limited their ability to tailor processes to their needs. Managing an overwhelming volume of communications—up to 9,000 calls per month—and manually sending paper notices placed a significant burden on staff, limiting operational efficiency.

## The Solution

Polk County discovered Catalis Pretrial at a conference in Las Vegas and immediately recognized its potential to transform operations. After a product demo, the team was impressed by the platform's intuitive design, seamless workflow, and user-friendly experience.

Implementation and training were smooth and efficient, with a small core team trained first before cascading training to the rest of the staff. Catalis Pretrial introduced transformative tools, including an Interactive Voice Response (IVR) system that automated call check-ins, drastically reducing call volumes. Texting and email features replaced paper letters, streamlining communication with clients and boosting internal productivity. Special recognition was given to Jordan Butler, Manager of Project Management, and the Catalis Support team for their exceptional responsiveness, even during evenings and weekends.

## The Results

Since adopting Catalis Pretrial, Polk County has achieved significant gains:

- **Operational Efficiency:** Automated IVR check-ins dramatically reduced manual call management, freeing staff to focus on higher-value tasks.
- **Improved Data Accuracy:** Reports are more precise, and more individuals are properly accounted for within the system.
- **Streamlined Communications:** Text and email notifications replaced paper notices, saving time and resources.
- **High Staff Satisfaction:** Staff quickly adapted to the system, praising its user-friendly design and the support team's responsiveness.

Catalis Pretrial has empowered Polk County to modernize its pretrial services, boost operational efficiency, and enhance service delivery for the community.

*"Working with Catalis has been a great and user-friendly experience. Your employees, sales staff, and support staff have all been excellent."*

### Phil Silverstein

Pretrial Program Manager, Polk County Court Services

*"I don't have any problems with it at all. I would say it's perfect."*

### Kathy Colbern

Pretrial Services Interviewer Supervisor  
Polk County Court Services