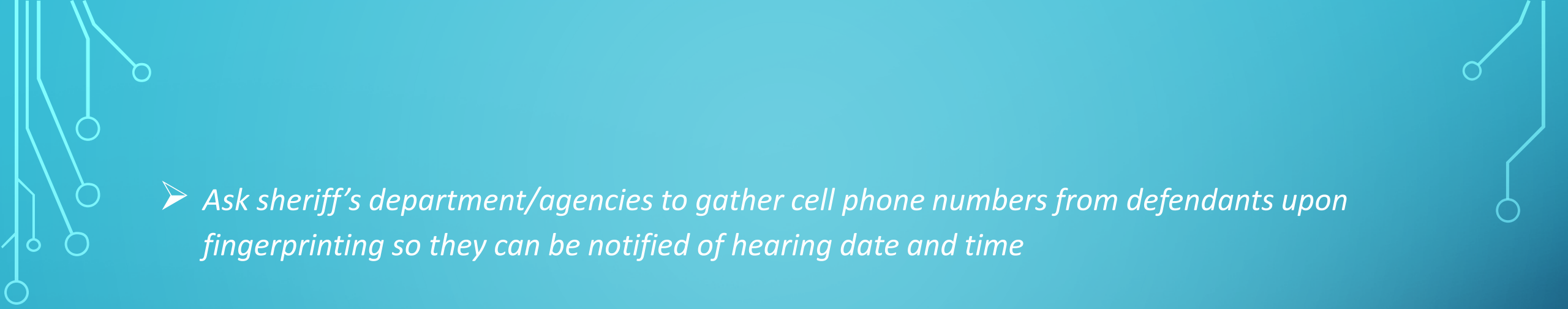
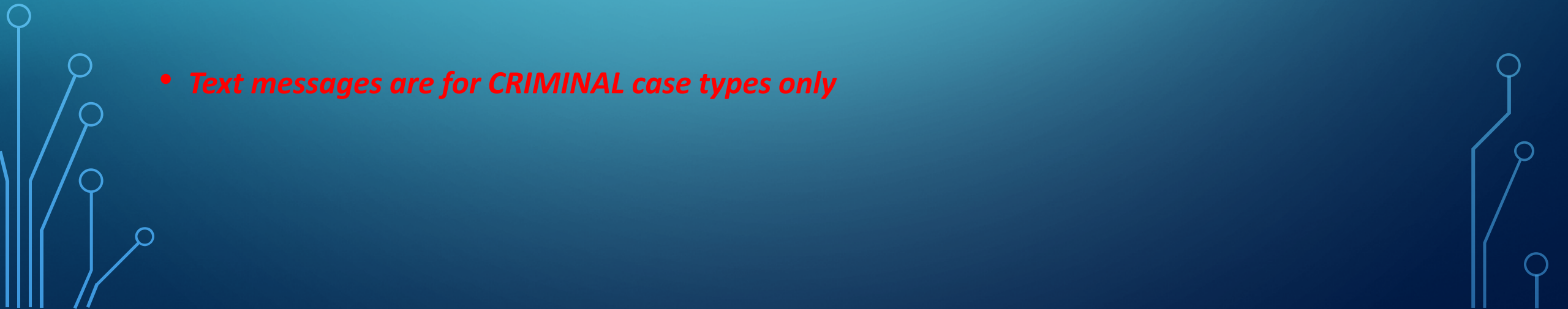






# *OUTREACH*

*Text Messaging Basics*


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- *Ask sheriff's department/agencies to gather cell phone numbers from defendants upon fingerprinting so they can be notified of hearing date and time*
  - *Court must be entering Criminal Hearing Dates and have a Cellular Number for the defendant*
  - *System polls ever ½ hour from 9:00 AM to 6:00 PM (local server time) – will cease polling once a batch is created for the day*
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- ***Text messages are for CRIMINAL case types only***
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- *Will send notification 7 days prior and 1 day prior to hearing date*
  - *If a single defendant has multiple cases with hearings for same day, time and court, 1 text will be sent showing all case numbers*
  - **Notification Events Report** – *shows Date and Time message sent, Contact Number Dialed, Status and Notes showing Court, Date /Time of Hearing and Case Number. The status will be posted 12 hours after message sent.*
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➤ All of the following are excluded from receiving text messages:

- Parties marked as **Non-Public**
  - Parties marked as **Sealed Indictment**
  - Parties marked as **Juvenile**
  - Parties **expunged** via the system expungement utility
  - Cases marked as **Confidential**
  - Cases marked as **Sealed**
- 





- Enter the defendant's cellular / mobile number into the proper TnCIS field above for each defendant on the case. This number will be used to text message the defendant of upcoming hearings in your court.

- *For example: REMINDER: John Q Public, you are scheduled to appear before the Bledsoe County Circuit Court on 04/06/2022 at 10:30AM in 2<sup>nd</sup> Floor Courtroom, located at 3150 Main Street, Pikeville, TN for the following case number: 4CC1-2018-CR-20220. Msg&data rates may apply. Reply STOP to no longer receive notifications.*



- *OutReach is currently setup in each office and available for use. If you aren't using and would like to start Text Messaging, phone LGC phone support or*
- *email Deb Smith at [dsmith@localgovcorp.com](mailto:dsmith@localgovcorp.com)*
- *LGC would be happy to assist!!!*