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- Identify the point of contact
- You get a PhD peer, statistician, case manager, writer
- Off you go!
Text-Message Reminders for Probation Appointments

Do text-message appointment reminders reduce failure to report on probation?

**Background**

Clackamas County Community Corrections wants to ensure that probationers consistently attend their probation appointments. Missed appointments waste public time and money, in addition to increasing the likelihood that probationers will be incarcerated. The agency decided to test whether a simple technology like text messaging could improve the situation.

Text messaging is an inexpensive, fast, and convenient way to communicate. Text-message reminders have been formally evaluated in areas besides criminal justice, mostly within healthcare, and have shown large increases in appointment attendance and medication adherence.

**Trial Design**

Clackamas County probationers (n=130) were randomized to one of two conditions. In the test group (n=95), each subject received a text-message reminder for each office appointment, and the control group (n=35) received no text messages. The follow-up period was two months.

**Results**

The failure-to-report rate for probationers who received a text-message reminder was 20.0%, compared with 29.5% for the control group, a one-third reduction in failure to report. Clackamas County Community Corrections found text-message reminders to be an effective method to reduce failure to report.

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Hi Jen, our meeting is at 1 pm tomorrow morning. See you then.
Research by Shai Danzinger
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