

Case Study:
Harris County Sheriff's Office

The Harris County Sheriff's Office Goes Digital With CorreTrak

**Visibility,
Accountability,
Efficiency.**

How a single mobile app
helped the largest jail in
Texas improve all three.



corretrak
making corrections *mobile*

EXECUTIVE SUMMARY:

With over **18,000 total checks a day**, all recorded in a paper system, Harris County Sheriff's Office (HCSO) struggled to audit their staff's performance for facility security and inmate monitoring. Implementation of Dynamic Imaging's CorreTrak technology dramatically changed that — providing real-time updates and the immediate correction of any deficiencies in both training and supervision. From a tiny subset audited monthly to 100% visibility of daily checks, with CorreTrak, electronically captured data is now both user- and time-stamped for accuracy.



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INTRODUCTION:

The challenge of efficiently and effectively monitoring inmates in detention centers across the country is well documented. The issue becomes compounded when you're managing the single largest jail in Texas and the third-largest nationwide.

With 10,556 beds spread across four buildings, Harris County Sheriff's Office (HCSO) in Houston understands these challenges well. Out of their 5,800 employees, over 2,000 are assigned to the Criminal Justice Command, the jail side of the facility. These staff members, monitoring an average daily population of roughly 9,000 inmates, a tall order by any measure, were relying on paper-documentation systems alone.

Eager to improve internal tracking, audit capabilities, and overall operations, one of HCSO's vendors presented CorreTrak as part of an overall Jail Management System solution. The decision makers represented over 50 years of combined jail experience and included Major Greg Summerlin, a key stakeholder for the new Joint Processing Center (JPC), and Sergeant Sisto Deleon.

After a thorough evaluation of JMS applications and accompanying mobile solutions that included other technologies, such as RFID, they selected GTL's OMSe JMS application and Dynamic Imaging's CorreTrak — a mobile app containing a suite of touchscreen functions designed to streamline correctional facility operations and improve compliance. The HCSO decision-making team found CorreTrak easy to use, extremely cost-effective for the scope of their operations and preferred its tight integration with the new JMS.

Designed for jails and correctional agencies' specialized needs, the CorreTrak mobile app contains modules that help agencies build stronger accountability for mandatory facility processes, like, headcounts, rounds, inmate checks, and meal deliveries and refusals. In addition, captured data synchronizes with Jail Management systems, and transactions can be viewed in a live dashboard, making operations much easier to monitor.



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9,000
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2,000
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Command

FACILITY CHALLENGES:

The scale of the operation was the primary challenge. Officers are responsible for checking 493 total locations throughout the facility multiple times per day. In all, a staggering 18,348 total daily checks were being performed across those locations.

Paper documentation for recording checks — the standard for decades — presents obvious challenges. Chief of these was that they could only audit a small percentage of checks consistently, making it extremely difficult to quickly and accurately identify potential compliance deficiencies.

Job one was ensuring a smooth user interface. It was imperative to have a system that was easy to use since they were taking personnel from a paper process to an electronic one.

SOLUTION:

The 12 member, HCSO Offender Management System Support Team, participated in training and implementation of the CorreTrak software throughout the jail system. “Honestly, implementation worked seamlessly. User buy-in was the challenge,” says HCSO JMS Applications Manager, Jessica Smith. “After years of paper process, which can be very forgiving of a few seconds, it took time for staff to adjust to the rigidity of electronic rounds.” But the system quickly proved its value — specifically with auditing counts and the ability to immediately act on that information, whether through additional training or supervision.

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HCSO JMS Applications Manager



RESULTS:

Visibility, Accountability, Efficiency. Whereas before, the HCSO could only hope to capture a glimpse of the overall picture. They now have a clear view of *all of their daily checks*, improving three key areas while streamlining their facility operations and improving compliance.

"Now we're able to look at all of them. We can immediately identify late rounds, and council staff to correct the issue – as opposed to letting the deficiency continue, compounding the problem. Accountability is key. We love that every transaction is date/time and user stamped. We can audit and analyze a treasure trove of

data that was not accessible with the paper process. It's been invaluable," said Jessica.

The access to real-time data that CorreTrak provides has created efficiencies throughout the organization. By allowing supervisors to precisely monitor activity, they can offer immediate guidance and corrective action to staff who may be struggling. This change allows for training deficiencies to be corrected immediately — rather than waiting for a monthly audit, which would have only captured a fraction of the information in the first place.

The image displays the CorreTrak Rounds Dashboard on a desktop screen and a mobile app interface on an iPad. The desktop dashboard shows a table of rounds with columns for Type, Location, Group, Last Check, User (Observation), Next Check, (Due In), and Status. The mobile app shows a 'Scan Checkpoint' screen with a list of active locations: Kitchen, Perimeter Check, and Laundry, each with a timestamp and 'Last: All Clear' status.

Corretrak Rounds Dashboard Data:

Type	Location	Group	Last Check	User (Observation)	Next Check	(Due In)	Status
C	BCCF-MHU-3	MHU	14:51:06	System Administrator (Cleaning Room)	15:06:06	(+00:00:01)	Field Due
C	BCCF-MHU-4	MHU	14:51:23	System Administrator (Resting)	15:06:23	(-00:00:16)	Upcoming
C	BCCF-MHU-1	MHU	14:49:57	System Administrator (Banging on Door/Wall)	15:19:57	(-00:13:50)	Pending
C	BCCF-MHU-2	MHU	14:50:49	System Administrator (Lying on Bed)	15:20:49	(-00:14:42)	Pending
le	14:51:47			System Administrator (All Secure)	15:51:47	(-00:45:39)	Pending
TY	14:51:56			System Administrator (All Secure)	15:51:56	(-00:45:49)	Pending
TY	14:52:17			System Administrator (Maintenance)	15:52:17	(-00:46:10)	Pending
TY	14:53:37			System Administrator (All Secure)	15:53:37	(-00:47:29)	Pending

Mobile App Interface:

Rounds

Scan Checkpoint

Active Locations:

- Kitchen
+00:40:05
Last: All Clear
- Perimeter Check
00:04:54
Last: All Clear
- Laundry
00:47:48
Last: All Clear



FUTURE PLANS:

Given the success of CorreTrak's implementation, the HCSO team is eager to continue exploring other functionality throughout the full suite of applications and is currently rolling out CorreTrak's Count and Movement functionality across their facility operations. Flexibility is a key advantage since it can be integrated with an existing Jail Management or Records Management system or run standalone along with its informative dashboards and advanced web-based reporting. "Based on our experiences thus far," added Jessica, "we can say that any enhancements to the existing product would be welcomed at Harris County."

For more information on CorreTrak's comprehensive jail operations application and its unique capabilities, contact:

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