

KITSAP COUNTY SHERIFF'S OFFICE

Kitsap County Inmate Requests Go Paperless with Tablet Technology

CHALLENGE:

From bills to magazine subscriptions, to documentation management and beyond, the movement to go paperless is everywhere you go. Jails are no different.

Traditionally, inmates would submit a medical request or a grievance by writing it on a piece of paper and placing it in a box. The box would then be taken to the appropriate office for review. The office would then have to prepare a response and send that to the appropriate channels for approval. Once vetting took place, the request along with the approved response was sent back to the inmate and any appropriate action was taken. Not only would it take days to resolve an issue, but it was also quite cumbersome for both the staff and the inmates to communicate. In addition, this manual paper trail was often difficult to monitor and record in support of any subsequent audit.

Kitsap County knew there had to be a better way to make this process more efficient for jail operations. They went to Telmate for help.

SOLUTION:

In 2014, the county took a giant leap with the installation of tablet technology. The Telmate Tablet offers a secure, handheld device for inmates to submit Grievances and Requests. With everything done electronically from the convenience of their own pod, this process offers a virtual audit trail. Additionally, it eliminates the repetitive, paper-shuffling, pod-moving method that is both cumbersome and costly. By enabling Inmate Grievances and Request on the Telmate Tablets, Kitsap staff can focus more on what matters --- security and control.



“The Telmate Tablets have allowed us to go paperless while significantly enhancing our ability to respond to grievances in a timely fashion, while reducing staff time and cost.”

Support Sergeant Keith Hall, Kitsap County Sheriffs Office

For more information on how Telmate can assist your facility and your investigators, please contact us at success@telmate.com or visit www.telmate.com/success.

