



INMATE REQUESTS

SEAMLESSLY TRACK AND PRIORITIZE INMATE REQUESTS OR GRIEVANCES

INTUITIVE WORKFLOW

With the Inmate Requests module, you can easily track requests from inmates as well as any grievances that may occur, effectively eliminating the need to keep paper files. This saves time and helps reduce the chances of lost or incomplete data. The module creates an additional tab in the existing Inmate record, making it easy and intuitive to access as part of your existing workflow.

CENTRALIZED TRACKING

Keeping track of requests manually can be a messy process for any jail facility, and often additional information that comes after the request was first made is not updated on the request sheet. The Inmate Requests module allows your jail personnel to put all request or grievance information in one location. You can use the module to input the request or scan and attach the request sheet filled out by an inmate. Any additional notes or comments pertaining to the request/grievance appear as a single thread in the module.

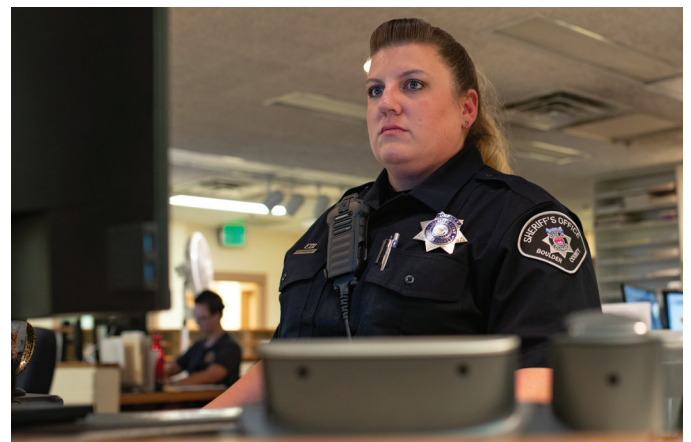
AUTOMATIC GRIEVANCE PRIORITIZATION

Most of the time, grievances such as spoiled food are simple and straightforward to take care of. However, if a grievance becomes escalated, many jail facilities do not have a way to document the change or ensure that it becomes a priority at that time. With Inmate Requests, it is simple to escalate a grievance in the Inmate record, and your administrators can use code tables to set priority

levels to each possible grievance. This means that when you select a particular grievance, a priority is automatically set and you can quickly see which grievances need to be dealt with right away.

IMPROVED ACCOUNTABILITY

Because the information in Inmate Requests is displayed in a thread format, you can quickly see where certain information came from and which jail personnel are overseeing a particular task or request. Your personnel can also pass a request or grievance up to an administrator, improving accountability by making it easy to tell where in the process a particular request stands.



Search Add Clear X Save Cancel < > Use Partition File

Name Record Booking Checklist Move Inmate Assign Housing Medical Information Identify

Agency: Inmate Number: 5 Last Modified: 08/28/2017 04:38:55

INMATE

Last: Baker First: Neil Middle: T Suffix: Name Number: 383

DOB: 05/28/1984 Sex: M Race: W Ethnicity: Hair: Brown

Address: 115 S MAIN ST City: Springfield State: ND

Eyes: Brown Height: 5'05" Weight: 190

Images (2) Flags

Assigned Housing: Block G Cell MP1-1 Current Booking: 9

Current Location: Block A Cell MP1-3 Booking Date: 10/31/2001 07:48:17

Bed: 1 Release Date: / /

Handicap Access
 Confidential Record
 House as Adult
 In Custody

Cash Account Inmate Mail Commissary Orders Inmate Requests

Flags Prints Risk Factors Security Judicial Status Institutional Disciplinary Actions Keep Separate Log Housing Movement Visitors Involvements

Additional Info Work Assignments Scheduled Events Bookings Sentences Arrests Offenses Incidents Bonds Bond Payments Assessments Medications

Request ID	Date	Category	Type	Inputting Officer	Receiving Officer	Finding
1	10/10/2018	Grievance	Grievance 1	M Curtis	J Jones	Complete

Create Record Open Record

1. Quickly create and track inmate requests and grievances as part of your workflow with an additional tab in the existing Inmate record.
2. Ensure that critical grievances get the attention they deserve by assigning priorities to certain grievances in the software.
3. Improve accountability within your jail by tracking responding officers, response dates, and actions taken.

Next List Partition Agency: SPD

Race: W DOB: 5/28/1984 S.C.: MAX

Name Number: 383 J.S.: PS

I.C.: GPDP

14 days, 12 hours, 22 minutes

Inmate Record Inmate List Images (2)

Request details

Request ID: 1 Request Type: Grievance 1 Request Category: Grievance Priority:

Inputting Officer: Mickey Curtis Receiving Officer: Justin Jones To: sds1 Request date: 10/10/2018

Select All Insert Template

Inmate is saying his cookies were broken after receiving them from his commissary order

Responses

+ Add Response

Mickey Curtis (10/10/2018 12:30 PM)

Response ID: 1

Responding Officer: Mickey Curtis

Response Date: 10/10/2018 12:30:00

Response Finding: Complete

Policy Reference: Grievance Policy

Action Taken: Grievance 1

Select All Insert Template

Gave inmate new package of cookies that were not broken

