



**STATE OF MONTANA  
DEPARTMENT OF CORRECTIONS  
POLICY DIRECTIVE**

Policy No. DOC 3.3.10	Subject: <b>OFFENDER ISSUED COMPUTER TABLETS</b>
Chapter 3: FACILITY/PROGRAM OPERATIONS	Page 1 of 3 and Attachment
Section 3: Rights and Privileges	Effective Date: July 12, 2018
Signature: /s/ Brian Gootkin	Revised: May 21, 2021

**I. POLICY**

The Department of Corrections issues computer tablets to secure facilities for offender use to increase access to educational and other resources that promote appropriate behavior and reduce recidivism, and regulates the use of tablets as necessary to maintain safety and security.

**II. APPLICABILITY**

All secure facilities.

**III. DEFINITIONS**

**Administrator** – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management.

**Inmate Communications Committee** – Department committee tasked with providing direction and oversight for all services provided under the current inmate communications contract. This committee has representation from Montana State Prison, Montana Women’s Prison, Pine Hills Correctional Facility, Clinical Services Division, Administrative Services Division administrator, Montana Correctional Enterprises administrator, Legal Services Bureau, Investigations Office, PREA coordinator, Contracts and Procurement Bureau, Contract Beds Bureau, Education Department, and Project Management Office.

**Tablet** – For purposes of this policy, a specially-designed mobile device provided by the Department that allows offenders to access certain educational, entertainment, and facility-specific content. This definition does not apply to tablets that offenders may have as part of offender property.

**Unrestricted Access to the Internet** – The ability to connect with the Internet other than through Department-approved protocols for specific purposes such as legal research.

**IV. DEPARTMENT DIRECTIVES**

**A. General Requirements**

1. The Department arranges for offender computer tablets and charging stations. Only tablets approved and assigned by the administrator or designee are allowed for use by offenders within a facility.
2. The Inmate Communications Committee will consider any new content for tablets that is intended to be used department-wide or requires a determination of whether it must be

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evidence-based. The committee may form a temporary work group with subject matter experts from each area to review new content requests and report back to the committee.

3. The administrator or designee creates an appropriate access schedule for each housing unit or offender.
4. Access to computer tablets is a privilege, and tablets are only available when issuance does not interfere with the safety, security, and orderly functioning of the facility.
5. Tablets are stripped of any component that would allow unrestricted access to the Internet.
6. The administrator or designee assigns tablets to locations within the facility that allow offender access. Charging stations will be located to allow for connectivity to a wireless access point. Tablets will only provide functionality and may only be updated when connected to a designated wireless access point. Tablets are rendered useless when removed from the designated area.
7. When not in use, each tablet will remain plugged in to an available charger in the charging station, which will also be plugged in at all times.
8. The administrator or designee will assign duties and permission levels to staff, including the duty to process reports of damaged or malfunctioning tablets and permissions to reset passwords, monitor use activity, send notifications, and restrict or “power off” content. The administrator will ensure that staff with assigned duties and permission levels have received appropriate training.
9. The person designated by the administrator or designee to process reports of damaged or malfunctioning tablets will work with the vendor to take the tablet out of service and request replacement.

**B. Programming**

1. Each tablet is preprogrammed with a platform of content provided by the vendor, and approved by the Department steering committee, that allows the offender to earn points for activities such as completing coursework, and to apply accumulated points to access entertainment content.
2. The administrator or designee will decide whether certificates will be provided as part of the platform to offenders for successful completion of coursework, and will establish any necessary relevant protocols.
3. Movies which contain material that violates any Department policy or facility-specific operational procedure will not be made available to offenders. The Department steering committee may initiate removal of any movies or other content detrimental to the security, safety, health, good order, or discipline of the facility, or detrimental to the inmate rehabilitation process.
4. The administrator will designate one or more persons who may create new content for tablets (creator), and one or more different persons who may approve new content

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(approver). The administrator may not designate the same person or persons to perform both the creation and approval functions.

5. Before creating content, the creator may consult with the administrator or designee or the content steering committee to gather initial input. Once content is created, the creator will submit it to the approver.
  - a. The approver may approve, send back for adjustment, or reject any site-specific content such as unit rules, grievance forms, and facility procedures. If approved, the approver will add the content using the vendor's protocols.
  - b. If the content is intended to be used department-wide, or is educational or therapeutic content that requires a determination of whether it must be evidence-based, the approver will submit the content to the content steering committee. The committee may approve, send back for adjustment, or reject the content. If approved, the committee will direct the approver for each pertinent facility to add the content using the vendor's protocols.
6. Facilities may adopt procedures regarding types of facility-specific content that may be added and internal processes for managing content.
7. Types of content that may be added are listed in the [Offender Tablet Programming Guide](#) maintained by the content steering committee.

**C. Offender Use**

1. Each offender will answer self-chosen security questions and establish an individual password to allow for custom access. Tablets are not specific to an offender, and offenders may access individual content on any available tablet. All information and course progress are connected to an offender's account and not to a particular device.
2. When an offender signs in, the offender must acknowledge the tablet is in good working condition. If the tablet is damaged or malfunctioning, the offender must notify the staff assigned to process such reports.
3. Offenders who encounter problems with a tablet may access the help and issue reporting features in the offender personal account section. Offenders will communicate all issues or connectivity problems via the issue reporting feature.

**V. CLOSING**

Questions concerning this policy should be directed to facility administrators.

**VI. REFERENCES**

None

**VII. ATTACHMENT**

[Offender Tablet Programming Guide](#)