



## POLICY DIRECTIVE

Policy:	<b>DOC 3.3.10 INMATE ISSUED COMPUTER TABLETS</b>
Effective Date:	07/12/2018 <span style="float: right;">Page 1 of 3</span>
Revision Date(s):	10/18/2023; 04/24/2026
Signature/Title:	/s/ Eric Strauss, Director

### I. POLICY

The Department issues computer tablets to secure facilities for inmate 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 (see Glossary)

### IV. REQUIREMENTS

#### A. General Requirements

1. The Department issues inmate computer tablets and chargers through an approved vendor to all inmates in secure facilities.
  - a. Inmate computer tablets and chargers are not inmate or state property.
  - b. Neither the Department nor an inmate are allowed to physically alter or modify tablets.
2. Inmate computer tablets provide inmates access to approved communication with loved ones, receiving mail, legal and privileged mail, telehealth, educational courses, religious services, and various entertainment opportunities.
3. Rates and fees for services are provided in the *Inmate Tablet Programming Guide*.
4. Designated staff will train inmates on tablet functionality and tablet handling and care before issuance of tablets.
5. The Department routinely monitors inmate tablet usage for investigative and security purposes.
6. The Inmate Communications Committee will consider any new content for tablets that is intended to be used department wide.
  - a. 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.
7. Access to computer tablets is a privilege; the Department may restrict certain functions of tablets for disciplinary reasons, and for the safety and security of a facility.
8. Tablets do not have unrestricted access to the internet.
9. Facility administrators will:
  - a. 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; and
  - b. ensure that staff with assigned duties and permission levels have received appropriate training.

10. The person designated by the administrator 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 Inmate Communications Committee.
2. The Inmate Communications Committee will decide whether certificates will be provided as part of the platform to inmates for successful completion of coursework and will establish any necessary relevant protocols.
3. Movies that contain material that violates any Department policy will not be made available to inmates.
  - a. The Inmate Communication 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 (approver).
  - a. 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 facility administrator or the Inmate Communication Committee to gather initial input.
6. 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.
    - 1) If approved, the approver will add the content using the vendor's protocols.
    - 2) 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 Inmate Communications Committee.
      - a) The committee may approve, send back for adjustment, or reject the content.
        - (1) If approved, the committee will direct the approver for each pertinent facility to add the content using the vendor's protocols.
7. Types of content that may be added are listed in the *Inmate Tablet Programming Guide* maintained by the Inmate Communications Committee.

## **C. Inmate Use**

1. Each inmate will answer self-chosen security questions and establish an individual password to allow for custom access.
  - a. All information and course progress are connected to an inmate's assigned tablet.
2. When an inmate signs in, the inmate must acknowledge the tablet is in good working condition. If the tablet is damaged or malfunctioning, the inmate must notify the staff assigned to process such reports.
3. Inmates will ensure tablets are plugged in and charged when in not in use for system updates to occur.
4. Inmates who encounter problems with a tablet may access the help and issue reporting features in the inmate personal account section. Inmates will communicate all issues or connectivity problems through the issue reporting feature.
5. If an inmate damages a computer tablet due to improper use or negligence, the inmate may be liable and charged restitution.

**V. CLOSING**

Questions about this policy should be directed to the Public Safety Chief.

**VI. FORM**

*Inmate Tablet Programming Guide*