

THE BENEFITS OF **INTEGRATED JUSTICE**

**Connect correctional facilities, courts, and
law enforcement to optimize operations**





Tyler Corrections is a fully integrated, comprehensive solution that seamlessly connects justice and public safety agencies, facilitating safer and more efficient operations for correctional facility personnel, law enforcement officers, and the courts. With an unparalleled network of existing public safety and justice clients and a broad solution portfolio, Tyler clients are at a unique advantage to immediately realize the benefits of fully integrated criminal justice.

The enhanced Tyler Corrections platform delivers robust features that create significant operational efficiencies, ensuring the safety of officers and inmates, increasing correctional facility productivity, and allowing staff to focus on more mission-specific tasks. This is achieved by enabling clients to share data among a huge network of criminal justice agencies. Information and work flows can be shared between the court, the correctional facility, and law enforcement so all involved parties have the documentation (pre-booking, warrant, hearing, sentencing, etc.) and any other information they need when they need it. These work flows are easily configured to meet the operational needs of each correctional facility.

There are five primary areas of integration between Tyler Corrections and other Tyler systems with which it shares information.

- Pre-Booking
- Warrants
- Court Hearings
- Inmate/Party Information
- Charge Updates

Pre-Booking

Pre-booking capabilities allow law enforcement officers to start an inmate's booking file before ever leaving the scene. With the click of a button, the officer can send critical arrest information to the correctional facility from an on-board laptop, tablet, or other mobile device to create a booking file. They can also easily check warrants and criminal history which provides important background information so officers and corrections staff can better handle the person in custody.

Benefit — Completing pre-booking information from the field expedites inmate hand-off to corrections facility staff. Since the booking file is already established, the hand-off interview is streamlined, delays are minimized, and duplicate data entry is avoided. This gets officers back on patrol more quickly, better utilizing their time and increasing safety for the public. The pre-booking file notifies the correctional facility that inmates are on the way, allowing the facility to reallocate staff to meet needs in the intake area.

With access to important background information – warrants and criminal history – officers in the field and corrections staff are more prepared to handle arrestees, thus increasing safety for themselves and the public.

What's Different — Prior to the pre-booking functionality, an officer was required to handle booking information and the inmate interview at the correctional facility before inmate processing by corrections personnel. The pre-booking feature eliminates that step, saving both the officer and corrections staff time by eliminating redundant data entry and enabling the officer to get back on patrol more quickly.

Scenario — Officer Torres clocks a car driving well above the speed limit – 80 mph in a 40mph zone. Officer Torres pulls the car over and approaches the vehicle using normal protocol for officer safety and secures the requested documents from the driver. The officer returns to the squad car and enters information on the driver and car. The results of the search help the officer know how to proceed with the stop as well as how to manage the arrestee once in custody.

Officer Torres completes the pre-booking file and sends it ahead so the corrections staff knows an inmate is on the way. This saves time for both the officer and the facility as corrections personnel simply need to review information with Officer Torres at inmate drop-off rather than needing to re-enter it. This also prevents redundancy of work and reduces potential for errors.

When an inmate comes in, Tyler Corrections makes the whole process more efficient, from booking and intake to release. We have the data we need at our fingertips, driving efficiencies and increasing safety.

– Tonya Smith, Jail Case Coordinator,
Collin County Jail, Texas

Warrants

The warrants function in Tyler Corrections enables correctional facility personnel to run queries of active local warrants for an inmate at both booking and release. During booking, this allows corrections personnel to find any outstanding warrants that could be added to the current arrest. During the inmate release process, a warrant query reveals if any local warrants have surfaced prior to releasing the person from the facility. The inmate can then be handled appropriately.

In addition, an open warrant search can also be run on visitors to the correctional facility using their driver's license numbers.

Benefit — Tyler Corrections enables officers to run a query for warrants while still in the field and import the information about open warrants, so no vital information is missing at booking or release. Checking visitors' records for warrants enables correctional facility personnel to either clear the person for visitation or act immediately when someone, who is wanted on a warrant, attempts to visit an inmate. This search helps ensure the safety of the corrections personnel and potentially the inmate population as well.

What's Different – Most corrections management systems allow manual querying for warrants. Tyler Corrections automatically runs this query, saving time for personnel dealing with the inmate and/or visitor.

Scenario — Inmate Smith is arrested on a charge and is brought to the correctional facility for booking. The arresting officer and the booking officer are unaware that Smith has two outstanding warrants for his arrest. However, as soon as the pre-booking process is initiated by the officer in the field, Tyler Corrections initiates an open warrant search and notifies the booking officer that two warrants exist. The system also provides details of these warrants. The booking officer is then given the option to assimilate these warrants and associated charges into the current booking record.

Court Hearings

The user can view court hearings for an inmate from the inmate record within Tyler Corrections. Corrections staff are also able to view the inmates' hearing schedules to see who is going to court. This greatly enhances their ability to schedule and manage transportation of inmates to and from the court.

Benefit — Corrections personnel will always have the most up-to-date information at their fingertips without having to switch systems, make a phone call, or wait for someone else to respond to questions to determine an inmate's court schedule.

Tyler Corrections users can prepare an inmate roster of those who need to go to court on any given date at any given time. This makes scheduling inmate transportation and related logistics more efficient, again eliminating the need to wait for others to provide the information the corrections officer needs to complete the job.

In addition, court staff can determine the docket based on who is currently being held in the facility. This allows the court to manage their docket more efficiently by prioritizing the docket to schedule those in custody together and/or at the beginning of the docket.

Scenario — Inmate Smith has been to court for a hearing related to his outstanding charges and returns to the detention facility. Although paperwork identifying a new/next court date typically follows the inmate back to the facility, in this case the “paper” was held up at court. However, because the next court date has been entered into the system, that next court date (in this case, the next day) and associated information is immediately available to Tyler Corrections users.

Using this information, corrections staff can include inmate Smith when they determine staffing and resource levels required for moving inmates, including “keep separates,” the next day even before they have received any paperwork. The pending paperwork arrives at the correctional facility the next day and is processed, but the corrections staff is already prepared to move inmate Smith before the paperwork arrives. Scheduling conflicts are also eliminated because dates are known and available in real time, as are “keep separates.”

Inmate Information (Party Info)

Integration of the law enforcement, corrections, and court systems also means that inmate information is available to the court via Tyler Corrections. The information remains secure because the correctional facility determines what to share and what is protected or restricted (e.g., medical information).

Benefit — This capability eliminates the need for corrections staff to respond to requests for inmate information from the court including status, custody location, and demographics. This reduces time spent on the phone and in sending faxes to the court and other agencies.

The benefit to the court is that they have access to all the biometric information such as mug shots, tattoos, and fingerprints for each inmate. Staff is able to use these biometrics to help definitively identify the inmate while in court.

Data integrity, the elimination of redundant data, and the availability of critical inmate information in real time allows agencies to be more efficient and effective in their day-to-day operations. It also provides increased safety for staff, the public, and other offenders.

Scenario — When inmate Smith is booked into the correctional facility, all related demographic, descriptors (including facial images and biometric identifiers), housing (location), and security details (alerts, “keep separates”) associated with this offender are available to court staff with appropriate access permissions. In addition, staff sees an indicator providing a visual cue that Smith is currently in custody and that he has been in custody on three prior occasions, including one where he was sentenced to six months incarceration for assaulting a peace officer.

While being detained and awaiting trial for his most recent charges, inmate Smith assaults a correctional officer and another inmate, a pattern of behavior that he has exhibited during previous periods of incarceration. This critically important security-related information is readily available for review by court staff on selected screens via Tyler Corrections in advance of inmate Smith setting foot in the courtroom. As a result, appropriate measures can be taken to ensure that safety levels are maintained in the courtroom at all times.

Charge Updates

The correctional facility is notified via data sharing with the court when there is a change to an inmate’s charge. When the prosecutor amends the charge, the systems’ workflow allows personnel to see the new charge information immediately.

Benefit — When a prosecutor amends a charge, a case is dismissed, or there is a conviction, corrections staff knows immediately and can take the appropriate action. Since changes are now automatically reflected in the Tyler Corrections system, the need for the corrections personnel to re-enter data that is “controlled” by the court is eliminated. This also ensures data integrity by preventing duplicate entries, reducing errors, and ensuring that key information is synchronized between all interested parties.

Automating these updates also often results in more efficient reclassification which, in turn, enhances security and reduces costs.

Scenario — A clerk in the courthouse makes an adjustment (addition / deletion / alteration) to the charge detail for inmate Smith. This is immediately reflected in Smith’s record, and corrections staff at the facility are notified that new information is on file via Tyler Corrections’ workflow feature. Personnel can then act on how they want to receive the information. This change potentially impacts the housing and handling of Smith within the facility, triggering a reclassification

event. Again, the workflow feature provides the Classification office with a notification of this requirement, and a classification officer has the ability to quickly and easily access Smith's record using a "hot link."

Conclusion

The integration of Tyler systems involving law enforcement records, correctional facility management, and court management allows the organizations to share information in a controlled and secure way. Specifically, it provides law enforcement officers with quicker, more efficient arrests using pre-booking tools and warrant queries, and provides the correctional facility with critical information in real time for streamlining operations and increasing security. As a result, law enforcement, the correctional facility, and the court become more efficient, reduce errors, and save valuable time.

The benefits to all three entities fall into five categories:

- 1) Increased security for staff and detention facility population due to warrant queries for inmates and visitors;
- 2) Time saved because of system-wide availability of information from any office needing it;
- 3) Reduction in time spent entering the same information into multiple systems;
- 4) Minimization of errors caused by re-entering of the same data into different systems; and
- 5) More efficient and safer handling of inmates by law enforcement, corrections staff, and court staff.





About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector - cities, counties, schools and other government entities - to become more efficient, more accessible and more responsive to the needs of their constituents. Tyler's client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, Australia, and other international locations. In 2017, Forbes ranked Tyler on its "Most Innovative Growth Companies" list, and Fortune included Tyler on its "100 Fastest-Growing Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.