

**The GuardTracker®**  
**Experience**  
**Pitt County Detention Center**  
**in Greenville, NC**





My name is **Maj. Lawrence Whaley** and I have recently retired from the Pitt County Detention Center after 29 years of service.

I would like to share with you my experience with an amazing new software application called “**GuardTracker**®” developed here in our county by **Sgt. Clinton Williams**; one of our corrections officers along with some local corrections physicians.



GuardTracker®, is the answer to numerous security, inmate healthcare and interagency data sharing needs that have been unmet, not only in our facility in Greenville, but throughout the vast majority of local jails across this state and nation. We've been using this technology at our facility for the last 3 years with very good success.

[www.guardtrackergt.com](http://www.guardtrackergt.com)

# GuardTracker®

## 'EXPO'

patent pending

- This 'EXPO' is the crux of the GuardTracker® system...it has proven to be superb at giving the viewing officer **instant inmate information** (termed "**I3 Technology**" on demand.)
- Beyond the typical front and side profiles seen in most jail settings, GuardTracker® assigns proprietary icons for staff to use and understand. For example, in this Expo there are iconic warnings given about this inmates **Keep Separate** status, **Suicidal** status and a **Special Diabetic Diet**.
- Additionally, the lettering and numbers presented give the inmate's basic demographic information. This particular inmate is a 39-year-old white male with a dob of October 11, 1973 and he is 5'11" tall and weighs 207 pounds.
- Also notice that the green indicator box displays this inmate is inside the jail setting, as opposed to red which would indicate an inmate is outside the facility, or yellow indicating he/she is under electronic monitoring in the community somewhere.
- For court reporting purposes, the Expos issues a docket number to each incarceration retrievable and adjudicating his detention and the number of days served.



The image shows a mugshot of a man with a beard and mustache, wearing a blue jacket. The mugshot is split into two views: a front-facing view on the left and a profile view on the right. Both views have white bars over the eyes. To the right of the mugshot are three icons: a red circle with 'KS' and a red crosshair, a purple circle with 'SU' and a purple silhouette of a head, and a blue circle with 'DM' and a blue silhouette of a head. Below the mugshot is a white box containing the following information:

Jones, Jesse F. 39WM 101173 511-207 

Docket # 02CVM12340 48 days

# Proactive vs. Reactive



If there is one obvious challenge in our local jail systems, it is that we are all seemingly in a constant reactive mode.

We, in corrections tend think in terms of concrete, steel...and the number of officers that we can hire.

Since we have had GuardTracker® at the Pitt County Detention Center, we have seen an overall **decrease** in incidents, and **increase** in correction officer confidence and safety.

The following are some of the major ongoing problems that we struggle with at the **Pitt County Detention Center**. These are the same problems that other jails and prisons across the country are struggling with as well. **GuardTracker®** has helped us overcome these day-to-day issues.



- Inmate Medical Issues...



# Inmate Medical Issues...



- Prisoners are older and have more chronic illnesses than ever. The percentage of prisoners in federal and state prisons aged 55 and older increased by 33% from 2000 to 2005
- Local Jails and DOC's house many very sick inmates; such as diabetic, seizure, pregnant and infected individuals.
- GuardTracker allows our staff more medical information on inmates, therefore creating a safer and healthier environment for them.

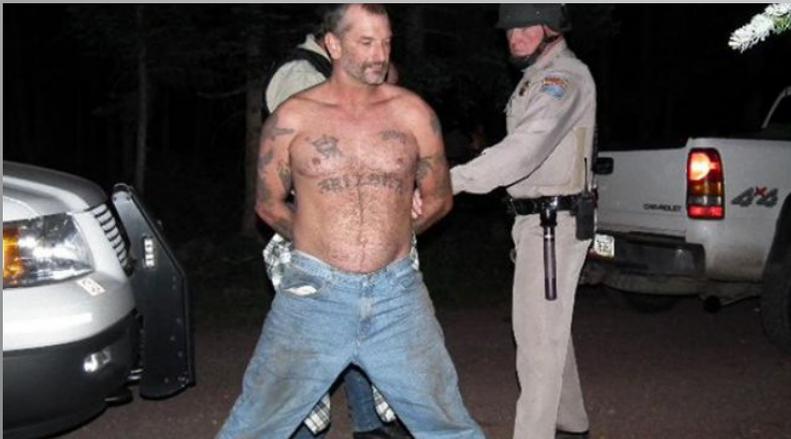


- Inmate Medical Issues...

- **Inmate Psychiatric Issues...**



# Inmate Psychiatric Issues...



- The Pitt County Detention Center has 10-15% of inmates that could easily be justified for housing in a psychiatric hospital .
- About 1 in 30 of our jail inmates are actively being medically detoxified from alcohol and/or illicit drugs from the street.
- We always have someone on suicide watch at any given time.

- Inmate Medical Issues...
- Inmate Psychiatric Issues...

- **Prison Rape...**



# Prison Rape...



- Statistics indicate that there are more men raped in U.S. prisons than non-incarcerated women (these are the one's that we know about).
- Young men are five times more likely to be attacked; and that the prison rape victims are ten times more likely to contract a deadly disease.
- U.S. Federal law, under the Prison Rape Elimination Act of 2003 aims to curb prison rape through a "zero-tolerance" policy that holds jail administrators accountable.



- Inmate Medical Issues...
- Inmate Psychiatric Issues...
- Prison Rape...

- **Gangs & Violent Inmates...**



# Gangs & Violent Inmates..



- Gang violence is a problem in every major city in the United States and membership is on the rise.



- Gangs have risen to a level of power beyond the control of most jails using current methods. GuardTracker® can assist with alleviating gang related violence within a facility.



- Once we identify a gang member, we can keep them separate from same or different gang members.



- Inmate Medical Issues...
- Inmate Psychiatric Issues...
- Prison Rape...
- Gangs & Violent Inmates...

- **Overcrowding...**



# Overcrowding...



GuardTracker® Panel



- Overcrowding is simply a function of and overwhelmed judicial and corrections system.

- The United States has the highest documented incarceration rate in the world with the total number of incarcerated adults in the US in 2010 being >2.26 million.

- With a struggling economy and no immediate hope of matching the need for beds with the inmate population, overcrowding has become one of our struggles – and virtually all of our facilities.

- Inmate Medical Issues...
- Inmate Psychiatric Issues...
- Prison Rape...
- Gangs & Violent Inmates...
- Overcrowding...

- **Protecting our Corrections Officers...**



# Protecting our Corrections Officers...



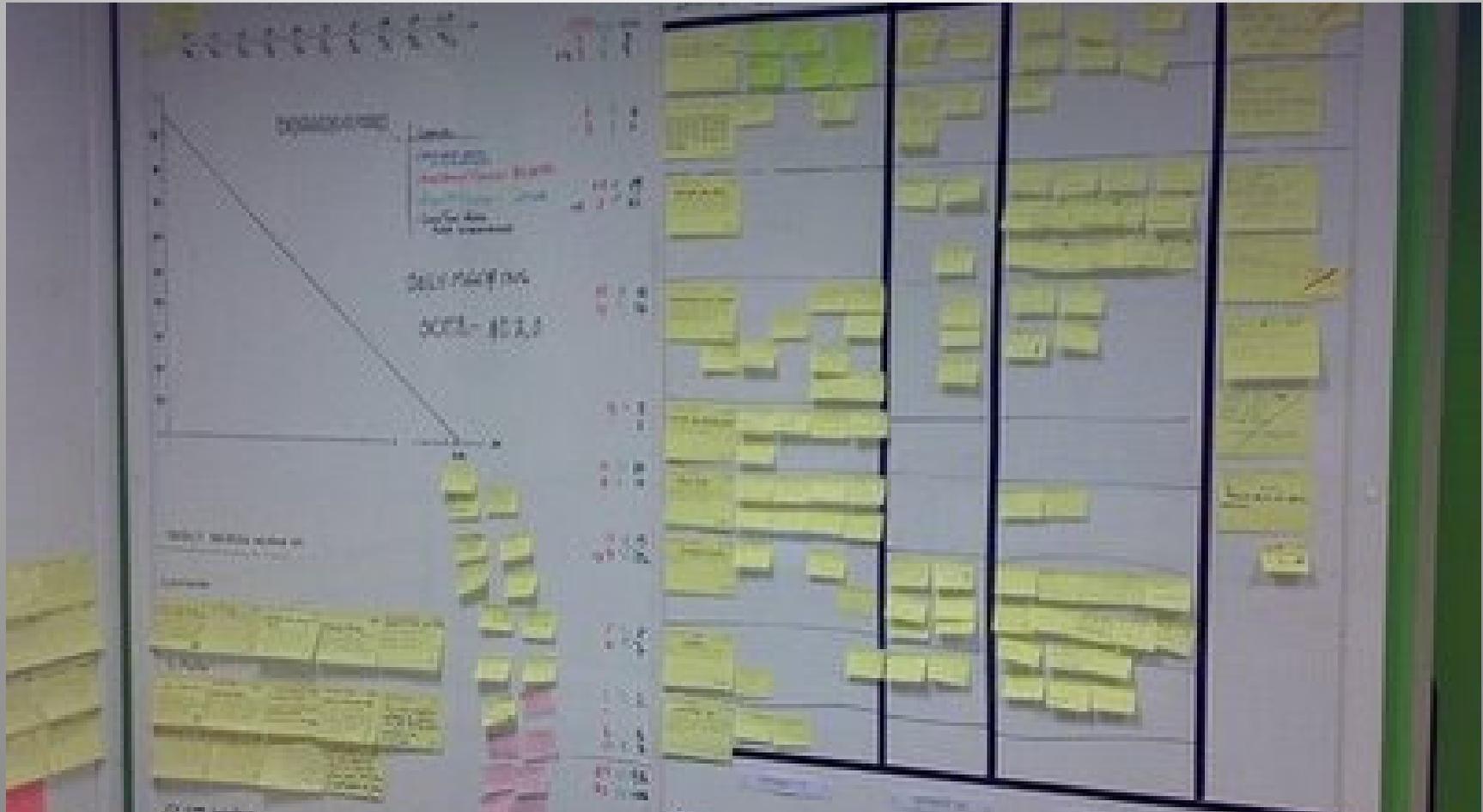
- Corrections Officers are also expected to control their emotions, remain impersonal, and engage in activities that are often dangerous and conflicting.
- Corrections Officers face high levels of stress, burnout, health problems, high turnover rates, low life expectancy, and decreased quality of life.
- One US study gives Corrections Officers a life expectancy of 59 years, with the second highest mortality rate of any occupation; they will be seriously assaulted at least twice in a 20 year career.

# GuardTracker® Software:



- Provides **Instant Inmate Information** access to critical data regarding inmates.
- Displays information on desktop monitors, laptops, tablets, hand-held devices and smart phones with internet access.
- Provides updated health conditions and medications in encrypted format that is HIPAA compliant.

GuardTracker® Software takes the inmate data management from this...



...to this.

(1 of 36) 1 2 3 4 5 6 7 8 9 10 5 :			
<b>ABERNATHY, GEO</b>  Name: ABERNATHY, GEO Unit:A-2 Cell/Bed: 22 Flags: XD,HT,GM	<b>ABERNATHY, RODNEY</b>  Name: ABERNATHY, RODNEY Unit: B-2 Cell/Bed: 17 Flags: TD	<b>ACTION, CHARLIE</b>  Name: ACTION, CHARLIE Unit: B-2 Cell/Bed: 07 Flags: XD,KS,HS,SZ,DM	<b>ADAM, JONNIE</b>  Name: ADAM, JONNIE Unit: E-2 Cell/Bed: 16/B1 Flags: LD,SZ,SU,HT,PS,AD
<b>ADAMS, CORY</b>  Name: ADAMS, CORY Unit: D-4 Cell/Bed: 1W8/B1 Flags: XD,ER,BD,ND,FT,GM,LD,DM	<b>ADAMS, LOUIS</b>  Name: ADAMS, LOUIS Unit: D-5 Cell/Bed: 2S5/B1 Flags: IF,PS,HS,ND,MN,LD,DM	<b>ADKINS, MOSH</b>  Name: ADKINS, MOSH Unit: E-1 Cell/Bed: 8/B1 Flags: SU,HS,KS,XD	<b>AEJA, NEIL</b>  Name: AEJA, NEIL Unit: B-1 Cell/Bed: 08 Flags: SU,KS,TD
<b>AERO, GENE</b>  Name: AERO, GENE Unit: E-3 Cell/Bed: 31/B3 Flags: AD,KS,GM,DM,HT,DM,BD	<b>AGAPE, RONNIE</b>  Name: AGAPE, RONNIE Unit: E-2 Cell/Bed: 17/B1 Flags: KS,TD,HT	<b>AHMAD, MARK</b>  Name: AHMAD, MARK Unit: D-2 Cell/Bed: 1N12/1 Flags: KS,GM,BD	<b>AIKEN, TROY</b>  Name: AIKEN, TROY Unit: A-1 Cell/Bed: 08 Flags: LD,BD

Physical appearance, health conditions and medications, behavioral issues/alerts, gang affiliation's), keep separate orders, religious observances, dietary requirements—All data about inmates can be accessed from desktops or viewed from monitors or hand-held devices like smart phones.

# Regarding Gang Affiliations

## GuardTracker's® Important Functions Include:

- Special identifiers with inmate data showing gang affiliation
- Automated alerts
- “Keep Separate”
- Gang rival status
- Pictures of similar or rival members

Inmate Details  
Name: ABERNATHY, GEO Unit:A-2 Cell/Bed: 22 Flags: XD,HT,GM

• XD, Extremely Dangerous   
• HT, Heart Condition or Hypertension   
• GM, Gang Member 

Keep Separate From:

# Legal Liability For Correctional Suicides

## US Supreme Court Rulings:

1976, Estelle vs. Gamble. “Inmates can sue if harmed while correctional officers show deliberate indifference”.

1994, Farmer vs. Brennan. Refined previous law “Inmates must prove that officers knew about likelihood of risk threatened health or safety, and consciously disregarded it”.

## SOLUTIONS ??

- Correctional facilities can defend against claims of deliberate indifference by establishing written policies and *implementing practices* that address the litigated areas.

# *GuardTracker® Adds Safety Through...*

- Improved classification through shared medical information from point-to-point
- Officer awareness using suicide icon 
- Prevents use of utensils to suicidal inmates
- Shows ***proactive*** instead of reactive practices, decreasing deliberate indifference
- Minimizes risks of errors, hospitalizations, potential deaths, and liability claims.

## State Of The Art Technology Provides:

- local jails,
- state correctional facilities,
  - federal penitentiaries,
  - probation/parole offices,
- and national security agencies

With a sophisticated tool to monitor and manage offenders. Real-time access to inmate data minimizes errors that contribute to liability claims and lawsuits, and significantly improves the safety and security of both inmates and corrections officers.

# GuardTracker® changes the way correctional facilities operate in the 21st century; with a much more secure workplace, improved working conditions staff stress reduction.

Most importantly, GuardTracker® uses the power of technology to increase the safety of corrections officers who walk in and out of dangerous situations countless times each day.

Guardtracker - Whiteboard View

### Inmate Location and Flags

Search All Fields

Select	Name	Unit	Cell/Bed	Location	Flags
<input type="checkbox"/>	ABERNATHY, GEO	A-2	22		XD,HT,GM
<input type="checkbox"/>	ABERNATHY, RODNEY	B-2	17		TD
<input type="checkbox"/>	ACTION, CHARLIE	B-2	07		XD,KS,HS,SZ,DM
<input type="checkbox"/>	ADAM, JONNIE	E-2	16/B1		LD,SZ,SU,HT,PS,A
<input type="checkbox"/>	ADAMS, CORY	D-4	1W8/B1		XD,ER,BD,ND,FT,C
<input type="checkbox"/>	ADAMS, LOUIS	D-5	2S5/B1		IF,PS,HS,ND,MN,L
<input type="checkbox"/>	ADKINS, MOSH	E-1	8/B1		SU,HS,KS,XD
<input type="checkbox"/>	AEJA, NEIL	B-1	08		SU,KS,TD
<input type="checkbox"/>	AERO, GENE	E-3	31/B3		AD,KS,GM,DM,HT,
<input type="checkbox"/>	AGAPE, RONNIE	E-2	17/B1		KS,TD,HT

Current Number of Prisoners: 422

Selected Inmate: Currently there is no Row selected.

### Inmate Statistics

Off Campus 3 | In Cell Block 0 | In Infirmary 0 | Current Population 422

Last Time Refreshed  
Mon, 04 Jul 2011 18:06:39 -0400

Sync Prisoner Matrix  
Logout Recent Activity

# So, how does it work???

---

GuardTracker® software displays data about each inmate in a clear and comprehensible format so that corrections officers and medical personnel have instant access to what is known about the population they supervise.

## Also Note:

- Any facility with workstations and secure internet access can and use this web-based software application.
- GuardTracker® can be integrated with existing jail/corrections management system software products.
- Information can be viewed, imported, exchanged, and retrieved remotely.
- Facility staff can customize data to describe the specific inmate population and update content as circumstances change.
- 30 minute training time, and easy to use.

# Potential Savings Using GuardTracker®

- Reducing Unnecessary Emergency Room Visits

**Case #1**: Male inmate involved in altercations which led to facial injuries and ED evaluation.

Total cost to County = \$5,480.71

GuardTracker Solution ® : The Keep Separate (KS)

Icon could have been implemented to prevent the altercation.

## Unknown Medications During Booking And Classification.

- Case #2: Male inmate with history of heart disease, but doesn't recall list of medications or pharmacy name/location.
- Result - Ends up with congestive heart failure with hospitalization and testing.
- Cost to County = \$12,731.62
  
- Case #3: Male inmate with seizure disorder and alcohol abuse, unable to give medical history and intoxicated state.
- Result – Hospitalized and stabilized until discharge.
- Cost to County = \$27,881.11

Case #4 : Hispanic male transferred from outside facility with apparent history of diabetes, but unable to convey his history or insulin dosages upon booking.

- Result – Placed into cell and found days later in confused and lethargic state. Hospitalized until insulin regimen stabilized.
- Cost to County = \$20,906.66
- GuardTracker Solution: Cases 2-4 could have been avoided with use of both the GuardTracker Medical Folder and medical icons. This medical information can be shared from facility to facility using the web-based program.

# Quantify Savings

- County Level: Average \$335,000 / year
- State Level: Average \$32-40 million / year
- Southeastern Region: Average \$432 million / year
- *Note: These figures do not include DOC's, or potential savings from liability cases, including defending deliberate indifference lawsuits (Farmer v. Brennan)*



**GuardTracker® Testimonial from:**  
***Sergeant William T. Turnage III***  
***PCSO / PCDC***

I am a Sergeant and have worked in the Maximum Security area of the Pitt County Detention Center for 13 of the 17 years that I've been here. The inmates housed in this area are the emotionally disturbed, suicidal inmates, self mutilators, or gang members. Many are sick and are dealing with such crimes as murder, child molestation, armed robbery, drug selling or drug trafficking, etc.

Whenever an inmate comes down to the Maximum Security area, we need to know who they are associated with and the potential for violence. Information such as medical alerts, gang affiliation, and other special categories that GuardTracker highlights is of great importance to us. Quick access to this information ensures that we know relevant information about all of the inmates housed here and that we are protected.

GuardTracker is an excellent program. I use it every day.

## GuardTracker® Testimonial from:

# *Officer John Booker*

*PCDC / E-Block*

On Friday in E-Block I was dealing with an inmate in one of the units and had given the inmate an order to comply with a simple rule. The inmate was sluggish and almost non-compliant. I returned to the tower and realized I did not know the inmate's name. It occurred to me that I could use GuardTracker to pull up all the faces of the inmates in the unit and pick out the inmate that I had dealt with. I opened the system and found the inmate's name by limiting the search to his unit and opening the side panel with all the faces to pick from. It was a fast and simple way for me to put a name to the inmate's face and make a mental note that this inmate needed special attention.

On Saturday I was informed that the jail would be moving inmates from D-Block to E-Block. I was unsure where I wanted to put the new inmates. I took into consideration the head count in the units and the type of inmates housed in those units, as well as the type of inmates being sent down to our area. I relate faces to behavior better than I do names, so I was able to pull up all the faces of the inmates in each unit, look at their cell assignments, and find whether they had Keep Separate alerts or behavior problems. GuardTracker helped balance the inmates demographically and assign each to appropriate cells.

I found the information I needed quickly and easily, which helped me get my job done right.