



**DEPARTMENT OF CORRECTIONS
MONTANA STATE PRISON
OPERATIONAL PROCEDURE**

Procedure:	MSP 3.3.10 INMATE ISSUED COMPUTER TABLETS	
Effective Date:	June 1, 2019	Page 1 of 6 and 2 Attachments
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Reference(s):	DOC Policy 3.3.10	
Signature:	/s/ Jim Salmonsens / Warden	
Signature:	/s/ Gayle Butler/ MCE Administrator	

I. PURPOSE

Montana State Prison (MSP) / Montana Correctional Enterprises (MCE) including Riverside Special Needs Unit (RSNU) issues computer tablets for inmate use to increase access to education, training and other resources that promote positive inmate behavior and reduce recidivism. Computer tablet use will be regulated as necessary to maintain safety and security.

II. 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.

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

Facility – A place, institution, building (or part thereof), set of buildings, structure, or area that is used for the confinement of offenders.

Inmate Communication 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.

Inmate Communication Committee Members – Consists of Division Administrators, representatives from facilities using offender computer tablets, as well as employees with experience and skills in various backgrounds such as information technology, mental health services, medical services, education, and security.

Montana State Prison (MSP) Steering Committee – Facility level of the Inmate Communication Committee. The MSP Steering Committee will consist of subject matter experts representing MSP

and MCE as designated by the administrators.

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.

III. PROCEDURES

A. General Requirements

1. Montana State Prison (MSP), Montana Correctional Enterprises (MCE), and Riverside Special Needs Unit (RSNU) will arrange for inmate computer tablets and charging stations in each housing unit and the infirmary. Only tablets approved and assigned by the administrator or designee are allowed for use by inmates within the facility.
2. The Department of Corrections (DOC) Inmate Communication Committee will review and consider any new computer tablet content submitted by staff. This content requires the Inmate Communication Committees final approval before a request can be submitted to the service provider. The Inmate Communication Committee will determine whether the content must be evidence-based.
3. Access to computer tablets is a privilege, and computer tablets are only available when issuance does not interfere with the safety, security, and orderly functioning of the facility.
4. Computer tablets are stripped of any component that would allow unrestricted access to the Internet.
5. Each Unit Manager or equivalent is responsible for creating a computer tablet distribution schedule for their unit which will be approved by the AW of Security or designee to ensure consistency between units.
 - a. the schedule will be posted in a visible location in the unit.
 - b. the schedule will ensure each inmate is offered a computer tablet on a rotational basis.
 - c. each inmate will receive the computer tablet for an equal amount of time unless custody level or behavior dictates modification.
6. The administrator or designee assigns tablets to locations within the facility that allow all inmates to have access. Charging stations will be located to allow for connectivity to a wireless access point. Computer tablets may only be updated when connected to a designated wireless access point. Computer tablets are rendered useless when removed from the designated area. Computer tablets may be unavailable at times due to maintenance.
7. When not in use, each computer tablet will remain plugged in to the available charger in the charging station. Each tablet will be numbered and placed in the cart in numerical order so that the tablet and the docking station number match the official inventory. Charging stations will be plugged in at all times, unless being moved for unit maintenance.

8. The administrator or designee will assign duties and permission levels to staff, including 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 Compliance Technician with the Administrative Services Bureau is responsible to process and send reports of damaged or malfunctioning computer tablets to the service provider. The Compliance Technician will work with the service provider to take the tablet out of commission and request a replacement if necessary. The Compliance Technician will send out an updated inventory list monthly to the Unit Manager or equivalent.
 - a. the Unit Manager or equivalent will ensure any computer tablet(s) that are damaged, not working, or missing are reported to the Compliance Technician within 24 hours via a copy of the approved incident report. The damaged or non-working computer tablet will be forwarded to the Compliance Technician for documentation and replacement if necessary.
 - b. if a tablet is placed in evidence due to the confiscation related to a disciplinary infraction; the Unit Manager or equivalent will ensure the Compliance Technician is notified within 24 hours and receives a copy of an incident report detailing the incident. The disciplinary infraction report issued must contain the asset and unit computer tablet identification numbers for reference.
 - b. daily audits will be conducted by the Unit Manager or equivalent or their designee to ensure computer tablets are properly seated in the charging cart and in the correct numerical order. Any discrepancies must be reported via incident report to the Compliance Technician within 24 hours.

B. Programming

1. Each tablet is preprogrammed with a choice of content provided by the service provider and approved by the Inmate Communication Committee, that allows inmates to earn points for activities such as completing coursework. Points accumulate to allow access to entertainment content such as music or movies.
2. The administrator or designee along with the Inmate Communication Committee will determine whether certificates will be provided as part of the platform to inmates for successful completion of certain coursework and will establish any necessary relevant protocols in conjunction with Montana Correctional Enterprises. Certificates will only be provided for courses the administrators or designees determine are necessary for the inmate to have a hard copy for verification of the achievement to provide to another entity such as a higher education authority, future employer or the Parole Board.
 - a. an Inmate who is scheduled appear before the Parole Board or discharge his sentence and who would like to have a transcript of completed coursework, may send a written request to their Case Manager. The Case Manger will print and distribute one copy of the transcript to the inmate.
3. Movies, games, etc., which contain material that violates any Department policy or MSP procedure will not be made available to inmates. The Inmate Communication Committee

- may initiate removal of any content on the computer tablet deemed detrimental to the safety and security of the facility or detrimental to the inmate's rehabilitation process.
4. The administrator or designee may designate a staff member or form a committee to create site-specific content for the computer tablets.
 - a. before creating site specific content, the staff member or committee will consult with the Inmate Communication Committee to gather initial input. Once content is created, it must be sent to the administrator or designee who will:
 - 1) approve content and submit content for upload to the computer tablet
 - 2) send it back for adjustment, or reject any site-specific content such as unit rules, forms, and facility procedures.
 - 3) 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 administrator or designee will submit the content to the Inmate Communication Committee.
 - b. the committee may approve, send back for adjustment, or reject the content. If approved, the committee will designate an individual to ensure the content is forwarded to the provider to upload to avert duplication of information sent to the service provider
 - c. if the content is rejected, an explanation will be sent back to the administrator or designee.
 5. MSP's steering committee will present to the Inmate Communication Committee MSP specific programs. Content requests will be submitted as follows:
 - a. inmate requests will be submitted through the unit representatives to the Inmate Welfare Fund (IWF) representative. These requests will be reviewed quarterly at the IWF meetings. If approved by the IWF, the request will be forwarded to the MSP Steering Committee for consideration on the computer tablet programming request form. *Attachment A*
 - b. Staff requests will be submitted on the computer tablet programming request form. The form must be approved by the staff member's department head. The department head will submit the form electronically to the MSP steering committee for consideration.
 6. Types of content that may be added are listed in the *Inmate Tablet Programming Guide* maintained by the MSP Steering Committee.

C. Inmate Use

1. Each inmate will answer self-chosen security questions and establish an individual password to allow for custom access. Computer tablets are not specific to an inmate, and inmates may access individual content on any available computer tablet. All information and course progress are connected to an inmate's account and not to a particular device.
2. When an inmate signs in, the inmate must acknowledge the computer tablet is in good working condition. If the tablet is damaged or malfunctioning, the inmate must immediately notify a unit staff member. If the inmate fails to immediately report damage, and damage is discovered after their use, the inmate may be held accountable for the damages.

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3. Inmates who encounter problems with a computer tablet may access the *help and issue reporting* features in the offender personal account section. Inmates will communicate all issues or connectivity problems via the issue reporting feature.
4. Tablets MUST be checked in at the established unit time.
5. External or alternative chargers are not allowed to be connected to the computer tablet or used in the computer tablet charging cart.
6. Only one computer tablet per inmate. If the computer tablet issued to the inmate is found in the possession of another inmate, both inmates may lose their computer tablet privilege for a period of time. One or both inmates may also lose points gained and possibly incur disciplinary action as determined by the administrator or designee.
7. Inmates will be held accountable through the inmate disciplinary process for any damage or misuse of the computer tablet during the time they were using the computer tablet. This includes but is not limited to the following;
 - a. damage to the computer tablet, including case and screen;
 - b. misused, altered or compromised content;
 - c. sharing passwords;
 - d. utilizing one of the computer tablet applications or features to communicate with another inmate
 - e. accessing other inmates accounts, etc.
8. The following suspension may occur in addition to the inmate disciplinary process; If an inmate intentionally damages a computer tablet or refuses to return a computer tablet per procedure, the following restrictions will occur.
 - a. first occurrence – loss of computer tablet for 6 months
 - b. second occurrence – loss of computer tablet for 1 year
 - c. third occurrence – permanent restriction from computer tablet use
 - 1) the Warden may lift a restriction if deemed appropriate
 - 2) if an inmate is restricted from computer tablet usage based on such behavior, appropriate accommodations for legal access will be made with the library by administration.
9. Inmates may have points added or removed from their account at the discretion of the administrator or designee.

V. CLOSING

Questions concerning this procedure should be directed to the Administrative Services Bureau Chief.

VI. REFERENCES

DOC Policy No. 3.3.10

VII. ATTACHMENT

Edovo Computer Tablet Request Form and Instructions
Programming Guide

Attachment A
Attachment B



Montana Department of Corrections

Steve Bullock, Governor
Reginald D. Michael, Director

Edovo Computer Tablet Request Form Instructions

Please fill an Edovo Computer Tablet Request Form to add content that is not currently available on the tablets, or to remove content that does not fit the needs of MDOC.

Depending on the type of content, the requestor will fill out the appropriate section and electronically sign, and send to the appropriate party, depending on the type of request (see directions for each section below).

Completed forms will be emailed to COR.Tablet.Request@mt.gov. The request will be logged and emailed to the Inmate Communication Committee for review and approval/disapproval, depending on the type of content. All disapproved forms will be returned to the requestor for additional information needed or a specific reason for disapproval.

Generally, each request form should include a description of the content, expected outcomes and a quiz at the end of the content to ensure offenders completed and understood content. The quiz will be assigned points for successful completion.

All request forms must be completed entirely and signed by the requestor.

Educational or Programming courses or lessons, complete Section 1.

Requestor will electronically sign the completed form and email to COR.Tablet.Request@mt.gov

Facility content, such as unit rules, policies, procedures or other facility specific documents, complete Section 2.

Requestor will electronically sign the forms and email to the appropriate Administrator for approval. If approved by the Administrator, he/she should electronically sign the form and return it to the requestor or email to COR.Tablet.Request@mt.gov

Request the removal of content, complete Section 3

Requestor will electronically sign the completed form and email to COR.Tablet.Request@mt.gov

Edovo Computer Tablet Request Form

Section 1, Request to add Educational or Programming Course or Lesson

Date: _____

Name of Staff Member Proposing Program/Course/Lesson: _____

Name of Program/Course/Lesson Proposed: _____

Type of Program Proposed:

Program/Course/Lesson Developer: _____

Facility Where Program/Course/Lesson is to be implemented:

Has there been verification that the proposed program is labeled for open use or is in the public domain (no cost associated with use):

Explain:

Program/Course/Lesson Description (attached additional information if needed):

Program/Course/Lesson Expected Outcomes:

Will there be a multiple-choice quiz to test for program/Course/Lesson completion?

If no, how will it be determined if student completes? _____

Number of Points Associated with Program/Course/Lesson Completion:

Additional Information _____

Approved/Denied Date: _____ Signatures: _____

Section 2, Request to add facility specific content, such s unit rules, polices, procedures or other facility specific documents

Date: _____

Name of Staff Member Proposing Addition of Content: _____

Type of Content Proposed: Policy/Procedure/Unit Rules/Other (Choose an item.)

Proposed Content: _____

Content Detail: _____

Will there be a multiple-choice quiz to test to ensure offender read and understood content?

Yes

No

If no, how will it be determined if student completes? _____

Number of Points Associated with Content Completion: Points (Choose an item.)

Additional Information _____

Facility Approvals: _____

Approved/Denied Date: _____ Signatures: _____

Section 3, Request For the Removal of Content

Date: _____

Name of Staff Member Proposing Removal of Content: _____

Name of Content to be Removed: _____

Reason for Removal: _____

Will Content be Replaced by New/Changed Content?

Yes

If yes, please fill out Section 1 or 2 of this form

No

If Content to Be Removed is Facility Specific, the removal should be approved by the appropriate Unit Manager and Associate Warden or Designee.

Name, Title and Date

Name, Title and Date

Additional Information _____

Approved/Denied Date: _____ Signatures: _____

Montana Department of Corrections Offender Tablet Programming Guide

As set forth in DOC 3.3.10, the Inmate Communications Committee considers any new content for tablets that is intended to be used department-wide or requires a determination of whether it must be evidence-based. The Inmate Communication Committee also reviews any preprogrammed content, and initiates removal of any inappropriate content.

Facility-specific content that may be approved at the facility level and does not require steering committee approval includes:

- Unit rules
- Procedures
- Announcements

Content that must be approved by the committee includes applications for:

- Grievance forms
- Medical or mental health notes
- Visitation notifications
- Educational materials
- Therapeutic materials

If an employee is unsure whether content needs committee approval, the employee may contact any member of the Inmate Communication Committee, so the question may be posed to the committee.

This document is maintained by the Inmate Communication committee and may change at any time.