INMATE MESSAGING

MODERNIZING CORRESPONDENCE

GTL's inmate messaging service allows facilities to have greater control over the content of messages and reduces the opportunities to introduce contraband into a facility.

The technological change from traditional pen and paper letters to secure online messages allows all inmate correspondence to enter a correctional facility through a secure, controlled environment. This change eliminates one avenue through which contraband enters a facility, increases facility control over message content that is becoming ever more creative in its cryptic language, and helps with reducing recidivism through increased communication between inmates and their support networks.

Through **Inmate Messaging**, all incoming inmate correspondence will enter a correctional facility in English or English-translated, email-like documents on an Inspire® tablet or Flex® Link multi-service unit. Paired with GTL's efficient inmate messaging application, facilities will be able to streamline the review, sorting, and distribution processes.

Studies have shown that contact with friends and family reduces recidivism rates among inmates. GTL's Inmate Messaging service enables friends and family to:

- Send text-only messages to inmates
- Attach **photos** to messages
- Attach **videos** of varying length (according to facility guidelines) to messages

GTL's Inmate Messaging solution offers extensive monitoring capabilities that are fully configurable to conform to a facility's message review protocol.

- Combine the standard terminology library with custom entries for a better overall translation of message text
- Classify a message as delivered, redacted, flagged for follow-up, or blocked
- Generate a notification to both the sender and recipient informing them of the undelivered (blocked) or edited (redacted) message
- Retain original versions of all messages for use in current or future investigations.

GTL's Inmate Messaging solution is an excellent tool for maintaining a safe and secure facility.